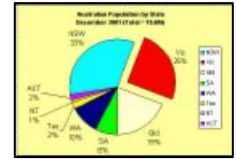




»» **COMPANY PROFILE**



WHO WE ARE

RQLearning is an education and consultancy company specializing in safety management and human development. Established in 1994, *RQLearning* has been providing services to both the private and public sectors.

Our Mission

Our mission is to provide solutions to people and organizational development for peak performance.

Contact:

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Managing Director

RQLearning

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Besides consultancy services in education, our strengths are in the areas of corporate training where we conduct public and in-house programmes tailor-made to the needs of our clients.



From Training To Learning To Meet Business Goals

If the knowledge and skills of employees is a company's biggest asset, why are so many organizations riddled with unproductive, irrelevant training departments and activities?

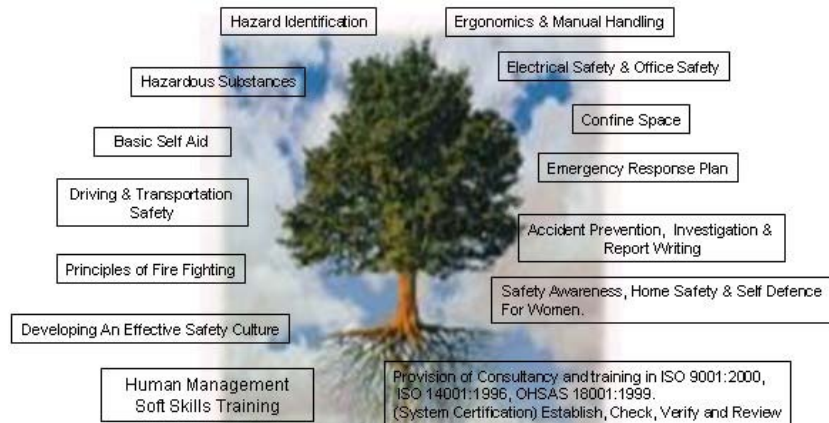
RQLearning feels that the time has come NOW for managers and human resource professionals to revolutionize the way that learning happens in organizations.

To maximize the return on your organisation's most important asset, you create a dynamic, actively learning, and knowledge-enabled organization where each employee possesses the skills and information necessary to drive world-class performance.



Our Services

- Safety training programs
- Safety consultancy services
- Human development training programs
- Human Resource consultancy services
- Provision of Consultancy and training in ISO 9001:2000, ISO 14001:1996, OHSAS 18001:1999 (System Certification). Establish, Check, Verify and Review.



The Tree Foundation

Using the TREE Foundation as the core machinery and Roadmap, RQLearning will endeavor to partner with your esteem organization to achieve a sustainable competitive advantage in your marketplace through safety at workplace, and highly emotional intelligent environment.

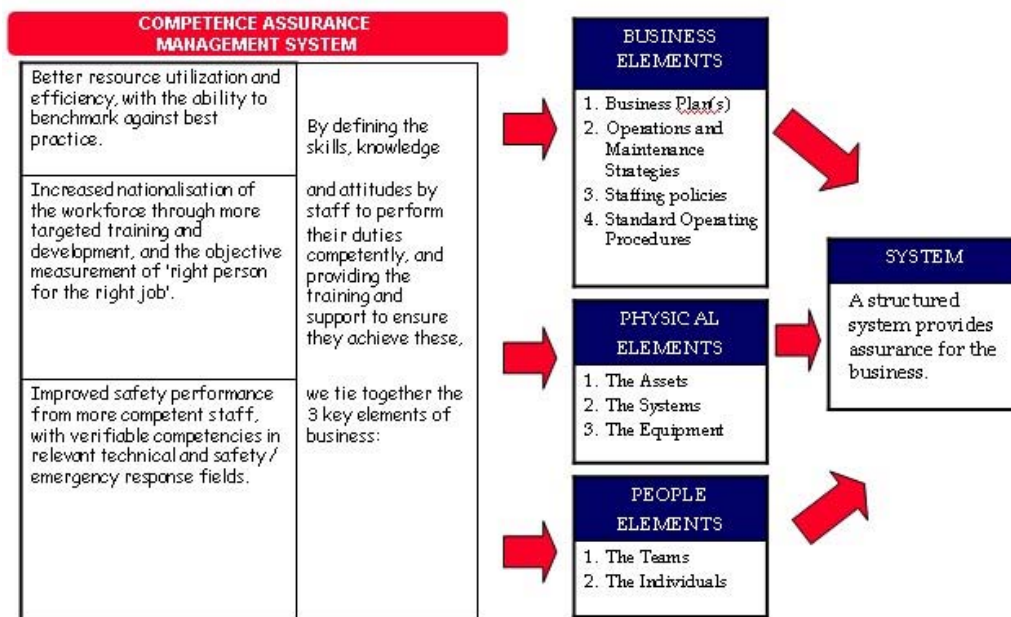
RQLearning will assist your identified Key Personnel in identifying Key Safety Factors that are important to performing, and thereafter to develop a Total Competency Skills via Processes, Systems and People, that will create more highly competent work force.

Utilizing information gathered, RQ

Learning will customize Safety Training and Human Development programmes to impart skills, knowledge and inspiration to all human capital at all levels.

Through our series of Safety & Human Management training programs, employees will be trained and motivated to encourage a safer and more competent work culture and work practices.

Our Approach



PROGRAMS OFFERED

Developing an Effective Safety Culture

Developing an Effective Safety Culture implements a simple philosophy, namely that working safely is a cultural issue. An effective safety culture will eventually lead to the desired goal of zero incidents in the work place, and this program will provide an understanding of what is needed to reach this goal. The facilitator presents for all phases of building a safety management system and ultimately developing a safety program that fits the culture.

Features

- Provides the tools to rebuild or enhance a desired safety culture
- Allows you to identify a program that will fit your specific application
- Examines different philosophies in relation to safety culture development



2 days

Principle of Fire Fighting

Among all the safety problems an employee can encounter, fire can be the most frightening. Every year fires cause hundreds of millions of ringgit in damage and result in hundreds of employee injuries, a number of which are fatal. Yet many of these prevented, if the fire had been extinguished before it started to spread.

Areas covered in the course include:

- What causes things to burn
- The concept of flashpoints
- Classes of fire
- Extinguisher labels
- Chemical fire extinguishers
- Water fire extinguishers
- How to use fire extinguisher



1 day

Driving & Transportation Safety

MODULES:

- Introduction
- Know Your Lift Truck
- Fork Lift Physics
- Lift Truck Operation
- Lift Truck Safety
- Fork Lift Maintenance
- Refuelling and recharging



2 days

PROGRAMS OFFERED

Basic Self Aid

MODULES:

- Safety at the scene of an accident
- Unconscious casualty management
- Rescue breathing – adult
- CPR – Adult
- Control of bleeding
- Shock
- HIV / Hepatitis B awareness
- Legal requirements and obligations

(Certificate of Attendance will be issued upon completion of this 2 day-course).



1 day

Hazardous Substances

Hazardous and toxic substances are defined as those chemicals present in the workplace which are capable of causing harm. In this definition, the term chemicals includes dusts, mixtures, and common materials such as paints, fuels, and solvents. OSHA currently regulates exposure to approximately 400 substances.

The modules are:

- What OSHA standards apply?
- How can hazardous and toxic substances be recognized in the workplace?
- What are examples of possible solutions to workplace hazards?
- Hazard recognition
- Classes of hazardous substances
- Material Safety Data Sheet (MSDS)

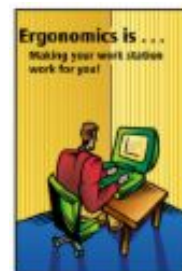


2 days

Ergonomics & Manual Handling

MODULES :

- Industrial ergonomics
- Office ergonomics
- Home ergonomics
- Work station design



2 days

PROGRAMS OFFERED

Electrical Safety & Office Safety

A large percentage of workplace accidents and injuries occur in office buildings. Like the shop or laboratory, the office requires a few preventive measures to ensure a safe and healthful environment. Common causes of office accidents include the following.

- Slipping, tripping, and falling hazards.
- Burning, cutting, and pinching hazards
- Improper lifting and handling techniques
- Unobservant and inattentive employees
- Improper office layout and arrangement
- Dangerous electrical wiring
- Exposure to toxic substances
- Horseplay
- Using chairs or other office furniture to serve as a ladder

"Prevention Is Better Than Cure."



2 days

Emergency Response Plan (ERP)

Modules :

- Decontamination Procedures
- Accidental Release & Spill Cleanup Procedures (including housekeeping of premises)
- Emergency Response Plan
- Disaster Preparedness



2-3 days

Accident Prevention, Investigation & Report Writing

This category of training programs will help the organisation to prevent accidents in the workplace and create a greater sense of safety within the teams.

The training programs are:

PART 1:

- Injury preventive solution
- Preventing and Managing Back Pain
- Fire prevention and safety in the office
- Office ergonomics

PART 2:

- Industrial fire prevention
- Suspended scaffolding
- Crane safety
- Report Writing
- Practical and group discussion



2 days

PROGRAMS OFFERED

Confined Space

Upon completion of this course the student shall do the following:

- Be able to identify what types of areas are confined spaces, including permit-required confined spaces and non-permit spaces, and to define each term.
- Identify the hazards commonly found in confined spaces, including atmospheric hazards and physical hazards.
- Identify the roles and responsibilities of the Entrant and Attendant as defined by OSHA for various personnel during confined space operations.
- Understand the use and need for a confined space permit.
- Understand basic emergency activities during a confined space emergency, including the hierarchy of rescue.



2 days

Hazard Identification, Risk Assessment and Risk Control

The Management of Health & Safety at Work Regulations requires an employer to make a suitable and sufficient assessment of the risks to workers and others who may be affected by their undertakings.

The course is designed to provide guidance for the identification of hazards associated with the working environment and the principles to be applied in relation to carrying out suitable risk assessments.

By the end of the course delegates will be able to:

- Understand the broad outline of relevant health & safety legislation
- Recognise hazards associated with the working environment
- Apply the principles of risk assessment to work activities
- Carry out generic risk assessments using a standard format

2 days

Scaffolding Awareness Training Programme

This course provides a general overview of the safety measures required when working on scaffolding. The course begins with an introduction into the various types of scaffolding, and goes on to outline the OSHA safety requirements and safety measures that can be taken to ensure that employees working on scaffolds are at little risk of injury or death. Topics include installation, supported and suspended scaffolding, aerial lifts, dismantling and the interpretation of related standards

Learning Objective

- Understand the basic OSHA safety requirements.
- Learn the measures that can be taken to ensure a safe working condition on a scaffold.
- Identify the various classifications of scaffolds.



5 days

PROGRAMS OFFERED

Safety Awareness, Home Safety & Self Defence For Women.



What should and shouldn't be taught to women in a self-defence class? We always remark on the effectiveness of the techniques taught in martial art, but we base that on the student that has studied the art for a specified period of time and has practiced religiously. What should we expect from a student that is 5ft tall and 102 pounds that has just completed a 7-hour self-defence class for women?

Many instructors attempt to teach the same techniques that they teach in their martial art class to their regular students. Attempting to use techniques demonstrated in a seven hour seminar will only get the woman into more trouble or get her killed. The physical portion of self-defence is approximately ten percent of the whole. Students should be instructed on heightened awareness, prevention (surveillance and counter surveillance techniques), risk reduction, and avoidance. These four elements of self-defence should be the majority of the training when dealing with a short class of just a few hours.

The seven-hour seminar consists of an Individual Protection Measures (IPM) slide presentation. This presentation is an adaptation of the same training provided to high-ranking military and civilian government officials.

It covers the following elements:

Current crime statistics

- Types of Victims
- Victim by Location
- Victim by Association
- Target of Opportunity
- Victim Selection Criteria
- Methods to avoid becoming a victim

Be Alert

- Have a planned crisis response plan
- Use light and noise advantage
- Stay near other people
- Avoid routine



Safety Consultancy Services

Professional services

- Workplace Safety Audits and Investigations
- Conditional Appraisal workplace and premises
- Safety inspection and conditional appraisal before move in buildings / warehouses / factories etc.
- Establishing a safety committee according to legal and requirements.
- Joint inspection with vendors or suppliers to determine the standard of practice as per the Service Level Agreement.
- Conduct Chemical Health Risk Assessment

PROGRAMS OFFERED

Human Development Training Program

"WALK, RUN, FLY" TEAM BUILDING

~ A Combination of Apprentice and Amazing Race Covers the following topics :

- Interpersonal Skills
- Leadership
- Changing Mindset
- Problem Solving and Decision Making Skills
- Team Work Games, illustrations and simulation exercises will be used to illustrate values and learning points.

SOFT SKILLS PROGRAMME

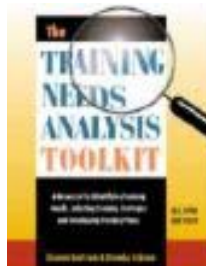
- Time and Stress Management
- Effective Communication at the Workplace
- Communicate to WIN - English Language (30 hours)
- Think out of the Block with SUDOKU / Problem Solving and Decision Making by the bestselling author of "THINK OUT OF THE BLOCK WITH SUDOKU"
- Negotiate to WIN
- Supervisory Skills

2-3 days

Human Resource Consultancy Services

Services provided:

- Training Needs Analysis and Skill Map Competency Level.
- Employee Tutoring Programme and Succession Planning.
- Employee Self Personality Profiling
- Self-Development Programs
 - * Public Speaking & Presentation Skills
 - * Effective Business Communications Skills
 - * Organizational Behaviour
 - * Handling Customer Complaints
 - * Effective Supervisory Skills
 - * Professional Office Management Skills



Safety Consultancy Services

Provision of Consultancy and Training in ISO 9001:2000, ISO 14001:1996, OHSAS 18001:1999 (System Certification). Establish, Check, Verify and Review.

- ISO 9001: 2000 -Quality Management System (QMS).
- ISO 14001:1996 - Environmental Management System (EMS)
- OHSAS 18001:1999 - Occupational Health and Safety Management System. (OHSAS).
- ISO 9001:2000 and ISO 14001:1996 (Integrated Management System).
- ISO 14001:1996 and OHSAS 18001:1999 (Integrated Management System).
- ISO 9001:2000, ISO 14001:1996 and OHSAS 18001:1999 (Integrated Management System)
- Pre - Compliance Audit

Provision of training related to regulatory and legal requirement;

- Environmental Quality Act and its regulations.
- Occupational Safety and Health Act and its regulations.
- Factories and Machinery Act and its regulations.
- Schedule Waste
- Safety and Health Committee.
- Chemical and Waste handling.

OUR CONSULTANTS

Ms. Zalina Zainal Abidin



Zalina is a dedicated training specialist who has a strong belief in Organizational learning and employee towering strategies. She has more than 15 years of work experience in service operations, communications, Human Resource Management, Safety & Health and Training and Development.

She is an experienced Training & Learning Consultant, People Development Analyst and Training Module Designer. She has held managerial positions in diverse industries namely Service Industry, Integrated Facilities Management, vertical & horizontal transportation, manufacturing and construction. She was also the Program Assessor for private hospitals and service industry for a period of time.

As a trainer and consultant, Zalina has traveled extensively locally and abroad. Her areas of expertise are Training Needs Analysis, Supervisory Skills, Leadership, Communication Skills, Organizational Behavior, Basic Safety and Problem Solving. In the area of People Development training skills, Zalina has trained for healthcare organisations, construction and service industries, university, shopping centers, government agencies, direct selling, call centres and community associations.

Some of the companies that have engaged Zalina for training/ consultancy programmes are Jaya Jusco, Open University of Malaysia, Majlis Amanah Rakyat (MARA), Pantai Group, Pernas Group, Maybank Group, Kementerian Perpaduan Negara and Tentera Udara Di Raja Malaysia.

Mr. Andrew Anthony

Andrew Anthony graduated from the European University of Ireland, United Kingdom. Currently he is pursuing his doctorate in occupational health management at the University of Rotterdam, USA.

He has experience as a Safety Manager for 20 years in various industries including the electronic, manufacturing, chemical plant, electrical transmission technology and oil and gas technology. He is one of the experts who able to prepare safety handbook, operation manuals and policy.

Among his achievements are the Petronas HSE Merit Award Contractors Category 1999/2000, the President's Award Malaysia Mining Cooperation (MMC).

He was invited as a guest speaker on TRAX FM radio talk show and Hello On Two (Hot Shot) TV show. Besides that, he has also presented papers at the 2nd NIOSH National Conference.

Among the companies that have engaged Andrew as a trainer & consultant are Shin-Etsu, Revertex Malaysia, ASTRO, TEAC Malaysia, UMW Toyota, CEVA Logistics, International T&D Centre (Dubai), United Malaysian Medical Industries, Tepat Teknik, Salcon Environmental Services and White Nile Petroleum Operating Company in Sudan.

OUR CONSULTANTS

Ms. Claire Keow

CLAIRE KEOW is a dynamic speaker and trainer. Acclaimed as a Strategist and Marketer, she had her secondary and tertiary education in Singapore, Australia and Malaysia. Her credentials are in Commerce Degree majoring in Marketing and Economics where she was awarded Outstanding Scholastic Achievement and Excellence Award from Curtin University of Technology, Australia. She is also a Certified Professional Coach certified by International Coach Federation, USA and is currently pursuing her Masters in Business Administration.

Formerly working with the largest local conglomerate in Malaysia, she was selected to be part of a Management Trainee Scheme that groomed Future Leaders. Here, she was exposed to great training such as INSEAD Executive Education Programmes, held responsible and key roles in Internal Audit, Finance, Marketing, Human Resources and Operations Department for 6 years.

In addition, she was also sent to Sri Lanka with Top Malaysian Delegates for Negotiation, South Africa for Internal Audit, Vienna in Austria for transfer of technology, London in UK and Frankfurt in Germany for benchmarking purposes and Portugal to meet with 45 different nations for bilateral discussions. This gave her the competitive edge to understand and able to look at businesses from a 'helicopter' viewpoint and hence embarking on solid, practical strategies that would propel an Organisation forward.

Claire Keow has done extensive research and her experience as a corporate and school trainer has given her the edge to design programmes that are innovative and effective like "Walk, Run, Fly", "Smart Hunt", a Self-Discovery & Development Programme for Teenagers and Adults and "Yes! I Can!" Study Smart Programme where hundreds of High-Achievers have graduated. These programs have been conducted for private and government schools successfully.

She has conducted many successful public and in-house workshops which include Effective Communication, Customer Service, Sales Strategies, Motivational and Team Building, amongst others. Recent workshops facilitated include 17 team-building programmes organized for MAXIS Mobile, SIEMENS, Majlis Bandaraya Shah Alam, MINDEF, sales leadership for Y.S.P Industries Berhad, Customer Service workshops conducted for Universiti Tunku Abdul Rahman (UTAR), Open University (for Jaya Jusco), Kajang Prisons, Reinhausen, Airfoil, amongst others.

Hj. Abdullah Azhari



Haji Abdullah Azhari graduated in Civil Engineering from the City University London, United Kingdom. He then achieved his MBA in Organisation Architecture & Consulting from the Irish International University.

Haji Abdullah was certified as a Safety and Health Officer in 2001 and appointed as IRCA OHSAS 18001 Lead Auditor in 2003. He then obtained the competency to work in confined space and Petronas Safety Passport on H2S Gas and Permit To Work Receiver.

In 2002, he took the initiative to explore in Environment Management System where he attended many EMS workshops and seminars.

He then became the Lead Auditor of ISO 9000:2000 Series Quality Management System and IQA Process Consultancy. He received certificate in Professional Cleaning from Open University in 2005.

Some of the organizations that has appointed Haji Abdullah as trainer and consultant are Sinar Jernih Sdn Bhd, Pantai Medivest Sdn Bhd, Hjmat Sdn Bhd, Polyclean (M'sia), Antara Steermill, Hassia Sdn Bhd and Sinar Teknik Urus Harta Sdn Bhd.