



STANDARD OPERATING PROCEDURES

SOP TITLE:	NATIONAL HQ ADMINISTRATION MANUAL		
SOP NUMBER:	SJAM-ADM-SOP-08	REVISION	01



ST. JOHN AMBULANS MALAYSIA

(NATIONAL HEADQUARTERS ADMINISTRATION MANUAL)

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(COMMANDER-IN-CHIEF)

Date: 01 June 2018



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Definitions:

- Any phrase that contains the word "State" is with reference to the State and Region.
- Any phrase that contains the word "Division" is with reference to the Division and Corps.
- Any **St. John unit** mentioned in this Guideline refers to all uniform units of the *St. John Ambulance of Malaysia* which include National, State or Region, Area, Corps and Division.



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LIST OF ABBREVIATIONS

AFA	Advanced First Aid
ASO	Area Staff Officer
DO	Divisional Officer
Hon.	Honorary
HQ	Headquarters
NCO	Non-commissioned Officer
OTC	Officers' Training Course
SSO	State Staff Officer
Supt.	Superintendent
TtT	Train the Trainers



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OBJECTIVE

To serve as a guide for the management of SJAM administration.

SCOPE

This document covers processes related to membership application, issuance of ID cards and certificates, administration of membership data, implementation of standardized filing system as well as management of SJAM units.

REFERENCES

1. ISO 9001 Clause 7.5 (Documented Information)
2. ISO 9001 Clause 8.2 (Requirements For Services)
3. ISO 9001 Clause 8.5 (Service Provision)
4. ISO 9001 Clause 8.6 (Release of Service)

RESPONSIBILITY

State/Regional/Area Commander
State/Regional/Area/Divisional Honorary Secretary
State/Regional/Area/Divisional Honorary Treasurer
State/Regional/Area Staff Officer (Training & Examination)
State/Regional/Area Staff Officer (Cadets)
State/Regional/Area Staff Officer (Public Duty)



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1.0 THE NATIONAL HEADQUARTERS MEMBERSHIP DATABASE

1.1 MEMBERSHIP DATABASE

- 1.1.1. A computerized system to constantly update personal details & particulars of SJAM members and officers.
- 1.1.2. It is the responsibility of the State/Area Honorary Secretary to submit any changes, revised or amended data such as addresses, contact numbers etc. by using APDU-FORM¹ through National Request Tracker.
- 1.1.3. It is the responsibility of the Area HQ to notify the State HQ in writing, the listing of their members or officers who are eligible for the service medal. The officers'/members' details will be transferred to their BFC² and BF³ cards at Area level and submitted to the National HQ via the State HQ.

2.0 MEMBERSHIP

Note:

- All forms to be submitted in hard and soft copies, except for AMS (hardcopy only) and ATN (soft copy only).
- Correspondence address as below:

**Honorary Secretary General
St. John Ambulans Malaysia
National Headquarters
Document Processing Centre
2984-A, Persiaran Raja Muda Musa,
41100 Klang, Selangor D.E.**

All payments to be made payable to “**St. John Ambulans Malaysia - Administration**” via cheque only. The cheque must be issued from the respective Area/State bank accounts and be sent to the **National Headquarters, Document Processing Centre**.

¹Personal Details Update Form (SJAM-ADM-05-APDU)

² Cadets' Individual Record (SJAM-OPS-03-BFC4)

³ Adult Members' Individual Record (SJAM-OPS-02-BF4)



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2.1 RECRUITMENT

- 2.1.1. A recruit is not a qualified member of SJAM until he/she has attended and passed the First Aid Examination and registered with St. John Ambulans Malaysia (SJAM).
- 2.1.2. The recruit shall be issued a "Trainee Card", valid within the issued year at a cost of RM1.00. The Area will submit all information of the recruit via electronic service using ATN-FORM latest by the **15th of April** every year.
- 2.1.3. A recruit can only wear the SJAM official T-shirt and not perform any public duties.
- 2.1.4. Upon passing the First Aid examination, the officer-in-charge shall apply for the ID card through the same application. The AMS and examination forms (with supporting documents) shall be submitted to the National HQ for the issuance of ID cards and certificates. All application of ID must be accompanied by examination results except those who are exempted.
- 2.1.5. Members of the public who wish to join SJAM shall undergo an Induction Programme consisting of first aid course and foot drill training.

2.2 ID CARD APPLICATION (SUBMISSION OF MEMBERSHIP, EXAMINATION & MASTER FORMS)

- 2.2.1. For all ID applications, the official and latest version of forms from the National HQ must be used
- 2.2.2. Upon successful application of membership, ID card will be issued.
- 2.2.3. Membership applications (cadets & adults) together with First Aid Examination or Re-Certification results. Both ID and examination are to be applied on the same date. The application date must be no later than **30th of September and reach Process Centre no later than 30th November of the same year.**
- 2.2.4. Submission of application for Presidents and healthcare practitioners can be done throughout the year.



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2.3 PROCESSING FEE FOR ID CARD & CERTIFICATE

2.3.1. Duly completed forms must be submitted with supporting documents and processing fees.

Note: Medical Practitioners, Assistant Medical Officers/Paramedics, Registered Nurses and Medical students are not required to possess a valid first aid certificate when applying for SJAM membership ID card (SJAM General Regulations 2-9). However, the applicant is required to submit a copy of the supporting document(s) below:

- 2.3.1.1. Medical Certificate or Nursing Certificate
- 2.3.1.2. Annual Practicing Certificate
- 2.3.1.3. Letter of support issued by the college/university for Medical students

2.3.2. Schedule of fees:-

- I. ID Card fee
 - Trainee Card (laminated) RM 1.00/card
 - New Membership (Cadet/Adult) RM 7.00/card
(Inclusive of *SJAM Card Holder for newly-registered member*)
 - Renewal (Cadet/Adult) RM 6.00/card
- II. First Aid / Home Nursing Certificate RM 2.00/piece
- III. Name tag (Compulsory)
 - New Members (Cadet/Adult) RM 3.60/piece
 - Re-order (inclusive of postage) RM 5.30/piece

2.3.3. A fee will be charged for REPLACEMENT of ID Card/Certificate as stated below:

- I. Card Updating due to changes in portfolio/promotion or transfer of National Headquarters/State/Area/Division RM 6.00
- II. Replacement of card/certificate due to lost OR correction of errors made by State/Regional/Area/Division RM 10.00



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- 2.3.4. Relevant documents to be submitted to Processing Centre:
For clause 2.3.3 (I) AMF-FORM⁴ & letter of appointment/promotion (if applicable)
For clause 2.3.3 (II) AMF-FORM & ADR-FORM⁵ - to return ID card/certificate (if applicable)

2.4 STANDARD EXPIRY DATE OF IDENTIFICATION CARD

- 2.4.1. Validity period of ID card is three (3) years, based on the issuance year of first aid examination certificate.
- 2.4.2. Standard date of card expiry for: -
Officers & Members - 30th of September
Presidents - 30th of September 3rd year of appointment
- 2.4.3. Card expiry date for Replacement / Updating card = expiry date of the existing card

2.5 MEMBERSHIP APPLICATION

- 2.5.1. Area HQ to ensure the names in the membership forms are arranged in alphabetical order and tally with the sequence in the examination form as well as the master form before submitting to the State HQ for onward transmission to the National Headquarters.
- 2.5.2. **NEW MEMBER**
- 2.5.2.1. Upon passing the respective First Aid examination, the recruit (Adult & Cadet) shall submit the completed AMS-FORM⁶ with details as per his/her NRIC with the relevant fee. It must be submitted in hardcopy to Processing Centre. The AMF form and Exam form are to be submitted in hardcopy to National Headquarters and softcopy through electronic services. Note: Kindly state your current address if it differs from NRIC.

⁴Master Form (SJAM-ADM-03-AMF)

⁵Document Re-application Form (SJAM-ADM-06-ADR)

⁶Membership Form (SJAM-ADM-01-AMS)



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2.5.2.2. These supporting documents shall be attached together:

- A photocopy of NRIC (front on one A4 page) crossed with “*FOR SJAM M/SHIP USE ONLY*”
- A photocopy of State, Federal Government or any other Award Certificate / Medical Board Certificate (if applicable).
- Photo Submission – **Only applicable to Adult**
 - i) In Soft Copy submitted through electronic service:
Recent NRIC-size photo should be saved as full name of applicant
AMF-FORM⁷ matching the applicants’ AMS-FORM⁸
Details in the AMS needs to be populated in the second spreadsheet of AMF-FORM⁷

AND
 - ii) In Hard Copy submitted to National Headquarters through State Headquarters:
AMS-FORM One (1) recent NRIC-size photo to be pasted onto membership form

2.5.3. CARD RENEWAL

2.5.3.1. Application for card renewal shall be submitted at least two (2) months before the card expires along with:

- *One (1) copy of AMF-FORM
- *One (1) copy of examination form

Both hardcopy and softcopy submitted through channel same as new application.

Note:

The application outcome (issuance and rejection) will be notified to State and Area Headquarters via the electronic system.

2.5.3.2 Area HQs and State HQ shall ensure that their registered members sit for the first aid examination and renewal of ID card on the year the membership expires.

⁷ Master Form (SJAM-ADM-03-AMF)

⁸ Membership Form –(SJAM-ADM-01-AMS)



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2.6 RETENTION OF EXPIRED MEMBERSHIP

- 2.6.1. Appeal for renewal of expired ID card shall be done not later than **six (6) months** from date of ID card expiry by providing valid reason in writing. Decision to approve or otherwise is at the sole discretion of the State Commander.
- 2.6.2. It is the responsibility of Area/State and National Headquarters to ensure members or officers participating in SJAM activities or public duty have valid ID card.
- 2.6.3. National Headquarters is not liable for any insurance claims for members with expired membership.
- 2.7.1. Failure to comply with the above and upon expiry of membership, the member or officer will be deemed as resigned from uniformed member and all records will be auto-obsolete. In the event if the individual wishes to re-join SJAM as uniformed member in the future, application has to be made following new member process.

2.7 PROMOTION TO ADULT:

- 2.7.2. A cadet member can be promoted to adult at the age of sixteen (16) upon passing BASIC FIRST AID examination.
- 2.7.3. The member should apply for adult ID card by providing his/her recent photograph (soft copy).
- 2.7.4. Area HQ to submit AMF-FORM⁹ and relevant examination forms along with payment to National Headquarters for issuance of ID card and certificates. Please refer to **Appendix I**.

⁹Master Form - SJAM-ADM-03-AMF



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3.0 UPDATE OF PERSONAL DETAILS

3.1 SUBMISSION OF DOCUMENTS

- 3.1.1. A member or officer who wants to update his/her personal data such as address and contact number SHALL fill up APDU-FORM¹⁰ with relevant supporting documents e.g. government awards; and submit to their Area Headquarters which will then be submitted to National Headquarters in softcopy.
- 3.1.2. Upon completion of the update process, State Headquarters will be notified via electronic system for record purpose.

4.0 TRANSFER / LEAVE / RESIGNATION

4.1 TRANSFER WITHIN-THE-STATE PROCEDURE

- 4.1.1. Member, NCO or Officer who wishes to transfer within the State
- 4.1.1.1. The applicant shall submit a request in writing to the Area Commander for transfer.
This process is not applicable to Promotion of Cadet to Adult.
- 4.1.1.2. Area HQ shall communicate with the receiving Area. Upon acceptance, the Area HQ concern will prepare the AT-FORM¹¹ and submit to the receiving Area together with the other supporting documents. **This form is not applicable promotion of Cadet to Adult Division.**
- 4.1.1.3. The receiving Area to submit AT-FORM, APDU-FORM and other relevant documents to State HQ which will then be submitted to National Headquarters for updating purpose. Please refer to **Appendix I**.

¹⁰ Personal Details Update Form (SJAM-ADM-05-APDU)

¹¹ Inter State/Area/Division Transfer Form (SJAM-ADM-04-AT)



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4.2 TRANSFER OUT-OF-STATE PROCEDURE

- 4.1.2. Member, NCO or Officer who wishes to transfer out of the State
- 4.1.2.1. The applicant shall submit a request in writing to the Area Commander for transfer.
This process is not applicable to Promotion of Cadet to Adult.
- 4.1.2.2. Area HQ will then prepare a supporting letter with applicant's letter of transfer request to the State Commander which will forward the application in AT-FORM¹², APDU-FORM¹³ and BF4/BFC4 to Chief-of-Staff (Operations) through electronic service.
- 4.1.2.3. Chief-of-Staff (Operations) shall communicate with the receiving State.
- 4.1.2.4. Once approval is obtained from the receiving State concern, BF4¹⁴/BFC4¹⁵ will be returned to the applicant and rank marking of the NCO/officer is at the discretion of the receiving State Commander.

4.3 LEAVE

- 4.1.3. Application for leave e.g. study or work leave along with supporting documents (as below) shall be submitted in writing to the respective Commander. Upon approval, Area HQ will need to inform State HQ and information to be forwarded to National Headquarters through electronic service for record purpose. State HQ will be responsible to inform National Headquarters for leave applied by their respective member or officer.
- I. University / College Study acceptance/offer letter
 - II. Leave letter stating the duration of leave

¹² Inter State/Area/Division Transfer Form (SJAM-ADM-04-AT)

¹³ Personal Details Update Form (SJAM-ADM-05-APDU)

¹⁴ Adult Members' Individual Record (SJAM-OPS-02-BF4)

¹⁵ Cadets' Individual Record (SJAM-OPS-03-BFC4)



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4.4 RESIGNATION FROM PORTFOLIO / SJAM MEMBERSHIP

4.1.4. Cadet

4.1.4.1. Resignation letter from a cadet NCO is to be addressed to the respective Divisional Superintendent / Area Commander.

4.1.4.2. Divisional Superintendent will forward a copy of the applicant's resignation letter to Area HQ for Area Commander's attention and approval.

4.1.4.3. The information will then be forwarded to NATIONAL HEADQUARTERS via State HQ through electronic service for record purpose (updating of database).

4.1.5. Adult NCO/Area Officers/State Officers/NATIONAL HEADQUARTERS Officers

4.1.5.1. Resignation letter from an adult NCO or Area officers to be addressed to the respective Area Commander. Area Commander will forward a copy of applicant's resignation letter with Area's recommendation letter to State HQ for State Commander's approval. Upon approval, the information to be forwarded to National Headquarters through electronic service for record purpose.

4.1.5.2. Resignation letter from State officers to be addressed to the respective State Commanders. Upon approval, the information to be forwarded to National Headquarters through electronic service for record purpose.

4.1.5.3. Resignation letter from National officers to be addressed to the Commander-in-Chief. Upon approval, the information will be updated by NATIONAL HEADQUARTERS.



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5.0 FIRST AID EXAMINATION

5.1 EXAMINATION AND RE-CERTIFICATION

- 5.1.1. All Area HQs shall conduct First Aid courses for new recruits. All first aid and nursing examinations / re-certification shall be completed by **30th September** each year.
- 5.1.2. Area HQs shall submit the following documents to National Headquarters for issuance of ID card and certificate:
1. One (1) copy of AMF-FORM¹⁶ (hard and soft copy)
 2. One (1) copy of examination forms (hard and soft copy)
(SJAM/XBFA¹⁷ for age 12 years and above; SJAM/XEFA¹⁸ for age 9 to 12 years)
**Please refer to the latest version of SJAM Class Regulations and Syllabuses*
 3. 1 set of SJAM/XRFA¹⁹
 4. 1 set of XBHCN²⁰ or XHCN²¹ forms for Home Nursing Examination
 5. Payment
 6. One copy AMS-FORM²² (hard copy) (*For new recruitment)
- Note:**
The application details will be notified to State and Area Headquarters via the electronic system for record purpose.
- 5.1.3. Processing Centre shall key-in respective certificate numbers into the respective members' database.

¹⁶Master Form - SJAM-ADM-03-AMF

¹⁷Peperiksaan Pertolongan Cemas - SJAM-TRG-02-XBFA

¹⁸Peperiksaan Pertolongan Cemas Asas - SJAM-TRG-01-XEFA

¹⁹Laporan Peperiksaan Pertolongan Cemas - SJAM-TRG-04-XRFA

²⁰Peperiksaan Perawatan Asas Di Rumah - SJAM-TRG-12-XBHcN

²¹Peperiksaan Perawatan Di Rumah - SJAM-TRG-13-XHCN

²²Membership Form - SJAM-ADM-01-AMS




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6.0 NATIONAL/STATE/REGIONAL/AREA/DIVISIONAL PORTFOLIO

6.1 STANDARDIZATION AND RECORD KEEPING

- 6.1.1. Area HQ and State HQ shall inform National Headquarters immediately when there is any change in portfolio. Refer to *3.0 UPDATE OF PERSONAL DETAILS*.
- 6.1.2. The directories for all National/State/Regional/Area will be updated via electronic service according to application submitted described in 6.1.1.
- 6.1.3. The SJAM directories shall be made available, through SharePoint to all State HQs throughout the year.

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7.0 MISCELLANEOUS

7.1 SJAM ID CARD

- 7.1.1. Upon approval of membership application, a SJAM ID card will be given.
- 7.1.2. ID card shall have information such as Name, NRIC number, SJAM ID number and State/Regional/Area/Division listing.

7.2 NAME TAG


- 7.2.1. National Headquarters has implemented a standard name tag that may be worn at any time. All Areas and States shall adhere to this Standing Instruction.
- 7.2.2. A standard design of the name tag is as shown in **Figure 7.1**.
- 7.2.3. Name tags are to include 12 characters maximum with either initials of the first name and the last name in full. E.g. S. N. CHWA or A. RAHMAN TALIB, or the first name only: SUBRAMANIAM.



Figure 7.1

7.3 SJAM OFFICIAL T-SHIRT

- 7.3.1. No State/Area/Division is allowed to design and print their own SJAM T-shirt.
- 7.3.2. All SJAM T-shirts must be purchased from authorized SJAM Store Supplies. List of stores can be obtained from www.sjamstoresupplies.org.my
- 7.3.3. State/Area/Division shall adhere to this Standing Instruction to ensure that every SJAM member wears the standardized T-shirt.
- 7.3.4. No establishment is allowed to print their own event T-shirt without the consent of Chief-of-Staff (Operations).

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7.4 NAME CARDS & RUBBER STAMP

- 7.4.1. Prior approval must be obtained from respective Commanders before printing of name cards. This is also applicable to the making and use of rubber stamp.
- 7.4.2. A standard artwork of SJAM name card and rubber stamp (**Figure 7.2 & 7.3**) shall be used by SJAM officers for SJAM official use only.
- 7.4.3. Officer shall not use his/her SJAM position/title in his/her personal business name card.

St. John Ambulance of Malaysia
Area/State/Regional

NAME POST NOMINAL
Designation

St. John Ambulance of Malaysia
Area/State/Regional
Address
Postal Code City,
MALAYSIA



Mobile : (+601X) XXXX XXXX
E-mail : xxxxxxxx@sjam.org.my
Telephone : (+60X) XXXX XXXX (State/Area HQ)
Facsimile : (+60X) XXXX XXXX (State/Area HQ)

FOR THE SERVICE OF MANKIND

www.sjam.org.my

Size: 9cm x 5.5cm

Optional: Emergency number can be printed on the reverse side of the card.

St. John Ambulans Malaysia
Kawasan/Negeri/Wilayah

NAMA PINGAT
Jawatan

St. John Ambulans Malaysia
Kawasan/Negeri/Wilayah
Alamat
Poskod Bandar,
MALAYSIA




Bimbit : (+601X) XXXX XXXX
E-mel : xxxxxxxx@sjam.org.my
Telefon : (+60X) XXXX XXXX (Kawasan/Negeri)
Fax : (+60X) XXXX XXXX (Kawasan/Negeri)

PERKHIDMATAN BAGI MANUSIA

www.sjam.org.my

Figure 7.2 Name Card

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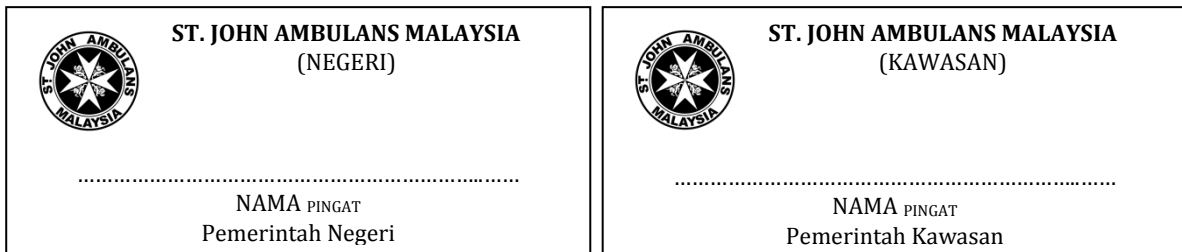


Figure 7.3 Rubber Stamp

- 7.4.4. This design can be obtained from the National Headquarters via email admin@sjam.org.my
- 7.4.5. The cost of printing for the first time of each portfolio may be borne by National/State/Regional/Area HQ respectively.

7.5 DISSEMINATION OF SJAM INFORMATION

- 7.5.1. All online SJAM information circulated by State/Region/Area/Division can be obtained as a link from electronic service.
- 7.5.2. Use of social media is strictly limited to circulation of SJAM activities/events. Official letters, Certificates and the like, issued by St. John Ambulance of Malaysia MUST not be posted on social medias.

7.6 CORRESPONDENCE WITH NATIONAL HEADQUARTERS

- 7.6.1. All communication needs to adhere to the process described in the channel of communication in the General Regulations. In all communications involving the other establishment, the respective Commander must be in copy. If external party is involved, the Commander-in-Chief and Hon. Secretary-General must be informed:

<u>Subject:</u>	<u>Address to:</u>	<u>Email address:</u>
Operations	Chief-of-Staff (Operations) Attn: Dato' Yeo Kim Thong	burnard@sjam.org.my
Training	Chief-of-Staff (Training) Attn: Dato' Dr. Lee Hoo Teong	hooteong@sjam.org.my
Membership Application	Honorary Secretary General Attn: Tn. Hoo We Tak	wetak@sjam.org.my
Cadets	Chief Officer for Cadets Attn: Pn. Tan Bee Bee	bbtan@sjam.org.my



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7.7 OFFICIAL EMAIL ADDRESS FOR STATE HQ

- 7.7.1. All States shall be given a general email address by National Headquarters. This email shall be used for correspondence of email from National Headquarters to all States and vice-versa.
- 7.7.2. All State HQs shall use the official email address provided by National Headquarters for any online correspondence. These email addresses shall be handled by officers authorized by the respective State Commanders.
- 7.7.3. All correspondence sent via the official email are considered official correspondence. The sender inherits the authority given by the respective Commanders to manage these activities.

7.8 AREA HQ'S LINE OF AUTHORITY (DOS & DON'TS)

- 7.8.1. Correspondence with the public on donations, public duties and conducting First Aid courses should be dealt with by State Commanders and State Honorary Secretaries OR Area Commander/Area Honorary Secretary.
- 7.8.2. Area HQ can deal and correspond with other Area/s in the state but cannot deal or correspond directly with other State HQ or National Headquarters.
- 7.8.3. Area HQ can deal and correspond with other Area/s outside the State but all correspondences have to be carbon-copied (cc) to the respective State Commanders and State Honorary Secretaries.
- 7.8.4. Area HQ shall only correspond with NATIONAL HEADQUARTERS through their respective State HQ.
- 7.8.5. Any request for or from other State HQ or National Headquarters shall be re-directed to State HQ for decision making or approval.
- 7.8.6. Area Commander shall seek the permission and advice from State Commander for any plan of activities within state or out-of-state activities for any Division/Area.
- 7.8.7. For any overseas activities, Area HQs must obtain permission from the Commander-in-Chief through their respective State Commanders.



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7.9 DIVISION'S LINE OF AUTHORITY (DOS & DON'TS)

- 7.9.1. No division can deal or correspond directly with the public, Division(s) or Area(s) from other States, other State HQ or National Headquarters.
- 7.9.2. Divisions can deal or correspond with other division(s) within the state and all correspondence shall be copied to their respective Area Commanders and Area Honorary Secretaries.
- 7.9.3. No division can accept public duty but if received such request, the division shall submit the request to the Area HQ for final decision.
- 7.9.4. All school Divisions' funds shall be kept by their respective Areas HQ. Request for withdrawal of money for ad hoc projects shall be submitted with working paper and costing.
- 7.9.5. Area HQs shall keep proper account of their respective divisions. Any request for withdrawal from divisions for their activities or purchases should get the approval from respective Area Commander by submitting PCRq-Form²³.
- 7.9.6. No school division can operate an account with any bank, but the Divisional Treasurer may maintain a small petty case of RM100.00 to meet minor expenses.

NOTE:

No divisions can solicit donation from the public as they are not allowed to issue Tax-Exempted receipt. If any division wishes to raise funds for their division, approval from the Area Commander shall be obtained and any funds collected shall be handed over to Area HQ for safe-keeping & accounting. Kindly refer to SJAM Finance SOP for issuance of tax-exempted receipt.

²³ Petty Cash Requisition - SJAM-FNC-01-PCRq



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7.10 OTHERS

- 7.10.1. 7.10.1 State Staff Officers can correspond with their respective Area Staff Officer of the same portfolio and vice versa with copies to the State Commander, State Honorary Secretary and the respective Area Commander and Area Honorary Secretary. Inspection of documentations at Area Level shall be carried out by State HQ during Area's Annual Inspection. Area Honorary Secretary can seek advice from State HQ Administrative for filing and documentation system.
- 7.10.2. 7.10.2 National/State HQ reserves the right to inspect at random, as and when necessary, any of Area/State's records.
- 7.10.3. 7.10.3 No officer is allowed to organize any function without the approval of the Commander. If any of the function involves officers and/or members from other Area(s), State(s) and/or National Headquarters; sanction approval has to be granted by the Commander/Commander-in-Chief.



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APPENDIX I - NATIONAL ELECTRONIC SERVICE

1. The National Electronic Service is facility provided by National Headquarters via the Microsoft 365 platform.

AUTHORISED PERSON (AP)

1. Authorized Person (AP) – Referring to those who were nominated by the respective Commanders to manage the applications, correspondences and transaction with National Headquarters.
2. Any change in Authorized Person (AP) needs to be informed to National Headquarters.
3. It is AP's responsibility to ensure the access to the account is well protected and activities conducted using the account is well authorized and legitimate.

FACILITIES

1. The facilities in the electronic service are updated from time to time. Some of the facilities are listed as follow:
 - (a) National Directory – Official registrar of Officers and key person with correspondence address
 - (b) National Master Division List – Official registrar of Establishment for the whole country
 - (c) National Asset Database – Record retention facility for SJAM assets
 - (d) National Public Duty Records – Records of public duties performed by establishments across the country
 - (e) National Service Request Tracker – One stop facility for applications and submissions



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APPENDIX II - ELECTRONIC APPLICATION, SUBMISSION, REQUEST CLASSES

NATIONAL SERVICE REQUEST TRACKER

1. With revision of this SOP, all applications made to National Headquarters must primarily be made via the National Service Request Tracker in electronic service.
2. All applications, submissions and requests will need to be made via this facility to create a case.
3. To improve the efficiency of the electronic service, all the transactions made via this facility are categorised into two **Classes**:
 - (a) Class 1 – Submitted only through State Headquarters;
 - (b) Class 2 – Can be submitted by Area or State Headquarters
4. Examples of applications and submissions that **MUST** be made via this facility with their Classification, application via email will not be accepted.
 - (a) Trainee Card application (Class 2)
 - (b) ID Card application, new or renewal (Class 2)
 - (c) First Aid and Nursing Certificates application (Class 2)
 - (d) Update of Personal Information (Class 2)
 - (e) Promotion, Transfer, Change of Appointment (Class 1)
 - (f) Establishment (Division, Corps) Application, Update (Class 1)
 - (g) Submission of Annual Returns (BF1)²⁴ (Class 2)
 - (h) Service Awards nominations (SMA25 and SMBA26) (Class 1)
 - (i) Cadet Proficiency Badge (BF627) and Grand Prior Application (GP28) (Class 1)
5. In electronic copy, a copy of the scan form (in pdf) and the editable version must be attached using the attachment function:

²⁴ Annual Returns of Division/Corps/Area/State/Region (SJAM-OPS-01-BF1)

²⁵ Application for Long Service Medal (SJAM-OPS-08-SMA)

²⁶ Application for Service Bar (SJAM-OPS-09-SMBA)

²⁷ CPBS Assessment Form (SJAM-CDT-04-BF6)

²⁸ Grand Prior Application (SJAM-CDT-02-GP)



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The screenshot shows a web application interface with a top navigation bar containing 'BROWSE' and 'EDIT' tabs. Below the navigation bar is a toolbar with icons for 'Save', 'Cancel', 'Paste', 'Copy', 'Attach File', and 'Spelling'. The 'Attach File' icon is circled in red. The main content area contains a form with the following fields:

- Home
- National Directory Files
- Asset List
- DutyList
- Documents
- National Directory All
- National Request Tracker
- MasterDivisionList
- Recent
- Recycle Bin
- EDIT LINKS
- Submit by (Name) *
- Request Description *
- Area * (Dropdown menu showing 'Alor_Gajah')
- Issue Closure (Checkbox)
- If the issue has been closed
- Request Type * (Dropdown menu showing 'ADPU Membership Data Update')
- Request History *

6. Table below summarizes softcopies needed for each application and their format:

Submission Type	Class	PDF form with signature	Editable forms (Excel / Word file)	Sharing through OneDrive
Trainee Card application	2	All	Master	
ID Card application, new or renewal	2	Master	Master	Photos
First Aid and Nursing Certificates application	2	All	Master	
Update of Personal Information	2	Yes	Yes	
Promotion, Transfer, Change of Appointment	1		Yes	
Establishment (Division, Corps) Application, Update	1	Yes	Yes	
Submission of Annual Returns (BF1)	2		Yes	
Service Awards nominations (SMA and SMBA)	1	Yes	Yes	
Cadet Proficiency Badge (BF6) and Grand Prior Application (GP)	1	Yes	Yes	

7. For Class 2 submissions, applications and requests made by the Area and will be held 3 days for passive approval at the Processing Centre. The processing with start on the 4th day automatically without informing the State.

8. Submission of bulk files will be made via the cloud drive facility of the individual AP accounts.



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9. AP may check the status at any time through the facility. Any correspondence, additional request must be made via the same facility including payment related correspondences. Any activities outside the facility will deem non-relevant to the case.
10. When a case is completed, the AP will be notified via email by Processing Centre. The status will be reflected on the same facility.
11. For applications that require hardcopies, documents shall be sent in concurrent to the Processing Centre.
12. Processing Centre can hold the request or void the case if hardcopies are not received within 30 days within submission of electronic service request. The cost will be borne by the establishment if such scenario occurs.
13. For Class 2 submissions done by Area, no State Headquarters signature will be required on Master Form.



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APPENDIX III - DOCUMENTS SUBMISSION FOR PROCESSING ID CARD & FIRST AID CERTIFICATE

NEW MEMBER (CADET/ADULT)

- i. One copy of First Aid Examination Form²⁹ along with 1 set of SJAM/XRFA³⁰
- ii. One copy of AMF-FORM³¹
- iii. AMS-FORM³² & a photocopy of NRIC (front on one A4 page) crossed with "FOR SJAM M/SHIP USE ONLY"
- iv. **For Adult Only** - Soft copy of new recent NRIC-size photo with full name as file name AND another NRIC-size photo to be pasted onto the AMS-FORM
- v. Payment

RENEWAL OF EXPIRED ID CARD

- i. One (1) copy of First Aid Examination Form along with 1 set of SJAM/XRFA
- ii. One (1) copy of AMF-FORM
- iii. **For Adult Only** - Soft copy of most recent NRIC-size photo with full name as file name.
- iv. Payment

Note:

Three (3) years ID card validity with standard expiry date – 30th September (Members/Officers)

²⁹ Peperiksaan Pertolongan Cemas (SJAM-TRG-02-XBFA) / Peperiksaan Pertolongan Cemas Asas (SJAM-TRG-01-XEFA)

³⁰ Laporan Peperiksaan Pertolongan Cemas (SJAM-TRG-04-XRFA)

³¹ Master Form (SJAM-ADM-03-AMF)

³² Membership Form (SJAM-ADM-01-AMS)



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UPDATING/REPLACEMENT (DUE TO TRANSFER/PROMOTION/LOST)

- i. **For Adult Only** - Soft copy of NRIC-size photo with full name (if applicable)
- ii. One (1) copy of AMF-FORM³³
- iii. AMF-FORM should be attached together with ADR-FORM³⁴ for replacement of ID card/certificate (if error is made by area/division) as well as for updating of card details
- iv. Payment

Note:

Expiry date for updated ID card is the same as expiry date of existing card.

³³ Master Form (SJAM-ADM-03-AMF)

³⁴ Document Re-application Form (SJAM-ADM-06-ADR)