

# PRJ-01 — Learning Hub pilot: project charter

Status: approved, version 2. Approved by the project sponsor on 22 September 2026. Supersedes PRJ-02.  
Fictional training data.

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## Background and business case

Staff training is currently arranged by email and tracked in spreadsheets. Staff say they cannot easily find courses, and managers cannot see who has completed mandatory training. Only 58% of mandatory courses were completed last year.

The Learning Hub is an online staff learning portal. A short pilot will show whether staff use it and whether a company-wide rollout is worth funding.

## Objectives and success measures

1. At least 70% of the pilot group complete one course during the pilot.
2. Average satisfaction in the end-of-pilot survey is 4 out of 5 or higher.
3. The steering committee receives a rollout recommendation after the pilot.

## People and governance

Project sponsor: Dr Farah Ismail, Head of People Development. The sponsor is accountable for the pilot as a whole and approves changes to this charter.

Project manager: Aina Rahman, responsible for day-to-day delivery and reporting.

IT lead: Kumar Selvam, responsible for staff accounts and portal access.

Steering committee: the sponsor (chair), the project manager and the IT lead.

## Scope

Pilot group: 50 staff in the Finance and Operations departments.

In scope: portal setup, administrator training, staff accounts for the pilot group and an end-of-pilot feedback survey.

Out of scope: migrating existing training records from the old spreadsheets, and integration with the HR system.

## Schedule and budget

Target pilot start: 3 November 2026. The pilot runs for four weeks.

Budget: capped at RM10,000, including all supplier costs.

Supplier selection and purchase approval: pending. No supplier has been selected and no purchase has been approved.

## Milestones

| Milestone                               | Target                   |
|-----------------------------------------|--------------------------|
| Charter approved                        | 22 September 2026 (done) |
| Supplier selected and purchase approved | Before the pilot starts  |
| Pilot staff accounts ready              | Before the pilot starts  |
| Pilot starts                            | 3 November 2026          |
| End-of-pilot survey                     | Final week of the pilot  |
| Rollout recommendation                  | After the pilot          |

### Not documented

Contingency budget, post-pilot licence costs and the full-rollout timeline are not documented in this charter.