



**STANDARD  
OPERATING PROCEDURE  
  
FOR  
PRIVATE EMPLOYMENT AGENCY  
  
ON  
THE REGISTRATION AND MEDICAL EXAMINATION OF  
FOREIGN WORKERS ON BEHALF OF THE  
EMPLOYER**



## STANDARD OPERATING PROCEDURES FOR PRIVATE EMPLOYMENT AGENCY ON THE REGISTRATION AND MEDICAL EXAMINATION OF FOREIGN WORKERS.

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### 1.0 SCOPE

This Standard Operating Procedure (SOP) is written as a guideline for FOMEMA panel Agency to conduct and to ensure FOMEMA's registration and medical screening program is carried out with integrity and to the highest standards so as to meet the requirements set by FOMEMA and the Ministry of Health, Malaysia (MOH).

### 2.0 PURPOSE

This SOP forms part of the terms and conditions of your appointment as a panel member of FOMEMA and must be strictly adhered to at all times. The SOP and guidelines maybe be reviewed from time to time and as and when necessary by FOMEMA and any changes shall be notified to the Agency.

### 3.0 ABBREVIATIONS & DEFINITIONS

MOH	-	Ministry of Health Malaysia
SOP	-	Standard Operating Procedures
FOMEMA	-	Foreign Worker's Medical Examination and Monitoring Agency.
AGENCY	-	The license holder of Jabatan Tenaga Kerja Semenanjung Malaysia who is registered with FOMEMA as a panel that has been given the access to handle registration and medical examination process of foreign worker on behalf of the employer.
JTKSM	-	Jabatan Tenaga Kerja Semenanjung Malaysia

#### 4.0 PRE-REGISTRATION

- 4.1 The Agency shall prepare and maintain proper records of all original and/or copies of documents as stated below including relevant supporting documents relating to the registration of employer and foreign workers during the term of their agreement and for a period of one (1) year from the date of the expiry or termination of their Agent Employment Agreement.

No.	Company	Individual
1.	Copy of Company Registration papers, Form 9 only. Form 13 is only required if there is a change of Company Name.	Copy of employer NRIC or Passport
2.	Copy of passport	Copy of passport
3.	Copy of current work permit/ Approval from Immigration Department of Malaysia.	Copy of current work permit / Approval from Immigration Department of Malaysia except for Labuan
4.	Letter of Authorization	Copy of employment letter/ work permit for Expatriate Employer
5.		Letter of Authorization

- 4.2 The Agency shall ensure that all records are properly kept to enable the information to be easily retrieved whenever required by FOMEMA.
- 4.3 The Agency shall provide upon request, any additional information related to the registration of employer and foreign workers which may be required by FOMEMA, or other relevant authorities from time to time.

#### 5.0 REGISTRATION

- 5.1 The panel Agency is responsible for the maintenance of the security of their password for the access to FOMEMA's Online Portal.
- 5.2 The panel Agency is responsible for registration of foreign worker(s) via Online Portal for Agency. The Agency is not allowed to give his/her password to unauthorised personnel.
- 5.3 The Agency shall ensure that the employer and foreign worker(s) information are correctly keyed-in.

## **6.0 MEDICAL EXAMINATION**

- 6.1 The Agency is responsible to ensure the valid FOMEMA's Foreign Worker medical examination form and original passport are in the presence of the examining doctor throughout the medical examination at the registered clinic.

## **7.0 GENERAL**

- 7.1 Any change of address or temporary discontinuation of service shall be informed to FOMEMA in writing.
- 7.2 It is advisable for panel Agency to attend Seminar conducted by FOMEMA from time to time to get latest update.
- 7.3 In accordance to Clause 3.4 and 3.8 of your Agent Employment Agreement, all registered agents shall comply with all policies and procedures as determined by FOMEMA Sdn. Bhd.

## **8.0 NON-COMPLIANCE OF SOP**

- 8.1 Agency found to be non-compliant to this SOP shall be subjected to the following actions depending on the severity of the non-compliance:
- 8.1.1 reprimand letter;
  - 8.1.2 suspension of service; and/or
  - 8.1.3 termination of service.
- 8.2 Agency who are subjected to the above action will be given an opportunity to reply to the letter issued by FOMEMA within a period stipulated in the letter. If a satisfactory reply or explanation is received from the Agency, FOMEMA will not proceed with the temporary suspension of service.
- 8.3 Agency who are subjected to the above action and fail to provide a satisfactory explanation within the stipulated period will face the relevant punitive action.
- 8.4 Any appeal for the lifting of the temporary discontinuation will only be considered upon completion of the discontinuation period and subject to the corrective and remedial actions taken by the Agency to ensure full compliance with the SOP.