

## **A) TRAININGS/ SEMINARS/WORKSHOPS**

### **1. Where to find the details of the seminars provided by MAICSA?**

You may find details of seminar from [http://www.maicsa.org.my/training\\_calendar.aspx](http://www.maicsa.org.my/training_calendar.aspx)

### **2. How do I sign up for the seminar?**

- i) Email the registration form to [training@maicsa.org.my](mailto:training@maicsa.org.my)
- ii) Online registration at [http://www.maicsa.org.my/training\\_calendar.aspx](http://www.maicsa.org.my/training_calendar.aspx), according to individual seminar
- iii) Fax the registration form to us at 03-2283 4492.

### **3. What is the CPD hours for a full day and half day seminar?**

Generally, the CPD hours for a full day seminar is 8 CPD Hours and for a half day seminar is 4 CPD hours. The CPD hours is stated in the individual seminar brochure.

### **4. Will the CPD hours given by MAICSA be recognised by other professional bodies?**

You have to check with your respective professional body on the recognition of the CPD hours granted by MAICSA.

### **5. What is the registration fee for full day and half day seminar?**

You may refer the fee from [http://www.maicsa.org.my/training\\_calendar.aspx](http://www.maicsa.org.my/training_calendar.aspx) and refer to the individual seminar either for full day or half day.

### **6. How to enjoy early bird fee?**

You need to register and pay before a specified date for each individual seminar in order to enjoy the early bird fee.

### **7. How to enjoy the group fee?**

You may enjoy the group fee if you have 3 and more persons register from the same organisation.

### **8. What is MAICSA member's staff fee?**

It is a fee to a person who is non MAICSA member but a staff of the MAICSA member. He/She must report directly to the MAICSA member. The person is NOT entitled to an early bird or group fee.

### **9. Can Affiliate sponsor his/her staff to attend MAICSA seminars?**

No, the Affiliate cannot sponsor his staff(s).

### **10. How do I make payment?**

Payment can be made by Cash, Credit Card, Online transfer and Cheque. For payments made via cheque, please make in favour of the 'MAICSA'.

Full payment of the above amount shall be made within thirty (30) days from the date of the Tax Invoice or on the day of the event, whichever earlier. Admittance may be denied upon failure to make full payment as per the above requirement.

### **11. When will the tax invoice be issued?**

Tax Invoice will be issued upon request or receipt of payment, whichever comes first.

## **12. Can I cancel my registration? If yes, what is the procedure?**

Upon registering, participant(s) are considered successfully enrolled in the seminar. Should participant(s) decide to cancel/transfer their enrolment, a cancellation/transfer policy shall be applied as follows.

a) Written cancellation/ transfer received less than five (5) working days from the date of the event:

- A refund (less administrative charge of 20%) will be made
- Unpaid registrations will also be liable for 20% administrative charges

b) Written cancellation/ no show on the day of the seminar:

- No refund will be entertained
- Unpaid registrations will also be liable for full payment of the registration fee
- Partial cancellation is not allowed

You can substitute an alternate participant if you wish to avoid cancellation/ transfer charges. Any difference in fees will be charged accordingly.

## **13. Can seminars be postponed or cancelled without prior notice?**

MAICSA reserves the right to change the speaker, date and cancel the seminar should circumstances beyond its control arise. MAICSA also reserves the right to make alternative arrangements without prior notice should it be necessary to do so. Upon signing the registration form, you are deemed to have read and accepted the terms and conditions.

## **14. When can I have my Certificate of Attendance?**

Upon full payment and attendance of the seminar, you will be issued an “E-certificate”. The E-Certificate of Attendance can be downloaded from the following link, 5 working days after the seminar: [http://www.maicsa.org.my/ecert\\_training.aspx](http://www.maicsa.org.my/ecert_training.aspx). The link will be provided in the seminar notes when you attend the seminar.

For MAICSA member, the CPD hours will be credited into the CPD Tracker System within 2 weeks from the seminar date and upon settlement of the seminar fee.

## **15. If there is an error on my e-Certificate, how to amend it?**

Please email to [training@maicsa.org.my](mailto:training@maicsa.org.my) and notify the error.

## **16. Can I print for the past years' e-Certificate?**

Yes. You need to select the year that you have attended the seminar.

## **17. Why I can't download and print my e-Certificate?**

You cannot download the e-Certificate due to either one of the followings:

- a) You did not attend the seminar in full
- b) You have not made the payment for the seminar
- c) You did not install the Adobe Reader

## **18. Is the seminar HRDF Claimable?**

HRDF SBL Claimable

Most of the Training Seminars conducted by MAICSA Training Division are eligible for HRDF claims under the Skim Bantuan Latihan (SBL) Scheme, subject to prior application to HRDF by the employers/companies.

## **B) MAICSA ANNUAL CONFERENCE/ MAICSA SYMPOSIUM**

### **1. What is the CPD Hours for the Conference?**

Generally, the CPD hour for conference is based on the duration of the conference and it will be stated in the brochure.

### **2. When is the early bird fee ends?**

The early bird fee ends on certain date or when the first 100 delegates have signed up and pay before certain date, whichever is earlier.

### **3. Is the conference claimable under HRDF?**

The Conference is eligible for HRDF claims under the Skim Bantuan Latihan (SBL) Scheme, subject to prior application to HRDF by the employers/companies.

## **C) IN HOUSE TRAINING**

### **1. How to get the information for in-house training?**

You may send your enquiry to [training@maicsa.org.my](mailto:training@maicsa.org.my) or you may contact Training Division at 03-2282 9276.

## **D) RENTAL OF TRAINING FACILITIES**

### **1. How many training rooms do you have?**

2 training rooms with different seating capacity

### **2. How to get more information on the facilities?**

1. You may refer to [http://www.maicsa.org.my/training\\_facilities.aspx](http://www.maicsa.org.my/training_facilities.aspx) and send the Request for Quote
2. You may contact MAICSA Training Division at 03-22829276 or email to [training@maicsa.org.my](mailto:training@maicsa.org.my)

### **3. How to make the payment?**

Payment can be made by Cash, Credit Card, Online transfer and Cheque. For payments made via cheque, please make in favour of the 'MAICSA'.

## **E) LOOKING FOR NEW TRAINERS**

### **1. How to apply to become a MAICSA Trainer?**

You may email your resume which includes the areas / topic that you expert in and your speaking experiences to [training@maicsa.org.my](mailto:training@maicsa.org.my) or you may register online at [http://www.maicsa.org.my/training\\_speakers.aspx](http://www.maicsa.org.my/training_speakers.aspx).

### **2. How do we know whether our application is successful?**

You will receive a notification from MAICSA via email.