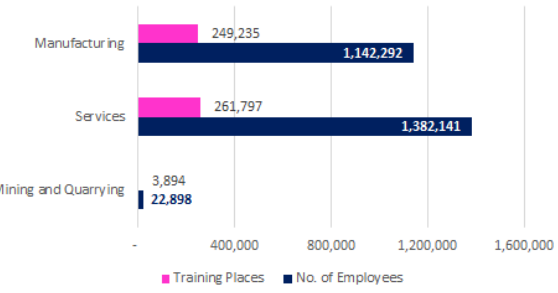


An overview of HRDF's monthly training scenario with analysis of several key parameters to determine the highlights and areas of focus moving forward.

## Training places by No. of Employees



In 2020, the Manufacturing sector (22%) was the most active in training percentage-wise when comparing the number of training places against the number of employees. This is followed closely by the Services sector (18%) and the Mining & Quarrying sector (17%).

Overall, as much as **20%** of employees trained in 2020, even during the pandemic.

## 4 Most Active\* Subsectors

1. Water Treatment
2. Franchise
3. Private Institution of Higher Learning
4. Petroleum Refineries

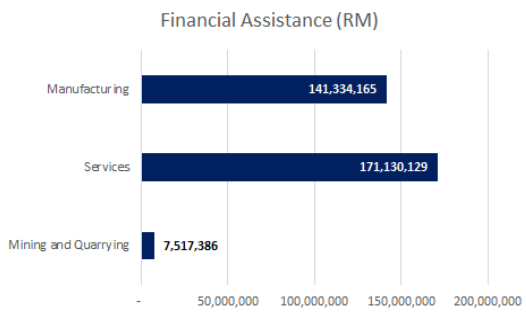
## 4 Least Active Subsectors

1. Travel Agency - Inbound
2. Driving School
3. Security Firms
4. Travel Agency - Outbound

\*Active/least active is defined by the total number of training places / no. of employees

## Training by Main Sector in 2020

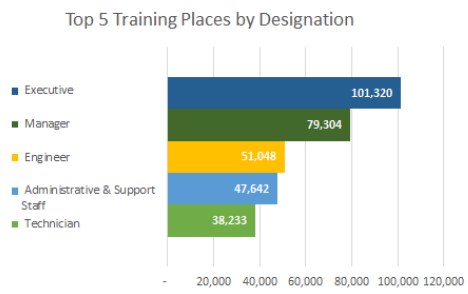
FA : RM 319,981,680 | TP : 514,926



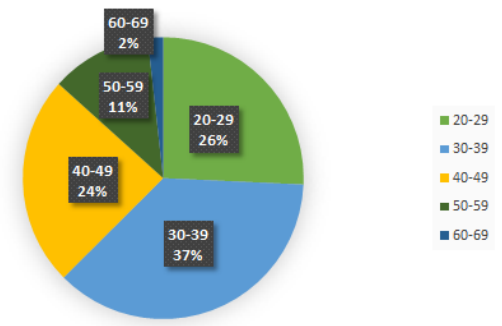
The **Services sector** received the most financial assistance as its number of employees is the highest among the three main sectors. The training courses for this sector are more technical and high-skilled, thus costing more.

## Top 5 Most Active Trainees Groups by Designation

**Executives, Managers and Engineers** were the most active trainee groups in 2020.



## Training places by Age Group



Employees are continuously honing their skills as they advance in their career paths. The **30-39 age group** were the most active, as they begin to specialise in their skills which requires extensive training.

## Top-ranked Subsectors with High Average Course Fee (Per pax/day)

1. Petroleum and Gas Extraction (**RM2,220**)
2. Tobacco Manufacturers (**RM1,517**)
3. Air Transport (**RM1,451**)
4. Mineral and Stone Quarry (**RM1,305**)
5. Travel Agency Outbound (**RM1,217**)

## Growth of HRDF registered Training Providers



There are **6,507** Training Providers registered with HRDF in 2020 compared to 4,025 in 2019, with recovery schemes such as PENJANA attracting new registrants.

## Average Financial Assistance (RM) per Training according to Training Type

	Public	In-House
Manufacturing	1,795	399
Services	1,798	839
Mining & Quarrying	2,845	468

### A) Manufacturing Sector

- 1 **Printing, Publishing And Allied Industries**  
Star Academy E-Learning Platform Subscription  
Gift Receiving Policy & Whistle Blowing Policy  
Hearing Conservation Program
- 2 **Food Manufacturing & Beverage Industries**  
Food Handler Training  
Kursus Latihan Pengendali Makanan  
Kursus Pengendali Makanan
- 3 **Manufacturer Of Transport Equipment**  
Ctrm Leadership Conference Developing Leadership From Within Vol. 2  
New Product Development System (NPDS)  
Anti-Bribery/Corruption Online Training Solution
- 4 **Manufacturer Of Electrical Machinery, Apparatus Appliances And Supplies**  
Building Resilient Teams  
6S Training  
Building Dynamic Teams
- 5 **Manufacturer Of Rubber Products**  
The Effective Executive  
Effective Communication Workshop  
Quality Is Everyones Responsibility Training
- 6 **Manufacturer Of Paper And Paper Products**  
Program Kemahiran Interpersonal Asertif  
Assertive Interpersonal Skills Programme
- 7 **Iron And Steel Basic Industries**  
Elevating Operational Effectiveness And Efficiency  
Understanding, Awareness And Implementing Ms ISO 37001:2016 Anti-Bribery Management System Requirements For Year 2020  
Implementation Of The Anti- Bribery Management System
- 8 **Non-Ferrous Metal Basis Industries & Fabricated Metal**  
Hearing Conservation Training  
Passion For Extraordinary Performance  
Good Manufacturing Practice & Food Defence Refresh Training 2020
- 9 **Manufacturer Of Industrial Chemicals & Other Chemical Products**  
Amazing B. Braun Culture  
CJ Business Presence Training  
Food Handler Training
- 10 **Petroleum Refineries**  
Live Fire Fighting (Refreshing)  
Authorised Entrant & Standby Person Program –Refresher
- 11 **Manufacturer Of Plastics Products**  
Teambuilding- Gung Ho Leadership  
Staff Outing  
ISO 45001 Awareness Training
- 12 **Manufacturer Of Non-Metallic Mineral Products**  
Corporate Liability Provision  
Kursus Pemanduan Dan Pencegahan Kemalangan 2020  
Hse Training
- 13 **Manufacturer Of Furniture And Fixtures Except Primarily Of Metal**  
New Section 17A MACC  
Forklift Safety  
The Amazing Impact Of High EQ
- 14 **Manufacturer Of Professional And Scientific & Measuring And Controlling Equipment N.E.C. And Of Photographic And Optical Goods & Others Manufacturing Ind.**  
Udemy E-Learning Subscription - Online Learning  
Production Simulation  
Set Employees Up For Success Program
- 15 **Manufacturer Of Machinery Except Electrical**  
Workplace Noise And Hearing Conservation  
Anti Bribery And Corruption - S.17A Corporate Liability Perspective  
Basic Occupational First Aid, CPR & Aed Training
- 16 **Manufacturer Of Glass And Glass Products**  
Strive For Excellence  
Building Team. Create Performance  
Behavioural Based Forklift Safety Operations
- 17 **Manufacturer Of Wood & Wood Products And Cork, Except Furniture**  
Bribery & Corruption Policy - Compliance To Malaysia Anti-Corruption Commission (MACC) Act 2009 Section 17A (Corporate Liability)  
Assertive Communication And Interpersonal Skills  
Corporate Liability In Relation To S17A Macc Act 2009
- 18 **Manufacturer Of Textiles & Wearing Apparel, Except Footwear**  
7 Strategies For A Successful Job Search  
Six Sigma For Practitioner  
Ss20 Spring Summer Launch Product Training
- 19 **Manufacturer Of Leather & Products Of Leather, Leather Substitutes & Fur, Except Footwear & Wearing Apparel**  
ISO 45001 Requirements Training  
Occupational Health And Safety Risk Assessment (Based On ISO 45001:2018)  
ISO 45001:2018 Strategic Approach To Risk-Based Thinking Training
- 20 **Manufacturer Of Footwear, Except Vulcanised Or Moulded Rubber Or Plastics Footwear**  
Negotiation Skills: Persuasion & Negotiation For Using Nlp  
Lean Six Sigma GB  
Control Phase Training 1 & 2  
LSS GB Improve Phase Coaching Training 2
- 21 **Manufacturer Of Pottery, China And Earthenware**  
Root Cause Analysis  
Training On ISO 9001:2015 Internal Audit  
Understanding ISO 14001 : 2015 Ems Requirements
- 22 **Manufacturer Of Miscellaneous Products Of Petroleum & Coal**  
Introduction Training To ISO 14001:2015 & LATF 16949:2016  
Workshop 1 - Module 1 (Group 1). Individual Alignment Workshop + Employee Engagement & Feedback Session  
ISO 9001:2015 Interpretation & Application Training
- 23 **Tobacco Manufacturers**  
Forklift Safe Driving Training  
Mengendali Bahan Kimia Dengan Selamat  
Business Excellent Program

### B) Services Sector

- 1 **Franchise**  
In Store Experience  
Christmas Window Training
- 2 **Food And Beverage Services**  
Food Handler Training  
My Store, My Shift Program  
Speed & Taste Training
- 3 **Postal**  
Boosting Work Productivity  
Unleash Your Potential  
Excellent Customer Service
- 4 **Hypermarket/Supermarket/Departmental Store**  
Branch Operation Training  
5 Leadership Behaviour  
Basic Food Safety And Hygiene Training
- 5 **Port Services**  
Teambuilding ( 2 Days 1 Night)  
Level 2: Introduction To Problem Solving  
Anti-Bribery/Corruption/Prevention And Eradication Of Sexual Harassment At The Workplace
- 6 **Private Hospital**  
Basic Life Support  
Service Culture  
Service Quality Management
- 7 **Telecommunication**  
Now Everyone Can Sell  
Living The Celcom Service Culture  
Nt\_022020\_Now Everyone Can Sell
- 8 **Safe And Repair Of Motor Vehicles**  
N18 New Nissan Almera Training  
The All-New Nissan Almera Challenge The Established  
Sx11 Product Knowledge Training
- 9 **Private Broadcasting Services**  
Linkedin Learning License Subscription  
Career Transition Center Self Management T1  
Career Transition Center Self Management T2
- 10 **Air Transport**  
Dangerous Goods Regulations Awareness E-Learning Course  
Eet & Door Drill Recurrent  
Dangerous Goods Regulations Initial - Category 7 & 8
- 11 **Land Transport**  
Refresher (Customer Service/Defensive Driving/Accident & Incident)  
KIJ-GC-02-Revision E - Kelana Jaya Line System Rule Book And Radio Procedures  
Revision E  
Kursus Basic First Aid (Refresher)
- 12 **Sewerage**  
Integrity Awareness  
Introduction To Sewage Treatment Plant O&M And Process Monitoring & Control  
Operation & Maintenance Geographical Information System (Omgis) Web Application & Dashboard User Training
- 13 **Security Firms**  
Mss Financial Institution Training  
Certified Security Guards  
Engaging Staff Through Interpersonal Communication
- 14 **Computer Industry**  
Building A Resilient Squad E-Learning Programme  
Eduspace Premium  
Creative & Critical Thinking Workshop
- 15 **Hotel Industry**  
Power Up Programme ( Batch 1 )  
Electronic Table Games  
Service Excellence
- 16 **Power (Energy)**  
Anti-Bribery/Corruption Online Training Solution  
ISO 45001:2018 Awareness With Emphasis On Hirarc For Staff  
SSCTA (FT) - Creating Synergy : The Power Of Revenue Assurance 31.1.2020 - 1.2.2020  
So 601296, 601297
- 17 **Information Service**  
Linkedin Learning Pro - En  
Developing Customer Relationship (DCR) Training  
Microsoft Excel Training
- 18 **Private Institution Of Higher Learning**  
World Marketing Summit - Value Creation In Digital And Modern Marketing.  
New Normal (Neno) New Way, Right Away  
Team Building Kakitangan Kolej Risda Sdn Bhd
- 19 **Engineering Support & Maintenance**  
Oil And Gas Safety Passport  
X Factor

- 20 **Advertising**  
Excellence Client Collaboration Wow  
Team Effectiveness Program
- 21 **Freight Forwarder**  
Career Outplacement Programme  
Behavioural Based Forklift Safety Operations  
Success Team
- 22 **Production Of Motion Picture, Video And Television Programme, Sound Recording And Music Publishing**  
Food Handling Training  
Upselling & Suggestive Selling  
Haccp Documentations
- 23 **Water Treatment And Supply**  
Safe Handling Of Chemicals  
Program Latihan Joint Billing Untuk kakitangan Syarikat Air Terengganu Sdn Bhd (SATU)  
Non Executive Competency-Based Development Program - Module 2
- 24 **Early Childhood Education**  
Murobbi Development Program : Creative Teaching  
Effective Classroom Management  
Murobbi Development Program 2020
- 25 **Research & Development**  
Success Begin With Me  
Ms Office Power Point - Intermediate  
Ms Office Excel (Intermediate)
- 26 **Building And Landscape Services**  
Ocs - Anti Bribery Training  
Cbcsa Essential : We Are The Brand  
Rhzm Team Building Programme
- 27 **Direct Selling**  
Microsoft Excel 2013/2016 Intermediate & Advanced Level  
Team Building (Innovative Team)  
Social Commerce
- 28 **Health Support Services**  
Teamwork!  
Projecting A Professional & Confident Corporate Image  
Basic Life Support
- 29 **Waste Management And Material Recovery Services**  
Personal Empowerment For Organisational Excellence  
Ca Workshop March 2020 (JN)  
Ca Workshop March 2020 (JS)
- 30 **Bonded Warehouse**  
Rigging & Slings  
Training & Team Building  
Leading At Work & Winning At Work
- 31 **Event Management Services**  
Pocket Video Production  
ISO 9001:2015 Quality Risk Management Training  
Food Handlers Training
- 32 **Shipping**  
Understanding ISO 37001 Anti-Bribery Management System Requirements (Intensive Awareness Training)  
Working In Global Environment: Building Business Image & Presence  
Training On Health And Safety For New Offshore Crew
- 33 **Training Provider**  
Research Project Supervision And Assessment  
Xperience Itinerary  
English Enhancement Programme
- 34 **Travel Agency - Outbound**  
Promoting & Marketing Local Tourism Product - 2 Days Workshop  
Sales Success Formula For Sales People Via Zoom  
Influence & Connecting With Storytelling For Sales Teams
- 35 **Driving School**  
Pengkukuhan Pasukan  
Seminar Pencerahan Pelesenan Pemandu Bersama Institut Memandu Negeri Kedah 2020 - Ilmu Baru Sdn Bhd (K1001)  
Call Centre Excellence Training
- 36 **Gas, Steam And Air-Conditioning Supply**  
Ergonomics Awareness Training  
Authorised Gas Tester & Entry Supervisor For Confined Space  
5S Housekeeping
- 37 **Travel Agency - Inbound**  
Sales Empowerment- Post Mco  
Ultimate Negotiation Skills  
High Impact Presentation Skill
- 38 **Veterinary Services**  
Income Tax - E-Filing  
Excel Online Class  
Managing Form C : Strategise Tax Computation

### B) Mining & Quarrying Sector

- 1 **Petroleum & Gas Extraction**  
Basic Hydrogen Sulphide (H2S) Training  
PCSB PTW Level 2 Competency Training  
Authorised Entrant & Standby Person For Confined Space
- 2 **Mineral & Stone Quarry**  
Engaging Kpocians : Coaching Program (On-Site Program)  
In House Training- Waukesha VHP, VGF & 275 Operations  
Sandmerit Workshop