

Understanding the Labour Law & Grievance Procedures

HRD Corp registered training program ID: 10001228527



Grievances mishandled today become disputes tomorrow.



Face to face
Instructor-Led Training



3 & 4 JULY 2025
(THU & FRI)



9:00 AM-
5:00 PM



Jazz Hotel,
Penang

Register Now!



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*"Compliance is not a choice;
it's a commitment."*

Course Overview

Achieving effective employee relations management requires a strategic balance between the employer and employee interests. A harmonious workplace built on clear expectations and effective grievance management fosters employee loyalty, enhances commitment, and ultimately drives organisational performance and productivity.

This two-day training program equips human resource professionals, line managers, and business leaders with practical knowledge of Malaysian labour and industrial laws, along with grievance handling procedures aligned with statutory guidelines. Participants will be guided through key legislation such as the Employment Act 1955, Industrial Relations Act 1967, and Trade Unions Act 1959. They will learn how to interpret employment contracts, enforce minimum standards, address misconduct, and implement fair disciplinary actions in line with legal requirements.

Employee misconduct and grievances are complex and often sensitive issues. Whether arising from behavioural breaches or perceptions of unfair treatment, such matters must be handled with a sound understanding of both the law and internal processes. This course emphasises the importance of communicating clear behavioural policies and establishing effective internal grievance mechanisms to manage workplace conflict before it escalates.

Participants will also gain insight into the roles of key regulatory and supporting bodies, including the Ministry of Human Resources (MOHR), Department of Labour (JTK), Department of Industrial Relations (JPP), Industrial Court, SOCSO, EPF, DOSH, HRD Corp, and EMSHA.

Through case studies, role-play, group discussions, and real-world scenarios, the program bridges legal knowledge with practical application. The managers, regardless of their HR background, will leave with a deeper understanding of the rights and obligations of both employers and employees, and the ability to manage employment relationships more confidently and lawfully.



Learning Outcomes

By the end of this workshop, participants will be able to:

- ✓ Interpret and apply key provisions of Malaysian labour laws including the Employment Act 1955, Industrial Relations Act 1967, and Trade Unions Act 1959 in managing employment relationships.
- ✓ Identify the roles and functions of governing bodies such as the Ministry of Human Resources (MOHR), Department of Labour (JTK), Department of Industrial Relations (JPP), Industrial Court, SOCSO, EPF, DOSH, HRD Corp, and EMSHA in regulating and supporting employment practices.
- ✓ Draft and review employment contracts that comply with statutory requirements and reflect fair and enforceable terms of employment.
- ✓ Implement lawful and fair disciplinary procedures, including the issuance of show-cause letters and conducting domestic inquiries in accordance with best practices and legal standards.
- ✓ Manage termination and retrenchment processes ethically and in compliance with the law, including proper notice, compensation, and adherence to the Code of Conduct for Industrial Harmony.
- ✓ Recognise and resolve employee grievances effectively, using structured procedures that align with company policy and legal expectations to prevent escalation and promote industrial harmony.
- ✓ Engage constructively with trade unions and collective agreements, understanding the rights of unionised employees and the procedures for negotiation and dispute resolution.
- ✓ Promote a compliant and harmonious workplace culture by communicating clear policies, fostering mutual respect, and implementing proactive employee relations strategies.



Course Benefits

This course helps businesses ensure legal compliance, reduce the risk of costly disputes, enhance employee relations, and build a harmonious work environment. It equips managers with the knowledge to handle grievances effectively, support fair practices, and improve overall workforce stability and productivity.

Who Should Attend?

Human Resource Manager and Executives, all Managers and Team Leaders who are responsible for dealing with grievances and discipline in the workplace.

Training Methodology

This training uses expert-led presentations, case studies, hands-on exercises, and group discussions. Real-world scenarios and case studies, and Q&A sessions to enhance understanding, while guided workshops equip participants with practical strategies for seamless implementation and compliance within their organisations.

Training Duration

Full 2 day training (9:00 am-5:00 pm)

HRD Corp Registered Program ID Nos

10001228527

Public Program Course Fee

Single Registration – RM 1,480.00 nett per participant

Group Registration – RM 1,110.00 nett per participant
(For 4 participants or more from the same organisation)

(The fee covers training materials, lunch, coffee/tea, snacks, supplementary notes, a detailed training report with assessment and a Certificate of Completion)

Scan
for more
information



In-House Training Enquiry

For more information regarding our In-House/ Public Program courses, please email us your inquiry at sales@progresslink.com.my

or to speak to our Sales Consultant at +604- 297 6881 or 011-1289 6881

For public program schedules, please visit our website: www.progresslink.com.my/events/

Register
TODAY
TRAINING FEES ARE ELIGIBLE FOR
HRD CORP CLAIMABLE COURSE SCHEME.



PROGRESS LINK TRAINING & CONSULTANCY SDN BHD (880988-H)

Address: C-3-1, Vantage Desiran Tanjung, Jalan Tanjung Tokong,
10470 Tanjung Tokong, Penang, Malaysia.

Tel : +6 04- 297 6881 Fax : +6 04- 297 6882

Email: sales@progresslink.com.my

Website: www.progresslink.com.my

COURSE MODULE

Day 1 - Malaysian Labour Law Essentials

WELCOME & INTRODUCTION

- Course objectives
- Pre-assessment

OVERVIEW OF THE MALAYSIAN LABOUR FRAMEWORK

- Role of MOHR, JTK, JPP, and Industrial Court
- Key Acts: EA 1955, IRA 1967, TUA 1959
- Introduction to related bodies: EPF, SOCSO, DOSH, HRD Corp, EMSHA

EMPLOYMENT CONTRACT & STATUTORY CONDITIONS

- Contract types
- EA 1955 coverage (Who is included/excluded)
- Minimum benefits (wages, leave, rest days)
- Compliance with JTK standards

(Activities: Case discussion, sample contracts)

DISCIPLINARY PROCEDURES & EMPLOYEE MISCONDUCT

- Types of misconduct
- Show cause & domestic inquiry
- Guidelines from JTK and Court precedents

(Activities: Group drafting activity)

TERMINATION, RETRENCHMENT & EXIT PROCEDURES

- Grounds for termination
- Retrenchment steps (per JPP & Code of Conduct for Industrial Harmony)
- Notice periods & payments
- Unfair dismissal process under IRA 1967 (Section 20)

(Activities: Case Studies)

COURSE MODULE

Day 2 - Grievance Procedures & Industrial Harmony

GRIEVANCE HANDLING PROCEDURES

- What is a grievance?
- Internal procedure framework
- Formal escalation to JPP & Industrial Court
- Proper documentation

(Activities: Simulation on grievance handling meeting)

TRADE UNIONS & COLLECTIVE AGREEMENTS

- Role of TUA 1959
- Trade union recognition
- Collective bargaining

(Group activity: Mock negotiation)

INDUSTRIAL DISPUTES & RESOLUTION

- Individual vs collective disputes
- Role of JPP in conciliation
- How does the Industrial Court function?

(Case law review)

INTEGRATING OTHER EMPLOYMENT BODIES

- EPF, SOCSO, HRD Corp roles
- OSHA 1994 & DOSH compliance
- EMSHA requirements for workers' housing
- Harmonising legal & welfare obligations

(Activities: Group quiz)

WRAP-UP, ASSESSMENT, AND Q&A

- Post-test, feedback, closing remarks

REGISTRATION FORM

UNDERSTANDING THE LABOUR LAW & GRIEVANCE PROCEDURES

3rd & 4th JULY 2025 (THU & FRI)

The Manager

PROGRESS LINK TRAINING & CONSULTANCY SDN BHD

C-3-1, Vantage Desiran Tanjung, Tanjung Tokong, 10470 Tanjung Tokong, Penang, Malaysia.

Tel: 04-297 6881; Fax: 04-297 6882

Email: sales@progresslink.com.my

Dear Sir/Madam,

Please register the following participant(s) for this program as follows:-

Course Title: UNDERSTANDING THE LABOUR LAW & GRIEVANCE PROCEDURES

Venue: JAZZ HOTEL, PENANG

Date: 3th & 4th JULY 2025

Registration (Please tick (✓) accordingly)

☐ Single registration (1 x participant) = RM1,480.00 ☐ 2 x participants = RM2,960.00 ☐ 3 x participants = RM4440.00

☐ Group registration discount (Minimum 4 participants or more from the same organisation)

No. of participants _____ x RM 1,110.00 per pax = Total RM _____

Payment Method (Please tick (✓) accordingly)

☐ Claim under HRD Corp Claimable Courses scheme (Program ID: 10001228527 - Public)

☐ Enclosed cheque nos. _____ being payment made in favour of "PROGRESS LINK TRAINING & CONSULTANCY SDN BHD"

☐ Online transfer / Direct bank-in to PUBLIC BANK BERHAD account number 3194 100 708 (please email us the bank-in slip)

Requested by:

Name: _____

Designation: _____

Email: _____

Company name: _____

Address: _____

Tel No.: _____ Mobile No.: _____ Fax No.: _____

Signature: _____

Date: _____

Company Stamp

Terms & Conditions:-

Kindly forward the payment to us at least one week before the commencement of the program. A completed registration form submitted by fax, mailed, or e-mailed to Progress Link & Consultancy Sdn Bhd would be confirmed. All cancellations must be made in writing. There will be no charge for cancellations received 14 or more working days before the start of the program. Cancellation received between 7 – 13 working days before the start of the program is subject to a cancellation fee of 50% of the course fees. Cancellation received 6 working days and below before the start of the program is subject to a full 100% cancellation fee of the course fees. If the full course fees are payable if the participant fails to attend the program. However, a replacement may be accepted at no additional cost, subject to approval. Progress Link Training & Consultancy Sdn Bhd reserves the right to change the facilitator, reschedule or cancel the program and all efforts will be taken to inform participants of the changes. Should the program be cancelled or postponed, Progress Link Training & Consultancy Sdn Bhd is not responsible for covering airfare, hotel, other travel costs, or any additional costs incurred by the participants.

1. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

2. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

3. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

4. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

5. Participant Name :

IC or Passport No :

Designation :

Mobile No:

Email address :

(If there are more participants, please attach a separate list)