THIRD COUNTRY TRAINING PROGRAMME (TCTP)

GENERAL INFORMATION ON

THIRD COUNTRY TRAINING PROGRAMME ON ENHANCEMENT OF PRODUCTIVITY AND COMPETITIVENESS THROUGH TQM AND KAIZEN APPROACH FOR AFRICAN COUNTRIES

22 Aug – 9 Sept, 2016

Joint Collaboration between:

Joint Collaboration between:

Organised by:

Malaysia Productivity Corporation (MPC)
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1. COURSE TITLE

This training programme is entitled, “ENHANCEMENT OF PRODUCTIVITY AND COMPETITIVENESS THROUGH TQM AND KAIZEN APPROACH FOR AFRICAN COUNTRIES”.

2. BACKGROUND

Malaysia supports 142 developing countries under the framework of the South-South Cooperation since 1980 via the Malaysian Technical Cooperation Programme (MTCP). In 1983, Japan started its Third Country Training Programme (TCTP) in Malaysia. Subsequently, Malaysia and Japan began to collaborate in 1992 to assist developing countries under the MTCP Recipient List within this TCTP arrangement.

Upon the launch of TICAD in 1993 by the Government of Japan, to promote high-level policy dialogue between African leaders and development partners on issues facing Africa, such as economic development, poverty and conflict, JICA begun to streamline its assistance under the TCTP for the African countries in line with the TICAD Initiative.

TICAD has since evolved into a major global framework to facilitate the implementation of measures for promoting African development under the dual principles of African “Ownership” and “Partnership” between Africa and the International community. TICAD V was held in Yokohama in June 2013, and “Yokohama Action Plan 2013-2017” was issued as an outcome document of TICAD V. The Plan emphasized human resource development in both public and private sector.

Sub Saharan Africa is a diverse region: the development context and challenges faced differ dramatically between the 49 countries. However, many of the key constraints to economic growth are shared across the continent, including skills shortages; poor enabling environments for business and governance; low productivity and humanitarian crises. These skill shortages are particularly acute at the technical and professional levels and hinder the capacity of governments to deliver efficient services, support sustained growth and address development challenges.

Since year 2000, Malaysia Productivity Corporation (MPC) has been involved in implementing TCTP and providing support on quality and productivity improvement initiatives for African countries. The selected module “TQM and KAIZEN Approach” has been proven to promote and set KAIZEN mind-set.
3. AIMS AND OBJECTIVES

3.1 AIMS

This project aims to transform the participants into Productivity Champion by equipping them with TQM philosophy and KAIZEN Tools and training them to implement KAIZEN initiatives at their respective countries.

3.2 OBJECTIVES

On completion of the programme the participants are able to:

- Share knowledge and experience gained to create awareness in their respective organisation;
- Identify and eliminate all types of waste at manufacturing and service organisations;
- Develop strategies to successfully apply their knowledge and technical expertise to initiate change;
- Apply KAIZEN tools effectively;
- Facilitate KAIZEN and TQM improvement projects; and
- Networking with others in similar roles, to share experiences to enrich their knowledge in KAIZEN and TQM.

4. OUTPUTS

Upon completion of this course, participants would be able to:

- Action Plan to implement KAIZEN initiatives
- Productivity Champions
- Model Companies in KAIZEN
5. TARGET COUNTRIES, ORGANISATIONS AND PARTICIPANTS

5.1 Target Countries and Organizations

This course is developed for:

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<thead>
<tr>
<th>Bil</th>
<th>Country</th>
<th>Organization</th>
</tr>
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<tbody>
<tr>
<td>1</td>
<td>Botswana</td>
<td>Botswana National Productivity Centre (BNPC)</td>
</tr>
<tr>
<td>2</td>
<td>Malawi</td>
<td>i. Ministry of Industry &amp; Trade Republic of Malawi</td>
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<tr>
<td></td>
<td></td>
<td>ii. Small and Medium Enterprises Development Institute (SMEDI)</td>
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<tr>
<td>3</td>
<td>Senegal</td>
<td>Senegal-Japan Vocational and Technical Training Center under Ministry of Vocational Training, Apprenticeship and Crafts</td>
</tr>
<tr>
<td>4</td>
<td>Nigeria</td>
<td>National Productivity Centre, Nigeria</td>
</tr>
<tr>
<td>5</td>
<td>Tanzania</td>
<td>Small Industries Development Organization (SIDO)</td>
</tr>
<tr>
<td>6</td>
<td>Kenya</td>
<td>Productivity Centre of Kenya (PCK)</td>
</tr>
<tr>
<td>7</td>
<td>Zambia</td>
<td>i. KAIZEN Institute of Zambia, Ministry of Commerce, Trade and Industry</td>
</tr>
<tr>
<td>8</td>
<td>Cameroon</td>
<td>i. Ministry of SME, Social Economy and Handicraft</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. SMEs Promotion Agency (SMEPA)</td>
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<tr>
<td>9</td>
<td>Ghana</td>
<td>i. Management Development &amp; Productivity Institute (MDPI)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ii. National Board for Small Scale Industries (NBSSI)</td>
</tr>
<tr>
<td>10</td>
<td>Democratic Republic of Congo (DRC)</td>
<td>National Institute of Professional Preparation</td>
</tr>
<tr>
<td>11</td>
<td>Uganda</td>
<td>Ministry of Trade &amp; Industry Uganda</td>
</tr>
<tr>
<td>12</td>
<td>Ethiopia</td>
<td>Ethiopia Kaizen Institute (EKI)</td>
</tr>
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</table>

5.2 Target Participants

- This training programme is developed for officials (executives and managers) who are in charge of disseminating quality and productivity improvement activities among the public and private sector organisations in their respective countries.
5.3 Total Number of Participants

The number of participants for the course is Sixteen (16) in totals. Each target country is encouraged to nominate more than five (5) applicants.

6. REQUIREMENTS FOR ADMISSION

Applicants of the course are obliged to fulfil the following requirements:

1. Should be a civil servant from African Countries and in charge for introduction/dissemination of quality productivity improvement activities;
2. Should be nominated and obtained approval by their respective country government (detailed procedure is stated in 15. APPLICATION PROCEDURE AND ENQUIRIES);
3. Should be able to provide a colour passport copy which is valid for one (1) year from the date of the course in Malaysia to the course organiser together with a passport-sized colour photo no later than seven (7) weeks before the course commences for immigration application process;
4. Must agree to follow the procedure to obtain Visa-With-Reference (VWR) before entering Malaysia (detailed information is stated in 10.2. VISA);
5. Between 26-50 years of age;
6. Should have practical experience of more than [5 years] in the Productivity Improvement such as Kaizen, TQM and Quality Management System;
7. Should possess a good command of written and spoken English (A phone interview with short-listed candidates will be conducted by the Embassy of Malaysia before a final decision is made);
8. Good health, physically and mentally, in order to complete the course (applicants must submit his/her medical certificate in the application form);
9. Have not participated in any training programme under MTCP;
10. Not to be serving in the military;
11. Women are encouraged to apply;
12. Comply with Malaysian Custom, Health and Quarantine regulations which are listed in the attached documents, “GENERAL INFORMATION ON MALAYSIA.”
The organizer reserves the right not to consider applications that do not fulfil any of the above criteria.

7. COURSE DESCRIPTION

7.1 Duration

The duration of the course is three (3) weeks including weekend(s). It will be held from 22 August – 9 September, 2016.

7.2 Venue

The course will be conducted at the following venue:

- MALAYSIA PRODUCTIVITY CORPORATION (MPC)
  Lorong Produktiviti, Off Jalan Sultan,
  46200 Petaling Jaya, Selangor, Malaysia.

7.3 Language

This course will be fully conducted in English.

7.4 Curriculum and Schedule

This course shall include classroom lectures, seminars and hands-on training for Productivity Improvement. Field visits are an important component of the course whereby participants will visit various public and private organisations as well as historical landmarks in Malaysia that relate to the course objectives.

The tentative course schedule is as attached in Appendix 1.

7.5 Certificates

Certificates will be awarded upon successful completion of the course.
8. COUNTRY REPORT, ACTION PLAN, AND SUMMARY REPORT

Participants’ presentations on the challenges/issues they are facing in their respective countries (8.1 Country Report) and on their Plan of Action (8.2 Plan of Action) are one of the key elements of the course.

Participants are also required to summarize the lessons learnt throughout the course in a form of two-page report (8.3 Summary Report) before the end of the course. The Summary Report will be sent to their respective Ambassador to Malaysia through the diplomatic channel.

8.1 Country Report

Areas to be highlighted:
- Summary of the duties and responsibilities of participants’ organization/agency
- Challenges and problems in the participants’ respective countries in Productivity Improvement.
- Expectation for the course

Speaker: Representative of the respective countries.

Presentation Time and Tool: The Country Paper will be presented at the beginning of the course. Each speaker is expected to provide a 10-minute presentation which is followed by a 5-minute question and answer session. It is recommended to use MS Power Point during the presentation.

For guidelines for preparing country paper, please refer to Appendix 2.

8.2 Plan of Action (PoA)

Areas to be highlighted:
- Title of the Plan
- Plan and implementation strategies for the challenges/problems
- How to apply knowledge/lessons learnt from the course to the plan

Speaker: Group Presentation: Representative of the Group, Individual Presentation: Representative of the Country.

Presentation Time and Tool: The Plan of Action will be presented toward the end of the course. Each speaker is required to present a 10-minute oral presentation which is followed by a 5-minute question and answer session. It is recommended to use MS Power Point during the presentation.
8.3 Summary Report

Objectives: summarize lesson learnt throughout the course in Malaysia and how it is approachable to their respective countries (one to two pages).

Deadline for the submission: Not later than closing date of the course. The report will be sent to the respective Ambassador to Malaysia through the diplomatic channel.

9. ALLOWANCES, BENEFITS, AND PARTICIPANTS’ RESPONSIBILITIES

9.1 Allowances and Benefits

Participants will be provided with the following allowances and benefits:

- Economy class air travel from the capital city of the participants to and from Malaysia. Tickets will be issued upon confirmation of acceptance.
- Accommodation, medical and travel insurance, and transportation facilities within Malaysia.
- Per diem or daily allowance throughout the duration of the course according to the MTCP/TCTP regulations.
- Transportation fee for official site visits within Malaysia, including airport transportation.

Note 1: Flight itinerary is not negotiable without official request letter.

Note 2: All participants will be provided accommodation at selected hotel in Petaling Jaya, Selangor by the organiser. Accommodation will be on a single room basis.

Note 3: The per diem would only cover the official course duration, with consideration is given to include per diem for arrival a day before the course commences and a day after courses ended. However, the per diem for the last day is subjected to the departure date. If, the departure date coincides with the last day of the course, payment of the per diem would only be given for the coincided date. Note that some portion of the per diem shall be deducted for meals and the amount received varies depending on organizer.

Organisers will not bear costs other than the allowance and benefits described above.
9.2 Participants’ Responsibilities

Organisers are not responsible for the following expenses:

- Passport fees (for re-issuance and extensions, etc)
- All costs in relation to obtaining visa to enter Malaysia is to be borne by the participants/sending government. This includes third country visa fees and transportation expenses to obtain visa (VWR).
- Home country domestic travel expenses
- Departure tax
- Airport tax/airport facility charges outside of Malaysia, including third countries
- Customs duty
- Excess baggage charges
- Compensation for lost and/or damaged baggage
- “no show charge” to the transit airport hotel (non-refundable)
- Lost – ticket fee
- Transportation expenses other than official site visits
- All personal expenses on personal interests such as telephone bill, mini-bar tab at accommodation, and shipping charges of books or training materials shall be borne by the participants.

Note: When these taxes should be paid separately from airfare.

10. PASSPORT, VISA, AND VACCINATION FOR YELLOW FEVER

10.1 Passport

All participants are required to have a valid passport (one year of validity from the date of entry to Malaysia). All expenses to obtain the passport should be borne by the participants.

Successful participants are required to submit a coloured photocopy of the first page of their valid passport and a coloured passport size photo to the organiser by e-mail for immigration processing not later than seven (7) weeks before the course commences.

10.2 Visa (Visa-With-Reference)

It is mandatory under MTCP for all the MTCP/TCTP participants to follow the Visa With Reference (VWR) application procedure. This will minimize complication at the Immigration counter at the Kuala Lumpur International Airport (KLIA) and throughout the training programme.

Upon receiving the passport colour copy, passport sized colour photo and acceptance Letter from the selected participants; the organiser will apply for VWR at the Department of Immigration in Malaysia and obtain specific VWR Approval Letter for the participants. A copy of this
VWR Approval Letter will be sent directly to the participant and related Malaysian Mission. All the participants must follow the procedure as stated below.

If the selected participants do not agree to obtain the VWR or adhere to the necessary procedure, the organiser reserves the right to revoke their participation.

**Specific Approval Letter**

The participants who received the specific VWR Approval Letter are required to obtain a VWR stamp at the specified Malaysian Mission before entering Malaysia.

Participants who do not have the MAALYSIA Mission in their country are requested to obtain the VWR stamp at the nearest Malaysian Mission in person, along with the VWR Approval Letter, passport size colour photo and Offer Letter from the organizer. Upon arrival at the said mission, participants have to produce the Approval Letter and fill in the necessary application form. Subsequently, they will be issued the necessary visa to travel to Malaysia.

The organizer will provide flight itinerary that supports visa transit at a third country and may also provide accommodation depending on flight connection. However, the following cost involved in obtaining the VWR at a Malaysian Embassy in a third country would not be borne by the organizer:

1. Third country visa;
2. Visa fee for Malaysian Visa (VWR);
3. Transportation expenses to obtain visa; and
4. Any other personal expenses

Please take note that the flight itinerary and accommodation are not negotiable.

**10.3 Vaccination for Yellow Fever (if applicable)**

Participants from the following countries including diplomatic and official passport holders are required to take a mandatory vaccination for yellow fever at least 10 days prior to their departure to Malaysia.

- GHANA
- CAMEROON
- ETHIOPIA
- UGANDA
- KENYA
- NIGERIA
- SENEGAL
- DEMOCRATIC REPUBLIC OF CONGO
- UNITED REPUBLIC OF TANZANIA

Participants from the above mentioned countries must bring along the valid proof of such vaccination (such as the Yellow Book) to be produced at immigration upon entering Malaysia. If participants fail to produce such proof, he/she will be quarantined and will be deported home instantly at his/her own expenses.
11. MEDICAL AND DENTAL TREATMENTS

Medical treatments are provided at government hospitals/clinics only and the expenses will be borne by the Government of Malaysia. In case of an emergency, participants are eligible to be admitted to government hospitals/clinics.

Dental treatments are restricted to extraction and filling only.

12. INSURANCE

All successful participants are covered under a Group Travel Insurance Policy arranged by the organiser during the stay in Malaysia (from the arrival date to the departure date). The insurance does not cover any pre-existing conditions/illness or any outpatient medical/dental treatment. Participants are personally liable for all medical expenses beyond what is covered by the Group Personal Accident Insurance Policy.

As the coverage is limited, participants are advised to make their own arrangements to obtain adequate medical insurance coverage for their stay in Malaysia. The cost for the insurance is to be borne by the participants or the government of participating country.

13. GENERAL CONDITIONS OF TCTP PARTICIPANTS

All applicants are subjected to abide by the following conditions of TCTP participants throughout the course:

Participants shall conduct themselves at all times in a manner compatible with their responsibilities as TCTP participants and abide by Malaysian laws, rules and regulations and specific regulation of the organiser.

(1) In the classroom, participants are required to dress appropriately which includes long-sleeved shirts with ties, tailored pants and blazer or uniform for men. Lady participants are required to dress appropriately and modestly. It is also advisable for participants to bring along warm clothing such as sweaters and shawls as lectures are conducted in air-conditioned classrooms. For formal occasions, participants are required to wear lounge suit/national costume. Slippers, shorts and jeans are NOT allowed during the programme but allowed only in the confine of participants’ rooms at the designated hotel/hostel.

(2) Requests for change of course or extension of the training period will NOT be entertained. Participants should fully participate in all activities related to the course. Participants are NOT allowed to attend official functions (which are not included in the planned course programme) and/or personal functions (including but not
limited to personal appointments with acquaintance in Malaysia) during the course of the programme.

(3) Participants are **NOT** allowed to leave Malaysia during the course.

(4) Participants are **NOT** allowed to participate in any political and/or commercial activities in any capacity whatsoever. Participants shall **NOT** take up paid employment or serve as staff of their official representatives in Malaysia.

(5) Participants are **NOT** allowed to bring along their spouses or any member of their family for the duration of the course. Request for single accommodation occupancy due to the existence family members are **NOT** entertained. Participants will be required to return immediately to their own countries upon completion of the course.

(6) The TCTP participation may be terminated at any time due to unsatisfactory conduct, breach of the conditions of TCTP participants, failure to make satisfactory progress or as deemed necessary by the organiser.

(7) Participants who are found to be medically unfit during the course will be required to return to their country immediately and not be given any certificate.

**14. OTHER GENERAL REGULATIONS AND OBLIGATIONS**

In addition to the conditions stipulated in above, TCTP participants are also required to observe the followings:

(1) To observe the course schedule by punctual attendance;

(2) To attend/participate actively in all sessions including study visits;

(3) To follow the travel schedule arranged by the organiser with regard to departure from Malaysia;

(4) To carry out instructions and abide by conditions as stipulated by the organiser;

(5) To discontinue the course, should participants fall seriously ill and be considered unable to continue the course;

(6) To refrain from committing any illegal or immoral acts. Should participants be found in contravention of this requirement, they will be barred from attending the course and will be asked to leave the course with immediate effect;

(7) Participants must respect the local customs and observe the rules and regulations at the place of accommodation and not to change accommodation designated by the organiser.
(8) To observe the rules and regulations of the organiser or establishment with which participants are visiting or attached to;

(9) To remain in Malaysia and complete the whole duration of the programme without any leave of absence.

(10) Participants who do not comply with the general conditions, regulations and obligations of the TCTP participants would be reported to their respective Embassies or High Commissions as well as to the Head of their respective organizations.

(11) Participants are fully responsible for their own valuables and belongings while travelling and while in Malaysia. Any losses due to negligence will not be compensated by the organisers.

(12) Participants will not utilize knowledge and skills acquired in the training for military purposes.

15. APPLICATION PROCEDURE

A government applying for the course on behalf of its nominee(s) shall forward the completed and endorsed Application Form for each nominee to the Government of Malaysia through the diplomatic channels via Note Verbale addressed to the Embassy of Malaysia.

Application procedure and enquiries are as follows:

15.1 Application Form

All applications must be made via the standard application form, which is attached to this brochure and also obtainable from the Embassy of Malaysia or JICA offices in the respective countries. All sections of the form, including medical report, must be completely filled or printed according with CAPITAL LETTERS.

15.2 Supporting Documents

Participants with the following health condition are strictly requested to attach the following documents in order to minimize the risk for their health.

Pregnant participants

- A letter from the participant that indicate she is personally liable for and shall indemnify the Government of Malaysia against all liabilities with regard to her pregnancy and would bear all economic and physical risks associated with her pregnancy.
- A letter of consent from the participant’s supervisor
- A medical support letter by certified medical officers.
**Participants having contagious/chronic diseases**

- A letter by government medical officers that certifies participation in the program does not harm participants' health and health of other participants. In addition, the letter should also certify that the travel and the programme would not further exacerbate the participant’s existing health condition.

**15.3 Endorsement**

All application forms must be duly completed and endorsed by the Ministry of Foreign Affairs or National Focal/Aid Coordinator Agency in the respective countries (the relevant ministry or agency responsible for the overall coordination of international technical assistance).

Please take note that incomplete and/or unendorsed forms will not be processed.

**15.4 Application Submission**

Application form which has been endorsed and approved should be submitted ONLY through the diplomatic channel \(^7\) via Embassy of Malaysia in the respective countries no later than 1st July, 2016.

**Note\(^7\):** Application forms must submit from the Ministry of Foreign Affairs in the respective countries with a Note Verbale to the Ministry of Foreign Affairs in Malaysia via the nearest Malaysia High Commission/Embassy.

Please take note that the forms that are submitted after the above deadline will not be processed.

The flow of application forms submission (diplomatic channel) is as per Appendix 4.

**15.5 Correspondence**

All nominees must provide current, correct and reliable data as stated below. Confirmation of the course and other notifications will be made using e-mail address.

- Office address, office telephone number and office fax number;
- Residential address and telephone number;
- Contactable hand phone number, and;
- Contactable office and/or personal e-mail address/es.

**15.6 Notifications to the Selected Participants**

Malaysia Productivity Corporation (MPC) will notify successful applicants no later than 23rd July, 2016 via email.
15.7 Contact Information

Contact information of the following is as per attached in Appendix 5:

- Malaysia Embassy or High Commission in the invited countries or in the nearest countries;
- National Focal Agencies in the invited countries; and
- JICA Offices in the invited countries or in the nearest countries.

For any inquiries regarding this course, please contact:

**Malaysia Productivity Corporation (MPC)**

Lorong Produktiviti, off Jalan Sultan, 46200, Petaling Jaya, Selangor, Malaysia.
Tel : +60 - 03 -79557266/496
Fax: +60 – 03 - 79540795

Datin Latchumy Prabha
Position: Manager
E-mail : prabha@mpc.gov.my

Ms. Norul Hasila Abdullah
Position: Consultant Officer
E-mail : norulhasila@mpc.gov.my

Or visit the homepage at http://www.mpc.gov.my.
Malaysian Technical Cooperation Programme (MTCP)

The Malaysian Technical Cooperation Programme (MTCP) was first initiated at the First Commonwealth Heads of Government Meeting (CHOGM) in Sydney in February 1978. It was officially launched on 7 September 1980 at the Commonwealth Heads of State Meeting in New Delhi, India, to signify Malaysia’s commitment to South-South Cooperation, in particular Technical Cooperation among Developing Countries (TCDC).

In line with the spirit of South-South Cooperation, Malaysia through MTCP shares its development experiences and expertise with other developing countries. The MTCP was first formulated based on the belief that the development of a country depends on the quality of its human resources. The programme forms part of the commitment of the Malaysian Government towards the promotion of technical cooperation among developing countries, strengthening of regional and sub-regional cooperation, as well as nurturing collective self-reliance among developing countries.

The MTCP emphasizes the development of human resources through the provision of training in various areas which are essential for a country’s development such as agriculture, economy, finance and trade, education, environment, industrial technical training, diplomacy, public management and administration, professional services, social development and science, technology and ICT. Malaysia has extended to 142 recipient countries and has trained more than 30,000 participants.

The MTCP has been managed by the Economic Planning Unit, Prime Minister’s Department since its inception. In a move to further enable MTCP to spread its wings wider and stronger, the Malaysian Government has decided to transfer the MTCP to the Ministry of Foreign Affairs from 1 January 2010. It is envisaged that emplacing it under the Ministry of Foreign Affairs could provide the synergy and support it requires in line with Malaysia’s foreign policy. As the focal point for the MTCP, the Ministry of Foreign Affairs of Malaysia (Wisma Putra) is responsible to formulate policies, fund, coordinate, monitor and evaluate the MTCP programmes.
The Objectives of MTCP are:

 To share development experiences with other countries;
 To strengthen bilateral relations between Malaysia and other developing countries;
 To promote South-South Cooperation; and
 To promote technical cooperation among developing countries.

Programmes under the MTCP

There are five types of cooperation available under the MTCP as follows:

 Provision of long-term fellowship and scholarship for post-graduate and undergraduates courses at Malaysian Public Universities;
 Provision of short-term specialized training for participants at various training institutions and Government agencies in Malaysia;
 Study visits and practical attachment at participating Governments agencies in Malaysia;
 Advisory services by Malaysian experts; and
 Other assistance, including socio-economic projects and provisions of supplies and equipment on a very selective basis.

Third Country Training Program (TCTP)
The MTCP also collaborates with international organizations such as the Japan International Cooperation Agency (JICA), Colombo Plan, Commonwealth Fund for Technical Cooperation (CFTC), German International Agency (GIZ) and Islamic Development Bank (IDB) through Third Country/ Triilateral Cooperation Training Programme (TCTP). These TCTPs are organised through partnerships with several MTCP training institutions.

For further inquiries regarding MTCP, please contact:

International Cooperation and Development Division (ICADD)
Department of Multilateral Affairs
WISMA PUTRA
No. 1, Jalan Wisma Putra
Precinct 2
62602 Putrajaya
MALAYSIA
Telephone: 603 - 8887 4261/4549
Facsimile: 603 – 8889 2936
Website: http://mtcp.kln.gov.my
E-mail : mtcp@kln.gov.my/
Japan began process of extending aid to developing countries while receiving aid itself from the World Bank in the 1950s. In 1954, Japan joined the Colombo Plan, an organization set up in 1950 to assist developing countries in their socio-economic development.

Since then, the Japanese Official Development Assistance (ODA) provided in the form of technical cooperation (by Japan International Cooperation Agency), ODA loans (by Japan Bank for International Cooperation) and grant aid (by Ministry of Foreign Affairs), has been aimed at assisting the socio-economic development of the developing countries. In 2015 ODA that has built up a 60-year history revised as Development Cooperation Charter.

The basic tenets of the Development Cooperation are:

- As peace-loving nation, contribute to the world through cooperation for non – military purposes
- Human security (Focus on individuals and cooperation for their protection and empowerment)
- Collaboration with developing countries in equal partnership

To promote Development Cooperation, the Japan International Cooperation Agency (JICA) was established in 1974 as a special public institution of the Japanese Government. In October 2008, the ‘Overseas Economic Cooperation Operations’ of Japan Bank for International Cooperation (JBIC) merged with JICA. The merger make new JICA become the world’s largest bilateral development agency and a ‘One Stop Shop’ for development assistance as it is now able to provide technical cooperation, ODA loans and grant aid all under one roof.

The vision statement of New JICA hinges on the commitment and strong support in two critical areas of development, namely inclusive and dynamic development. In order for the new vision to materialise New JICA will focus on four missions. The four mission statements in brief are:

1. **Addressing the global agenda.** The process of globalisation has brought about both the positive and negative effects, especially to developing countries to cope with. New JICA will capitalise on Japan’s vast experience and technologies, working in tandem with other international bodies, to address the issues confronting the developing countries.
2. **Reducing poverty through equitable growth.** Poverty eradication has been the concern of many international bodies in the light of the current world economic crisis. New JICA will support and undertake measures to enhance skills and build capacity of the human resource and provision of social and economic infrastructures.

3. **Improving the governance.** Realizing the importance of the role of efficient governance to spur the economic growth of a nation New JICA will render the support and propose effective systems to be implemented.

4. **Achieving human security.** Inculcating and ensuring a threat free environment is of paramount importance for development to take place.

For further information please contact:

**Japan International Cooperation Agency (JICA)**
Malaysia Office
Suite 29.03, Level 29, Menara Citibank
165, Jalan Ampang
50450 KUALA LUMPUR
MALAYSIA

**Officers in charge:**
Ms. Aiman Siddiqi (Programme Manager)
e-mail address: AimanSiddiqi.MS@jica.go.jp

Ms. Nazatul Ritha Zakaria (Programme Officer)
e-mail address: Nazatulritha.MS@jica.go.jp

Telephone: +603-2166 8900
Facsimile: +603-2166 5900
Website: http://www.jica.go.jp/malaysia/english/index.html

or the nearest JICA Office in your country.

(Addresses of JICA overseas Offices can be found in JICA webpage: http://www.jica.go.jp/english/countries/index.html)
Malaysia Productivity Corporation (MPC)

VISION
The leading organisation in productivity enhancement for global competitiveness and innovation

MISSION
To deliver high impact services towards achieving performance excellence through innovation for the betterment of life

OBJECTIVES
Our corporate objectives are:
- Providing value-added information on productivity, quality, competitiveness and best practices through research activities and databases
- Developing human capital and organisational excellence for building a knowledge-based society through training, systems development and best practices
- Nurturing innovative and creative culture for productivity and competitiveness through partnership programmes.
- Conducting review on regulation and promotion Good Regulatory Practice to create a more competitiveness business environment

About MPC
MPC was established over 50 years ago and subsequently been a training provider in the fields of management system and advisory services to public and private sectors. Ever since, the focus of MPC has expanded as a provider of research services in the early 1990s. In 1995, MPC started to focus on the productivity and the uplifting of industrial efficiency and later in 2000, benchmarking and sharing best practices.

Currently, the main focus of MPC is to become the driver of productivity growth and high impact innovations. The shift and development towards this focus is aligned with the industrial needs which have changed in line with the economy, social, and information technology development. In the 10th Malaysia Plan, MPC is mandated to review those regulations affecting the conduct of business in Malaysia with the view to modernize business regulations.

This is crucial in order for the country to move towards its aspiration of becoming a high income nation. Towards this, MPC has embarked on review of existing business regulations with the focus on the 12 National Key Economic Areas (NKEA) which have been identified as having high growth potential. MPC has been revamped since October 2010 towards achieving a quantum leap in productivity and efficiency through high impact productivity and innovation drivers as further growth must come from higher TFP.

OUR SERVICES
Our services are to provide Productivity and Innovation Enhancement Programmes for the nation’s competitiveness through ‘TRANSFORMATION,
INNOVATION and PARTNERSHIP’ initiatives. Productivity and innovation are essential elements for organisations’ competitiveness. In this dynamic era that emphasised on the importance of productivity and innovation as the engine of growth for the nation, organizations need to improve their systems and processes continuously.

We believe knowledgeable workers and their total involvement in continuous improvement activities will enhance productivity, innovation and competitiveness. We would be delighted to be your partner in productivity and innovation enhancement for competitiveness. MPC will continue its effort and commitment to assist industries in the areas of productivity, innovation and competitiveness.

MPC’s CORE SERVICES

I. Smart Regulation
   • Monitor, review, assess and provide recommendations for policy/regulatory changes on existing and new regulations to enhance national productivity and innovation

II. Enterprise Innovation
   • Improve innovation at companies by creating and implementing ecosystems to address the entire innovation value chain.

III. Knowledge Based Management
   • Create knowledge base with productivity and industry reports and provide fact base on productivity and innovation

IV. Business Excellence
   • Measure and certify companies and showcase role models to spur competition and set best practices for others to emulate

V. Global Competitiveness
   • Develop global and national macroeconomic knowledge base on Malaysia’s competitiveness

For further information please contact:
Malaysia Productivity Corporation (MPC)
Lorong Produktiviti, off Jalan Sultan, 46200, Petaling Jaya, Selangor, Malaysia.
Telephone: +603-7955 7266/496
Facsimile : +603-79540795
Website: http://www.mpc.gov.my
MALAYSIA: GENERAL INFORMATION

Geographical Location
Situated between 2° and 7° to the North of the Equator line, Peninsular Malaysia is separated from Sabah and Sarawak by the South China Sea. In the northern part of Peninsular Malaysia lies Thailand, and in the south, neighbouring Singapore. Sabah and Sarawak are bounded by Indonesia while Sarawak also shares borders with Brunei. 329,758 square km.

Population

Capital City
Kuala Lumpur

People
Malays comprise 57% of the population, while the Chinese, Indian and other Bumiputeras and others make up the rest of the country's population. The majority of the population are Muslims and the people of Malaysia welcomes visitors that respect its local customs and traditions.

Language
Malay Language (Bahasa Melayu) is the national language in use, but English is widely spoken and is the national second language. The ethnic groups also converse in the various languages and dialects.

Religion
Islam is the official religion of the country, but other religions are widely practised.

Government
Malaysia follows the bicameral legislative system, adopting a democratic parliamentary. The head of the country is the King or the Yang Di-Pertuan Agong, a position which is changed every five years among the Malay Sultanates. The head of government is the Prime Minister.

Weather
The country experiences tropical weather year-round. Temperatures are from 21°C (70°F) to 32°C (90°F). Higher elevations are much colder with temperatures between 15°C (59°F) to 25°C (77°F). Annual rainfall varies from 2,000 mm to 2,500 mm.

Economic Profile
Manufacturing constitutes the largest single component of Malaysia's economy. Tourism and primary commodities such as petroleum, palm oil, natural rubber and timber are major contributors to the economy.
Currency
The monetary unit of the country is Ringgit Malaysia (MYR) and is written as RM. The exchange rate is valued at USD 1 = RM 4.21/March (subject to change). Foreign currencies can be exchanged at banks and money changers.

Time
Eight hours ahead of GMT and 16 hours ahead of U.S Standard Time.

Electricity
Voltage is 220 – 240 Volt AC at 50 cycles per second. Standard 3-pin square plugs and socket are used.

Measurement and Weight
Malaysia follows the metric system for weight and measurement.

Telephone
Local calls can be made from public phones using shillings or prepaid cards. International calls can also be made using card phones or at any Telekom office.

Entry Requirements
Persons seeking entry into Malaysia must be in possession of a valid passport and visa or other internationally recognized travel documents endorsed for travel in Malaysia. Such passports or other travel documents must be valid for at least six months beyond the period of stay allowed in Malaysia.

General Health Regulations
CHOLERA: No cholera vaccination is required for travellers entering Malaysia.
YELLOW FEVER: Vaccination is required for arrival from infected areas and from Yellow Fever Endemic Zones except for children under one year old. If a person is unable to produce a valid certificate of vaccination against Yellow Fever, he/she can be quarantined until his/her certificate becomes valid.

Clothes
Light, cool and smart casual. Some establishments require long-sleeves shirt with tie or local batik shirt for the evening. For more formal occasions, suit, jacket and tie or national costume are best.

Drugs/Littering
Illegal trafficking of illicit drugs carries a death penalty. Littering carries a fine of up to RM500.00.
MALAYSIA CUSTOMS, HEALTH AND QUARANTINE REGULATIONS

1. Customs Regulations

Customs Duty Exemption 2008, Clause 19 allows Malaysian citizens and visitors to import goods, provided they abide by these conditions:

<table>
<thead>
<tr>
<th>Goods</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wine, liquor/liquor malt</td>
<td>All not more than 1 litre</td>
</tr>
<tr>
<td>Tobacco</td>
<td>200 cigarettes / 50 cigars / 225 gm</td>
</tr>
<tr>
<td>Clothes/Apparel</td>
<td>Not more than 3 pieces</td>
</tr>
<tr>
<td>Shoes</td>
<td>Not more than 1 pair</td>
</tr>
<tr>
<td>Cosmetics or electronic,</td>
<td>Not more than 1 unit</td>
</tr>
<tr>
<td>personal care items/toiletries</td>
<td></td>
</tr>
<tr>
<td>or using batteries</td>
<td></td>
</tr>
<tr>
<td>Duty food item</td>
<td>Not more than RM75</td>
</tr>
<tr>
<td>Souvenirs/Gifts</td>
<td>Not more than RM400</td>
</tr>
<tr>
<td>(except goods from Langkawi</td>
<td></td>
</tr>
<tr>
<td>and Labuan, worth not more</td>
<td></td>
</tr>
<tr>
<td>than RM500)</td>
<td></td>
</tr>
</tbody>
</table>

The above goods can be imported and exempted from customs duty if these conditions are followed:

a. The goods are imported together or in the visitors baggage;
b. Goods are for personal and regular usage; and
c. Visitors can convince the Customs Officer that they are not Malaysian citizens and are only planning to stay in Malaysia for less than 72 hours.
d. Visitors who carry goods exceeding the stated duty free limit must pay full tax fees for the excess with a ratio of 30% from the worth of goods.

Note: Subject to changes

2. Vaccination Requirements

A Yellow Fever vaccination certificate is required from all visitors coming from/through Yellow Fever endemic countries. They are required to bring along their Yellow Fever vaccination certificates, which must be valid. A vaccination certificate against Yellow Fever disease will be valid if the vaccination is taken at least 10 days prior to the date of arrival in Malaysia and the validity of the vaccination is for a period of 10 years. This requirement also applies to those who had visited Yellow Fever endemic countries within one week prior to arrival in Malaysia. In accordance with Article 68 of the International Health Regulations of the World Health Organisation, a person without a valid Yellow Fever vaccination certificate shall be quarantined upon arrival in Malaysia.
3. Quarantine Regulations

REQUIREMENT PRIOR TO DEPARTURE FROM COUNTRY OF ORIGIN

Visitors intending to bring plants, planting material (e.g. seeds, cutting), and plant produce (e.g. fruits, vegetables), rooting media (e.g. peat moss) or any micro-organism must obtain an import permit from the Department of Agriculture Malaysia in Kuala Lumpur.

The consignment must fulfil the requirements in the import permit and certified by a valid phytosanitary certificate issued by the plant protection organisation in the country of origin. The consignment must be accompanied by both documents mentioned above. All equipment’s or personal belongings must be cleared and free from soil.
Appendix 1

TENTATIVE COURSE SCHEDULE

Three (3) weeks of classroom training comprises of the followings:

1. **Module 1: Week 1: Malaysia Productivity Improvement**
   
   i. Country Paper Presentation  
   ii. Group dynamic  
   iii. Malaysia Productivity Performance  
   iv. TQM & Kaizen Concept and Approaches  
   v. Productivity through Malaysia Business Excellence Framework (BEF)  
   vi. Productivity and Competitiveness in Malaysia  
   vii. Smart Regulation

2. **Module 2: Week 2: INTEGRATED CONTINUOUS PROCESS IMPROVEMENT**
   
   i. Innovative and Creative Circle (ICC)  
   ii. Quality Environment (5S) (Theory & Practical)  
   iii. Lean Management system (Theory & Practical)  
   iv. Developing a KAIZEN/TQM Roadmap  
   v. Industrial Field Visits

3. **Module 3: Week 3: KAIZEN Project Implementation**
   
   i. Preparation of Project Plan  
   ii. Presentation of KAIZEN/Visits: Lesson Learnt  
   iii. Individual/Group Presentation on Action Plan
Appendix 2

GUIDELINES FOR PREPARING A COUNTRY PAPER

1. **Preparation of country report:** Each participant prepares country report

2. **Duration of Presentation:** Presentation of the country report can be done by one person or by group. Each country is given a 10-minute session to present their fellow participants and followed by a 5-minute question and answer session.

3. **Presentation Material:** It is recommended to use MS Power Point during the presentation.

4. **Format of PowerPoint presentation:**

   Slide 1 – Introduction
   - Brief introduction of your organization/Department (1 minute)

   Slide 2 – Summary of the duties/job descriptions (3 minute)
   - Introduction and responsibilities of the organization/agency representing
   - Job description of the participants

   Slide 3 – Issues and challenges (3 minute)
   - The workplace productivity challenges and problems in the participant’s respective country.
   - Efforts undertaken to tackle the challenges & problems

   Slide 4 – Learning expectations for this course (3 minute)
Appendix 3

PROCEDURE OF VISA-WITH-REFERENCE (VWR)

**-7 Weeks**

- The organizer issues the Offer Letter to participants

**-6 Weeks**

- The organizer submits application to Dpt. of Immigration Malaysia (DIM)

**-4 Weeks**

- DIM approves application within 10 working days

**-4 Weeks**

- Participants submit compulsory documents:
  - A color copy of international passport (front page with photo)
  - A passport sized color photo
  - Acceptance form by participants

**-1 Week**

- Participants submit passport and VWR Approval Letter.

**Arrival to Malaysia**

- Participants submit passport and VWR Approval Letter.

Day 1

- Participants

Day 2

- Participants

- Passport is returned with a sticker of the professional pass

**Procedure Details**

**Participants**

- A Participants submit compulsory documents:
  - A color copy of international passport (front page with photo)
  - A passport sized color photo
  - Acceptance form by participants

**Organizer**

- The organizer issues the Offer Letter to participants

**Dpt. of Immigration Malaysia (DIM)**

- DIM approves application within 10 working days

**Malaysian Mission**

- Participants who received the specific VWR Approval Letter and have the Malaysian Mission in their country are required to obtain a VWR stamp at the specified Malaysian Mission before entering Malaysia.

**Participants**

- B Participants who received the specific VWR Approval Letter and do not have the Malaysian Mission in their country are required to be present in person to submit the passport to the Malaysian Mission as per addressed in the VWR Approval Letter together with the copy of VWR Approval Letter, passport size colour photo and Offer Letter from the organizer.

The organizer will provide flight itinerary that supports visa transit at a third country. Other than airfare (and necessary accommodation due to the flight connection only), all cost involved in obtaining the VWR at a Malaysian Embassy in a third country should be borne by the participants.

*The flight itinerary and accommodation are not negotiable.

(For further details, please confirm with the specified)
Appendix 4

Diplomatic Channel Flowchart For TCTP Courses

Training Institution in Malaysia (TIs) (General Information)

Ministry Of Foreign Affairs Malaysia (Wisma Putra)

Embassy of Malaysia/High Commission of the Beneficial Country

Ministry of Foreign Affairs of the Beneficial Country

National Focal Point for Technical Assistance

Various Agencies/Ministries

JICA Malaysia Office

Ministry Of Foreign Affairs Malaysia (Wisma Putra)

Embassy of Malaysia/High Commission of the Beneficial Country (to conduct interviews and to forward all application forms)

Ministry of Foreign Affairs of the Beneficial Country (to submit endorsed forms to Malaysia Desk in MFA for their acknowledgement/endorsement and to submit application forms to Malaysian Mission via Note Verbal)

National Focal Point for Technical Assistance (to obtain endorsement from the Focal Point)

Various Agencies/Ministries
### Contact information of Malaysian Mission, National Focal Point, and JICA Office

<table>
<thead>
<tr>
<th>Country</th>
<th>Malaysia’s Mission in the invited/nearest country</th>
<th>National Focal Point</th>
<th>JICA Office</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>BOTSWANA</strong></td>
<td><strong>High Commission of Malaysia, Pretoria</strong>&lt;br&gt;No.1007, Schoeman Street Arcadia, Pretoria 0083 P.O.Box 11673 Hatfield 0028 0083 Pretoria South Africa</td>
<td><strong>Ministry of Foreign Affairs and International Cooperation</strong>&lt;br&gt;Private Bag 00368 Gaborone Botswana</td>
<td><strong>JICA/JOCV Botswana Office</strong>&lt;br&gt;5th Floor, Fairscape Precinct Building 2, Plot 70667,Fairgrounds, Gaborone, Botswana</td>
</tr>
<tr>
<td></td>
<td><strong>Telephone:</strong>&lt;br&gt;+27-12-342-5990&lt;br&gt;+27-12-342-5991&lt;br&gt;+27-12-342-5992</td>
<td><strong>Fax Number:</strong>&lt;br&gt;(267) 391 3366</td>
<td><strong>Mailing Address:</strong> Private Bag 00369, Gaborone, Botswana</td>
</tr>
<tr>
<td></td>
<td><strong>Fax:</strong> +27-12-430-7773</td>
<td><strong>Email:</strong> <a href="mailto:kwphele@gov.bw">kwphele@gov.bw</a></td>
<td><strong>Telephone:</strong> +267 3912176</td>
</tr>
<tr>
<td></td>
<td><strong>Email:</strong> <a href="mailto:mwpretoria@kl.gov.my">mwpretoria@kl.gov.my</a></td>
<td></td>
<td><strong>Fax:</strong> +267 3912535</td>
</tr>
<tr>
<td><strong>MALAWI</strong></td>
<td><strong>Embassy of Malaysia, Harare</strong>&lt;br&gt;40 Downie Avenue Avondale, Harare Republic of Zimbabwe</td>
<td><strong>Ministry of Foreign Affairs</strong>&lt;br&gt;Capital Hill Circle, Private Bag 30315, Capital City, Lilongwe 3, Malawi.</td>
<td><strong>JICA Malawi Office</strong>&lt;br&gt;Pacific House, Area 13, Plot No.100, City Centre, Lilongwe 3, MALAWI</td>
</tr>
<tr>
<td></td>
<td><strong>Telephone:</strong>&lt;br&gt;+ 263 4 33 44 13/14&lt;br&gt;+ 263 8644 20 6676/77&lt;br&gt;+263 77 500 1441</td>
<td><strong>Telephone:</strong>&lt;br&gt;+265 1 789 088 / 323 / 115</td>
<td><strong>Mailing Address:</strong> P.O.Box 30321, Capital City, Lilongwe 3, MALAWI</td>
</tr>
<tr>
<td></td>
<td><strong>Fax:</strong> + 263 4 33 44 15</td>
<td><strong>Fax:</strong> +265 1 788 482</td>
<td><strong>Telephone:</strong> (265-1) 771644</td>
</tr>
<tr>
<td></td>
<td><strong>Email:</strong> <a href="mailto:mwharare@kl.gov.my">mwharare@kl.gov.my</a></td>
<td><strong>Email:</strong> <a href="mailto:ismailmogra@yahoo.co.uk">ismailmogra@yahoo.co.uk</a></td>
<td><strong>Fax:</strong> (265-1) 771125</td>
</tr>
</tbody>
</table>
### Table 1: MISSION INFORMATION

<table>
<thead>
<tr>
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<th>JICA Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>SENEGAL</td>
<td>High Commission of Malaysia, Dakar, Senegal</td>
<td>Minister of Foreign Affairs and Senegalese Abroad</td>
<td>JICA Senegal Office</td>
</tr>
<tr>
<td></td>
<td>No. 7 (VDN) Fann Mermoz B.P. 15057 Dakar</td>
<td>Independent Square</td>
<td>(BUREAU DE LA JICA AU SENEGAL) 3e Etage, Atryum Center, Route de Ouakam, Dakar, B.P.3323</td>
</tr>
<tr>
<td></td>
<td>Telephone: +221 - 33 825 8935 +221 - 33 825 8936</td>
<td>Telephone: (+221) 33 889 13 00</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Fax: +221 - 33 825 4719</td>
<td>Fax: (+221) 33 823 54 96</td>
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<tr>
<td></td>
<td>Email: <a href="mailto:mwdakar@kl.gov.my">mwdakar@kl.gov.my</a>; <a href="mailto:mwdakar@orange.sn">mwdakar@orange.sn</a></td>
<td>Email: <a href="mailto:contact@diplomatie.gouv.sn">contact@diplomatie.gouv.sn</a></td>
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</tr>
</thead>
<tbody>
<tr>
<td>NIGERIA</td>
<td>High Commission of Malaysia, Abuja, Nigeria</td>
<td>Ministry of Foreign Affairs, Nigeria</td>
<td>JICA Nigeria Office</td>
</tr>
<tr>
<td></td>
<td>No. 4A, Plot 2232 B, Rio Negro Close, off Yedseram Street, Maitama</td>
<td>Maputo street, off Abidjan street, wuse zone 3, PMB 130, Garki, Abuja, Nigeria.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Telephone: +234-92908488</td>
<td>Telephone: 09 – 5230828</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:mwabuja@kl.gov.my">mwabuja@kl.gov.my</a></td>
<td>Email: <a href="mailto:info@mfa.gov.ng">info@mfa.gov.ng</a></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Telephone: +234(0)806-652-3611/+234(0)701-323-4598</td>
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<td>--------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TANZANIA</td>
<td>High Commission of Malaysia, Nairobi Block 91/404, Gigiri Grove, Gigiri P.O. Box 42286 00100, Nairobi</td>
<td>Ministry of Foreign Affairs, East Africa, Regional and International Cooperation Tanzania P.O Box 9000, Dar es Salaam, Tanzania.</td>
<td>JICA Tanzania Office 3 rd Floor, Barclay’s House, Plot No. 1008/1 Ohio Street, Dar es Salaam (P.O.Box 9450, Dar es Salaam, TANZANIA)</td>
</tr>
</tbody>
</table>
|              | Telephone: +254 20 7123374/5 +254 20 2377720 +254 20 2377732  
Fax: +254 20 7123371/67  
Email: mwnairobi@kln.gov.my | Telephone: +255 (0)22 2111906 /07/08  
Fax: +255 (0)222 116600  
Email: nje@nje.go.tz |                                                                                  |
| KENYA        | High Commission of Malaysia, Nairobi Block 91/404, Gigiri Grove, Gigiri P.O. Box 42286 00100, Nairobi                                   | Ministry of Foreign Affairs & International Trade  
Old Treasury Building, Harambee Avenue P.O Box 30551 – 00100 G.P.O NAIROBI, Kenya | JICA Kenya Office Japan International Cooperation Agency (JICA)  
Kenya Office  
The Rahimtulla Tower, 10th floor, Upper Hill Rd. P O Box 50572-00200 Nairobi KENYA |
|              | Telephone: +254 20 7123374/5 +254 20 2377720 +254 20 2377732  
Fax: +254 20 7123371/67  
Email: mwnairobi@kln.gov.my | Telephone: +254 20 3318888  
Email: info@mfa.go.ke |                                                                                  |
|              |                                                                                                                |                                                                                  |                                                                                  |

31
<table>
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<th>JICA Office</th>
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</thead>
</table>
| ZAMBIA  | Embassy of Malaysia, Harare  
40 Downie Avenue  
Avondale, Harare  
Republic of Zimbabwe  
Telephone: + 263 4 33 44 13/14  
+ 263 8644 20 6676/77  
+263 77 500 1441  
Fax: + 263 4 33 44 15  
Email: mwharare@kln.gov.my  
Ministry of Foreign Affairs  
P.O Box 50069, Lusaka, Zambia  
Telephone: +260 211 252666/ +260 211 252718/+260 211250240/+260 250 193  
Email: foreignlsk@zamnet.zm | JICA Zambia Office  
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Brentwood Lane,  
Longacres, Lusaka, Zambia  
(P.O.Box 30027, Lusaka 10101, Zambia)  
Telephone :  
+260-211-254501 / 254508 / 254883  
Fax : +260-211-2545935 | |
| CAMEROON | High Commission of Malaysia, Abuja, Nigeria  
No. 4A,  
Plot 2232 B, Rio Negro Close, off Yedseram Street, Maitama  
Telephone: +234-92908488  
Email: mwabuja@kln.gov.my  
Ministry of Foreign Affairs, Cameroon  
Mr. Mohamadou Mustafa  
Director of Asian Affairs  
and Relations  
Ministry of External Relations  
Republic of Cameroon  
Telephone: + 237 2220 7915  
Email: mohmustaf@hotmail.com | JICA Cameroon Office  
4ème étage, Y-Building,  
Rue 1775 (Nouvelle Route Bastos), Yaoundé, Cameroun  
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Fax : +237-22204213 | |
## Training Programme on “ENHANCEMENT OF PRODUCTIVITY AND COMPETITIVENESS THROUGH TQM AND KAIZEN APPROACH FOR AFRICAN COUNTRIES”, 22 August – 9 September, 2016

<table>
<thead>
<tr>
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<th>National Focal Point</th>
<th>JICA Office</th>
</tr>
</thead>
</table>
| **GHANA** | High Commission of Malaysia, Accra  
87, Noi Petreke Street  
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Accra North  
**Telephone**: 233-302-763691  
**Email**: mwaccra@kln.gov.my | Ministry of Foreign Affairs & Regional Integration  
Box M.53, MINISTRIES, ACCRA.  
1 Augustino Neto Road, Airport Junction, ACCRA.  
**Telephone**: 0302201000-5  
**Fax**: 0302201042  
**Email**: info@mfa.gov.gh  
ipab@mfa.gov.gh | JICA Ghana Office  
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**Fax**: +233-30-2760954 |

| **DEMOCRATIC REPUBLIC OF CONGO (DRC)** | High Commission of Malaysia, Windhoek, Namibia  
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**Telephone**: (+264-61) 259 342  
(+264-61) 259 344  
**Fax**: (+264-61) 259 343  
**Email**: mwwindhoek@kln.gov.my | Ministry of Foreign Affairs Democratic Republic of Congo  
Ministry of Foreign Affairs and Nature Conservation,  
B.P. 12348 - Kinshasa 1, 15, avenue Papa Ileo (ex des Cliniques)  
**Telephone**: 243 99 05957  
**Fax**: 243 88 43675 | JICA Democratic Republic of Congo Office (JICA DRC Office)  
112, Avenu Pumba, Gombe – Kinshasa, Republic Democratique du Congo  
**Telephone**: + (243) 81-556-3530 |
<table>
<thead>
<tr>
<th>Country</th>
<th>Malaysia's Mission in the invited/nearest country</th>
<th>National Focal Point</th>
<th>JICA Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>UGANDA</td>
<td>High Commission of Malaysia, Nairobi</td>
<td>Ministry of Foreign Affairs</td>
<td>JICA Uganda Office</td>
</tr>
<tr>
<td></td>
<td>Block 91/404, Gigiri Grove, Gigiri P.O. Box 42286 00100, Nairobi</td>
<td>P.O.Box 7048, Kampala 2A/B Apollo Kaggwa Road</td>
<td>4th Floor, Course View Towers Plot 21 Yusuf Lule Road, Nakasero, Kampala UGANDA Mailing Address : P.O.Box 12162, Kampala, Uganda</td>
</tr>
<tr>
<td></td>
<td>Telephone: +254 20 7123374/5 +254 20 2377720 +254 20 2377732</td>
<td>Telephone: +256-414-345661, +256-414-257525 Fax: +256-41-258722/232874 Email: <a href="mailto:info@mofa.go.ug">info@mofa.go.ug</a></td>
<td>Telephone : +256-41-4254326, 4340186 Fax : +256-41-4346318</td>
</tr>
<tr>
<td></td>
<td>Fax: +254 20 7123371/67</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:mwnairobi@kln.gov.my">mwnairobi@kln.gov.my</a></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ETHIOPIA</td>
<td>High Commission of Malaysia, Nairobi</td>
<td>Ministry of Foreign Affairs of Ethiopia</td>
<td>JICA Ethiopia Office</td>
</tr>
<tr>
<td></td>
<td>Block 91/404, Gigiri Grove, Gigiri P.O. Box 42286 00100, Nairobi</td>
<td>P.O.Box 393, Addis Ababa 4/2/2008</td>
<td>Kirkos sub-city, Kebele 02, House No.676/05, Addis Ababa, Ethiopia (MINA Building, 6 - 7F) Mailing Address: P.O.Box 5384, Addis Ababa, Ethiopia</td>
</tr>
<tr>
<td></td>
<td>Telephone: +254 20 7123374/5 +254 20 2377720 +254 20 2377732</td>
<td>Telephone: +251-11-551-7345 Fax: +251-11-551-4300 Email: <a href="mailto:MFA.Addis@ethione.t.et">MFA.Addis@ethione.t.et</a></td>
<td>Telephone : (251)-11-5504755 Fax : (251)-11-5504465</td>
</tr>
<tr>
<td></td>
<td>Fax: +254 20 7123371/67</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:mwnairobi@kln.gov.my">mwnairobi@kln.gov.my</a></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
APPLICATION FORM

SHORT TERM COURSE IN MALAYSIA UNDER THE THIRD COUNTRY TRAINING PROGRAMME (TCTP) AND THE MALAYSIAN TECHNICAL COOPERATION PROGRAMME (MTCP)

Please type or write clearly in capital letters. Do not leave any space blank. Use "NIL" or "N/A" where applicable.

1. PERSONAL DATA

<table>
<thead>
<tr>
<th>Family Name (surname)</th>
<th>Date of birth:</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Name</td>
<td>Nationality (citizenship)</td>
</tr>
<tr>
<td>Other Names</td>
<td>Gender:</td>
</tr>
<tr>
<td>City and country of birth</td>
<td>Marital status:</td>
</tr>
<tr>
<td>Passport No</td>
<td>Type of Passport:</td>
</tr>
<tr>
<td>Expiry Date</td>
<td>Religion:</td>
</tr>
</tbody>
</table>

2. COMMUNICATION AND MAILING ADDRESS

<table>
<thead>
<tr>
<th>Applicant’s Office Address</th>
<th>Applicant’s Postal / Home Address:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mobile Phone Number</td>
<td>Home telephone</td>
</tr>
<tr>
<td>Office telephone</td>
<td>Country</td>
</tr>
<tr>
<td>Telex</td>
<td>Country</td>
</tr>
<tr>
<td>Email</td>
<td>Country</td>
</tr>
</tbody>
</table>

Person to be contacted in case of emergency:
Name: ____________________________ Telephone: ____________________________
Address: __________________________ Mobile Phone Number: ____________________________
Email: ____________________________

NOTE: This application form should be duly completed and endorsed by the Ministry of Foreign Affairs or the National Focal Point for Technical Assistance in your country. Forms which are incomplete or not endorsed will not be accepted.
### 3. EDUCATION (list in order of time, starting with last institution attended)

<table>
<thead>
<tr>
<th>Name of institution and place of study</th>
<th>Major field of study</th>
<th>Years of study: from - to</th>
<th>Degree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 4. EMPLOYMENT RECORD

<table>
<thead>
<tr>
<th>A. Present or most recent post</th>
<th>B. Previous post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employer:</td>
<td>Employer:</td>
</tr>
<tr>
<td>Years of service (from – to):</td>
<td>Years of service (from – to):</td>
</tr>
<tr>
<td>Title of your post/position:</td>
<td>Title of your post/position:</td>
</tr>
<tr>
<td>Present salary per month (US Dollars):</td>
<td>Salary per month (US Dollars):</td>
</tr>
<tr>
<td>Name of supervisor and title:</td>
<td>Name of supervisor and title:</td>
</tr>
<tr>
<td>Type of organization:</td>
<td>Type of organization</td>
</tr>
<tr>
<td>Government / Semi Government / Private / NGO #:</td>
<td>Government / Semi Government / Private / NGO #:</td>
</tr>
<tr>
<td>Main functions of organization:</td>
<td>Main functions of organization:</td>
</tr>
<tr>
<td>Total number of employees:</td>
<td>Total number of employees:</td>
</tr>
</tbody>
</table>

# Delete accordingly

Description of your work including your responsibility:

Please continue on supplementary pages if necessary.

**NOTE:** This application form should be duly completed and endorsed by the Ministry of Foreign Affairs or the National Focal Point for Technical Assistance in your country. Forms which are incomplete or not endorsed will not be accepted.
5. **REASONS FOR APPLYING THIS COURSE**

Please state briefly the reasons for applying to this course and how you hope to benefit from the programme.

Please continue on supplementary pages if necessary

---

<table>
<thead>
<tr>
<th>Have you participated in any training programme in Malaysia before?</th>
<th>YES / No #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name of programme</strong></td>
<td><strong>Organizer</strong></td>
</tr>
</tbody>
</table>

---

<table>
<thead>
<tr>
<th>Have you participated in any MTCP training programme in Malaysia before?</th>
<th>YES / NO #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name of Course</strong></td>
<td><strong>Name of Training Institute</strong></td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Have you participated in any JICA programme, including TCTP training, before?</th>
<th>YES / NO #</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Name of Course</strong></td>
<td><strong>Name of Training Institute</strong></td>
</tr>
</tbody>
</table>

# Delete accordingly

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6. **ENGLISH LANGUAGE PROFICIENCY (Kindly provide certificate as proof of proficiency)**

<table>
<thead>
<tr>
<th>Listening</th>
<th>Excellent</th>
<th>Good</th>
<th>Fair</th>
<th>Basic</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speaking</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Writing</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reading</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mother tongue :</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Language test administered by</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Title :</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Address :</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Tel Number :</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Email :</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Date and signature :</th>
</tr>
</thead>
</table>

**NOTE:** This application form should be duly completed and endorsed by the Ministry of Foreign Affairs or the National Focal Point for Technical Assistance in your country. Forms which are incomplete or not endorsed will not be accepted.
7. **MEDICAL REPORT (to be completed by an authorized physician)**

<table>
<thead>
<tr>
<th>Name of Applicant:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age:</strong></td>
<td><strong>Gender:</strong></td>
</tr>
<tr>
<td><strong>Height:</strong> cm</td>
<td><strong>Weight:</strong> kg</td>
</tr>
</tbody>
</table>

**Blood Pressure:**

<table>
<thead>
<tr>
<th>Blood Group:</th>
<th>A</th>
<th>B</th>
<th>AB</th>
<th>O</th>
<th>Other ( )</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Is the person examined at present in good health?</th>
<th>Is the person examined physically and mentally able to carry out intensive training away from home?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Is the person free of infectious diseases (AIDS, tuberculosis, trachoma, skin diseases etc.)?</th>
<th>Does the person examined have any condition or defect (including teeth) which might require treatment during the course?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>List any abnormalities indicated in the chest X ray.</th>
<th>Pregnancy Test ( for women ):</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

I certify that the applicant is medically fit to undertake a course in Malaysia.

<table>
<thead>
<tr>
<th>Name of Physician</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address of Clinic</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone</th>
<th></th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Email</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Signature of Physician

<table>
<thead>
<tr>
<th>Seal of Clinic:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

**NOTE:** This application form should be duly completed and endorsed by the Ministry of Foreign Affairs or the National Focal Point for Technical Assistance in your country. Forms which are incomplete or not endorsed will not be accepted.
8. **APPLICANT’S DECLARATION**

I, ____________________ of ____________________

Name of applicant  Representing Country

Declare that:

a) All information provided is true, complete and accurate to the best of my belief and knowledge, and that I have not wilfully suppressed any material facts;

b) I am medically fit and free from any medical problems which may impair my ability to attend and complete the training in Malaysia;

c) I will be personally liable for all medical expenses due to pre-existing conditions/illnesses incurred during my stay in Malaysia after my admission to any Malaysian government hospitals/clinics, and also other than those covered under the Group Personal Accident Insurance. (All successful participants are covered under Group Personal Accident. The Group Personal Accident does **not** cover any pre-existing conditions/illnesses or any outpatient medical/dental treatment. Participants are personally liable for medical expenses beyond what is covered by the insurance policy. **As the coverage is limited, participants are advised to make their own arrangements to obtain adequate medical insurance coverage for their stay in Malaysia**; and

d) For pregnant female applicants only: I am __________ months pregnant and am/am not certified by a qualified doctor to be medically fit and in good health to travel and attend the training in Malaysia

Upon successful selection for the training award, I undertake to:

a) carry out instructions and abide by such terms and conditions as may be stipulated by the nominating and host governments in respect of this training course;

b) abide by the rules and regulations of the training institution in which I undertake to study in or be trained under;

c) submit/present any report which may be required;

d) refrain from engaging in political activities and any form of employment for profit or gain;

e) return to my home country upon completion of the training; and

f) discontinue the course should I be found guilty of misconduct or be medically unfit.

g) not to utilize knowledge and skills acquired in the training for military purposes.

I fully understand that if I fail to comply with the terms and conditions of the training award, and/or any of the above declarations are found to be untrue, the award will be terminated with immediate effect and I will be liable to depart from Malaysia at my own expense.

____________________  ____________________
Date  Signature of applicant

**NOTE:** This application form should be duly completed and endorsed by the Ministry of Foreign Affairs or the National Focal Point for Technical Assistance in your country. Forms which are incomplete or not endorsed will not be accepted
9. **TO: GOVERNMENT OF MALAYSIA**

**LETTER OF INDEMNITY**

I __________________________, Passport Number: ____________________, having an address at __________________________, hereby declare that I shall be personally liable for and shall indemnify the Government of Malaysia and __________________________, name of the training institute against all liabilities, claims, losses, demands, actions, suits, proceedings, costs or expenses, in part/total, whatsoever arising under the laws of Malaysia or common law which may be made or taken against the Government of Malaysia and/or __________________________, name of the training institute or incurred or become payable by the Government of Malaysia and/or __________________________, in respect of any medical illness, personal injury (whether fatal or otherwise), or the death of any person, by reason of my carelessness, negligence, omission or default, in the course of my training with __________________________, name of the training institute which is appointed by the Government of Malaysia.

Dated this ______ day ______ of 20____

Signature of applicant  
Name of applicant  
Date  

In the presence of  
Signature of Witness  
Name of Witness  
Designation of Witness  
I/C or Passport No.  

**NOTE:** This application form should be duly completed and endorsed by the Ministry of Foreign Affairs or the National Focal Point for Technical Assistance in your country. Forms which are incomplete or not endorsed will not be accepted.
10. TO BE COMPLETED BY THE NOMINATING GOVERNMENT

Reasons for applicant’s selection
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

The post which the applicant will be required to fill upon satisfactory completion of training
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

Relevance of the course to applicant’s job
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________
____________________________________________________________________________________

NOTE: This application form should be duly completed and endorsed by the Ministry of Foreign Affairs or the National Focal Point for Technical Assistance in your country. Forms which are incomplete or not endorsed will not be accepted
11. **TO BE COMPLETED BY THE NOMINATING GOVERNMENT**

<table>
<thead>
<tr>
<th>OFFICIAL DECLARATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>On behalf of the Government of __________________________ , I</td>
</tr>
<tr>
<td>Country</td>
</tr>
<tr>
<td>Certify that:</td>
</tr>
<tr>
<td>a) I have examined the educational, professional or other certificates quoted by the applicant in this form and I am satisfied that they are authentic and relate to the applicant</td>
</tr>
<tr>
<td>b) The applicant is medically fit and free from infectious disease and that, having regard to his/her physical and mental history, there is no reason to suppose that the applicant is other than fit to undertake the journey to Malaysia and to remain in Malaysia for the duration of training;</td>
</tr>
<tr>
<td>c) Should the nominee seek medical consultation/treatment for his/her pre-existing conditions/illnesses during his/her period of stay in Malaysia, he/she would be personally liable for all medical expenses incurred, other than those covered under the Group Personal Accident Insurance; an</td>
</tr>
<tr>
<td>d) The applicant has attained a level of proficiency in both spoken and written English to enable him/her to follow the course of study/training for which he/she is being nominated.</td>
</tr>
</tbody>
</table>

I nominate (Dr/Mr/Mrs/Ms*) __________________________ holding Passport No.: __________________ for the training course.

<table>
<thead>
<tr>
<th>Name and Designation</th>
<th>Signature and Official Stamp</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name and Organisation</td>
<td>Country code</td>
</tr>
<tr>
<td>Email address</td>
<td>Country code</td>
</tr>
</tbody>
</table>

Endorsement by the nominating country’s Ministry of Foreign Affairs or the National Focal Point for Technical Assistance:

<table>
<thead>
<tr>
<th>Name</th>
<th>Email Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Ministry’s Official Stamp)</td>
<td></td>
</tr>
<tr>
<td>Designation</td>
<td>Name of Organisation</td>
</tr>
<tr>
<td>Signature</td>
<td></td>
</tr>
<tr>
<td>Country code</td>
<td>Area code</td>
</tr>
</tbody>
</table>

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