



SECTION A – NAPEI EDUCATION EXCELLENCE AWARD 2017

CRITERIA FOR EDUCATION SUPPORT SERVICE PROVIDER

No.	Details of Criteria	Assessment Marks					
		1 mark available	mrks	2 marks available	mrks	3 marks available	mrks
1.0 INSTITUTION INFORMATION							
1.1	Years of registration of institution/organisation	1 - 2 years		3 - 4 years		5 years or more	
1.2	Number and location of branches in Malaysia	Only 1 branch		2 offices locally		1 or more branch locally and 1 or more international office	
1.3	Type of premises and facilities (Please tick) <ul style="list-style-type: none"> ○ Office / Shopping Complex ○ Shop house ○ Residential Units ○ Others 	Residential unit		Shop house		Office complex	
1.4	No. of Years as Member of NAPEI	1 - 2 years		2 - 4 years		5 years or more	
1.5	Type of Education Support Service – 1. Student Placement; 2. Education knowledge; 3. Spiritual or mental development; 4. Counselling service; 5. Publication or 6. Any other education support service : Please specify:	Only one type of service provided		Providing 2-3 types of service		Providing 4 or more types of services	
1.6	Average % Growth of business clientele over the last five years.	5% and below		Between 5% to 10%		10% and above	
2.0 MANAGEMENT OF INSTITUTION							
2.1	Management Staff - Appointment letters, Job Description, work time schedule, statutory contribution, remuneration package	Records available but incomplete		Records available and complete		Records available, complete and easily accessible	
2.2	Support Staff - Staff records of statutory contribution / employment letters, promotion and disciplinary communication, personal data files, recruitment process	Records available but incomplete		Records available and complete		Records available, complete and easily accessible	

2.3	Physical Resources	Insufficient physical resources for service		Sufficient physical resources for service		Sufficient physical resources for service and in efficient working condition	
2.4	Client records management	Records available but incomplete		Records available and complete		Records available, complete and easily accessible	
2.5	Institution objectives- Vision and mission statement, organisation chart, target plans, activity planning calendar	Ad hoc planning		Proper planning with vision and mission, org.chart and calendar		Proper planning with vision and mission, org.chart, calendar, executed well and target achieved	
3.0 SUPPORT SERVICE MANAGEMENT							
3.1	Tie ups with industry, collaborations, Affiliations with Ministries, universities and professional bodies, both local and International (if any)	No proper tie ups and only ad hoc basis		All collaborations well documented		All collaborations well documented and activated	
3.2	R&D facilities available	R&D Facilities available		R&D facilities available and activities carried out and published or developed		R&D facilities available and activities carried out and published or developed and recognised or approved	
3.3	Merits, awards and recognition received locally and internationally by institution	Recognition only within the community/state		Recognition only within the community/state and nationally		Recognition only within the community /state, nationally and internationally	
3.4	Outstanding achievement by clients, students, academics and service receivers	Within the community/state level		Within the community/state and national level		Within the community/state, national and international level	
3.5	Contribution to NAPEI Activities	By sponsorship only		By sponsorship and participation in NAPEI activities		By sponsorship, participation and contribution of service for NAPEI activities	
3.6	Number of NAPEI EDUCATION FAIRS attended	1 - 2 times		3 - 4 times		5 times and above	