

EFFECTIVE HANDLING OF EMPLOYEE ISSUES AT WORKPLACE

COURSE INTRODUCTION

The legal framework to the Malaysian employment and industrial relations ecosystem is generally provided by the Employment Act 1955 and the Industrial Relations Act 1967. They provide provisions for the statutory rights of employees and governs the employment relationship between an employer and employee in Malaysia.

Attend this course to get acquainted with these employment labour laws to aid your business practices remain compliant and avoid unnecessary legal disputes. This knowledge will be able to assist you in making informed decisions on HR matters and build a positive and harmonious workplace environment, increased productivity among employees, promote job satisfaction and attract top talents.



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COURSE OBJECTIVES

Provide course participants with a general framework on understanding what are employee issues at work. The origin, type of issues, handling and the resolutions will be covered in this course. Course participants will be provided with insights on approaches to be applied and pitfalls to avoid during the application of such measures.

COURSE CONTENTS

The key provisions of the Employment Act 1955, the Industrial Relations Act 1967 and relevant court cases will be discussed for better understanding to be applied at the workplace.

LEARNING OUTCOMES

By attending this course, the participants will be able to:

- Understand and apply the provisions of the Employment Act 1955 within the framework of employer - employee issues at the workplace.
- Identify and approach type of employment issues at the workplace such as absenteeism, malingering, leaving office early, frequent sick leave, falsification of sick leave, stealing, bullying etc.
- Apply "Best Practice" Approach.
- Avoid employment pitfalls.

WHO SHOULD ATTEND

Business owners, plant or factory managers, human resources leaders, managers, executives, or any persons tasked to perform or for general understanding of the relevant and practical aspects of human resource administrations.



ABOUT THE TRAINER

Vincent Lee Hock Guan is a consultant, speaker and professional trainer in the field of Human Resource Management and Industrial Relations. With more than 20 years of professional hands-on experience, he has served in senior management capacity of group human resources of local main board companies with diversified interests including services, banking, construction and property development, manufacturing, warehousing and logistics. He holds an MBA specializing in Industrial Relations and possesses a solid track record in the area.

He represents employers for arbitration or hearings at either labour / industrial relations offices and labour courts throughout Malaysia and having a track record of over 40 favourable cases. Vincent was also appointed on the Employer's Panel in the Industrial Court of Kuala Lumpur for two terms from 2001 to 2003 to hear disputes on collective agreement cases involving the banking and agriculture sector. He was an associate speaker for associations, Suruhanjaya Syarikat Malaysia (SSM) and has equipped more than 100 organisations' directors, senior officers and managers with practical knowledge in handling the multiple intriguing facets of employee issues.



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ADMINISTRATIVE DETAILS

Date	09 May 2024	
Venue	Virtual platform	
Time	9.00AM – 5.00PM	
Training Methodology	Lecture, case laws, discussions.	
Fee	RM500.00	Standard
	RM400.00	Licensed Secretary. Member of MAICSA, MIA, Malaysian Bar, MACS, MICPA, Sabah Law Society & Advocates Assoc. of Sarawak.
SSM CPE Points	8 Points	

HOW TO REGISTER?

STEP 1

Strictly via online registration at <https://e-comtrac.ssm.com.my>

STEP 2

NEW USER (First Time Login)

- Click on **SIGN UP**
- Key in **REGISTRATION INFORMATION**
- Click on **REGISTER**
- Key in **USERNAME** and **PASSWORD**

EXISTING USER

- Key in **USERNAME** and **PASSWORD**
- Click on **SIGN IN**

STEP 3

- Select training
- Check on Available Seat
- Click on Add Participant
- Key in participant's information
- Click on Submit
- Check participant's details
- Click on Submit Payment

Note: Please submit your application within 15 minutes. Otherwise the system will automatically cancel your transaction and you will lose your seat(s). Please re-apply if you wish to proceed. Full payment shall be made at the point of registration.



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TERMS & CONDITIONS FOR REGISTRATION OF TRAINING PROGRAMMES UNDER COMTRAC

Payment Mode

- All training programmes registrations MUST be applied through e-COMTRAC. Upon submitting the registration application, participant is deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

Webinar Access Link

- A notification e-mail with the webinar access link will be sent at least 24 hours before the commencement of the webinar.
- The access link is unique for registered participants and should not be forwarded or shared with others.

Certificate of Attendance

- Participant will be issued a Certificate of Attendance upon full attendance of the programme and payment is received.
- A participant is allowed to attend **ONE** programme per day to be eligible for certificate of attendance. Request for refund will not be entertained if you have registered for more than one programme per day.
- SSM will charge an administrative fee of RM30.00 per copy for any replacement of certificate due to errors in name or identification card number wrongly filled by participant / representative during registration or loss of certificate, etc.

Cancellation / Absent

- No refund will be given to participant who failed to attend the programme.
- Replacing registered participant is not allowed.

Transfer

- Transfer of registration fee to another training programme is not allowed.

Human Resources Development Corporation

Suruhanjaya Syarikat Malaysia is registered as a training provider with HRD Corp under GOV1000117857. All trainings are claimable under SBL Scheme subject to HRD Corp approval. Participant's employer needs to apply for grant at least one day before the commencement of training.

Personal Data Protection Notice

Your personal data and other information provided in this application and including any additional information you may subsequently provide, may be used and processed by COMTRAC/SSM as a reference in future to communicate with you on our training programmes/events. In line with the Personal Data Protection Act 2010, we wish to obtain your agreement and consent for using your personal data. If you do not consent to the processing and disclosure of your personal data, you should send an e-mail to us at comtrac@ssm.com.my.

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Disclaimer

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All information contained in the brochure is correct and accurate at the time of publication.

COMPANIES COMMISSION OF MALAYSIA TRAINING ACADEMY & KNOWLEDGE MANAGEMENT DIVISION

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