

# PUBLIC WORKSHOP

## HRD Corp Train The Trainer Certification Course

Duration: 5 Days

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## Workshop Description

Have you ever wondered what separates good trainers from extraordinary ones? Imagine captivating your audience with compelling training that leaves a lasting impact.

This "Train-the-Trainer" workshop empowers you to transform your passion for training into a structured, results-driven craft. Through a five-day immersive experience, you will master the art of adult learning, competency-based training, and impactful delivery techniques.

For this workshop, you will learn from a highly experienced trainer who will elevate your skills and equip you with tools to design, deliver, and evaluate training that drives real-world results.

Join us to unlock your potential and become the world-class trainer your organization and audience deserve. Let us craft learning experiences, not just lessons.



## Workshop Learning Outcomes

- Design and implement compelling adult learning experiences.
- Conduct thorough Training Needs Analyses (TNA) to identify learning priorities.
- Develop competency-based training (CBT) programs aligned with organizational goals.
- Deliver dynamic and impactful training sessions that engage learners.
- Facilitate active participation and promote meaningful learning interactions.
- Use strategic questioning techniques to ensure effective knowledge transfer.
- Address and manage challenging learner behaviours with confidence and professionalism.
- Incorporate technology and learning aids to enhance training delivery.
- Conduct competency-based assessments to evaluate learning outcomes accurately.
- Provide clear, actionable feedback to support participants' continuous improvement.

## Workshop Learning Objectives

- Define key terms: learning, training, and development.
- Describe the purpose and goals of training programs.
- Explore adult learning principles (e.g., self-directedness, experience-based).
- Apply adult learning theories to course design.
- Identify participants' preferred learning styles.
- Develop strategies to strengthen participants' training strengths.
- Identify areas for improvement in participants' training skills.
- Outline professional ethics in training.
- Describe the key components of the ADDIE model for training development.
- Use a model to assess performance gaps.
- Analyze data from TNA to identify critical training needs.
- Explain the concept of competency-based training
- Identify suitable training resources for specific training content.
- Develop a detailed module breakdown with learning activities.
- Prepare a comprehensive course design document, including visuals
- Choose appropriate delivery methods based on learning objectives and content.
- Identify strategies to handle challenging learner behaviours.
- Explain the concept of competency-based assessment and evaluating learning.
- Deliver constructive feedback to participants for continuous improvement.

## Workshop Outline / Agenda

### Day 1

#### Module 1: Plan Adult Learning

- 1.1 Fundamentals of Adult Learning and Training
- 1.2 Adult Learning Approaches
- 1.3 Characteristics of a Competent Trainer
- 1.4 Ethics and Guide for Trainers

#### Module 5: Assess Participant's Competencies

- 5.1 Competency Based Assessment

### Day 2

#### Module 2: Conduct Training Needs Analysis

- 2.1 Overview of Training Needs Analysis
  - 2.2 Training Needs Analysis Method
  - 2.3 Three Levels of Data Analysis
  - 2.4 Training Needs Analysis Outcomes
- *With Presentation and Assessment*

### Day 3

#### Module 3: Design Competency Based Training (CBT)

- 3.1 Overview of Course Requirements
  - 3.3 Training Design Development
  - 3.2 Training Resources Development
  - 3.4 Session Plan Preparation
- *With Presentation and Assessment*

### Day 4

#### Module 4: Conduct Competency Based Training

- 4.1 Training Delivery Methodologies
  - 4.2 Practical Tips for Challenging Learners
  - 4.3 Learning Aids for Training Support
- *With Presentation and Assessment*

### Day 5

- *Presentation of Group Assignments and Assessment*

### Workshop Activities and Evaluation:

#### 1. Pre- and Post-Assessments:

Measure knowledge and skill acquisition. Participants will also need to prepare presentations prior to the workshop.

#### 2. Participant Presentations:

Evaluate learning through practical applications.

#### 3. Behavioural Application:

Supervisors monitor job performance post-training.

#### 4. Evaluation Framework:

Implement Kirkpatrick's Levels 3 & 4 to assess behavioural changes and organizational impact.

#### 5. Follow-Up:

Scheduled individual coaching sessions to address challenges and reinforce learning after the workshop.

This detailed, engaging program ensures that participants gain the skills, confidence, and tools to excel as trainers, creating meaningful learning experiences.

#### Workshop Chronology

0830 Registration  
0900 Workshop Begin  
1030 – 1045 Morning Break  
1300 – 1400 Lunch  
1530 – 1545 Afternoon Break  
1730 End of Workshop

Chronology applies for Day 1 – Day 5

## Formal and Professional Education

- BSc in Marketing and Organizational Communication (University of Oklahoma, USA)
- Bachelor of Business Administration (with Distinction) (University of Oklahoma, USA)

## Certifications

- Certified Professional Speaker / Certified Support Manager (Service Support Professionals Association of America)
- Certified NLP Practitioner / Certified NLP Coach (NFNLP)
- Certified Associate Coach (CCA and MACC)
- Certified Master Trainer (Western Kentucky University, USA)
- HRD Corp TTT Certified and Accredited Trainer (PSMB)
- Notable Judge, by Customer Relationship Management & Contact Centre Association of Malaysia (CCAM) for annual CRM & CCAM awards

Ken has been in the forefront of the Asian sales and customer interaction management industry since the mid-90's and is better known as "Sifu" to his peers, colleagues, partners and customers.

With more than 25 years of both strategic and operational service, sales and customer interaction experience, Ken is an author of numerous articles and has conducted in-depth research and studies on CX, sales, marketing, contact centers in Asia Pacific. Dynamic and energetic, he is a much sought after speaker and has been involved in providing strategic directions for the Asian service, sales, marketing and customer contact management industry through consulting, summits, congresses, conferences and knowledge sharing tradeshows. He is nominated by the Customer Relationship Management & Contact Center Association of Malaysia (CRM & CCAM) as one of the notable judges in the highly recognized CRM & CCAM Annual Awards in the individual and operations categories since 2005.

His expertise has led to consulting and performance enhancement engagements regionally with Multi-national Companies, Large Local Conglomerates and Government Linked Companies, where he focuses on the mission critical aspects of Contact Center service, sales, marketing and customer interaction Strategic Sales and Service Blueprint design, Turnkey Contact Center projects, Human Capital Recruitment & Development, Service, Sales & Marketing Framework, People Motivation & Teamwork, Business Development, Key Account Servicing, Business Process Rejuvenation, Performance Management implementation and Contact Center Management.

Ken first became involved with Contact Centers and customer interaction in the mid-80's while he was still in America. Since then, he has held a variety of leadership, management and operational roles in service, sales and marketing for major service and sales operations. Ken is also a pioneer/owner of the first premier cyber cafe chain in Malaysia and has held key positions in many organizations such as Senior Consultant with the largest Business Process Outsourcing organization in Asia, Head of Technical Support for the Nokia Care Line responsible for supporting the Southeast Asia and Asia Pacific region, Contact Center and Marketing Consultant for Microsoft Malaysia to Sales and Marketing Manager for the Kirby Company, USA and many more.



### Companies Ken Ng has trained inhouse:

A&W Malaysia, ABS, Ace Synergy, ADT Services, AEON Credit, Affin Bank, AIA, AIA Shared Services, AIG, Air Selangor, Alliance Bank, Alphamatic, Alphamatic Sys., AmAssurance, AmBank, American Express, AmG Insurance, Amanah Raya Berhad (ARB), AON Malaysia, Asia Assistance Network (AAN), ASTRO, ATOS Services, Aviva, AXA Affin BCG, Bank Islam, Bank Negara Malaysia (BNM), Bank of China, Bank of Maldives, Bank Rakyat, Big Dutchman, Big Pay, Belkin, BeMis, BMW, Boehringer Ingelheim, Bosch, Boustead, BSN, Bursa Malaysia  
Canon Malaysia, Carlsberg Malaysia, CCAM, CCM, Celcom, Celcom Axiata, Century Battery, Century Logistics, Cerebos, Chevron Malaysia, CIMB Aviva, CIMB Group, Citibank Malaysia, City-Link Express, Club 21, Club Med, CNI, Colgate Palmolive, CommerceDotCom, Crowne Plaza Hotels, CSC Malaysia, Cuckoo  
Da Ma Cai, Dagang Net, Danone Dumex, DayThree, Dell Asia Pacific, Dhiraagu (Maldives), DHL Express, DiGi, DST (Brunei)  
E-Genting Berhad, Easy Call, EON, EON Bank Group, Etiqa Insurance, Exxon Mobil  
F-Secure, F&N Dairies, Faber Medi-serve, Festo Malaysia, Fresenius Medical, Fuji Xerox  
GAB, Genting Group, Gleneagles Hospital, Glenmarie Properties, GRAB, Grand-Flo Berhad, Great Eastern Life Assurance  
Hap Seng Group, Hei-Tech Padu, Heidelberg, Henry Butcher, Hewlett Packard, Hilton Hotels, Honda Malaysia, Hong Leong Bank, Huayang  
IBM, IBBM, ICI Paints, iCimb, iMoney, Indiana University, USA, Indah Water Consortium (IWK), ING, Inter-Touch, Intel, IOI Properties, iPerintis, IT-365, DHL IT  
Jebsen & Jessen, Johnson Controls, Juristech  
KBU, Kementerian Kesihatan Malaysia (KKM/MOH), KIBB, Khazanah Nasional, Kirby Company, USA, KWAP, KWSP  
L'oreal, Lafarge, LB Aluminum, Lenovo, Lexus Malaysia, LHDN, Lion Petroleum Products  
MAA, Malaysian Oxygen (MOX), ManU Life, Mary Kay, Masterskill, Maxis, Maybank Group, Mazda, MDEC, Mercedes Benz, Merck, Mesiniaga, Microsoft, Microsoft Malaysia, Mines Marketing, Mitsui OSK Lines, Mitsui Soko, MMC-Gamuda, Monarch, Mondelez, MSIG, MYOB Asia  
Nestle Malaysia, Nike Malaysia, Nokia Asia Pacific, NTT Docomo, Nu Skin  
OCBC, Orisoft System  
Paradise Resorts, ParkRoyal Hotels, PayPal, Petronas, Pfizer, Pharmaniaga, Phillips, Polyplastics, POS Malaysia, Prometric, Proton Edar, Prudential, PSDC, Public Mutual  
RHB, Real Rewards, Reckitt Benckiser, ResMed, Ricoh, Royal Selangor  
Samling, Samsung, SCAN Associates, SCICOM, SCOPE International, Shangri-La Hotels & Resorts, Shell, Siemens, Silverlake, SNE Marketing, SONOCO, Sony Malaysia, Southern Bank Berhad (SBB), SP Setia, SRG, Standard Chartered Bank (SCB), STAR Publications, Stem Life Malaysia, Sudong, Sunway Group, Super Pages, Suruhanjaya Syarikat Malaysia (SSM), Swiss-Garden, SYABAS  
Takaful Malaysia, Taylor's Education Group, Teledirect, Telekom Malaysia (TM), TGV Cinemas, Time dotcom, TNB, TNT, Tokio Marine, Touch n Go, Toyota Capital, TYCO  
UEM-Sunrise, UMMC, Uni of Oklahoma, UMW Toyota, UOB, UOB Centre of Excellence  
VADS, Vale, Vsource  
Watsons  
Yamaha Motors, Yeo Hiap Seng (M)  
Zenith Media, Zuellig Pharma



Over 25 years of training, Ken's passion for developing people has provided him with the privilege of accumulating the following experience.



*Data as of January 2025*

## Formal and Professional Education

- Chartered Global Management Account (CGMA), Associate Chartered Management Accountant (ACMA), Certified Accountant (Malaysia), CA(M)
- MSc. in Engineering Business Management (Warwick University, UK)
- Doctorate in Business Administration- ongoing (UNITAR, MY)

## Certifications

- John Maxwell Certified Speaker, Coach and Trainer
- Brian Tracy Certified Trainer (Sales, Personal Mastery and Leadership)
- Certified Personal Profiler in DiSC (Thomas International)
- Certified Professional Coach (CCA and MACC)
- Certified NLP Practitioner (NFNLP)
- Certified Master Trainer (Western Kentucky University, USA)
- HRD Corp TTT Certified and Accredited Trainer (PSMB)

## Working Experience

- Owner of College, Film Production House, Recruitment Agency, Event & Technology Firms.
- Worked in Accounting, External Audit, Internal Audit, IT, Vacation Ownership, Hotel, Oil Plantation, Consulting, BPO for Contact Centre and Customer Experience

## Significant Achievements:

**Jeremy** has facilitated sessions with Senior Managers and can manage diverse personalities. He has trained and consulted over 300 companies.

- He has over 3000 days of workshop training experience.
- He has conducted 1-to-1 coaching sessions (3-6 sessions each) for over 40 business owners, senior managers and senior executives.
- Designed, developed and completed Leadership/ Management/ Supervisory/ Graduate Development Programs for CNI, ELK Desa, Etiqa, Danone Dumex, DiGi, DCH Auriga, Heitech-Padu, Heineken, Havi-Logistics, IBM, Maxis, Polyplastics, Sony Marketing, Sony EMC (PG), TM, Toyota Capital, Universiti Malaya Hospital
- Conducted 360 Leadership Evaluation for over 90 participants from 5 different companies.
- Led the CX and Digital Transformation Project in Hong Leong Bank- 7000 participants & CX Value re-designed (2013-2015).
- Co-lead multiple CX and Transformation Projects in Amanah Raya Berhad, CIMB, Bank of China, Bank Negara, Bank Rakyat, DHL Express, Etiqa, Digi, EON, Intertouch, KWSP, MGCC, TMNet
- Facilitated Strategic Planning and Business Acumen Training for multiple MNC and large SME Companies.
- Partnered Siemens to upskill their clients.
- Partnered HP to successfully brand 20 MSC status companies via MDEC in 2010
- Successfully got approval for 2 MSC status companies 2000 and 2008.
- Set up in-house Training Academy for Berhad Company 2001.
- Undertaken multiple mid-size M&A personally and for clients.
- Team Lead on joint Accenture IT Project to develop online trading system 2000.
- Project Manager for 1st worldwide ISO 9002:1994 for Vacation Ownership and Hotel Operations, completed in 18 months 1999.



### Companies Jeremy has trained inhouse:

ACI Worldwide, ADT, AEON Credit, Alegion, Acer Sales and Service, Affin Hwang, Altera, Alam Flora, Alliance Bank, Al Rajhi Bank, Ajinomoto, Atos Origin, AIA, AIA Shared Services, Air Liquide, AMEX, Altera, AmBank, Amanah Raya Berhad, Antah Schindler, Asia Assistance Network, Atlas Capco, Astro AXA, Baby Kiko, Bandaraya Development, Bank Islam, Bank Rakyat, Bangkok Bank, Bank of China, Bacfree, BASF, BASF Petronas, Big Dutchman Agriculture, Blackchem, Bolton, Brand Suntory, Bursa Malaysia, Bytedance, Cambodia Brewery, Cambodian Public Bank, Canon Marketing, Carlsberg Malaysia, Celcom, Cellnet, Cerebos Asia Pacific, CCGC, Chuan Huat, CIMA(UK), Cima, CIMB Bank, CMA-CGM, Chin Hin, Comex Genesys, CNI Bhd, Continental Automotive, CSC, CTOS, Danone Dumex, Danisco, DCH Auriga, Dell, DHL Express, DHL IT, DHL Logistics, DiGi, Duopharma, Easy Call, ELK-Desa, ENVO BPO, EON, EON Bank, EPIC Group, Etiqa, EPIC-I Exxon Mobil, Fibertex, Fuji Xerox, FXM, Gamuda, Great Eastern, GE Engine, GRAB, Grand Millennium Hotel, Guinness Anchor Berhad, Havi Logistics, Healthmetrics, Heitech Padu, Hitachi, Hitachi ebwrox, Hong Leong Bank, HP, Hilti, Hwang-DBS, IBBM, IBM, ICDM, IJM Corp, IOI Corporate, Inokom, Intertouch, Inti University College, IPG Media Brands, ISATEC, Iskandar Regional Development Board, JCL Management (China), Kenanga Investment Bank Berhad, KLK Oleo, KLK Kepong, Kuwait Finance House, KWAP, KWSP, LaFarge, Lenovo, Ilaollao, LHDN, MAA, Maxis, Maybank, Maybank Life, Maybank General Assurance, Mazars, MBF Cards, MCIS, MMC Corporation, MMC-Gamuda JV MRT, MDEC, Merck, Mesiniaga, MLRe, Monarch, MSIG, MYOB, NIAM, Nike, Nirvana, Nistrans Logistic, Nokia, North-West, Nu Skin, OCBC, OSK Securities, UOB Bank, Pantai Hospital, Palm Oleo, Perodua, Pharmaniaga, Philips, Petronas, PLUS, Prestech, Prometric, Prominent, Protank, PSDC, Public Bank, Puswari Hospital, Quinetics Rangkaian Segar, Resource Entity, Resmed, RHB Bank, RHB Insurance, Sapura Crest, Scomi, Sony EMC, Sony Marketing, Shell Trading, Shell (Miri), Siemens, Siemens Healthcare, Sipco, SIRIM, Sliverlake, SME Corp, Spices and Seasoning, SP Setia, SRG, Standard Chartered, STAR CNC Penang, Sudong, Sunway, Sunway Medical, SWIFT, Takaful Ikhlas, The Food Purveyor, The STAR, Telekom Malaysia, Telekom Sales and Service, Tanco Berhad, TM Touch, TM Net, TNT Worldwide Express, Tenaga Nasional Berhad, Tokio-Marine, TimeDotcom, Top Glove, Toshiba, Toyota Capital, U-Mobile, UMW Toyota, UKM Holdings, UOB Bank, VADS, Vsourse, Volvo Trucks, Vision IP, Waterco, Zenith Media, Zuellig Pharma, ZTE.



Dave is a Certified Professional Trainer from Western Kentucky University, USA, and a Certified Course Leader and Trainer for UP Your Service! – Achieving Superior Service by Ron Kaufman. Rooted in and emerging from the service industry, Dave is passionate about delivering value and obsessively determined to transform individuals, teams, and organizations to excel with the highest standards of a high-performance culture. With over 10 years of experience, he has trained and transformed hundreds of customer service agents and support staff, enabling them to excel in individual performance and deliver outstanding customer experiences, many of whom have received numerous compliments, awards, and recognitions within the organization.



After graduating as a Physiotherapist and becoming a certified Pilates practitioner, Dave kick-started his career by serving as a full-time teacher for a religious institution and as a youth leader. It was during this time that he discovered his passion for helping people be the best they can be, leading small groups, and supporting the institution's outreach efforts, fostering growth in individuals and groups alike.

Discovering his interest in the service industry, he ventured into the contact center environment as a customer care officer. Recognized for his potential, he was soon promoted to the role of a soft-skills trainer. Over the course of a decade, while supporting customers and gaining Learning & Development experience in a foreign telecommunications provider, he conducted more than 300 sessions, developing hundreds of individuals in various areas, including Customer Service and Care Fundamentals, Telephone Etiquette, Call Management, Upselling and Cross-selling, Effective Communication, Stress Management, Emotional Management, Emotional Intelligence, Influencing Negotiation, Analytical Thinking and Problem Solving, Assertiveness and Saying NO, Managing Challenging Customers, Call Back Failures, Zero Complaint Management, and many more.

In addition to his extensive service industry experience, Dave has ventured into various industries, including B2C and B2B sales, digital marketing, artificial intelligence, public relations, and media. He has had the privilege of collaborating with leading social media platforms and clients from around the globe, further enriching his versatile skill set.

Dave's diverse skill set also extends to digital learning experiences. He is an advocate of digital learning transformation, known for creating engaging and interactive e-learning content and videos. He has played a pivotal role in digitizing training strategies for organizations through the implementation of Learning Management Systems (LMS) and gamification, thereby enhancing the effectiveness of learning programs. His passion for training, equipping, and developing individuals earned him recognition as the Best Contact Centre Trainer in Malaysia (2018) by the Contact Centre Association of Malaysia (CCAM).

Dave's dynamism, charisma, and expertise are evident in his training delivery, which has not only transformed lives but also increased productivity and produced tremendous improvements in employee engagement scores within organizations. Having devoted himself to helping people discover and pursue their passions, Dave embodies the maxim:

"Discover your passion and push forward to pursue it. Your passion will keep your fire alive!"



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Blackhem  
BMW Group  
Bonuslink  
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British Council  
Brother International  
Bursa Malaysia  
ByteDance (TikTok)  
Canon Marketing  
Carlsberg  
CCM Pharmaceuticals  
Celcom  
Cement Industries of Malaysia (CIMA)  
Cerebos  
Chin Hin Group  
Chuan Huat Resources  
Chubb Insurance  
CIBB  
Cigna International Health Services  
CIMB Bank  
Cisco Systems Malaysia  
Citibank Malaysia  
ClubMed  
Columbia Asia  
Continental Tyre PJ Malaysia  
Credit Guarantee Corporation  
CTOS Data System  
Cuckoo  
Cycle & Carriage  
Daikin Refrigeration Malaysia  
Danone Dumex  
DayThree  
Dagang Net Technologies  
Decathlon Malaysia  
Dell Asia Pacific  
Dhiraaghu Maldives  
DHL Group  
Digi  
DRB-Hicom

DKSH Malaysia  
Duopharma  
E.H. Utara Holdings  
Eastern Pacific Industrial Corporation  
Edaran Otomobil Nasional  
Edaran Tan Chong Motor  
ELK Desa  
ELKEN  
Entegris  
Envo BPO  
Eppendorf  
Etiga Insurance  
EXACT Malaysia  
Exxon Mobil Corporation  
F&N Dairies (Malaysia)  
Felda Group  
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FireFly  
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GCH Retail  
General Electric  
Generali Insurance Malaysia  
Gene Martino  
Genting Malaysia  
Gleneagles Kuala Lumpur  
Golden Screen Cinema  
GRAB Malaysia  
Grand-Flo  
Grand Millennium Hotel  
Great Eastern  
Gucci (Malaysia)  
GuocoLand  
Habib Jewels  
Hai-O Enterprise  
Halal Industry Development Corporation  
HAVI Logistics  
HealthMetrics  
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Inokom Corporation  
Institut Jantung Negara  
Intel Malaysia  
International Medical University  
International School of Kuala Lumpur (ISKL)  
INTI College  
IOI Group Corporation  
IPG Mediabrand  
Iskandar Investment  
Jobstreet Malaysia  
Johnson Controls  
Johor Corporation  
Johor Port  
Jotun Paints  
Juristech  
KDU College  
Kementerian Kesihatan Malaysia  
Kementerian Pelajaran Malaysia  
Kenanga Investment Bank  
Kerry Ingredients  
Khazanah Nasional  
KLK Oleo Group  
KPJ Healthcare  
KPMG Malaysia  
Kumpulan Wang Persaraan (Kwap)  
Kumpulan Wang Simpanan Pekerja (KWSP)  
Kuwait Finance House  
Lee Kum Kee  
Lembaga Hasil Dalam Negeri (LHDN)  
Lembaga Tabung Angkatan Tentera (LTAT)

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Majlis Amanah Rakyat (MARA)  
Malakoff Utilities  
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Malaysian Rubber Council  
Malaysian Resources Corporation  
Mandarin Oriental Kuala Lumpur  
Manpower Staffing Services  
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Mary Kay  
Mass Rapid Transit Corporation  
Maxis  
Maybank Group  
Mazars  
MBSB Bank  
MCIS  
MCMC  
Measat Broadcast Network Systems  
Media Prima  
Mercedes-Benz Malaysia  
Merchantrade Asia  
Mesiniaga  
MIDA  
Microsoft  
MIDF Property  
MIMOS  
MISC  
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Mitsubishi Motors  
MMC Corporation  
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Mr. D.I.Y  
MSIG Insurance  
Mydin Mohamed Holdings  
MYOB Asia  
NAIM  
Nanyang Press  
Naza TTDI  
NEC Corporations of Malaysia  
Nestle Products  
Nike Sales Malaysia  
Nirvana  
Nistrans  
Nokia  
Northport  
NS BlueScope  
OCBC Bank  
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Pembangunan Sumber Manusia (PSMB)  
Penang Port  
Penang Skills Development Center (PSDC)  
Perkeso  
Pernec  
Perodua  
Petronas  
Pfizer  
Pharmaniaga  
PHHP Marketing  
PLUS  
Pokka Ace  
Polyplastic  
Pos Malaysia  
PPG Coatings  
Prasarana  
Primer Kenrich  
Prince Court Medical Centre  
Prokhas  
Prometric Technology  
ProMinent Fluid Controls  
ProtectHealth Corporation  
Proton Holdings  
Prudential  
PTPTN  
Public Bank  
QES Group  
QSR Brands  
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ResMed  
RHB Bank  
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RIA IME  
Ricoh  
Robert Bosch  
Royal Selangor Marketing  
Samsung Malaysia  
Sanofi-Aventis  
Sarawak Energy  
Sarawak Information Systems (SAINS)  
Sarawak Metro  
Schlumberger  
Seagate  
Securiforce Logistics  
Securities Industry Development Corporation  
SEGi College  
Senheng Electric (KL)  
Shangri-La Hotels  
Shell  
Siemens Group  
Silverlake  
Sime Darby  
SME Bank  
SME Corp  
Sony EMCS  
Sonoco Products  
SP Setia  
SRG Asia Pacific  
Standard Chartered Bank  
Star Publication  
StemLife  
Success Electronics  
Sudong (Singtel)  
Sumitomo Mitsui Banking Corporation  
Sunpower Malaysia Manufacturing  
Sunway Group  
Suruhanjaya Syarikat Malaysia (SSM)  
SWIFT Support Services Malaysia  
Symphony BPO  
Takaful Ikhlas  
Taylor's University  
Telecontinent  
Tele-Flow  
Telekom Malaysia  
TGV Cinemas  
The Food Purveyor  
The Hilton Group  
The New Straits Times Press  
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Tokio Marine Insurans  
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Toyota Tsusho  
Toyo Tyre  
U Mobile  
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UITM  
UKM Group  
UMW Group  
United Overseas Bank (UOB)  
UOA Group  
VADS  
Vale Malaysia  
ViewPoint Research Corporation  
Volvo Malaysia  
Wasco Berhad  
Waterco  
Watsons Personal Care Store  
Weir Minerals  
Western Digital  
Wilmar  
WISE Payments  
Worldline  
X-FAB Sarawak  
Yeo Hiap Seng (Yeo's)  
YTL Corporation  
Zakat Selangor  
Zenith Media  
Zuellig Pharma  
Zurich Insurance



**For more info and  
Registration Form,  
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info@atcen.com**