

TRAINING DIRECTORY


AZEO



INDEX

Click on the title to redirect to page

1.0	Human Resources Department	02
2.0	Finance And Accounting Department	03
3.0	Sales And Marketing Department	05
4.0	Purchasing Department	06
5.0	Customer Service Department	07
6.0	Production & Operation Department	08
6.1	Quality Control Department	
7.0	Supply Chain Department	12
7.1	Warehouse Department	
8.0	Head Of Departments, Managers & Team Leaders	13
9.0	For Everyone	16
9.1	Communication & Interpersonal Skills	
9.2	Personal Effectiveness	
9.3	Administrative	
9.4	Personal Appeal and Business Etiquette	
9.5	Presentation Skills	
10.0	Team Building	23
11.0	Industry-Specific Training Programs	24
11.1	Preschools, Kindergartens, Childcare Centre	
11.2	Healthcare Professionals	
11.3	Hospitality	
11.4	Food & Beverage Industry	
12.0	E-Learning Courses	40



This is a training directory that has been designed to segregate the training programs according to the departments in an organization. The training programs can be conducted face-to-face or virtually via Zoom and are HRD Corp claimable.

Should you have any interested training programs, please reach out to us as we will recommend the trainers and course outlines that will suit your crowd in terms of age, language proficiency, positions, and training objectives.

1.0 HUMAN RESOURCES DEPARTMENT

HUMAN RESOURCES DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
High Impact Interview Skills: Behavioural Techniques	1 or 2 Days	✓	✓
Certificate of HR Specialist in the Era of IR 4.0	2 Days	✓	✓
Competency & Behavioural Based Interviewing Skills	2 Days	✓	✓
Diversity & Inclusion Awareness	2 Days	✓	
Domestic Inquiry & Handling Misconduct	2 Days	✓	✓
Effective Applications and Implications Of Employment Act 1955	2 Days	✓	
Effective Investigation and Prosecution in Domestic Inquiry	2 Days	✓	
Effective Recruitment With Enneagram Profiling & Behavioural	2 Days	✓	
Effective Human Resources Management	2 days	✓	✓
Enneagram Profiling And Behavioural Interview Managerial Program	2 Days	✓	
Eradication of Sexual Harassment in The Workplace	1 Day	✓	✓
Filing And Record Management	2 Days		✓
Handling Discipline And Domestic Inquiry	2 Days	✓	✓
Handling Employee Grievances, Discipline and Termination	2 Days	✓	
Handling Favouritism, Discrimination & Harassment at Work	2 Days	✓	✓
HR for non HR Managers	2 Days	✓	
Inclusion & Diversity Coaching The Mentor Programme	2 Days	✓	
Interview Workshop	1 or 2 Days	✓	✓
Managing Talent	2 days	✓	
Personal Data Protection Act 2010 - A Risk Management Perspective	2 Days	✓	✓
Payroll System	2 days	✓	✓
Security Management - A Risk Management Perspective	2 Days	✓	
Salary Benchmarking	2 days	✓	
Talent Development Programme	1 Day	✓	
Understanding And Creating Effective KPI	2 Days	✓	

2.0 FINANCE AND ACCOUNTING DEPARTMENT

FINANCE & ACCOUNTING DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Accounting & Taxation Records	1 Day	✓	
Activity Based Costing	2 Days	✓	✓
Audit Report Writing For Internal Auditor	2 Days	✓	✓
Auditing For Internal Fraud & Prevention	2 Days	✓	
Bank Reconciliation Statement	2 Days	✓	✓
Be A Property Millionaire With Minimal Investment	1 Day	✓	
Business Acumen	2 Days	✓	✓
Cash Flow Management In A Crisis	2 Days	✓	✓
Companies Act 2016	1 Day	✓	✓
Conducting Internal Investigations	2 Days	✓	
Corporate Business Entity Valuation	1 Day	✓	✓
Corporate Tax Planning (Maximizing Deductions & Minimizing Tax)	2 Days	✓	
Cost Planning, Management & Control For Manager	1 Day	✓	✓
Costing Technique and Pricing Decisions	2 Days	✓	✓
Credit Control and Debt Collection Strategies	2 Days		✓
Deferred Taxation	2 Days	✓	✓
Finance for Non Finance Personnel	1 or 2 days	✓	✓
Financial Analysis, Planning and Financial Reporting Skills	2 Days	✓	✓
Financial Auditing For Internal Auditors	2 Days	✓	✓
Financial Statements Fraud & Investigation	2 Days	✓	
Full Set of Accounts	1 Day	✓	
Interpreting And Analysing Financial Statement For Better Decision Making	2 Days	✓	✓
Personal Taxation, Taxation Planning For HR Managers	2 Days	✓	✓

FINANCE & ACCOUNTING DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Personal Taxation, Taxation Planning For HR Managers	2 Days	✓	✓
Proper Procedures & Documentation In Letter Of Credit Reduce Discrepancies and Increase Your Chance Of Receiving Payment Promptly		✓	✓
Sales Tax Act 2018 and Service Tax Act 2018	1 Day		✓
Sharpening your accounting skill in SST Regime	2 Days		✓
Smart Strategies For Smooth & Successful Debt Collection	2 Days	✓	
SST implementation - Compliance Procedures Guide And Updates	1 Day	✓	✓
Taxation and Planning For SME	2 Days	✓	✓
The Essential of Budgeting Preparation and Financial Planning	2 Days		✓
Transfer Pricing	1 Day	✓	
Withholding Tax	1 Day	✓	

3.0 SALES AND MARKETING DEPARTMENT

SALES & MARKETING DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Branding Your Entrepreneurship	1 Day	✓	
Building Relationship with Client & Client Management	2 Days	✓	✓
Collaborate And Engage - Internal Customers	2 Days	✓	✓
Consultative Selling Techniques	2 Days	✓	✓
Creating A Marketing Plan	2 Days	✓	✓
Creating A Super Sales Team Using NLP	2 Days	✓	
Digital Marketing Strategies	2 Days	✓	✓
Effective Sales & Marketing	2 Days	✓	✓
Effective Sales & Services Strategies For Handling Difficult Prospects And Customers In Challenging Times	2 Days	✓	✓
Effective Telemarketing Skills For Sales Consultants	2 Days		✓
Excellent Customer Service & Sales Communication Skills	2 Days		✓
Handling Difficult and Demanding Customers Using NLP	2 Days		✓
High Impact Selling Skills	1,2,3,4 Days	✓	✓
Impactful Sales and Negotiation Skills	1 or 2 Days	✓	✓
Increase Your Influencing & Convincing Skills	2 days		✓
Key Account Management - From Supplier to Business	2 days	✓	
Master Of Sales Strategy	2 Days	✓	
Mastering The Art Of Personality Selling	1 Day		✓
Mastering The Consultative Selling Skill	2 Days		✓
Mastering The Neuro Linguistic Programming (NLP) Consultative Selling Skills For Sales Executives	2 Days		✓
Negotiation Skills – Win-Win For All	2 Days	✓	✓
Non Negotiator's Negotiation	2 Days	✓	✓
Professional Selling Using DISC Behavioural Analysis	2 Days	✓	

SALES & MARKETING DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Relationship And Consultative Selling	2 Days		✓
Sales Training For Non Sales Professionals	2 Days		✓
Strategic Selling Using Influencing Technique	2 Days	✓	
Sun Tzu's Art of War In Advanced Sales & Marketing Strategy Program	2 Days	✓	
Up Your Selling Quotient	1 Day		✓
Using NLP In Developing Customer Relationship	2 Days		✓

4.0 PURCHASING DEPARTMENT

PURCHASING DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Purchasing & Material Planning Management	2 Days	✓	✓
Effective Purchasing And Negotiation	2 Days	✓	✓
Managing supplier risk & building resilience in times of uncertainty	2 Days	✓	✓

5.0 CUSTOMER SERVICE DEPARTMENT

CUSTOMER SERVICE DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
5-star Customer Service Excellence	1 or 2 Days		✓
Building Loyal Customers	2 Days		✓
Disaster Recovery & Business Continuity Planning	1 Day	✓	
Creating The Next Level Of Service Champion	3 Days	✓	✓
Customer Service Transformation Workshop	2 Days		✓
Customer Service and Email Writing	2 Days		✓
Effective Ways Of Handling Complaints and Difficult Customers	2 Days		✓
Excel in Customer Satisfaction In Challenging Times	2 Days	✓	✓
Excellence Mindset & Attitude For Service	2 Days	✓	✓
Excellent Motivation for Excellent Customer Service	2 Days	✓	✓
I am a Star Call Centre Agent	1 Day		✓
Khidmat Pelanggan dan Kecemerlangan Pengurusan	3 Days	✓	✓
Managing Conflict Through Teams	2 Days	✓	
Professionalism & Telephone Etiquette (Customer Service Based)	1 or 2 Days		✓
The Moment Of Truth - Customer Experience Program	2 Days	✓	✓

6.0 PRODUCTION & OPERATION DEPARTMENT

PRODUCTION & OPERATION DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Chemical Safety Handling	1 Day	✓	✓
Chemical & Scheduled Waste Management & Chemical Spillage	2 Days	✓	✓
Industrial Accident Prevention Series on Chemical Handling, Spillage with Discharge Response Procedure Program	2 days	✓	✓
Defence Driving	1 Day	✓	✓
Defence Driving: Motorcycle (Day 1 Indoor, Day 2 Full outdoor)	2 Days	✓	✓
Perubahan Kepada Pemanduan Berhemah (Driving)	1 Day	✓	✓
Kursus Keselamatan Dalam Kendalian Jentera Berat Dan Kenderaan Berat (Driving)	2 Days	✓	✓
Emergency Response Preparedness	1 or 2 Days	✓	✓
Fire Safety & Fire Fighting Training	1 or 2 Days	✓	✓
Advanced First Aid, CPR & AED Training	3 Days	✓	✓
Basic First Aid & CPR Training	1 or 2 Days	✓	✓
First Aid Kit Training	4 Hours	✓	✓
Effective Safety & Health Committee	2 Days	✓	✓
Accident Investigation, Root Cause Analysis & Reporting	2 Days	✓	✓
Application Of Personal Protective Equipment Training	1 Day	✓	✓
Hearing Loss Prevention Program	2 Days	✓	✓
Hot Work Requirements & Safe Working Practice	2 Days	✓	✓
HIRARC Training	1 Day	✓	✓
Logout Tagout Training	2 Days	✓	✓
Optimising Occupational Safety And Health At Workplace	2 Days	✓	✓
OSH Act Training	1 Day	✓	✓
Personal Protection Equipment	1 Day	✓	✓
REACH Regulation Training	1 Day	✓	✓
Total Chemical Safety	2 Days	✓	✓

6.1 QUALITY CONTROL DEPARTMENT

QUALITY CONTROL DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
5S Principles Training	1 or 2 Days	✓	✓
5S Workplace Visual Management Workshop	2 Days	✓	✓
6S Training	1 or 2 Days		✓
7 Management & Planning Tools	1 or 2 Days		✓
7 Quality Control Tools	1 or 2 Days	✓	
Effective Predictive & Preventive Maintenance Practices	2 Days	✓	
Failure Mode & Effect Analysis (FMEA)	2 Days	✓	✓
ISO13485 Y2016 Awareness	1 Day	✓	✓
ISO13485 Y2016 Internal Audit	2 Days	✓	✓
MDA Framework and its Implementation	2 Days	✓	
Food Handler Courses - Basic Food Safety Management	2 Days	✓	✓
Good Manufacturing Practices (GMP)	1 Day	✓	✓
ISO22000 Awareness	1 Day	✓	✓
ISO22000 Internal Audit (Full Proposal)	2 Days	✓	
Halal Awareness	1 Day	✓	✓
Malaysia Halal Certification	2 Days	✓	
Malaysian Sustainable Palm Oil Awareness Training	2 Days	✓	✓
IATF 16949 Tools Training - APQP, PPAP, MSA, SPC, Control Plan Training	1 or 2 Days	✓	✓
Integrated Management System - ISO9001 and ISO14001	2 Days	✓	
Understanding and Implementing ISO45001	2 Days	✓	✓
ISO50001 - Energy Management	2 Days	✓	
ISO50002 - Energy Audit - Buildings	2 Days	✓	
ISO9001 Y2015 Awareness Training	1 or 2 Days	✓	✓
ISO9001 Y2015 Clauses Interpretation and Implementation Strategy	2 Days	✓	

QUALITY CONTROL DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
ISO9001 Y2015 Process Based Internal Auditing And Audit Report Writing Training	2 Days	✓	
ISO9001 Y2015 Risk-based Thinking and Managing Risks	2 Days	✓	
ISO9001 Y2015 Senior Management Transition Briefing	Half Day	✓	
ISO9001 Y2015 Strategic Approach to Risk Based Thinking	1 Day	✓	
ISO9001 Y2015 Transitioning from ISO9001 Y2008	2 Days	✓	
ISO9001 Y2015 Understanding The Requirements	2 or 3 Days	✓	
ISO14001 Y2015 Aspect and Impact Assessment	1 Day	✓	
ISO14001 Y2015 Awareness	1 or 2 Days	✓	
ISO14001 Y2015 Internal Auditor	1 or 2 Days	✓	✓
ISO14001 Y2015 Interpretation	1 Day	✓	✓
ISO14001 Y2015 Introduction- Non Management	1H / 3H	✓	✓
ISO14001 Y2015 Senior Management Transition Briefing	Half Day	✓	
ISO14001 Y2015 Strategic Approach To Risk Based Thinking	1 Day	✓	
ISO14001 Y2015 Understanding, Documenting and Implementing Transition	3 Days	✓	✓
Transitioning From ISO14001 Y2004 to Y2015	1 or 2 Days	✓	
An Introduction To Kaizen	1 or 2 Days	✓	✓
Becoming Lean The Way Forward, Implementing Lean In Improving Productivity	2 Days	✓	✓
Cost Reduction	1 or 2 Days	✓	✓
Kaizen - Continuous Improvement	2 Days	✓	✓
Kaizen For Shop-Floor	2 Days	✓	✓
Managing Quality Through Cost Of Quality	2 Days	✓	✓
Implementing Lean 5S at Workplace	1 or 2 Days	✓	✓
Lean & Kaizen Training	1 or 2 Days	✓	✓

QUALITY CONTROL DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Lean Thinking – Awareness	3 Days	✓	✓
Process Improvement Through Kaizen (Lean Manufacturing)	2 Days	✓	✓
Process Innovation Values Through Lean Manufacturing (Toyota Production System)	2 Days	✓	✓
OHSAS18001 Y2007	2 Days	✓	
Effective QA-QC Management	2 Days	✓	
Facilitation For Effective Small Group Activity at Work	1,2 or 3 Days	✓	✓
Implementing an Effective Small Group Activity	3 Days	✓	✓
Implementing Autonomous Maintenance	1 Day	✓	✓
Making And Adhering To Standard Operation Procedure	1 Day	✓	✓
Non-conformance and Corrective Preventive Action	2 Days	✓	✓
Poka Yoke - Mistake Proofing Towards Zero Defect	1 or 2 Days	✓	✓
Productivity Improvement Using 5S in a Business Organization (Eng/ BM)	2 Days	✓	✓
Quality Culture Mindset For Executive & Supervisors	2 Days		✓
Quality And Productivity Awareness	2 Day	✓	✓
Root Cause Problem Solving	2 Day		✓
Total Preventive Maintenance (BM)	2 Days	✓	✓
Total Productive Maintenance	1 Day	✓	✓
Total Quality Management	2 Days	✓	✓
Toyota Way A3 Thinking Process	2 Days	✓	
Trouble Shooting & Process Improvement	2Days	✓	✓
Value Stream Mapping (VSM)	2 Days	✓	✓

7.0 SUPPLY CHAIN DEPARTMENT

SUPPLY CHAIN DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Material & Inventory Management	2 Days	✓	✓
Supply Chain Management (Focusing on procurement and material management)	2 Days	✓	✓

7.1 WAREHOUSE DEPARTMENT

WAREHOUSE DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Warehouse & Logistic Safety	2 Days	✓	✓
Inventory Control and Warehouse Storage Management	2 Days	✓	✓
Effective Store & Warehouse Management	2 Days	✓	✓
Safety and Health in Warehouse & Logistic	2 Days	✓	✓
Forklift Truck Training	1 or 2 Days		✓

8.0 HEAD OF DEPARTMENTS, MANAGERS & TEAM LEADERS

HEAD OF DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Authentic Leader - Transform To Perform Better	2 Days	✓	
Be Effective Leaders! A Leadership Program For Supervisor of the 21st Century	2 Days	✓	✓
Becoming A Talent Manager (Eng / BM)	2 Days	✓	
Coaching & Mentoring Skills (Telemarketing)	2 Days	✓	
Coaching For Quantum Success	2 Days	✓	
Coaching to LEAD - Starting Your Journey As A Coach	2 Days		✓
Commander-In-Chief Of Leaders & Innovators	3 Days	✓	
Creativity Rocks - A Leadership and Creative Problem Solving Workshop	4 Days	✓	✓
Developing Leadership Skills	2 Days	✓	✓
Dynamic High Performance TEAM and Culture	2 Days	✓	
Dynamic TEAMSHIP - Building a Cohesive TEAM	2 Days	✓	
Edge Coaching Bootcamp	2 Days	✓	✓
Effective Leadership Skills for Result, Profitability and Team Spirit	2 Days	✓	
Enneagram Leadership & Management Program	2 Days	✓	
Enriching Performance Through Coaching & Mentoring Culture	2 Days	✓	
EQ Management For Successful Leadership	2 Days	✓	
Essential Supervisory Skills	2 Days	✓	
Developing Effective Key Performance Index	2 Days	✓	
First Time Managers - Emerging Leaders Development Training	2 Days	✓	
High Effective Leadership 1.0 (Decision Making, Problem Solving, Critical Thinking)	2 Days	✓	
High Impact Coaching Skills	2 Days	✓	
Leadership 4.0 Workshop	1 Day	✓	
Leadership & Communication Skills For Oil & Gas Industry	2 Days	✓	
Leadership & Decision Making	2 Days	✓	

HEAD OF DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Leadership Agility - Leaders in Action Certification Programme	3 Days	✓	
Leadership during Crisis	2 Days	✓	
Leadership For Managers & Executives	2 Days	✓	✓
Leading and Coaching Generation X,Y and Z in the Workforce	2 Days	✓	
Leading Through Collaboration	2 Days	✓	
LEAP for Younger Generations at Work	2 Days	✓	
Management & Leadership Development (Eng / BM)	2 Days	✓	
Management 3.0 Change and Innovation Leadership and Organizations	2 Days	✓	
Manager Acceleration Program	2 Days	✓	
Managerial Effectiveness	2 Days	✓	
Managing Poor Performance	2 Days	✓	✓
Mastering NLP Leadership, Behavioural Change, Impactful Communication & Visioning Workshop	2 Days	✓	
Meta Coaching	2 Days	✓	
Mindfulness and Leadership	1 Day	✓	
Motivational Leadership	2 Days	✓	
Navigating Team Dynamics (With Assessment)	2 Days	✓	
NLP in Leadership and Coaching	2 Days	✓	
People Management Skills	2 Days	✓	
Performance Management Via KRA and KPI Framework	2 Days	✓	
Practical Supervisory Skills	2 Days	✓	
Program To Inspire Leadership, Organization And Thinking Skills	2 Days	✓	

HEAD OF DEPARTMENT	DURATION	TARGET AUDIENCE	
		Manager	Executive
Quality Culture Mind-set For Leaders and Supervisors	1 Day	✓	✓
Situational Leadership Skills Training To Achieve High Performance & Talent Management	2 Days	✓	✓
Strategic Management Essentials	1,2 or 3 Days	✓	
Strategic Performance Measurements and Appraisal	2 Days	✓	
Supervisory Leadership Competency And Leading Change At The Workplace	2 or 4 Days	✓	✓
The 3 Hats - The New Manager In You	2 Days	✓	
The Assertive Supervisory & Leadership Competencies	2 Days	✓	✓
The CHANGE Accelerator	2 Days	✓	✓
Transformational Leadership	3 Days	✓	✓
Unlocking Your Charisma	1 Day	✓	
What it takes to be an Effective Manager	2 Days	✓	
What Managers Need (to foster employee engagement	2 Days	✓	

9.0 FOR EVERYONE

9.1 COMMUNICATION & INTERPERSONAL SKILLS

COMMUNICATION & INTERPERSONAL SKILLS	DURATION	TARGET AUDIENCE	
		Manager	Executive
5-Star Team Performance Through Effective Communication	2 Days	✓	✓
Active Listening Skills	2 Days	✓	✓
Be A 'Role-Model' Who Negotiates The Workforce, Both Gen X & Y	3 Days	✓	✓
Be An Excellent Communicator	2 Days	✓	✓
Bridging The Generation	Half Day	✓	✓
Business Communication	2 Days	✓	✓
Communicate And Engage Using NLP	2 Days	✓	✓
Communication And Relationships In The New Millennium	1 or 2 Days	✓	✓
Communication Series Workshop	2 Days	✓	✓
Counselling Skills & Techniques for Superb Staff Performance	1 or 2 Days	✓	✓
Dealing With Difficult People In The Workplace / Handling Difficult Employees	2 Days	✓	✓
Dynamic Interpersonal Communication	2 Days	✓	✓
Dynamic Outcome Focused Strategies & Execution	2 Days	✓	✓
Effectively Communicate Development Program	1 Day	✓	✓
Effective Communication and Creative Problem Solving	2 Days	✓	✓
Effective Communication Skills / Kursus Komunikasi Berkesan	2 Days	✓	✓
Effective Communication Skills in a Corporate World	2 Days	✓	✓
Essential Skills For Successful Executives At Work	2 Days	✓	✓
Everyone Communicates, Few Connect - 7 Simple Steps to Connect With Anyone	1 Hour	✓	✓
Fluency In Influencing Skills	1 Day	✓	✓
Gearing Towards Digitalization and Powerful Communication	2 Days	✓	✓
Get It Done! Through Effective Conflict Management And Resolution	2 Days	✓	✓
Have A Right Frequency Win Win	2 Days	✓	✓

COMMUNICATION & INTERPERSONAL SKILLS	DURATION	TARGET AUDIENCE	
		Manager	Executive
High Impact Negotiation Skills	2 Days	✓	✓
Highly Evolved Negotiator & Influencer	2 Days	✓	✓
Managing and Leading The New Millennial	2 Days	✓	✓
Personal Empowerment Through Communication	1 Day	✓	✓
Persuasion and Influencing Training	2 Days	✓	✓
Relationship Management	2 Days	✓	✓
Six Thinking Hats	1 Day	✓	✓
Speak to Lead - Engaging and Influencing Audiences	2 Days	✓	✓
Speak to Influence	2 Days	✓	✓
Speak Up With Confidence and Conviction	2 Days	✓	✓
Telephone Conversations & Email Communication	1 or 2 Days	✓	✓
Towards Digitalization and Effective Communication	2 Days	✓	✓
Winning Business Relationships In The New Millennium	1 or 2 Days	✓	✓
Workplace Communication	2 Days	✓	✓

9.2 PERSONAL EFFECTIVENESS

PERSONAL EFFECTIVENESS	DURATION	TARGET AUDIENCE	
		Manager	Executive
6 + 1 Practices of Highly Successful Individuals	6 Days	✓	✓
Achieving More At Work	2 Days	✓	✓
ACR - Bringing Out The Best in You and I	2 Days	✓	✓
Analytical Thinking, Creative Problem Solving & Decision Making	2 Days	✓	✓
Assertiveness	2 Days	✓	✓
Be A Great Critical Thinker & Problem Solver	2 Days	✓	✓
Becoming An Inspired, Efficient & Passionate Talent	1 Day	✓	✓
Bring Your EQ to Work	2 Days	✓	✓
Building A Champion Mindset Using NLP	2 Days	✓	✓
Building Powerful Minds - A Critical Thinking, Problem Solving & Strategic Crisis Management	2 Days	✓	✓
Building Self-Management & Confidence	2 Days	✓	✓
Creative Thinking & Innovative Problem Solving	2 Days	✓	✓
Critical, Analytical & Creative Thinking & Reasoning	2 Days	✓	✓
Critical Thinking Process Using “5Cs”	2 Days	✓	✓
Design Thinking Workshop	2 Days	✓	✓
Developing Good Attitude At Workplace	2 Days	✓	✓
DISC (How to work with boss, peers and subordinates)	1 Day	✓	✓
Effective 6 Thinking Seminar	2 Days	✓	✓
Effective Problem Solving & Decision Making Skills	1 or 2 Day	✓	✓
Effective Time Management For Peak Performance	2 Days	✓	✓
Emotional Intelligence At The Workplace	1 or 2 Days	✓	✓
Enhance Achievement, Motivation & Success	3 Days	✓	✓
Engaging and Motivation with Growth Mindset	2 Days	✓	✓
EQ for Peak Performance	2 Days	✓	✓
Excellent Personal Effectiveness at Workplace	2 Days	✓	✓

PERSONAL EFFECTIVENESS	DURATION	TARGET AUDIENCE	
		Manager	Executive
Finishing School - Character & Attitude Workshop	3 Days	✓	✓
Fundamentals Of Emotional Intelligence	2 Days	✓	✓
Generating Creativity at Workplace	2 Days	✓	✓
Habit Mastery - The Psychology of Habits	2 Hours	✓	✓
Having The Right Frequency - Win Win Mind-set Program	2 Days	✓	✓
How Do We Win As An Individual, Team & Unlock My Greatest Potential	1 Day	✓	✓
Inspired & Motivated Professional Work Habit Workshop	2 Days	✓	✓
Inspiring Top Talents - Enhancing Motivation Seminar	1 Day	✓	✓
Managing Self To Manage Mindset	2 Days	✓	✓
Managing Time To Manage Workplace Performance	2 Days	✓	✓
Motivation, Action, Strategy, Timeline Program (Can Be Teambuilding)	2 or 3 Days	✓	✓
Mind Mapping & Other Creative Thinking Tools	2 Days	✓	✓
NADI - IWAM	3 Days	✓	✓
Nilai - Kita Adalah Satu!	1 Day	✓	✓
Outside the Box - Creative Problem Solving And Decision Making	2 Days	✓	✓
Pemantapan Fitrah Insan (Character, Spiritual & Personality Enhancement in Ramadhan)	3 Days	✓	✓
Personal Development Training For Executives	2 Days	✓	✓
Positive Work Attitude & Self-Motivation	1 Day	✓	✓
Power up your success	2 Days	✓	✓
Power Voice & Personal Impact	2 Days	✓	✓
Seven Habits of Highly Effective People	2 Days	✓	✓
Shake it UP	3 Days	✓	✓
Successful Professional Muslim Workshop	3 Days	✓	✓
The 'C.U.T.E' Principles Of Effective Problem Solving Decision Making	2 Days	✓	✓

PERSONAL EFFECTIVENESS	DURATION	TARGET AUDIENCE	
		Manager	Executive
The Growth Mindset	1 Day	✓	✓
The Human Moment at Work 'Not Another Teambuilding Workshop'	2 Days	✓	✓
The Man On The Mountain - Let Us Be The Top Talent	2 Days	✓	✓
The Power Of Changing Mind Set Towards Sense Belonging And Accountabilities	2 Days	✓	✓
The Power Of Momentum	2 Days	✓	✓
The Power Of NLP Thinking Big	2 Days	✓	✓
Transformation Mastery - Shifting Mind-set, Attitudes & Behaviours For Peak Performance	2 Days	✓	✓
Think BIG	2 Days	✓	✓
Think on Your Feet	2 Days	✓	✓
Time's Up!! A Self Time Efficient Management Program	2 Days	✓	✓
Transformation Mastery: Shifting Mind-set, Attitudes And Behaviours For Peak Performance	2 Days	✓	✓
Transformation - Mindset, Attitude & Belief (Eng / BM)	2 Days	✓	✓
Unleashing Your Potential For Excellent Productivity	2 Days	✓	✓
Voice Coaching	1 Day	✓	✓
5 Why Problem Solving	2 Days	✓	✓

9.3 ADMINISTRATIVE

ADMINISTRATIVE	DURATION	TARGET AUDIENCE	
		Manager	Executive
Clerical & Administrative Enhancement Skills	2 Days		✓
Sharpening Your Administrative and Office Management Skills	2 Days		✓
The Roles And Responsibilities of the Secretary	2 Days		✓
Effective Office Management - Elevating Your Skills	1 Day		✓

9.4 PERSONAL APPEAL AND BUSINESS ETIQUETTE

PERSONAL APPEARAL & BUSINESS ETIQUETTE	DURATION	TARGET AUDIENCE	
		Manager	Executive
Corporate Grooming And Business Etiquette - Enhancing Your Corporate Image	2 Days	✓	✓
Image Grooming And Mannerism	1 Day	✓	✓
Motivation Grooming Workshop	2 Days	✓	✓
Personal Image Empowerment	2 Days	✓	✓

9.5 PRESENTATION SKILLS

PRESENTATION SKILLS	DURATION	TARGET AUDIENCE	
		Manager	Executive
Dynamic Presentations Present Like Steve Jobs	1 or 2 Days	✓	✓
Dynamic Speak! Present As Yourself with Impact	2 Days	✓	✓
Dynamic Due Diligence	2 Days	✓	✓
High Impact Business Presentation Skills	2 Days	✓	✓
Mastering Presentation Techniques Using Excel Charts & PowerPoint	2 Days	✓	✓
'Power Up and Transcend': A Presentation Centered Course High Impact Business Presentation Skills	3 Days	✓	✓
Presentation & Communication skills	2 Days	✓	✓
Presentations that Dazzles	2 Days	✓	✓
Speak To Influence for Senior Managers	2 Days	✓	✓

10.0 TEAM BUILDING

TEAM BUILDING	DURATION	TARGET AUDIENCE	
		Manager	Executive
3 C'S To Success	1 Day	✓	✓
Awesome Team	1 or 2 Days	✓	✓
Bridging The Divide	1 Day	✓	✓
Build Great Team in Broga	2 Days	✓	✓
Building An Excellent Work Team	2 or 3 Days	✓	✓
Cultivating Organisational Alignment	3 Days	✓	✓
Empowering Team Excellence	1 or 2 Days	✓	✓
High Performance Work Team	2 Days	✓	✓
KL City Race	1 Day	✓	✓
LRT Amazing Race - Culture Shock	Half Day	✓	✓
LRT Rapid Race	1 Day	✓	✓
MAD OUT – Teambuilding	1,2 or 3 Days	✓	✓
Master Teams!	2 Days	✓	✓
Motivation, Action, Strategy, Timeline Program	2 Days	✓	✓
NADI – Iwam	3 Days	✓	✓
Penang Town Tour	2 Days	✓	✓
Splendid 9 Focus Teambuilding	2 Days	✓	✓
Teambuilding - Do you have what it takes!	1 Day	✓	✓
Team Effectiveness Program (Concept)	2 or 3 Days	✓	✓
T.E.A.M - Team Empowerment, Attitude, Motivation	2 Days	✓	✓
The FIVE Essentials of a Dynamic Team	2 Days	✓	✓
The Journey of Tribes	2 Days	✓	✓
The Mobile Adventure Challenge	1 Day	✓	✓
The Snowflake Theory - Strategic Alignment Coaching	2 Days	✓	✓
Time's Up Program (Itinerary)	1 or 2 Days	✓	✓
Together Has Power, Never Run Alone	1 Days	✓	✓

11.0 INDUSTRY-SPECIFIC TRAINING PROGRAM

11.1 PRESCHOOL

1 The Essential Toolkit of Powerful English Communications for Teachers

Target Attendees

As English is one of the international languages, hence English is very important for teachers to communicate with children and parents. Improving teachers' skills and ability to speak, write and listen in English are very important and it will be helpful for them to communicate and also aids in preparing learning materials.

Teachers
Principals

2 How To Make A Presentation For Children That Actually Keeps Their Attention

Target Attendees

As educators, it is very important for teachers to know how to present in their class as well as effectively deliver the syllabus to their students. Not every teacher knows the skills of catching the student's attention and gather the energy in a class. Hence, improving teacher's presentation skills is very crucial in order to effectively perform in a class.

Teachers
Principals

3 First Aid for Babies & Toddlers Injuries & Accidents

Target Attendees

First aid is the must learn courses in preschool education. Teachers must be equipped with basic first aider skills in case there is any unwanted incident happen in school setting. What, who and how to react at first respond if there is any injury.

Everyone
Principals | Teachers
Sales staff | Admin staff
Cleaners | Cooks

4 Fire Safety & Basic Fire Fighting Training

Target Attendees

Fire incident could happen in any place. Hence, teachers must know how to deal with fire and things to be cautious of to prevent accidental fire. Learning how to put off the fire with fire extinguisher, understand the flow of evacuating, setting up a first respond team as well as providing the awareness to the children.

Everyone
Principals | Teachers
Sales staff | Admin staff
Cleaners | Cooks

5 Microsoft Excel – Basic to Intermediate

Our teachers are obligated to provide children progress update and report to the Principal in order to monitor the children's studies. To reduce the hardcopy or manual paper work, Microsoft Excel is crucial for teachers to know how to keep track and monitor both theirs and children's efforts and results.

Target Attendees

Teacher
Principals
Admin Staff
Sales Staff

6 Creating Interactive & Interesting Slides for An Impactful Virtual Learning Experience for Children

Due to pandemic, teachers are required to provide e-learning courses through online platform. Hence, teachers need to know how to prepare effective and interesting syllabus learning slides in order to be able to impress and ease the learning progress through online.

Target Attendees

Teacher
Principals

7 Mastering The Strategies to Increase Child Care & Preschool Enrollments

Our business development team are in charge of school presentations, events introducing, student's enquiry and enrollment. Hence they are trained with sales presentation, negotiation and convincing skills in order for them to know how to dealing with parents A.K.A our potential clients. They are also required to present our school services to the potential partners and also collaboration events.

Target Attendees

Teacher
Principals
Sales Staff

11.2 HEALTHCARE PROFESSIONALS

1 Managing Conflict: Another Recipe for Organizational Success

In the healthcare industry, especially for nurses who deal with the patients and their family members, there is a need to manage dissatisfaction, anger and confrontations with confidence. This course will enable participants to learn techniques for handling objections and resolving conflicts. Staying calm and in control is crucial to establish rapport and build relationships with others.

Target Attendees

Healthcare
Professionals

Nurses	Caregivers
Doctors	Medical Asst.
etc.	

2 Effective Complaints Handling

Learn how to manage complaints more effectively by understanding customers' concerns. How an organization handles customer complaints is crucial in order to maintain a good reputation and to keep client business, and therefore this course is extremely beneficial. Case studies will also be carried out to make this learning experience more practical and useful.

Target Attendees

Healthcare
Professionals

Nurses	Caregivers
Doctors	Medical Asst.
etc.	

3 Customer Service Excellence in Healthcare

Healthcare is one of the largest business in existence, impacting millions of people worldwide. To serve customers consisting of the patients, their family and the communities, there are many skills and attributes of a competent healthcare professional, such as listening with empathy, demonstrating manners and etiquette with the patients.

Target Attendees

Healthcare
Professionals

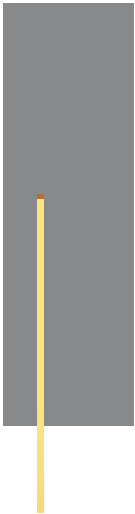
Nurses	Caregivers
Doctors	Medical Asst.
etc.	

4 HR Risk Management in Healthcare Industry

Human Resources and Personal Development Risks in Healthcare industry need to be managed effectively in order to develop the right talents, maintain sufficient staff, boost staff productivity and morale. The risk issues will be shared in relation to the Employment Act, SOCSO, EPF and other employment guidelines. In addition, the training and development of healthcare will also be included to guide all staff to chart their own career progression.

Target Attendees

Employment Managers
Chief Talent Officers
HR Coordinators
Supervisors
HR Administrators
Risk Managers
Professionals HR Auditors



5 Leadership and Management Skills for Healthcare Professionals

This program covers essential skills needed by team leaders and managers to be effective in their positions. As they progress through their career, the skills needed could prepare them better to face the various challenges and expectations by the top management of the organization. Among the skills covered are communication, active listening, motivation and coaching, performance review, delegation and empowerment of the people.

Target Attendees

- Newly Promoted Team Leads
- Existing Team Lead
- Managers

6 Effective Communication in Nursing

Nurses are critical in the delivery of essential health services and are core in strengthening the health system. The quality of communication in interactions between nurses and patients has a major influence on patient outcomes. Besides that, this course will also introduce different communication strategies with the patients’ families, other co-workers and management team under various circumstances.

Target Attendees

- Nurses
- Medical Assistants

11.3 HOSPITALITY

The Pathway to Delivering Top-Notch Customer Experience

The hospitality industry is a broad category of fields within the service industry that includes hotels, any accommodation providers, restaurants and bars

PART A: HOSPITALITY OPERATIONS

1 Events Management

This course will equip you with the basic concepts and skills required to become a successful events planner. You will begin with an overview of the events management field and various strategies involved. This will also entail the daily tasks of an events planner, the strategic management of events and how to make your work easier using events management and planning software.

Target Attendees

Hotel Operational
Staff & Managers

Event Planner
Banquet Planner

2 Human Resource Management in Hospitality Industry

Hotel HR Manager responsibilities include recruiting and training new hires, managing employee data and taking steps to retain our people. To be successful in this role, you should have a good knowledge of labor legislation and experience hiring employees for various roles and seniority levels. This course will cover the important aspects of HR in the industry.

Target Attendees

Human Resource
Personnel in the Hospitality
Industry

3 Customer Service Excellence for Front Desk, Housekeeping or Concierge

This course teaches you the key elements of customer service, and how this is important to create a long-term growth for your business. This course also delves into the types of customers and through role playing, it can guide you to better implement effective customer service strategies at your respective industries. Each of these roles are crucial in managing customers' expectations and building company's reputation.

Target Attendees

Hotel Front Desk
Operators

Housekeepers

Concierge

4 Front Desk Management

Everything you need to know about successful Front Desk Operations. This course will teach you all details, reports, transactions, skills you need to operate at the Front Desk/ Reception. This course will also introduce a few hotel management software which can help to improve your hotel business efficiency. You will be trained in the importance of guest service, along with any technical aspects of front desk management.

Target Attendees

Anyone who wants to work in the hospitality industry as front desk staff or existing receptionists who wants to become Managers

5 First Aid Safety and Emergency Responses

First aid training for the hospitality industry is highly necessary in order to meet customers' health and safety requirements and prepare the staff for any emergency situations. Basic life support skill such as CPR & Choking and other first aid related topics such as bleedings & wounds, burn & scald, fracture & spinal injuries.

Target Attendees

All employees

6 How to be a Good Supervisor in the Hospitality Industry

Learn how to handle clashing personalities and take corrective actions in various cases as a supervisor. This course also includes how to handle disagreements, arguments and conflict at work. You will also learn how to manage change in the workplace and strategize as a team to develop a harmonious workforce.

Target Attendees

Newly appointed or existing supervisors who would like to upskill themselves

7 The Art of Effective Complaint Handling Skills

Handling difficult customers either face to face or on the phone can be an intimidating or challenging task especially if it is charged with irrational statements and emotion. Hence, they need to be handled effectively and get satisfied. This is important for you and your company's success.

Target Attendees

Anyone who is in the field of Customer Service or Sales Dept

8 Business Etiquette and Personal Grooming Course

Customers of today have choices and would move on to businesses where they feel appreciated. It is therefore advisable to put in strategies that would encourage staff to have good manners and be well groomed. This course will cover on how to make a strong good impression, namely dressing well, personal hygiene and speaking manner. Staff with good conduct and attitude adds more value to an organization and produce the desired result of profitability as well as gives the company an edge over competitors.

Target Attendees

Suitable for all levels
of employees in the
hospitality industry

9 Professional Housekeeping and Inspection Mastery Course

This course is designed to open up all the secrets in professional Housekeeping by using the right tools that make the right work. Cleanliness is one if not the most important aspect that has to be perfect in an accommodation business. It is crucial that the guests do not find hair of previous guests on the bed, in the bathroom or anywhere else in the room at all. Learn the step-by-step process from this course.

Target Attendees

Housekeepers
Cleaning Managers

PART B : FOOD AND BEVERAGE RELATED COURSES

10 Managing Restaurant Operations to Maximize Profitability

Learn the fundamentals of how to maximize profitability in the F&B business. This course will cover topics such as menu design principles, business planning, how to segment and analyze restaurant revenue. You will also learn how to obtain key restaurant metrics and benchmark against competitors. It also provides information on service principles, menu design and objectives, and restaurant layout and design considerations.

Target Attendees

Hotel cost controllers
Finance Staff
Department Heads

11 Bar & Coffee Management Course

In this course you will learn the fundamentals of bar management and getting the best performance out of your staff. In addition, learn how to assign costing to your menus, select the right products/suppliers, important design elements when designing your bar / café.

Target Attendees

Bar
Restaurant
Pub Workers
Managers

12 Basic Food Hygiene and Safe Food Handling

It is imperative that everyone in the hotel business, from the owner, to the manager to all employees to learn the basic food hygiene and sanitization practices, to better serve customer needs. This course introduces the importance of food safety, types of food safety hazards, basic food hygiene practices and safe food handling methods.

Target Attendees

Restaurant Workers
Kitchen Staff
Waiters
Operators.

PART C: BUSINESS SALES AND PLANNING

13 How to Effectively Strategize & Grow Your Sales in the Hospitality Industry

In this course, we will learn theoretical aspects of sales management with practical tips and case studies from the hotel industry with templates and checklists. You will also learn how to do sales planning, budgeting and forecasting, as well as learn to understand customer demands and staying up to date with recent trends impacting the industry.

Target Attendees

Anyone looking to make a career in hotel sales and marketing
Executive Level
Existing Salesperson in Hotel Industry

14 Social Media Marketing: Hotel and Accommodation Business

In this course you will gain the knowledge on how to increase direct bookings, obtain reservations, and manage postings in various social media platforms. This includes on how to lure more visitors to your own website and gain new bookings.

Target Attendees

Hotel / Accommodation
Owners
Managers
Sales & Marketing Staff

15 Hotel Management: Reduce High F&B and Operational Costs

In Hospitality Management, F&B and other General Cost are second largest cost in hospitality apart from labour cost. In this course, you will learn the fundamental processes by which these costs can be controlled. It will also entail how to prepare, analyze, and view the various cost management facets of food and beverage activities, as well as critical financial data to achieve the company's targets.

Target Attendees

Hotel cost controllers
Finance Staff
Department Heads

11.4 FOOD & BEVERAGE INDUSTRY

Elevating the Quality of Food & Services

These courses are suitable for food operators, restaurants, bars and cafes, including food producers/processors/manufacturers.

PART A: RESTAURANT OPERATIONS - SERVICE CREW

1 Basic Food Hygiene and Safe Food Handling

This course includes all aspects of the preparation, storage and serving of food a wholesome food safety training that include Food Safety Awareness, Basic Food Handling and Hygienic Practices. Training your staff and managers in hygiene best practices is an important step to developing a culture of food safety. Failing to do so increases the risk of food contamination and the public's poor health. In turn, this can lead to customer dissatisfaction, potentially huge legal costs and the loss of your good reputation and market share.

Target Attendees

Suitable for various scales of restaurants (small owners to large restaurant chains)

Restaurant Workers

Kitchen Staff

Waiters

Operators

2 Basic First Aid Safety and Emergency Responses Training for a Safer Restaurant Environment

This course equips the learner with the knowledge, practical skills & understanding required to provide appropriate first-aid treatment for injuries and sudden illness until medical professionals arrive to take over. Participants will also learn through practice activities to learn how to provide necessary first aid within the workplace.

Target Attendees

All employees

3 Excellent Customer Service for Restaurant Service Crew

This program offers the solutions in experiencing the thrill of becoming an effective customer experience expert. Participants will also learn how to deal with conflict based on their communication style, techniques for managing difficult customers, methods for de-escalating conversations, and ways to prevent themselves from getting pulled into emotional confrontations.

Target Attendees

Restaurant Service Crew

4 Speaking English Confidently with Customers in The Restaurants

Participants will be taught the basics of servicing English- speaking customers, such as how to welcome them, help them get seated and taking orders. They will also be taught how to explain items in the menu and introduce the specialties of the restaurant. Moreover, they will be taught how to handle difficult situations such as customer complaints and fights. All in all, participants should be able to manage all the operations related to English-speaking customers without any problems.

Target Attendees

All front liners or service workers in the Food Service Industry

5 Leave A Lasting Good Impression: Personal Hygiene and Grooming Course

Training employees on the importance of having good hygiene and grooming standards is a top priority in the food service industry. All employees must be well-groomed and maintain good personal hygiene, as this is imperative for a company's image. Having a well-groomed team front liner makes a good impression to your guests. Participants will also learn how to create a professional presence through dressing and learn simple make-up to appear presentable.

Target Attendees

All employees, especially the front liners who serve the customers

6 Become a Professional Waiter: Food and Wine Service Course

Food and wine service combined with proper language and techniques are the basics for excellent restaurant service. In this course, you will first learn how to greet the guests and recommend daily specials, then learn how to take orders, presenting and serving food and wine, clearing the plates and being polite with the guests. You will also learn the basic skills to sell and upsell as a waiter.

Target Attendees

All waiters serving customers, especially for high-end restaurants or hotels.

PART B: BUSINESS SALES AND PLANNING

7 Effective Leadership to Improve Staff Retention and Morale

Managing for employee retention involves strategic actions to keep employees motivated and focused so they elect to remain employed and fully productive for the benefit of the organization. It is more efficient to retain a quality employee than to recruit, train and orient a replacement employee of the same quality.

In this course, you will learn what the habits of highly effective people are. These qualities will, in turn, help you create a better culture and a productive team. With great leadership that is focused on helping everyone on the team achieve their potential, you will be able to improve the quality of service in your restaurant.

Target Attendees

Restaurant Management Team
Bar Managers
F&B Directors
F&B Supervisor
F&B Managers

8 Digital Marketing for Restaurants

Do you need more customers for your restaurant, cafe, food stall, hospitality venue or hotel? Do you want to learn the fundamentals of digital marketing so you can get more customers for free?

This course adopts a step-by-step approach to learn the process of building a website, using Google My Business, creating Facebook pages, running Facebook ads, using TripAdvisor, building a mailing list and more.

Target Attendees

Restaurants
Cafes
Food Stalls & Hotel
Sales & Marketing Team

9 Human Resources Best Practices in Restaurant Industry to Develop Your Team

When you join you will learn:

- How to hire and train more efficiently
- How to develop your manpower to its fullest potential
- How to lower your turnover and keep your best employees.
- How to motivate your team
- How to delegate efficiently
- What are 2 crucial areas to work on with your team to grow the business and so much more..

If you are serious about running a successful restaurant, human resource management is a very important and very challenging part of the business. Take time to learn and implement these systems.

Target Attendees

Restaurant Owners
Restaurant Managers
Hospitality HR Managers
Managers in Training
Hospitality students

10 Managing Bar and Café Effectively

In this course you will learn the fundamentals of bar management and getting the best performance out of your staff. In addition, learn how to assign costing to your menus, select the right products/suppliers, important design elements when designing your bar / café.

Target Attendees

Restaurant or bar owners
Workers
People exploring into this business

11 Managing Restaurant Operations to Boost Profitability

Learn the fundamentals of how to maximize profitability in the F&B business. This course will cover topics such as menu design principles, business planning, how to segment and analyze restaurant revenue. You will also learn how to obtain key restaurant metrics and benchmark against competitors. It also provides information on service principles, menu design and objectives, and restaurant layout and design considerations.

Target Attendees

Restaurant Owners
Managers
Finance Personnel

PART C : FOOD SAFETY RELATED AUDITS AND CERTIFICATIONS

12 Good Manufacturing Practice (Gmp) Requirements Training (MS 154:2009)

This training has been designed to help participants understand the requirements of Good Manufacturing Practice (GMP) in food manufacturing industry. It will provide an overview of the requirements of GMP according to MS 1514:2009 and understand the basic principles of operation in order to promote a clean and hygienic manufacturing environment for a consistent, safe and clean food production.

Target Attendees

Management
Executives
Supervisors & operators in the company within the scope of Food Safety Management System

13 Hazard Analysis and Critical Control Points (Haccp) Training

Hazard Analysis & Critical Control Points (HACCP) is a management system that identifies specific hazards and measures for their control, to ensure food safety from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product. This course teaches participants about the fundamentals of HACCP principles.

HACCP certification is an essential tool in ensuring best practice when working towards effective food safety procedures

****HACCP INTERNAL AUDIT TRAINING FOR ADVANCED LEVEL**

Target Attendees

Individuals working in the food industry with interest to design and implement a HACCP system.

Chain / Franchise
Restaurants

Large hotels and
restaurants with central
kitchen)

14 MESTI (Makanan Selamat Tanggungjawab Industri Certification Scheme)

According to Food Hygiene Regulation 2009, every proprietor and occupier of food manufacturing premises to prepare and hold a Food Security Assurance Program. MeSTI addresses the basic requirements to ensure food manufactured by the manufacturer are safe. Some of the basic elements of MeSTI are design and facilities, personnel, raw ingredient control, process control, packaging control and etc.

Target Attendees

For small medium restaurant enterprises who does not have other Food Safety Management System in place

15 Understanding and Implementing ISO 22000:2018 Food Safety Management Systems (Fsms)

From this course, participants will be able to be aware about requirements of ISO 22000 and describe the benefits of ISO 22000 to the organization elements. In addition, they will understand on respective roles to play in supporting the implementation of ISO 22000 in the organization.

**** ISO 22000:2018 INTERNAL AUDIT TRAINING FOR ADVANCED LEVEL**

Target Attendees

No prior knowledge
required for this course

16 Understanding The Requirements of Food Safety System (FSM) Standard – FSSC 22000

FSSC 22000 is an international standard, similar to ISO 22000. The main difference between ISO 22000 and FSSC 22000 is that the latter is recognized by the Global Food Safety Initiative.

The training provides you with an overview of the purpose & requirements of FSSC 22000 and ISO/TS 22002-1, and how applying these can improve your business methods. By the completion of the training you will be able to describe the purpose of a Food Safety Management System (FSMS). You will also be able to explain the purpose, requirements and the certification process and how it aids the continual improvement of the FSMS.

Target Attendees

No prior knowledge required for this course. For restaurant businesses interested to understand this standard's certification process.

17 Understanding of Halal Assurance Management Systems (Has) and Halal Certification Process

Malaysia, a major global Halal hub, exports USD 8.58 billion (RM 35.4 billion) worth of Halal products every year, approximately 5.1% of the country's total exports.

This course will introduce learners to MS 1500, Manual Procedure for Halal Certificate (MPPH) and provide an overview of HAS.

Upon completion of this course, learners will:

- Understand Halal MS and JAKIM guidelines
- Be able to Identify Halal food categories and manual procedures for Halal certification
- Understand the JAKIM certification process

Target Attendees

Managers
Executive
Engineers
Professionals
Employees who are involved with Halal or whose job function affects the quality and efficacy of their company's products.

ADDITIONAL INFO



FSSC 22000 Food Safety System Certification

More stringent than ISO 22000 and recognized by Global Food Safety Initiative (GFSI)

Opens up to cross-border opportunities due to its recognition globally.



ISO 22000 Food Safety Management System

Widely accepted certification issued by International Organization for Standardization (ISO)

One level up from HACCP which can be used as a broader management system



HACCP (Hazard Analysis and Critical Control Points)

Identifies where hazards might occur and the necessary actions required to mitigate the risks

Basic level of food safety system certification and is foundation for other certificates.



GMP (Good Manufacturing Practices)

Ensures products are consistently produced to the quality standards appropriate to their intended use.



MeSTI (Makanan Selamat Tanggungjawab Industri)

This MeSTI certification is compulsory for the organization that didn't have any other Food Safety Management System.

12.0 E-LEARNING COURSES

E-learning is the latest trend in training whereby it has a Netflix alike learning experience. E-learning can provide you with the flexibility to learn whenever and wherever on devices such as laptops, tabs and mobile phone. You will have the flexibility to play the contents anytime and will be able to pause and resume where you left off.

Our e-learning methodologies include voice-over slides to explain the contents and assessments likes quizzes, work activities or exercises for learning engagement. You will be able to download the e-certificate once you complete the course.

All E-learning programs are 100% HRD Corp claimable & under SBL Khas Scheme, which we will directly debit your HRDF account and you do not need to pay prior to training.

Power Skills for Everyone

Programs :

- 1 Driving Change & Adaptability to Thrive in the New Norm
- 2 Customer Service Excellence & Negotiation Skills
- 3 Pembangunan Individu Membentuk Kecemerlangan Organisasi
- 4 Kursus Kepimpinan Transformatif dan Pengurusan Organisasi

Essentials for Enhanced Business Operations

Programs :

- 5 Corporate Tax Planning: Minimising Tax Expenses & Maximizing Tax Deductions
- 6 Effective Tax Planning for Companies: Transfer Pricing Guidelines, Real Property Gains Tax & Sales and Service Tax
- 7 Essential Human Resource Management Skills
- 8 Mastering Microsoft Excel for Business: Intermediate Level
- 9 Mastering Microsoft Excel for Business:
Advanced Level Course with Power Pivot & Power Query

- 10 Be a Microsoft Excel Expert: Business Data Analysis with Excel & Power BI
- 11 Empowering Environmental, Safety & Health Committee at Workplace
- 12 Business English: Writing & Communication Skills for the Workplace
- 13 Kursus Pentadbiran Pejabat & Penulisan Dokumen Rasmi

Health & Wellness Courses

Programs :

- 14 Sick Leave Reduction through Chronic Disease Management
- 15 Resetting Employees' Dieting Mindset for Sustainable Weight Management and a Healthier Workforce.
- 16 Building Mental Resilience to Boost Productivity Through: Stress Management, Time Management and Mindfulness Practices

Digital Marketing

Programs :

- 17 Scaling your Business with Digital Marketing Part 1: Search Engine Optimization, Social Media Marketing & Copywriting Techniques.
- 18 Scaling your Business with Digital Marketing Part 2: Google Analytics, Google Ads & Youtube Marketing

Supply Chain Management

Programs :

- 19 Distribution Management Fundamentals for a More Efficient Business Operation

Industry 4.0

Programs :

- 20 Exploring How to Transform Your Business with Industry 4.0: Artificial Intelligence, Data Analytics, Cybersecurity, Cloud Computing, Robotics

CONTACT US

enquiry@oneaz.com.my 

018-2777 010 

Unit 08-09 Level 08 Menara K1,
Lorong 3/137C Off Jalan Klang Lama, 58000 Kuala Lumpur. 