

**TRAINING PROVIDERS' CIRCULAR NO. 1/2016
IMPLEMENTATION OF STAR RATING SYSTEM**

1. PURPOSE

- 1.1 The purpose of this Circular is to inform Training Providers on the implementation of the Star Rating system for the Human Resources Development Fund's (HRDF) registered Training Providers.

2. BACKGROUND

- 2.1 In order to ensure continuous service quality improvement of HRDF registered Training Providers, it is compulsory for you to apply for the Star Rating before proceeding with your registration renewal.
- 2.2 The objectives of the Star Rating system are:
- a) To provide HRDF registered employers access to quality programmes, training providers and trainers;
 - b) To encourage Training Providers to continuously increase the quality of your training programmes and services;
 - c) To enhance HRDF's value-added services to our registered employers by qualifying superior training programmes that are entitled for financial assistance under HRDF.

3. STAR RATING MECHANISM

- 3.1 A series of engagement sessions with HRDF registered Training Providers' associations were conducted on 29th September 2014 and 11th August 2015 to discuss relevant criteria for the Star Rating system. The Awarding Committee determined that the Star Rating for HRDF registered Training Providers is to be based on the following criteria:
- a) Training Programme;
 - b) Customer Management;
 - c) Capacity and Capability Building;
 - d) Quality System;
 - e) Office Management.
- 3.2 Training Providers are required to submit their online application for Star Rating through HRDF's website at www.hrdf.com.my using the **PSMB/TP/STAR/1/14** Evaluation Form before/on 30th June 2016. Failure to submit the Evaluation Form within the stated date may affect the renewal of a Training Provider's registration with HRDF.
- 3.3 Training Providers will be awarded Star Rating, ranging from 5 stars to none. However, only those who are successfully awarded with a Star Rating of 3 Stars and above will have the name of the company published on the HRDF portal. With immediate effect, the Star Rating will be the main selection criterion of Training Provider for any of HRDF's future project/s.
- 3.4 The validity of the Star Rating is three (3) years. However, HRDF reserves the right to do a reassessment or revoke ratings that have been awarded if there are infringements to the terms and conditions of being a HRDF registered Training Provider.

- 3.5 A processing fee, which will be decided at a later date; will be charged for every reassessment conducted.

4. CONCLUSION

- 4.1 Training Providers are allowed to submit the Star Rating online Evaluation Form after being approved as a HRDF registered Training Provider before the closing date of 30th June 2016.
- 4.2 For clarification and assistance, please get in touch with our Contact Centre team at 1-800-88-4800 or email: support@hrdf.com.my.

Thank you.

“PEOPLE, PROWESS, PROGRESS”
“PEKERJA SIHAT PRODUKTIVITI MENINGKAT”

Yours sincerely,

(DATO' CM VIGNAESVARAN A/L JEYANDRAN)
CHIEF EXECUTIVE
PEMBANGUNAN SUMBER MANUSIA BERHAD