



MPC (DMO) 600-3/2/41
10 October 2020

Zahira Mohamed Tahir

Universal Holidays Travel & Tourism Sdn Bhd

12-06, Binjai 8, Lorong Binjai

50450, Kuala Lumpur

Dear Puan Zahira,

**APPOINTMENT AS AN ASSESSOR FOR ON-SITE ASSESSMENTS FOR MALAYSIA
TOURISM EXCELLENCE (MaTex) BUSINESS CERTIFICATION PROGRAMME 2020
CATEGORY TRAVEL AGENCY COMPANIES (TAC)**

With reference to the above subject, Malaysia Productivity Corporation (MPC) would like to appoint you as an assessor for participating companies' on-site assessments for Malaysia Tourism Excellence (MaTEX) Business Certification Programme, in collaboration with the Tourism Productivity Nexus (TPN) Team for the project as detailed below:

Programme	On-Site Assessments for Malaysia Tourism Excellence (MaTex) Business Certification Programme 2020
Payment Terms	On-Site Assessment = RM 500 per company On-Site Reassessment = RM 250 per company
Maximum Number of Companies to Assess	4
Project Duration	2 months (October - November 2020)
Scope of Work	Refer to Terms of Reference and Code of Ethics (Appendix 1)

2. Should you agree to the offer, please respond to MPC by signing the Acceptance Form (Appendix 2).

3. Any inquiries may be directed to Ms. Nik Nazarina Nek Mohamed at 017-3477669 / nazarina@mpc.gov.my.

Thank you.

"DRIVING PRODUCTIVITY OF THE NATION"

Yours sincerely,

(HJ. SUHAIMI HAMAD)

On behalf of Director General

Malaysia Productivity Corporation (MPC)

Appendix 1: Assessor's Terms of Reference and Code of Ethics



Terms of Reference Assessors

Malaysia Tourism Excellence (MaTEx) Business Certification Programme 2020 By Tourism Productivity Nexus (TPN) Supported by Malaysia Productivity Corporation (MPC)

1. Purpose

- 1.1. The purpose of this assignment is to appoint assessors for Malaysia Tourism Excellence (MaTEx) Business Certification Programme and for the assessors to perform the related duties as stated in this document.
- 1.2. The appointment is for the period of October - November 2020.

2. Primary Role of an Assessor

- 2.1. The primary role of an assessor is to assess and evaluate applicants' compliance, implementation, and achievement of the requirements/indicators in the relevant standards towards determining and awarding MaTEx Certificate of Excellence.
- 2.2. The assessor is also responsible to assess applicants' compliance, implementation, and achievement of the criteria in *Garis Panduan Patuh dan Amal COVID-19 TPN* toward determining and awarding *Sijil Pematuhan SOP dan Garis Panduan Patuh dan Amal COVID-19*.

3. Duties and Responsibilities

- 3.1. The scope of work of an assessor for Malaysia Tourism Excellence (MaTEx) Business Certification Programme are to:
 - 3.1.1. Fully understand the relevant standard's criteria, sub-criteria, and indicators as well as the assessment and its calculation method to enable the assessor to conduct the on-site assessment effectively;
 - 3.1.2. Fully understand the criteria and requirements in *Garis Panduan Patuh dan Amal COVID-19 TPN* and relevant government-issued standard operating procedures for COVID-19 to enable the assessor to conduct the guideline's on-site assessment effectively;
 - 3.1.3. Attend the assessors' briefing session according to relevant category conducted by Tourism Productivity Nexus (TPN);

- 3.1.4.** Conduct assessment, inspection, and evaluation on applicants' companies and/or business activities/operations and/or homestays/kampungstays to determine compliance, implementation, and achievement of the requirements as stated in the relevant standard and *Garis Panduan Patuh dan Amal COVID-19 TPN*;
- 3.1.5.** Ensure the evidence of applicants' compliance, implementation, and achievement of the requirements as stated in the standards and *Garis Panduan Patuh dan Amal COVID-19 TPN* are recorded;
- 3.1.6.** Consolidate assessment marks for each applicant upon completion of on-site assessment and complete the on-site assessment forms for submission to TPN Secretariat within one week upon completion of each on-site assessment;
- 3.1.7.** Attend meetings and/or discussions related to duties and responsibilities;
- 3.1.8.** Be fair, honest, ethical, and transparent in conducting assessments;
- 3.1.9.** Uphold the good name of Malaysia Productivity Corporation (MPC), Tourism Productivity Nexus (TPN), and MaTEx Business Certification Programme in performing the role as assessor;
- 3.1.10.** Be answerable to MaTEx Working Committee, TPN and MPC.
- 3.2.** An assessor shall perform role, duties and responsibilities in accordance with the Code of Ethics.
- 3.3.** Any assessor shall be discharged of duties immediately by TPN and MPC upon recommendation from the Working Committee upon any form of misconduct or violation of the Code of Ethics.
- 3.4.** Appointment to the role of an assessor for the certification programme is by the recommendation of the Working Committee, approved and appointed by TPN and MPC.

4. Reporting and Submission of Completed On-Site Assessment Forms

- 4.1.** The appointed assessors report to MaTEx Committee, TPN and MPC.
- 4.2.** Submission of on-site assessment forms (Please make copies for assessor's keep):
 - 4.2.1.** On-site assessment form can be scanned and submitted via email to tpn@mpc.gov.my, cc to mijarasman@gmail.com and shaz4zhar@gmail.com; OR
 - 4.2.2.** Original copies can be submitted either by hand or courier service to:
Romaiza Ab Rahman
No.15, Jalan SE6, Parkvilla
Sunway Eastwood, Taman Equine
43300 Seri Kembangan, Selangor

5. Honorarium

- 5.1.** Each assessor shall be paid an amount of RM 500 per on-site assessment.
- 5.2.** Each assessor shall be paid an amount of RM 250 per reassessment.
- 5.3.** Process of payment will be initiated upon submission of on-site assessment forms.
- 5.4.** Each assessor shall make own arrangements for accommodation (if necessary and applicable) and transportation in conducting an on-site assessment.
- 5.5.** Honorarium paid is inclusive of all expenses incurred in conducting the on-site assessment. Accommodation, transportation and other out-of-pocket expenses are not covered by MPC.
- 5.6.** Please ensure that the banking details and submitted documents are correct and in order to avoid any delay in payment of honorarium. Payment process may take some time due to the large number of assessors and amount of information to verify.



Code of Ethics Assessors

Malaysia Tourism Excellence (MaTEx) Business Certification Programme

1.0. This Code of Ethics holds the pledge of the appointed assessor to perform the stipulated role, responsibilities and duties according to the ethical and professional principles in conducting the on-site assessments for Malaysia Tourism Excellence (MaTEx) Business Certification Programme.

2.0. This Code of Ethics will be referred to as the 'Code' in the remaining sections of this document. The Code sets out the values and principles that shape the decisions, behaviours, and actions of the appointed assessor in performing the role as an assessor.

3.0. Code of Ethics

In undertaking the duties and responsibilities as an assessor for MaTEx Business Certification Programme, I will:

- 3.1. execute duties and responsibilities according to this Code**, and maintain my commitment to the Code;
- 3.2. act with integrity, honesty, and trustworthiness:** be responsible for any advice, actions and truthful in my dealings; shall not misrepresent my skills, qualification, and experience in such a way as to cause risk/s to the reputation of the programme; shall not mislead any parties in aspects related to MaTEx Certification Programme and its related standards; uphold the reputation of the Working Committee, Tourism Productivity Nexus (TPN) and Malaysia Productivity Corporation (MPC), as well as the industry in general; manage real or perceived conflicts of interests and ensure that conflicts are disclosed to MaTEx Working Committee or TPN or MPC, in such cases, an assessor may excuse him/herself from any task if it deems to conflict with him/herself or his/her company; respect confidentiality obligations in matters related to duties and responsibilities as an assessor; demonstrate respect to others; and obey the laws of the Country and not engage in any improper, fraudulent, corrupt or criminal conduct.

- 3.3. perform duties and responsibilities competently:** maintain professional skills and competency; act carefully and diligently; seek, accept and offer honest critiques of performance; properly credit the contributions of others; act on the basis of adequate competency; practice within areas of competence; shall not misrepresent skills, qualifications and experience, and mislead any party, or bring MaTEx Working Committee, TPN and MPC reputation into disrepute; demonstrate leadership; and practice in accordance with legal and statutory requirements.
- 3.4. uphold the reputation of MaTEx Working Committee, TPN, and MPC:** support and advocate the values of ethical practice; engage responsibly in any matters related to the tasks assigned; maintain a personal and collective commitment to be open, honest and flexible in performing duties and responsibilities; promote conscientious behaviours to ensure duties are performed efficiently and effectively; and advance the integrity and prestige of the certification programme by performing duties and responsibilities in a dignified manner.
- 3.5. foster health, safety and wellbeing:** incorporate safety, health, and social, wellbeing in performing duties and decision making.
- 3.6. balance the needs of the present with the needs of the future:** aim to perform duties and deliver outcomes that meet the principle of sustainability of MaTEx Business Certification Programme and its related standards and guidelines.

4. Breach of Code of Ethics

In the event of an alleged breach of the Code based on a written report, the matter shall be dealt with in accordance with the Terms of Reference of the Assessor by MaTEx Working Committee, in consultation with TPN and MPC. Final decision is upon TPN and MPC.

Appendix 2: Acceptance Form

Director General
Malaysia Productivity Corporation (MPC)
P.O. Box 64, Jalan Sultan
46904 Petaling Jaya, Selangor

(Attention: Nik Nazarina Nek Mohamed, Email: nazarina@mpc.gov.my)

APPOINTMENT AS AN ASSESSOR FOR ON-SITE ASSESSMENTS FOR MALAYSIA TOURISM EXCELLENCE (MaTex) BUSINESS CERTIFICATION PROGRAMME 2020 CATEGORY TRAVEL AGENCY COMPANIES (TAC)

With regard to the above matter, I hereby accept the above appointment and its terms of reference, as offered by Malaysia Productivity Corporation (MPC).

Name	
Designation	
I.C. Number	
Bank and Account Number	
Email Address	
Mobile Number	

Thank you.

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Name:
Date: