

KLTGA Inclass CTRE Programs for November 2022

November		Time	Venue	Program	Language	Speaker	Facilitator
12th	Sat	9.30am - 12.45pm	KLTGA	The Power of Spoken Words	Mandarin	Mr. Yap Wei Choong	Mr. John Yip
		2.15pm - 5.30pm		The Art of Active Listening	Mandarin		
15th	Tues	9.30am - 12.45pm	KLTGA	The Insider's story on History of PETRONAS	English	En. Mhd Nasir Mhd Salleh	Mr. John Yip
		2.15pm - 5.30pm		The Icon Of Kuala Lumpur Malaysia " The Petronas Twin Towers"	English		
26th	Sat	9.30am - 12.45pm	KLTGA	Global Competitiveness: A Malaysian Context.	English	Mr. Wong Wai Leong	Mr. John Yip
		2.15pm - 5.30pm		Economic Transformation of Malaysia a Brief & Exciting tour from Merdeka to 21st Century	English		
29th	Tues	9.30am - 12.45pm	KLTGA	George Town the Unesco World Heritage Site	Mandarin	Mr. Kevin Fong Soon Heng	Mr. John Yip
		2.15pm - 5.30pm		Back Yard of Penang Island-Visitation to Balik Pulau	Mandarin		

CTRE PROGRAM TERMS & CONDITIONS

1. Discounted fees from January 2022 till December 2022 are as follows:

Classification	Fees per topic	Notes
KLTGA members*	RM30	*With valid KLTGA membership
Non-members	RM40	

2. Minimum/maximum number of participants per CTRE class as follows:

Classification	Pax
Minimum	15
Maximum	35

3. Cut off days to determine if a CTRE class have received the minimum of 15 participants is 3 to 5 days depending on the day of the week as follows:

Day of CTRE	*Cut off day & time (1700 hours)
Tuesday	On Friday the week before
Wednesday	On Friday the week before
Thursday	On Monday of the same week
Friday	On Tuesday of the same week
Saturday	On Wednesday of the same week

*To ensure sufficient time to inform all registered participants, the speaker & the facilitator

4. Bookings for an in class CTRE

4.1. Bookings can only be made in the following manner:

4.1.1 In person at KLTGA office during office hours

4.1.2 Via email to: Kltga@live.com

4.1.3 Via telephone calls to KLTGA office during office hours @ **03-9221 0688**

5. Prepayment required for confirmation of booking of any in class CTRE

5.1. To be fair to all members, bookings can only be accepted with prepayment on a first come, first served basis.

5.2. Confirmation of your CTRE class participation can only be made to you upon receipt of your payment.

5.3. Once you know space is available for any of the CTRE topics you wish to attend, please make immediate payment for the CTRE topic/s via GIRO transfer to KLTGA MAYBANK account number: **MBB Account No. 014105301486**

5.4. Also send the confirmation of your payment receipt immediately to KLTGA via email to Kltga@live.com

The following information must be provided with your payment receipt before we can confirm your booking.

5.4.1 Name

5.4.2 TG No.

5.4.3 Date, Time & CTRE topic/s you are paying for

5.4.4 Total amount paid

5.5. Members who have sufficient unused CTRE deposits still with KLTGA may apply your deposit as payment.

5.5.1 Request to use your existing CTRE deposits with KLTGA must be confirmed in writing to [KLTGA at Kltga@live.com](mailto:KLTGA@Kltga@live.com) so as to ensure we both have a written record for our mutual protection.

6. Refunds, postponements, transfer of confirmations & cancellations

6.1. To be fair to your fellow members & KLTGA, once your booking is confirmed & paid, no changes whatsoever will be allowed.

6.2. Your booking is nonrefundable & nontransferable.

6.3. Postponement or cancellation of your confirmed booking is strictly prohibited for whatever reason whatsoever

6.4. So, please make bookings only when you are absolutely sure you will be able to attend!

7. Cancellation of CTRE class due to insufficient number of participants.

7.1. Should a CTRE class need to be canceled because it has not received the minimum number of 15 participants by the cut off day (refer to chart in No. 3 above), all payments made will be withheld at KLTGA & applied toward your future CTRE bookings.

8. Health & Safety & Endemic Protocols

8.1. KLTGA take all your health & safety seriously when you attend our in class CTREs. As such, all SOPs, whatever they may be at any point of time, will be strictly enforced.

8.2. Per the current safety protocols in place, only fully vaccinated participants are allowed to take in class CTREs.

8.3. Before the start of the CTRE class, the Facilitator will remind all participants of all applicable SOPs which are in force at any point of time. These SOPs include: -

8.3.1 Compulsory mask wearing while in KLTGA office & throughout the CTRE classes

8.3.2 Social distancing in KLTGA office

8.3.3 For added safety, KLTGA will continue to practice "contactless" interactions with participants wherever possible

e.g. self-drop-off of your course evaluation form & self-collection of CTRE certificates at the end of the class

Should you need clarification or require further information, please visit the KLTGA or call Kltga office at 0392210688 during office hours or via our email at kltga@live.com