



**Early Bird:**

**RM1,660**

Normal Fee:

RM1,960

*\*including 8% SST*

# RESPONSIBLE AI: A Practical Guide on Governance, Ethics & Risk

Learn practical approaches to AI governance, ethical use, and risk management to ensure compliance and accountability in AI-driven decision-making, in line with regulatory expectation from the Securities Commission and other global regulators.



**7 May**

9am-5pm

Concorde Hotel,  
Kuala Lumpur



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# Responsible AI: A Practical Guide on Governance, Ethics & Risk



## Module 1: Introduction to Responsible AI & Governance in Banking

- What is Responsible AI?
- Global and Malaysian regulatory expectations (BNM guidelines, SC principles, internal model governance requirements)
- Why Responsible AI matters for credit decisions, AML monitoring, customer service, internal communications, and product suitability
- Use Case: Identifying high-risk AI applications (credit scoring, fraud detection, risk modelling)
- Use Case: When GenAI becomes a risk (hallucination, overconfidence, misinformation)
- Hands-on: Build a “Risk Lens Prompt” to evaluate governance/ethical risks

## Module 2: AI Ethics, Bias, and Fairness in Financial Decisions

- Understanding algorithmic bias and fairness considerations for Malaysian banks
- Use Case: Detecting unfair patterns in AI-generated credit assessments
- Use Case: Ensuring AI-generated investment or product recommendations comply with suitability requirements
- Hands-on: Evaluate sample AI outputs for bias and create a “Bias Check Prompt Template.”

## Module 3: AI Risk: Hallucination, Data Privacy, Security & Operational Concerns

- Key AI risks: hallucination, data leakage, privacy exposure, dependency risk
- Safe handling of sensitive customer/financial data
- Use Case: Identifying hallucination risks in research or regulatory reporting
- Use Case: Data privacy pitfalls when employees input customer data into AI tools
- Hands-on: Run a “Hallucination Stress Test” and build a “Data Privacy Guardrail Prompt.”

## Module 4: Governance Frameworks, Controls & Explainability

- Elements of an AI Governance Framework for banks
- Explainability requirements for credit and risk models
- Human-in-the-loop (HITL) oversight practices
- Use Case: Reviewing GenAI-generated compliance summaries
- Hands-on: Create an “Explainability Checklist” and draft an “AI Governance Flow”

## Module 5: Responsible AI in Malaysian Banking Operations

- Applying governance within Retail, Corporate, Risk, Compliance, IT, Operations
- Use Case: Responsible AI for AML/fraud alert explanations
- Use Case: Governance-aligned use of GenAI for operational reporting
- Use Case: Ensuring AI-generated customer responses remain compliant
- Hands-on: Risk-rate GenAI use cases using a governance matrix

## Module 6: Implementing Guardrails, SOPs & Governance Workflows

- Embedding Responsible AI into daily SOPs
- Creating guardrail templates for enterprise use
- Escalation workflows for high-risk AI tasks
- Activity: Build a prototype “Responsible AI SOP” and present a workflow proposal

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## TRAINER'S PROFILE

The Trainer is the Lead Trainer and Data Science Lead where he designs and delivers interactive corporate training programs in AI, data science, and machine learning. He also spearheads the development of AI-driven frameworks and prototypes, enabling organizations to integrate emerging technologies seamlessly into their operations. With a versatile background across academia, entrepreneurship, and industry, he has previously lectured at UniRazak and served as a vocational trainer at New Era Institute of Vocational and Continuous Education (Kajang). He has also founded and led software development teams in fintech and edtech startups, drawing on his deep expertise in marketing, software engineering, and artificial intelligence to craft impactful, scalable solutions. He brings extensive corporate training experience across sectors such as manufacturing, fintech, and financial services. He has led specialized upskilling programs for manufacturing giants, empowered fintech teams with AI automation and fraud detection tools, and conducted strategic workshops on data and AI adoption for banks and financial institutions. His cross industry exposure also includes roles in robotics and mechatronics engineering within the oil & gas and manufacturing sectors, including at Flextronics. As a consultant and coach, he has helped organizations such as Beyond Insights, Plus Minus Zero, and Watson-Marlow leverage data and AI to drive business transformation.

## REGISTRATION DETAILS

### PARTICIPANT DETAILS

Name:
Position:
Department:
Contact Number:
Email:
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Name:
Position:
Department:
Contact Number:
Email:

### ADMIN DETAILS

Name:
Position:
Department:
Company:
Contact Number:
Email:
Address:
<b>Payment Method:</b> <input type="checkbox"/> Direct Payment <input type="checkbox"/> Claim HRD

#### Notes:

- Cancellations made less than 14 days before the training date or non-attendance on the day of training are non-refundable. Substitution is allowed.
- Once registration is confirmed, the client is fully liable for the course fee, regardless of whether payment is made directly or through the HRDC grant, and even if participants do not attend the training.
- Clients who opt for direct payment must ensure full payment is made before the training date.
- HRDC grant applications must be submitted and approved before the training day. The maximum claimable amount is RM1,750 per participant per day. Any shortfall between the approved grant and the course fee must be topped up by the client.
- Should the number of confirmed participants be too low to ensure a meaningful learning experience, Symphony reserves the right to postpone or cancel the training.