

# EFFECTIVE HANDLING OF EMPLOYEE ISSUES AT WORKPLACE

 Batu Caves Temple, Selangor

## 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

This course provide 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. 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.

## 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.

## 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.



## 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 25 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.

He represents employers for arbitration or hearings at either labour / industrial relations offices and labour courts throughout Malaysia and having a track record of numerous 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 is 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	03 November 2026	
Venue	Virtual platform	
Time	09.00 am – 05.00 pm	
Training Methodology	Lecture, case laws, discussions	
Fee	RM550.00	Standard
	RM450.00	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 [www.ssm4u.com.my/ecomtrac](http://www.ssm4u.com.my/ecomtrac)

### 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 TRAINING PROGRAMMES

### PROGRAMME FEE

- Fee is payable to SURUHANJAYA SYARIKAT MALAYSIA.
- Admittance to training programme shall be granted only upon registration and full payment is received.

### PAYMENT MODE

- Registrations and payment for training programmes MUST be made through online at e-COMTRAC ([www.ssm4u.com.my/ecomtrac](http://www.ssm4u.com.my/ecomtrac)). Upon submitting the registration application, participants are deemed to have read and accepted the terms and conditions herein.
- Payment by cash and cheque is not acceptable effective from January 2021.

### CLASSROOM TRAINING

- For classroom-based training, a confirmation e-mail will be sent to participants at least 1 working day prior to the programme.
- Participants are required to present Malaysia's identification card and foreign participants are required to present passport at the registration counter for verification and admission to training programme.
- Admittance may be denied upon failure to present identification card / passport.

### LIVE WEBINAR TRAINING

- A notification e-mail with the webinar access link will be sent to participants at least 1 working day prior to the webinar.
- The access link is unique for registered participants and should not be forwarded or shared with others.

### E-LEARNING TRAINING

- Upon successful registration, an email will be sent containing the access link to the pre-recorded webinar and accompanying material will be sent on the start date of the programme.
- Access will be available for a fixed duration of seven (7) days starting from the session's commencement date. After this period, the link will expire, and access to the webinar and materials will no longer be available.

### CERTIFICATE OF ATTENDANCE

- Upon full attendance of the programme and payment is received, participants will be issued an e-Certificate of Attendance.
- Participants can download the e-Certificate of Attendance from e-COMTRAC platform in three (3) working days after the programme or in seven (7) working days for conference / symposium. Please take note that the certificate is available for download up to 30 days from the conclusion of the programme. An administrative fee of RM30.00 per copy is chargeable for downloading the certificate after the 30th day. 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 will incur a fee of RM30.00 for reissuance.

### CANCELLATION / ABSENT

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

### TRANSFER

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

### 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](mailto:comtrac@ssm.com.my).

### HUMAN RESOURCES DEVELOPMENT CORPORATION

SSM 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.

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### EXCLUSION OF LIABILITY

The speaker(s) or trainer(s) is independent and shall not represent SSM, act as its agent or otherwise represent that their personal views are endorsed by SSM. The assessments and views expressed during the programme are entirely the speakers/trainers' own. SSM shall not be liable for whatever circumstances arising from any engagement between the speaker(s) or trainer(s) and the participant(s).

### DISCLAIMER

SSM reserves the right to cancel the programme, change date(s), venue(s), speaker(s) or any other changes due to any unforeseen circumstances that may arise without prior notice to participants. SSM also reserves the right to make alternative arrangements without prior notice. SSM accepts no responsibility for death, illness, injury, loss or damage of any property belonging to, or financial loss by any persons attending the programme, whatever the cause. SSM shall not be responsible for any costs, damages or losses incurred by participants dues to the changes and / or cancellation. SSM is not responsible for the integrity of participants' computer or device, your internet signal bandwidth, or any other consideration outside of the control of SSM.

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