Frequently Asked Questions (FAQ)

Enhanced Terms and Conditions For Allowable Cost Matrix (ACM)

This FAQ is prepared for
HRD Corp Registered Employers & Training Providers

Training Department, Programmes Division
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A.   HRD CORP Focus Area Courses

1. What are HRD Corp Focus Area Courses?

Based on the nine (9) pillars listed in the table below, **HRD Corp Focus Area Courses** are developed with the aim of supporting Government initiatives in nation building. The courses offered through the HRD Corp Focus Areas are designed to provide the workforce with the skills needed for the jobs of today and those of tomorrow

Details of the focus areas are as follows:

No.	HRD Corp Focus Area	Definition/Description
1	Industry 4.0	**Industry 4.0,** which involves the integration of data, artificial intelligence, machinery, and communications to create an efficient industrial ecosystem that is not just automated but also intelligent. Industry 4.0 describes the growing trend towards automation and data exchange in technology and processes within the manufacturing industry, including: 1. Additive Manufacturing 2. Artificial Intelligence (AI) 3. Big Data Analytics 4. Advance Materials 5. Cyber Security 6. Simulation 7. Cloud Computing 8. Augmented Reality 9. Internet of Thing (IoT) 10. Autonomous Robots 11. System Integration *Source : Industry 4WRD: National Policy on Industry 4.0 by MITI* Courses under this area predominantly focus on how modern and smart technology are created for the purpose of automating manufacturing and industrial processes. Example of courses: • Internet of Things: Business Implications and Opportunities • Decision-Making for Autonomous Systems • Robotic Process Automation

		• Smart Factory

No.	HRD Corp Focus Area	Definition/Description
2	Green Technology / Renewable Energy	**Green technology** is defined as sustainable technology that takes into account the long and short-term impact of development on the environment. Renewable energy is generated from resources that can be replaced by nature, such as wind, water, and solar energy. Renewable energy is also known as "clean energy" or "green power" because it doesn't pollute. Courses under this area will usually include the use of green technology/renewable energy help to produce goods and services that are more eco-friendly. Example of courses: • Water and Wastewater Treatment Engineering: Biochemical Technology • Waste-to-Energy Fundamentals • Drinking Water Treatment Process & Water Quality Analysis with Competency Test • Municipal Solid Waste Management
3	FinTech	**Financial Technology (FinTech),** refers to the use of technology or integration of technology into financial services, to improve offerings from the industry. Courses under this area tend to focus on factors that can make the financial industry more user-friendly, appealing, productive, and efficient with technological innovations. Example of courses: • FinTech: The Future of Money, Markets and Banking • Challengers and Incumbents at a Crossroad: Forging a Digital Banking Future • IoT and APIs in the Financial Industry • FinTech Ethics and Risks

No.	HRD Corp Focus Area	Definition/Description
4	Smart Construction	**Smart construction** encompasses building design, construction and operation that makes full use of digital technologies and industrialised manufacturing techniques to improve productivity, minimise whole life cost, improve sustainability and maximise user benefits. Courses covered under this area include the use of advanced technologies to enhance the construction industry in Malaysia. Example of courses: • The Use of Drones for Construction and Inspection • Building Information Modeling (BIM) Implementation Training Course • Training on Smart Cities Construction • Sustainable Construction and Development
5	Smart Farming	**Smart farming** is an emerging concept which refers to the management of farms using technologies such as IoT, robotics, drones and Artificial Intelligence (AI) to increase the quantity and quality of crops while optimising the human labour required for production. Courses under this area may include those that support the adoption of latest technology in the agricultural industry. Example of courses: • Sustainable and Smart Farming using Cutting Edge Technologies and IoT • Precision Farming and Climate Smart Agriculture • Drones for Agriculture: Prepare and Design Your Drone (UAV) Mission • Data Analytics and Agricultural Intelligence

No.	HRD Corp Focus Area	Definition/Description
6	Aerospace industry	**Aerospace activity** is very diverse, with a multitude of commercial, industrial, and military applications. Aerospace engineering consists of aeronautics and astronautics. Aerospace organisations are involved in the research, designation, manufacturing, operation, or maintenance of aircraft and spacecraft. Through the Malaysian Aerospace Blueprint 2030, the government has identified 5 areas needed by Malaysia to be the No. 1 Aerospace Hub in Southeast Asia as below: 1. Maintenance, Repair & Overhaul (MRO) 2. Aero Manufacturing 3. Systems Integration 4. Engineering & Designing services 5. Education & Training *Source: Malaysian Aerospace Industry Association* Example of courses: • Digitalisation in the Aerospace Industry • Introduction to Aeronautical Engineering • Airborne Radar • Aerospace Electronic Engineering
7	Block chain	**Blockchain** refers to how data is stored in *"blocks"* of information and then linked together in a permanent "chain." When a new block is added to the chain, it makes the previous blocks even harder to modify, which helps each block to become more secure over time. Courses in this area are often designed to assist industry players in understanding and implementing block chain technology in employer operations. Example of courses: • Blockchain and Data Privacy Masterclass • Apache Hadoop Big Data Training

		• Blockchain for Business Application and Strategy • Blockchain and Smart Contract Security

No.	HRD Corp Focus Area	Definition/Description
8	Micro-Credential	Courses that are recognised by Jabatan Pembangunan Kemahiran (JPK), Malaysian Qualifications Agency (MQA) or other approved accreditation bodies; and are registered with HRD Corp as micro credential courses. Example of courses: • Agile Leadership and Management • Applications of Blockchain

9	Future Technology	The five biggest future technology trends that Malaysian employers should embrace are:
		  i. 5G & above and Enhanced Connectivity
		  ii. Artificial Intelligence (AI)
		  iii. The As-a-Service Revolution
		  iv. Robotic, Drones and Vehicle Automation
		  v. Extended Reality (EX) – Virtual and Augmented Reality (VR/MR)
		
		Courses under these areas tend to focus on supporting the adoption and implementation of future technologies in Malaysia and are not specifically covered under the other focus areas stated above.
		
		Example of courses:
		• Adoption of 6G and above technologies
		• Artificial Intelligence in Healthcare
		• Space Tourism
		• 3D Printed Food
		• Working in Virtual Reality

2. What are Employer-Specific Courses?

Employer-Specific Courses are those not listed under the priority areas above and are typically conducted to meet the employers' specific training requirements.

3. **How does a training provider register a course under the HRD Corp Focus Area Courses?**

The determination on whether a course falls under the HRD Corp Focus Areas will not be done during the course's registration.

4. **Must a training provider re-register a HRD Corp Claimable Course under HRD Corp Focus Area Courses?**

Training providers do not need to re-register under the Focus Areas if the course has been previously registered under HRD Corp's Claimable Courses.

5. **What are the criteria(s) for a programme to be considered a HRD Corp Focus Area Course?**

The employer is required to indicate in their grant application in e-Tris if they are applying the grant for a HRD Corp Focus Area Course. Upon receiving the Grant application from employer, HRD Corp will evaluate the course content and other relevant documents to determine if the course meets the requirements of the HRD Corp Focus Area Courses.

6. **What are the changes to the terms and conditions of ACM?**

Phase 1 Implementation (Effective date: 15 September 2021)

Types of Training	HRD Corp Focus Area Courses	Employer-Specific Courses
Course Fee Public: Face-to-Face	Max RM3,000/day/pax	Max RM1,300/day/pax (as per current term)
Course Fee Public: Remote Online Training (ROT)	Max RM2,000/day/pax	Max RM700/day/pax (as per current term)
Course Fee In-House: Face-to-Face and Remote Online Training	Max RM8,000/group/day • Prorated if lesser than 5 pax	Max RM6,000/group/day • Prorated if lesser than 5 pax for face-to-face and RM700/day/pax or whichever lower for ROT
Fee for Certification Courses	As Quoted	As Quoted (as per current term)
Item	**Current Term**	**New Term**

Scheme Name	SBL Khas	HRD Corp Claimable Courses

Phase 2 Implementation (Effective date: 25 October 2021)

Item	New Term
ROT Internal Trainer's Allowances	RM1,000/day/group

Consolidation of Training Allowances:
   1. Meal Allowances
   2. Overseas Trainee's Daily Allowances
   3. Daily Allowances
   4. Accommodation
   5. Rental of Training Places
   6. Transportation
	Consolidate from 6 items to 4 items.
	   1. Meal Allowances
	   2. Overseas Trainee's Daily Allowances
	   3. Trainee's Allowance
	   4. Transportation

Distance criteria (one way trip)	Training venue within 100 km or more than 100 km

Phase 3 Implementation (Effective date: 7 December 2021)

Item	New Term
Upfront Payment to Registered Training Providers	Subject to the consent from the Registered Employer, Training Providers may request an upfront payment of a maximum of 30%, based on the total course fee approved.

7. What is HRD Corp Claimable Courses?

Effective 15 September 2021, Skim Bantuan Latihan Khas (SBL Khas) will be known as the HRD Corp Claimable Courses.

8. **If an employer plans to conduct an ROT in-house programme under the Employer-Specific Courses, what is the maximum claimable course fee?**

For ROT in-house programme under Employer-Specific Courses, the employers can claim a maximum of RM700/day/pax or RM6,000/day/group, whichever is lower.

B.   Allowance

9. **Can registered employers claim an internal trainer's allowance for Remote Online Training programmes? If so, what is the claimable amount?**

Yes, effective from 25 October 2021, employers can claim an internal trainer's allowance for ROT programmes. Employers are allowed to claim a maximum of RM1,000/day/group. However, if the number of trainees is lesser than 5 pax, the internal trainer's allowance will be prorated.

10. **What is a Trainee's Allowance?**

To further assist employers, effective from 25 October 2021, HRD Corp has consolidated 3 allowances into 1 single allowance. The Trainee's Daily Allowance, Accommodation Allowance and Rental of Training Premises are consolidated into Trainee's Allowance and applicable for face-to-face training only.

11. **What is the claimable amount for Trainee's Allowance if a trainee attends a 2-day programme where the distance to the training venue from the employer's premise is less than 100km for a one way trip?**

For public and in-house face-to-face programme where the distance to the training venue is less than 100km, the claimable Trainee's Allowance is RM150/day/pax only.

However, as per existing terms, in the event that the training hours for in-house programme are extended to an additional minimum of 3 hours at night, the employer is allowed to claim RM400/day/pax (whichever lower). Employers are required to attach the quotation/invoice of the accommodation and training schedule, which indicates that the training will be extended till night.

12. **If an employer's application has been submitted, approved or queried, can the employer still request to change to the new ACM terms?**

The new terms and conditions are effective according to its respective implementation dates. The new terms and conditions are only applicable to new

applications received by HRD Corp, where the training date is on or after the implementation date of each phase.

13. **If the employer submits a grant appeal after 15 September 2021, what is their eligibility under the new allowable cost matrix (ACM)?**

Employer's eligibility will be based on the respective implementation dates and subject to the training dates and items being appealed.

C.   Upfront Payment

14. **How does the employer request for upfront payment for their training providers?**

Effective from 7 December 2021, registered employers can request to HRD Corp for upfront payment to their training providers during grant application process. This upfront payment will be paid upon the grant's approval.

HRD Corp allows employers to request for a **maximum of 30%** from the total course fee approved. This upfront payment is ONLY applicable for HRD Corp Claimable Courses (f.k.a. SBL Khas).

15. **What if employers did not request for any upfront payment?**
HRD Corp will not pay any upfront payment to the training provider in such cases. They can claim the full amount upon completing the training.

16. **What if the employers request for upfront payment is less than 30%?**

Upon the grant's approval, HRD Corp will pay the upfront payment amount that is based on the employer's request.

17. **Will HRD Corp impose 4% service fee to the upfront payment?**

Yes. HRD Corp imposes the 4% service fee on every stage, upon disbursement of payment.

18. **What should employers do if the training programme has been cancelled but upfront payment has been made to the training providers?**

The employer is required to cancel the programme via e-TRiS and ensure that the training provider returns the upfront payment to HRD Corp within one (1) month from the date that HRD Corp was notified of the cancellation.

19. **What will happen to the upfront payment if the claim is not submitted by the training provider within six (6) months after training completion or claim rejection due to any reason whatsoever?**

As per Circular No. 3/2019, all claim submissions must be made within six (6) months from the training completion date. Failure to submit claims within the stipulated duration may cause the claim to be rejected. Unless an appeal is received from the training provider and approved accordingly, for any rejected claims submission, the training provider is required to refund the upfront payment to HRD Corp within one (1) month from the date HRD Corp rejected their claims submission.

20. **What are the Implementation dates of these 3 phases?**

Phase	Date
Phase 1	15 September 2021
Phase 2	25 October 2021
Phase 3	7 December 2021

For details, please refer to Employers' Circular No. 8/2021

D. E-Learning

21. **What is the minimum duration for an e-learning programme to be claimable by the employer?**

The minimum duration for an e-learning programme is one (1) hour with one (1) complete module. This is applicable for e-learning trainings only.

22. **How will the course fee for e-learning be calculated?**

The course fee calculation for e-learning is based on the following table:

Training Hour	Number to key in the Estimated Cost Table in e-TRiS	Financial Assistance (Maximum allowed)
1 hour	0.1	RM70 per pax
2 hours	0.2	RM140 per pax
3 hours	0.3	RM210 per pax
4 hours (half day)	0.5	RM350 per pax
5 hours	0.7	RM490 per pax
6 hours	0.8	RM560 per pax
7 hours	1.0	RM700 per pax

The calculation as per the table above is applicable for e-learning training ONLY where the total training hours is less or equal to 7 hours. Training arrangements of

more than 7 hours shall be indicated based on an additional half day (4hours/0.5) or full day (7hours/1.0).

Scenario 1

o Number of Trainees: 1 pax
o Training Duration: 2 hours
o Course Fee Quoted: RM500/pax
o Calculation for Financial Assistance: As per the above table, for 2 hours of training, the employer is allowed to claim RM140 (Including SST) only.

As such, the balance of RM360 (RM500 –RM140) is to be borne by the employer.

Scenario 2

o Number of Trainees: 1 pax
o Training Duration: 5 hours 30 Minutes
o Course Fee Quoted: RM500/pax
o Calculation for Financial Assistance: As per the above table, for 5 hours and 30 minutes of training, the employer is allowed to claim RM490 (including SST). The training hours is rounded down to the nearest hour i.e., 5 hours.

As such, the balance of RM10 (RM500-RM490) is to be borne by the employer.

Scenario 3

o Number of Trainees: 1 pax
o Training Duration: 10 hours
o Course Fees Quoted: RM1,000/pax
o Calculation for Financial Assistance: RM700 where the course fee is for 1 day only, since 10 hours is insufficient to be considered as 1.5 day)

As such, the balance of RM300 is to be borne by the employer.

Scenario 4

o Number of Trainees: 1 pax
o Training Duration: 11 hours
o Course Fees Quoted: RM1,500/pax
o Calculation for Financial Assistance:
o = RM700 (course fee for 7 hours i.e., 1 day) x 1.5 day (7 hours + 4 hours)
o = RM1,050/pax for 1.5 days

As such, the balance RM450 is to be borne by the employer.

E. **Coaching and Mentoring**

23. What is the claimable amount of course fees by employers for Coaching and Mentoring sessions?

Effective from 15 September 2021, for Coaching and Mentoring 1:1 or 1:2, employers can claim based on the in-house rate under the Employer-Specific Courses where the maximum course fee would be RM6,000/group/day.

However, financial assistance to be granted to each employer is subjected to a maximum of 10% of total levy balance as at 1st January of the year when the application was submitted.

24. Is online Coaching and Mentoring claimable?

Yes, provided it meets the minimum training hours duration and other HRD Corp terms and conditions.

25. If the Coaching and Mentoring is conducted online, will the claimable amount be RM6,000/group/day or RM700/pax/day?

For in-house personal Coaching and Mentoring the claimable amount will be RM6,000/day.

26. In order to claim for Coaching and Mentoring, must the coach/trainer be TTT certified or exempted?

Yes, the coach/trainer must be either TTT certified or exempted.

27. What if the 10% levy balance allocated for Coaching and Mentoring has exceeded the allowed limit for the calendar year?

The grant application will be rejected and no appeal is allowed.

NOTE:

This FAQ should be read together with Circulars and Guidelines and other existing terms and conditions. Employers are advised to refer to HRD Corp if they require further clarification. Please be informed that HRD Corp reserves the right to make the final decision with regards to the interpretation of the terms and conditions and also definitions in this FAQ and related Circulars.