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MySHEQA
A Division of MySheqa Group

COURSE FEE

RM1080
PER PAX

**The price is before promotion & inclusive 6% SST.*
**The price might be change after any available promotions applied.*

Certification of Service Technician Programme (CSTP)

REGISTERED HRD CORP TRAINING PROVIDER

DATE
25 & 26 January 2027
30 & 31 March 2027

VENUE
Bangi Resort Hotel, Selangor
MySHEQA (Selangor)

My Sheqa Group Sdn Bhd (1104379A)

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CERTIFICATION OF SERVICE TECHNICIAN PROGRAMME (CSTP)

Course Details

Date	Venue/ Platform	Trainer
25 & 26 January 2027	Bangi Resort Hotel, Selangor	Nazmi Suhaini
30 & 31 March 2027	MySHEQA Training Centre, Glenmarie Shah Alam	Nazmi Suhaini

Introduction

If you work with air conditioning or refrigeration systems, you are now required by law to be certified under the Certification of Service Technician Programme (CSTP). The Environmental Quality (Refrigerant Management) Regulations 2020, enforced by the Department of Environment (DOE), make it mandatory for anyone who installs, services, or maintains RAC systems to complete a DOE-approved training course. Those who operate without certification may face fines of up to RM100,000 or imprisonment for up to two years, or both. The CSTP ensures all refrigerant handling is carried out safely, professionally, and in full compliance with Malaysia's environmental laws.

Getting CSTP-certified doesn't just keep you compliant, it gives you an edge in the market. Certified contractors gain client confidence, meet government agencies, GLCs, and MNCs tender requirements, and demonstrate their commitment to safety and sustainability. Join the growing network of professionals who are protecting the environment, strengthening their business, and building a healthier atmosphere for Malaysia, one refrigerant system at a time.

About The Course

The Certified Service Technician Programme (CSTP) is a comprehensive physical 2-day program. The program covers the essential elements of refrigerant management, emphasizing environmental protection, safety practices, and legal compliance. Participants will gain a thorough understanding of different refrigerant types, their properties, potential hazards, and the procedures required for responsible handling in line with DOE standards.

The programme combines theoretical and practical learning, followed by assessment-based evaluation to ensure both knowledge and competence. Day 1 focuses on key concepts such as refrigerant classification, the refrigeration cycle, recovery and recycling procedures, and good practices during installation and maintenance. Day 2 is dedicated to the official CSTP assessment, where participants complete both written and practical tests to demonstrate their understanding and ability to manage refrigerants safely and efficiently. Successful candidates will receive a DOE-recognised CSTP Accreditation Certificate and Card, qualifying them to legally handle refrigerants and contribute to safer, more sustainable cooling practices in Malaysia.

Course Objectives

At the end of the program, participants will be able to:

- Identify and classify different types of refrigerants, including low-GWP and flammable types.
- Understand the environmental and health impacts of refrigerant emissions.
- Apply DOE-approved procedures for recovery, recycling, and disposal.
- Operate refrigerant-handling tools and safety equipment correctly.
- Detect, repair, and prevent refrigerant leaks safely.
- Comply with Malaysia's environmental and safety regulations.

Course Content

Module 1: Effects Of Refrigerant Use on The Environment And Human Health

- Introduction to Module
- Ozone Layer
- Ozone Depletion Process
- Ozone-Depleting Substances (ODS)
- Related Laws in Malaysia
- Climate Change Effects Due to Air Conditioning System Usage
- The Montreal Protocol

Module 2: Refrigerants And Their Properties

- Introduction to Module
- Types of Refrigerants
- Issues with Alternative Refrigerants
- Temperature Glide
- Risks of Using Refrigerants
- Refrigerant Handling
- Refrigerant Selection
- Refrigerant Safety Aspects
- Refrigerant Classification
- Flammability Limits of Flammable Refrigerants
- Basic Properties of Flammable Refrigerants

Module 3: Refrigeration Cycle

- Introduction to Module
- Refrigeration Cycle
- Components of Refrigeration and Air-Conditioning (RAC) Systems
- Refrigerant Oils
- Comparison Between Mineral Oil, Synthetic Oil, Polyalkyl Glycol (PAG) Oil & Polyol Ester (POE) Oil
- Oil Selection Procedures

Module 4: Equipment And Maintenance

- Introduction to Module
- Equipment List
- Equipment Maintenance
- Vacuum Pump Maintenance

Module 5: Refrigerant Conversion In Air Conditioning Systems And Cylinders

- Introduction to Module
- Recovery
- Recycling
- Reclamation
- Disposal and Destruction
- Refrigerant Cylinder Safety Issues
- Obligations of Cooling or Air Conditioning Equipment Manufacturers
- Drop-In
- Retrofit
- Conversion

Module 6: Handling And Maintenance Of HCFC, HFC, And Flammable Refrigerant Systems

- Introduction to Module
- Methods of Handling Refrigerants and Precautionary Measures
- Standard Operating Procedures (SOP) for Maintenance of Refrigeration and Air Conditioning (RAC) Systems

Module 7: Good Practices During Installation and Maintenance

- Introduction to Module
- Good Practices During Installation
- Good Practices During Maintenance
- Practices That May Affect the Performance of Refrigeration and Air Conditioning (RAC) Systems
- Key Considerations
- Maintenance Management
- Consequences of Poor System Maintenance
- Roles and Responsibilities of Employers/Technicians
- Handling Customer Complaints
- Best Investment: Training

Module 8: Refrigerant Identifier (RI)

- Introduction to Module
- Effects of Refrigerant Contamination

- Counterfeit Refrigerant Cylinders
- Methods of Detecting Contaminated Refrigerants
- Refrigerant Identifier (RI)

Tentative Course Programme

Day 1

Time	Description
0800 - 0830	Registration
0830 - 0930	**Module 1: Effects of Refrigerant Use on the Environment and Human Health**
0930 - 1045	**Module 2: Refrigerants and Their Properties**
1045 - 1100	Break
1100 - 1200	**Module 3: Refrigeration Cycle**
1200 - 1300	**Module 4: Equipment and Maintenance**
1300 - 1400	Lunch
1400 - 1500	**Module 5: Refrigerant Conversion in Air Conditioning Systems and Cylinders**
1500 - 1530	**Module 6: Handling and Maintenance of HCFC, HFC, and Flammable Refrigerant Systems**
1530 - 1630	**Module 7: Good Practices During Installation and Maintenance**
1630 - 1645	Break
1645 - 1730	**Module 8: Refrigerant Identifier (RI)**

Day 2

Time	Description
0800 - 0830	Registration
0830 - 0930	**Theory Refresher Session**
0930 - 0945	Break
0945 - 1200	**Practical Refresher Session**
1200 - 1300	**CSTP Examination: Written Assessment**
1300 - 1400	Lunch
1400 - 1600	**CSTP Examination: Practical Assessment**
1600 - 1615	Break
1615 - 1730	**CSTP Examination: Practical Assessment**

Target Participants

- Air-conditioning and refrigeration contractors
- Facility and maintenance technicians who are involved in handling refrigerants
- Project engineers and service supervisors
- Industrial plant operators managing cooling systems
- Individuals seeking DOE-recognized certification in refrigerant handling

Methodology

- Instructor-led theory sessions
- Hands-on demonstrations
- Practical assessment and evaluation

Trainer Profile

Name: Muhamad Nazmi bin Suhaini

Muhamad Nazmi bin Suhaimi is a qualified Master Trainer under the Certified Service Technician Programme (CSTP) recognized by the Department of Environment (DOE), Malaysia. He has extensive experience in refrigeration and air-conditioning servicing, maintenance, and training, with more than seven years of combined industrial and teaching experience.

He began his career as a technician with Powerec Technology Services and Hua Yew Sales & Services, where he gained practical knowledge in system installation, maintenance, and troubleshooting. He later served as an instructor at GIATMARA for five years, focusing on vocational training in RAC systems.

En. Nazmi holds a Diploma Kemahiran Malaysia (Tahap 4) from IKBN Naka, Kedah, and a Vocational Training Officer (VTO) qualification from CIAST IKBN Kemasik. He has also participated in WorldSkills Malaysia (WSMB) competitions in 2014 and 2015 and received innovation recognition in 2015 and 2016.

With a solid technical background and teaching experience, En. Nazmi is dedicated to producing skilled and competent technicians who meet industry and environmental standards under the CSTP framework.

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TERMS & CONDITIONS

GENERAL

1. Training registrations are to be made on our online portal at **learning.mysheqagroup.com**
2. The Training Provider reserves the right to change the speaker, date, venue, or to cancel the event if the number of participants is less than 10 pax. Hence, a minimum of fifteen (15) calendar days' notice will be given.
3. Failure to attend the course or no show without prior notice will result in charges. **30% of the training fee will be charged for any cancellation made in less than fifteen (15) calendar days from the date of the event.**
4. Training certificates will be issued to participants within fourteen (14) working days after the training event with or without completing the HRD Corp documentation.

HRD CORP CLAIMABLE (SBL KHAS)

1. MySHEQA will serve the registration form as a purchase order.
2. **All registration must be made not later than one (1) month before the training.** MySHEQA has the right to reject any registration after the stipulated time.
3. Under normal circumstances, training registration will be confirmed within forty-eight (48) hours upon the submission of registration form.
4. Effective 1st September 2026, we will be implementing a 30% upfront payment requirement for all training registrations under HRDC grant applications.
   - This is to facilitate the necessary administrative and operational processes related to the training arrangement.
   - The remaining 70% balance will be processed during HRDC claim process (post-training), subject to the applicable payment terms and HRDC claim procedures.
5. **The documents required for HRD Corp grant application will be given via email within 20 – 25 days before the training date, as the approval letter must be obtained at least 14 days prior to the training.**
6. The client shall apply for the grant and submit the grant ID to MySHEQA via email to account@mysheqagroup.com & farah@mysheqagroup.com
7. 'Training Confirmation' email will be given at least fifteen (15) calendar days before the training.
8. The Client shall ensure that the participant attending the training event is the same person registered in the listing of HRD Corp grant. For any last-minute replacements, the client must inform MySHEQA operations team at least one (1) working day before the training event.
9. In the case of participant replacement, the client must attend to HRD Corp's enquiries regarding the grant modification.
10. Registrants without a grant ID may still attend the training; however, a tax invoice will be issued.
11. **Within seven (7) working days** after our team has sent the claim documentation, the Client needs to submit a complete JD14 form and attendance report signed by authorized person-in-charge together with company stamp to us.

NON HRD CORP CLAIMABLE (COMPANY SPONSORED/SELF SPONSORED)

1. MySHEQA will serve the registration form as a purchase order.
2. For Non-HRD Corp claimable or company sponsored, MySHEQA will issue a tax invoice, and payment needs to be made within one (1) month from the invoice issuance date. If payment cannot be made within the stipulated time, a letter of undertaking (LOU) is required to guarantee the payment through account@mysheqagroup.com
3. Training certificates will be issued to participants within fourteen (14) working days after the training event and completion of payment.
4. Online payments can be made via Online Banking.