



Fakulti Pengurusan dan Perniagaan

INDUSTRIAL TRAINING REPORT: TAJ INTERNATIONAL COLLEGE

15 March – 27 August 2021

MOHAMAD FAZARI BIN HARRUN | 2019725597 | RBA 242



EXECUTIVE SUMMARY

As a part being of Universiti Teknologi MARA's undergraduate bachelor's degree in finance program and last semester student, it is required to do an industrial training at the organization of their selection and are also required to do SWOT analysis the company itself in industry of their choosing to complete their studies. I am fortunate because managed to get an industrial that related to education sector, which is a IPTS and learn about the company SWOT. The company that I began the training are TAJ International College. TAJ International College were IPTS organization and offering high level education such as Diploma. The founder of TAJ International College was Dato' Seri Hj. Tajuddin bin Abdul Rahman in 1996. In 2006 until present it was pass down to his daughter Tina Binti Dato' Seri Hj. Tajuddin and the current director was Ahmad Abdullah Al Amin Aurani. I also was fortunate enough to be a part not only Finance Department, sometimes part of other department such as Marketing, IT and other. For this industrial training report, a study was conducted to identify the Strength, Weakness, Opportunity, and Threat (SWOT) and identify the aspect of it. The sample and research used for this study were Company performance such as company budgeting, projection cost, company environment, facility, and another factor. The result of the study will be shows in the Strength, Weakness, Opportunity, and Threat (SWOT) and since this study are not covered by any individual such as researcher, academic or the company, it was recommended that if future researcher and academic to widen the view study in the education sector. To conclude the study, this research about TAJ International College of Strength, Weakness, Opportunity, and Threat (SWOT) and the vital key of the management of the company. The further studies in this topic will be made in detail.

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COMPANY PROFILE



FIGURE 1: COMPANY LOGO

TAJ International College was established in 1996 under the AJ Vision Sdn. Bhd. (TVSB). It is located at 100-102, Jalan Tun Abdul Razak, Taman Cherry, 30100 Ipoh, Perak. The office hour 8.30 A.M – 5.30 P.M. Currently the company Chief Executive Officer and head was Tina binti Tajuddin which is daughter of the founder Dato' Seri Hj. Tajuddin bin Abdul Rahman.

TAJ International College mission is to create a high-quality education landscape and an internationally recognized organization and to deliver quality and educationally excellent students trained with 'Core Values at TAJ International College' in them to deliver skilled employees with leadership abilities. Other than that, to encourage continuous education regardless of age groups, and to improve academic associated studies and R&D in the education and training systems for domestic and international benefits as well participate in the social duty drills and contribute to structure up a human resource skill with the appropriate values, skills, and understanding of the people at TAJ International College. Next, to create knowledge-based society with continuing improvement of information creation among the students, employers as well as the public. Finally, to execute the skilled business environment-

innovation, high-survival thinking, risk-taking behaviour, constant improvement, and outcome-oriented society.

The Vision of the company are to offer an outstanding advanced education, education and development programs driven via our newest innovation expertise referred to as TIC Digital and develop as a technopreneur ship core to suit with 21st century expertise sets in a contemporary digital technology world.

TAJ International College concentrates on the development of human capital through complete education, professional training and development, E-Learning and ICT related solutions and education consulting. TAJ International College also provides programmes that enable you to further your studies at university level. These programmes are designed to prepare and equip you with the right tools and knowledge to venture into various industries or for furthering your studies. TAJ International College challenge today is to find entrepreneurial ways to sustain the momentum of the past decade-to manage today for a better tomorrow.

TAJ International College also have program called Apprentice. Apprentice program is the program where TAJ International College student can be part of the company management and learn about the management of the company. To become part of this program they must be current student at TAJ International College

ORGANIZATIONAL STRUCTURE



FIGURE 2: BOARD OF DIRECTOR

FOUNDER DATO SERI HJ. TAJUDDIN BIN ABDUL RAHMAN CHIEF EXECUTIVE OFFICER / HEAD FINANCE TINA BINTI TAJUDDIN **DIRECTOR** AHMAD ABDULLAH AL AMIN AURANI **FINANCE HUMAN MOHAMAD ACADEMIC RESOURCE** ACCOUNT **FAZARI BIN HARRUN FATIN NORFAZRINA BADRIAH ZAINUDDIN SAYUTIE RAHIM** MARKETING / IT **OPERATION DANIAL MAT SAUFFI AL SOM MUBARAK**

TRAINING REFLECTION

The entire duration of the Industrial training was 24 weeks from 15th March to 27th August 2021. I was assigned to the Finance Department and leading under Ahmad Abdullah Al Amin Aurani, the director of the company and Tina Binti Tajuddin, the Chief Executive Officer. In the Finance Department, I was under directly Tina Binti Tajuddin, the Chief Executive Officer as my Supervisor.

During my industrial training, the position that was given to me are an Intern Finance in Finance Department. In the supervision of Tina Binti Tajuddin, I was assigned and being teaching to make budgeting, projection cost and any Refunding, Outstanding and No balance of student. I also being taught to multi-tasking and learn from other department such as Marketing Department doing call to collect data and WhatsApp Blast for promoting the company. Sometimes I also learning to editing video and the example of my editing video I will attach in my appendices.

Throughout my industrial training, the allowance was given to me are RM 250 and my allowance will cut if not attending work. Apart from the benefits, what matter to me are experience in management industry especially in Finance related work. I have polish not only my Finance knowledge but also learning new things such as Marketing department function and editing video.

SWOT ANALYSIS

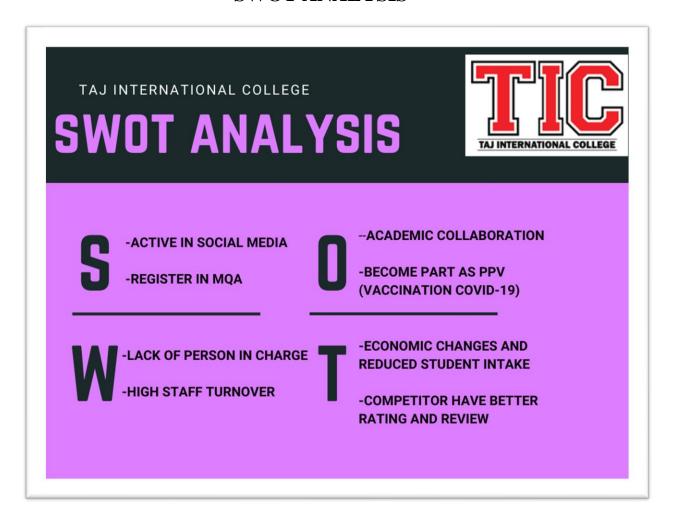


FIGURE 5: SWOT ANALYSIS

STRENGTH

ACTIVE IN SOCIAL MEDIA

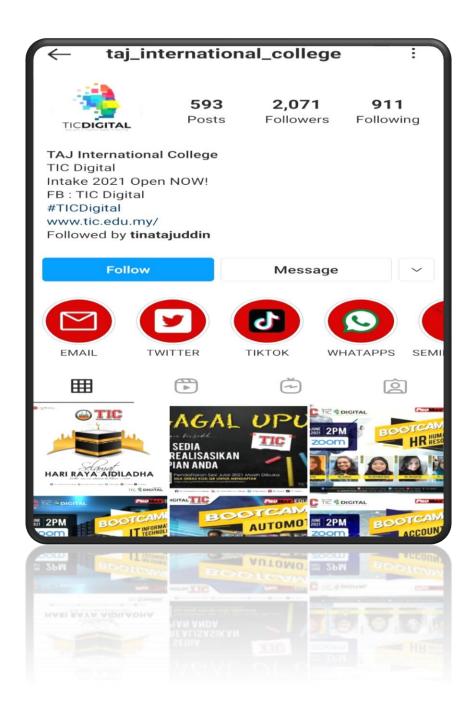




FIGURE 6: COMPANY SOCIAL MEDIA

Social media is a collective name for websites and applications that concentrate on interaction, community-centered input, interface, content to be shared, and cooperation. It doesn't matter whether company running a small local store or a big nationwide firm. Social media is an important part of the company marketing plan.

Other than, WhatsApp Blast and do calling for telemarketing to promote the higher

education courses, TAJ International College active in social media such as Facebook, Instagram and Tiktok. These media, TAJ International College used not only to offer and promote the higher education courses, but also doing public relations such as Islamic Program.

As we know, social platforms help company or organization get in touch with their clients, raise awareness about their brand, and enhance the company conducts and selling. Other than that, social media enhances the company profile among potential clients or in this case potential student, allowing the company to gain access to a wide audience by using a massive amount of time and work.

Social media is an important part of your company's marketing, and if the people do not know regarding the company social media possibly, they didn't know the existence of the company. The best thing about social media is its broad free, low cost, fast and easy

REGISTER IN MQA

The Malaysian Qualifications Agency (Agensi Kelayakan Malaysia) or MQA is a constitutional body governed by the Ministry of Education. The principal role of the MQA is to bring forth the Malaysian Qualifications Framework (MQF) to guarantee the quality of Malaysia's higher education. The body is doing this by implementing course qualification to regulate the curriculum and operating guidelines of the higher education institutions. After a curriculum has been completely certified by MQA, it indicates that the curriculum fulfils the quality requirements of MQA. To obtain the curriculum certification from MQA as well as be recorded on the Malaysian Qualifications Register, colleges and universities will have to be applied to MQA and meet specific quality guarantee standards. This information includes in

compliance with the curriculum requirements for every curriculum for example how much longer a curriculum must be, what topics should be learned, how students should be evaluated.

So far in TAJ International College, there are nine (9) curriculum or courses that has been approved by Malaysian Qualifications Agency (MQA). The courses are Diploma in Early Childhood Education which is the most register and been promoted in the company. Other than that, Diploma in Automotive which is they have good facility for this course because have proper workshop and equipment. The rest courses are Diploma in Accounting, Diploma in Human Resourses, Diploma in Business Management, Diploma in Information Technology, Diploma in Beauty Management, Diploma in TESL and certificate in Business Management.

The important why the college of university need to be approved by Malaysian Qualifications Agency (MQA) is an indicator of quality guarantee and demonstrates that the qualification has achieved the high-level quality requirements and criteria established by the MQA and is in accordance with the Malaysian Qualifications Framework. In addition, specific professional industrial sectors might also require certified qualifications to participate in an industry or pursue professional studies.

WEAKNESSES

LACK OF PERSON IN CHARGE

As we know, the management and person in charge in the organization or company are important because it is playing an important role in influencing a culture of an organization. The efficiency and persistence of company or organization depends on the management. A well-managed organization could successfully be able to use its resources such as labour, physical and financial to accomplish its objectives as well as encounter the association's needs. Other than that, good management makes sure that the entire company works to accomplish a common objective without disarray. Good management plans implement and balance out the necessary resources of a company in such a manner that there is maximum work output to achieve the objectives of organization swiftly, while maintaining work quality.

In TAJ International College management, there are a few parts that need to be fixed it for example accounting department person in charge. During my training, they used to have the accounting person in charge. Started beginning of June until 27/7 there still not accounting person in charge. Even though the director, Ahmad Abdullah Al Amin Aurani able to do so, the company still need hire accounting person in charge because the director needs to lead other department especially Marketing Department. As a result, it causes the director to carry more workload and causing disarray in the management, (Cakir, F. S., & Adiguzel, Z. 2020).

Disarray is not good in management because it can lead to damage company reputation but also productivity and morale, (Cakir, F. S., & Adiguzel, Z. 2020). If employees have an efficient leader their job performing are going to continue to rise and it is supporting the

employee's run will encourage the team, which leads to job satisfaction, improved dedication, and a positive mental mindset, (Anjeza Meraku. 2017).

HIGH STAFF TURNOVER

Other than that, high staff turnover is not good because it indicates that company is a poor place to get job or there is a difficult organization culture, (Ivanova, M. A. 2019). But the turnover is not certainly the consequence of internal issues. In many circumstances, high turnover can just be a logical consequence of a powerful economy or aggressive job market. If the organization has high turnover, company management need to spend time and effort a replacement for the skill that has already been lost. High turnover rates may also contribute to lost efficiency, the worker burnout, and low employee involvement among employees who continue to function for the organization.

Currently, in TAJ International College the longest staff still in service are Danial Mat Som in charge in IT Department and the director Ahmad Abdullah Al Amin Aurani. Other than them, the department are new staff such as Marketing Department, Academy Department and Human Resources Department. During my training at TAJ International College those Department in mention are new staff expect IT department and director. As a result, company management must spend time and energy replacing talent that has been lost because lack of inexperienced staff.

The negative consequences of high staff turnover could range from the instant and apparent to the more lengthy-term and subtle. In the short-term, leaving current labour may result in gaps in the company staffing and the issues associated with recruitment. In the long-

term, a high turnover rate inside the company business could indicate to existing staff and jobseekers that you are not the best option for their sake and an impact on the company prospects.

OPPORTUNITIES

ACADEMIC COLLABORATION

During Covid-19 pandemic it offered the possibilities for collaboration among academic partners, both inside and between organizations to acquire understanding and creativity from the others which are faced with similar scenario. These have been rated as the main opportunities of the college in this research. Also, organizations remarked on the chance to establish new and efficient online working conditions which especially emphasizes the chance for the distant working soon

TAJ International College have collaboration with among university and other academic institutions such as UNITAR International University AND University Malaya (UM). TAJ International College has collaborated with UNITAR International University AND University Malaya (UM) for long periods and the collaboration usually when the TAJ International College student who want to further study, TAJ International College can manage their student to study these collaborations university and academic institutions.

External partnerships can serve as the source of backing and are especially important in organizations with small groups of anatomists. Developing these partnerships can creating

many opportunities in the future and the result should be a tremendous for the functional survival. The good collaboration could create new technical skills in the teleconference, there is a possibility to pool professional knowledge between institutions.

BECOME PART AS PPV (VACCINATION OF COVID-19)

As we know, the current pandemic Covid-19 and the MCO (Movement Restricted Order) authorized the temporary shutdown of non-essential businesses and banned mass activities nationwide. As a result, many sectors and forced to be closed to minimize and fight the infection. This closing of sector caused effecting income of the company or organization dropping as well as not fully utilized the facility in this case. Since then, TAJ International get opportunities by chances to become part as PPV (Pusat Pemberian Vaksin).

Currently, the facility in TAJ International College such as classroom, student hall and other cannot be used by students because of of pandemic Covid-19 and student also learning from online. As a result, the facility cannot be utilized by student, academic department, and management. Since then, TAJ International College management decide that the facility like student hall use as PPV (Pusat Pemberian Vaksin). Even though it does not get comformation by KKM, the management in TAJ International College decided that they wanted to use the facilities as a PPV (Pusat Pemberian Vaksin).

If the facility in TAJ International College can be used as PPV (Pusat Pemberian Vaksin) not only they gain income, the company also able to utilize the usage of the facility.

According to Peraktastic (2021), Minister Science, Technology, and Innovation, Khairy Jamaluddin, PPV (Pusat Pemberian Vaksin) in Perak will expended more.

THREAT

ECONOMIC CHANGES AND REDUCE STUDENT INTAKE

As we know, market demand and economic changes can play as opportunity or threat in company because high demand meaning opportunity and low demand meaning of threat. TAJ International College are fully independent. The income of the company from funding and the number of student intake.

The pandemic Covid-19 in Malaysia also adversely affected several key sectors besides shortages in goods and services, many businesses had to cope with social distancing and lockdown restrictions, which affected their operations and revenue. Currently, Malaysia economy are devalution of Malaysia Ringgit. Meaning that, potential customer or student in this case will find cheaper alternative to study or not continue the study.

Since the company TAJ International College majority income from the number of student intake to study and the Malaysia Ringgit are devaluation, this will be threat to company because market demand to study in IPTS (Institusi Pengajian Tinggi Swasta) will be low. The current pandemic covid 19 people will choose study cheaper alternative such as at IPTA (Institusi Pengajian Tinggi Awan) or after SPM they choose to work rather than continue the study.

COMPETITOR HAVE BETTER RATING AND REVIEW

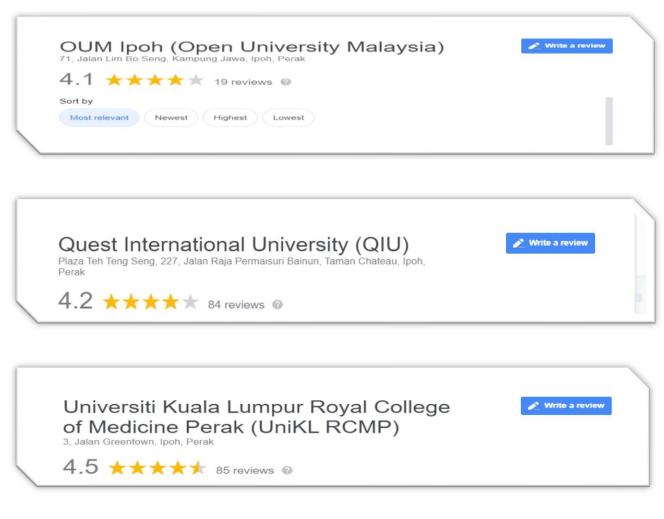


FIGURE 6: COMPETITOR REVIEW FROM GOOGLE

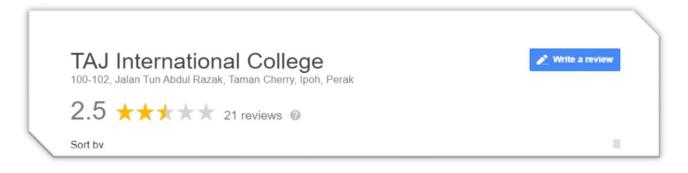


FIGURE 7: COMPANY REVIEW FROM GOOGLE

Nowdays, people will make decision making of purchasing through review from any source that they can find from the websites and internet, so they can make better decision as well confident the organization product and services. Better review means that, the consumer or in this case potential student will interested the product and services that organization can provide. Other than that, it also makes the company look trustworthy and have clear impact on sales. The review is uncontrollable because the review given by past consumer from the organization, and they can decide whether they satisfied organization product and services or not. Review cannot be adjusted by the company itself which is TAJ International College because it is come from past consumer experience and therefore company cannot adjust to have good rating and review.

The competitor has advantages because they have better review than TAJ International College. It can affect potential student decision making whether they want to study at TAJ International College or not which is also led to decrease in sales. Other than that, it also increases consumer decision making to study competitor place more than TAJ International College. Finally, bad rating cause bad image in organization and will not to attempt to purchase company product and services.

Since the TAJ International College company review are below than average, they need to do something about it or else the TAJ International College competitor such as OUM (Open University Malaya), QIU (Quest International University) and UniKL will attract potential student or maybe current student who study in TAJ International College will study at the competitor places.

DISCUSSION AND RECOMMENDATION

Based on the study conducted from Strength, Weakness, Opportunity, and Threat analysis, we can conclude that the TAJ International College have major problem in organization management. The recommendation for TAJ International College is to fix the major problem in management which is lack of person in charge and high staff turnover. The higher management in the workplace will resulting in well being as well as enhance the staff productivity level, Frya Namiq. (2018). One of the ways is, if the company are Medium Enterprise and the company must have own department and must have a person in charge or leader in particular department. According to Anjeza Meraku (2017), leadership influenced and ensure the prosperity of the organization growth and employee. Meaning that, leader play vital role of the vision, mission and objective company and person in charge of department play same role but for vision, mission, and objective in department. Leadership is the process of facilitating and collective effort and influence the worker to realize what to be done and how to share objectives Cakir, F. S., & Adiguzel, Z. (2020).

Other than that, staff turnover should be minimize because not only lead to lost talent, time, and resources but also can indicate that the company is not best option for jobseeker. According to Mariya Ivanova (2019), turnover can have significantly negative impact on organizational effectiveness. One way to avoid the turnover staff are the great job satisfaction and the leadership. There is a study by Jane Ann Reukauf (2018), job satisfaction is good relationship worker or staff toward the job and according to Dawid, Eskender, Hagos, Addis, & Girmay (2020), job satisfaction is the reason or contribute the desire of the employee to stay in the organization.

The result of this study has been shown of how important the management and effectiveness of good management in the organization. This research is based on the TAJ International College management, environmental, facility, internal and external factor. Future research needs to be employed because of different experience, method, and internal and external factors.

CONCLUSION

In the conclusion, the analysis and finding of the study form Strength, Weakness, Opportunity, and Threat (SWOT), revealed the good and underperformance side of the TAJ International College. The research and finding also revealed that the TAJ International College have their own way managing the company especially during Covid-19.

The study shows that the good side of the TAJ International College are follow the trend of Marketing promotion which social media to promote their potential customers in this case student, learning at TAJ International College. Other than that, they also have ability to utilize or maximize of their facilities during covid-19 which is taking incentives to turn TAJ International College facilities into PPV (Pusat Pemberian Vaksin). Even though it is not approved by KKM yet, but it is great idea because it utilizes maximum potential of TAJ International College facilities.

The bad side of TAJ International College in my experience and research are the lack of person in charge of department and turnover staff. In my research, every department should have person in charge to department function properly. TAJ International College lack of person in charge for example Account Department and Finance Department. Even though the

director, Ahmad Abdullah Al Amin Aurani can look on this department, but he needs to lead all the department to function. As a result, it can cause disarray of management and lead to job dissatisfaction among staff, apprentice, and internship. Other than that, turnover staff also causing damage in the management because not only management lost a good talent in handling department, but it also causes wasting time and resources of company for find suitable candidates to handle the department.

To conclude this analysis and finding, every company has a good and bad side because not all company have perfect management and not all company can make good decision making because making a right decision are hardest thing to do.

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APPENDICES

CONTRIBUTE TO VIDEO EDITING

https://vt.tiktok.com/ZGJD61uBu/

https://vt.tiktok.com/ZGJDjvFdG/

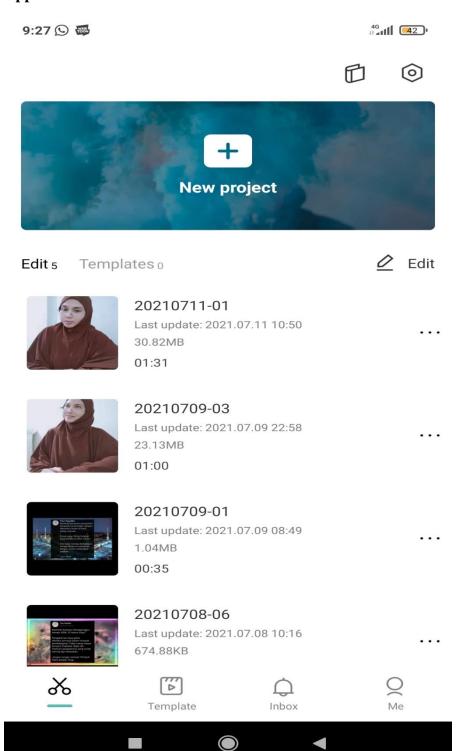
https://vt.tiktok.com/ZGJDjgvck/

https://vt.tiktok.com/ZGJD6JJfb/

https://vt.tiktok.com/ZGJD6Rfcu/

https://vt.tiktok.com/ZGJDjtSGt/

Application to Edit video



EXAMPLE COMPANY MEMO





MEMO

 Kepada
 :
 SEMUA KAKITANGAN TIC

 Daripada
 :
 KETUA PEGAWAI EKSEKUTIF

 Salinan
 :
 JABATAN SUMBER MANUSIA

 Tarikh
 :
 11 Jun 2021

 Perkara
 :
 PENYELARASAN OPERASI DALAM TEMPOH 'LOCKDOWN' FASA KEDUA

Assalamualaikum wbt dan selamat sejahtera

Dengan segala hormatnya perkara di atas adalah dirujuk.

Untuk makluman semua, merujuk kepada memo bertarikh 30 Mei 2021 sebelum ini iaitu <u>PENUTUPAN OPERASI SEPENUHNYA</u> selama satu (1) minggu bermula tarikh 1 Jun sehingga 6 Jun 2021 (Ahad) dalam tempoh '20CKOWN' bagi Fasa Pertama.

Bagi fasa ke-2 bermula 7 Jun sehingga 14 Jun 2021, telah dimaklumkan dan terpakai melalui aplikasi
'WhiatsApp Group' pada 6 Jun 2021 iaitu semua kakitangan TiC akan bekerja mulai jam 2 petang
sehingga 6 petang (Bekerja Dari Rumah). Panggilan rasmi ke kampus tertakluk daripada Ketua
Pegawai Eksekutif kepada jabatan-jabatan sekiranya diperlukan perkhidmatan. Borang dari pihak
Kementerian Pengajian Tinggi akan diberi kepada mereka yang hadir ke kampus bagi kebenaran
bertugas.

Pengiraan gaji tertakluk kepada jam selama tempoh tersebut selaras kepada semua jabatan. Segala keputusan **RASMI** operasi akan diumumkan selepas itu.

Keputusan bagi kehadiran ke kampus sepenuhnya akan tertakluk kepada SOP serta arahan dari pihak Majlis Keselamatan Negara (MKN) dan situasi PKP setiap kawasan yang terlibat dari masa ke semasa.

Semua kakitangan dinasihatkan untuk terus berdisiplin dan sentiasa mematuhi SOP yang ditetapkan bagi memutus rantaian jangkitan dan membantu mengurangkan penularan jangkitan COVID 19. Mohon doa dipermudahkan segala urusan bersama.

Yang benar,
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 Kepada
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 Daripada
 :
 KETUA PEGAWAI EKSEKUTIF

 Salinan
 :
 JABATAN SUMBER MANUSIA

Tarikh : 13 Jun 2021

Perkara : PENYELARASAN OPERASI DALAM TEMPOH 'LOCKDOWN' FASA KETIGA

Assalamualaikum wbt dan selamat sejahtera,

Dengan segala hormatnya perkara di atas adalah dirujuk.

Untuk makluman semua, merujuk kepada memo bertarikh 11 Jun 2021 sebelum ini iaitu <u>bekerja dari rumah (2 petang – 6 petang)</u> selama satu (1) minggu bermula tarikh 7 Jun sehingga 14 Jun 2021 (Isnin) dalam tempoh *'LOCKDOWN'* bagi Fasa Kedua .

Bagi fasa ke-3 bermula 15 Jun sehingga 28 Jun 2021, semua kakitangan TIC akan bekerja mulai jam 8.30 pagi sehingga 5.30 petang, bekerja dari rumah jika radius melebihi jarak 10km dari kediaman anda. Bagi radius kurang dari 10km, anda harus ke kampus.

Panggilan rasmi ke kampus tertakluk daripada Ketua Pegawai Eksekutif kepada jabatan-jabatan sekiranya diperlukan perkhidmatan. Borang dari pihak Kementerian Pengajian Tinggi telahpun akan diberi kepada kakitangan bagi kebenaran bertugas.

Keputusan bagi kehadiran ke kampus sepenuhnya akan tertakluk kepada SOP serta arahan dari pihak Majlis Keselamatan Negara (MKN), KPT dan situasi PKP setiap kawasan yang terlibat dari masa ke semasa.

Semua kakitangan dinasihatkan untuk terus berdisiplin dan sentiasa mematuhi SOP yang ditetapkan bagi memutus rantaian jangkitan dan membantu mengurangkan penularan jangkitan COVID 19. Mohon doa dipermudahkan segala urusan bersama.

#StaySafe #StayAtHome

Sekian, terima kasih.

THE RINT THURDIN

KETUA PEGAWAI EKSEKUTIF

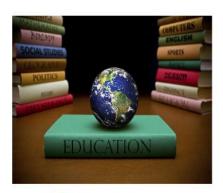
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Finance Work

Finance Related Are Private and Confidential







INDUSTRIAL TRAINING REPORT; TAJ INTERNATIONAL COLLEGE 13 March – 27 August 2021 MOHAMAD FAZARI BIN HARRIN | 2019725597, RBA 242



EXECUTIVE SUMMARY

As a part being of Universiti Telihologi MARA's undergraduate bachelor's degree in frames programm and last sements, madent, it is netured to do an industrict training at the original action of their reflection and his indicate and took a resource of SWAT unique disconnected and including of their choosing to complete their shouldes, I am focusing to because remaining the limited and model of solutions selected which is a 10 feet and solution are managed to get an industrial their said to solutions selected which is a 10 feet and solution the company SWOTT. The company of all legal that imming on 154 leterant and College.

TAL letter don't beet get were IPTS organization and without high lovel observation such as Deployme. The founder of TAL international College was Date. Seri EJ, Tajoddin bin ASAL. Rahman of 1998. In 2006 until present it was pear down to his data; his Hint Harti Dato' Sari II, "Dipaklin and the current cross to seas Alumol Abdullah Al-Amin Aurani. Labor eas fortunity enough to be a port no, only Finance Department, seemadings part of other

