



KEMENTERIAN PELANCONGAN MALAYSIA



PERSATUAN INSTITUT-INSTITUT LATIHAN PELANCONGAN MALAYSIA  
ASSOCIATION OF TOURISM TRAINING INSTITUTES OF MALAYSIA

APPENDIX B (14.1.1)

# TRAVEL AND TOUR ENHANCEMENT COURSE (TTEC)

## APPLICATION FORM

COURSE DATE :

INFORMATION PROVIDED IS CONFIDENTIAL

### A. Applicant Information

Name  
(Capital Letter)

I/C No. /  
Passport No.

Citizen

Address

  
  

Postcode

State

No Tel. Home

No Tel. H/P

Years of  
Experience  
in Tourism

Academic  
Qualification

## B. Company Information

Name (Capital Letter)	<input type="text"/>		
KPL License No.	<input type="text"/>	MATTA Membership No.	<input type="text"/>
License	<input type="text" value="Inbound / Outbound / Ticketing"/>		
Address	<input type="text"/> <input type="text"/> <input type="text"/>		
Postcode	<input type="text"/>	State	<input type="text"/>
No. Tel.	<input type="text"/>	No. Fax	<input type="text"/>
Email	<input type="text"/>		
Website (if any)	<input type="text"/>		
Position	<input type="text"/>		
Job Description	<input type="text"/>		

## C. Employer Confirmation

Employer Verification : I'm verifying all the information given is true.

Name : .....

Company Cop :

Position : .....

Signage : .....

Date :

## COURSE PAYMENT DETAILS

- TTEC RM350.00 / Per Pax
- Payment with **Cash**
- Payment by online transfer **“Direct Bank-in”**  
Account Number : **3210-095-532 (Public Bank Berhad)**  
Account Payee : **“MATTA ACADEMY SDN BHD”**

## COURSE PAYMENT DETAILS

Please attach this documents along with the completed registration form

1. Photocopy of I/C passport
2. Photocopy of permit / Employee Pass  
(for foreigner only)
3. Photocopy of Travel Operation Business License  
(KPK / L License)
4. TTEC Payment Slip

## TRAVEL & TOUR ENHANCEMENT COURSE (TTEC) TERM & CONDITION

### REGISTRATION PROCEDURE

- **APPLICATION FORM**  
Participant need to send in the **COMPLETED** application form to MATTA HQ or Chapter with the scan copy of the following documents as attachment :
  - i. Application form.
  - ii. A photocopy of Identification Card (IC)
  - iii. A photocopy of travel agency KPL license.
  - iv. Payment slips (online / cash / cheque)

- **RESERVATION & CONFIRMATION**

Please be informed that MATTA Academy will only reserve the seat / place for all application with **complete form** and **documents** including the **payment slip**.

- **WHO TO ATTEND**

*Travel Agent can send only person who has **authorities** in company i.e. CEO, director, managerial or executive level.*  
*Travel Agents who would like to replace their participants need to send a **new form** (all 3 pages) with **new photocopy of identification card (IC)**. Please send to MATTA HQ at least **3 days** before the course date.*

### OFFICIAL RECEIPT & CERTIFICATE

- The original receipt will be provided after payment verification.
- The certificate will be ready for collection approximately within 2-weeks after the course end, unless with specific reason from Ministry of Tourism (MOTAC).

### PAYMENT METHODS

- Participants need to pay **RM350.00** per person.
  - i. Payment by Cash (CDM or Walk-in)
  - ii. Payment by Online transfer or direct debit.
  - iii. Payment by cheque (Deposit cheque)

Account Number : **3210-095-532 (Public Bank Berhad)**  
Account Payee : **MATTA ACADEMY SDN BHD**

### REFUND PROCEDURE

- Please be informed that MATTA Academy will only entertain refund request on the following scenarios :
  - i. MATTA Academy cancelled or postponed class due to lack of participants.
  - ii. MATTA Academy changed course date without prior notice to participants.
  - iii. Medical reasons i.e. critical illness, compassionate, emergency case or death, in such case the participant must write-in with the necessary supporting documents as proof.

### CHANGE OF DATE

- Participants allowed to change course date **ONCE, no less than 24 hours** before training dates with valid reason and approved by MATTA Academy, in such case the payment will be carried forward accordingly.
- Please be informed that MATTA Academy will **ONLY** maintain record for one (1) year of all application. And for **ALL** those applications more than one (1) year shall be forfeited.

### CANCELLATION PENALTIES

- Cancellation of **10 working days** or more before training date – no penalty and allowed to shift registration to another date (if available).
- Cancellation of **5 working days** or less before training date – penalty of 50% of the training fees and allowed to shift registration to another date (if available)
- Cancellation of **less than 24 hours before training dates** or **“NO-SHOW”** – forfeiture or penalty of 100%. Participants will need to pay the full fees of RM350.00 to register for another date.

Any enquiry please contact as follow:

**Malaysian Association of Tour and Travel Agents**  
Wisma MATTA, No 6, Jalan Metro Pudu 2,  
Fraser Business Park, Off Jalan Yew,  
55100 Kuala Lumpur.

U/P : **MATTA Academy**  
No. Tel : 03-9222 1155 (Ext : 119)  
No. Fax : 03-9222 1835  
Email : **academy@matta.org.my**