

Our Ref.: (3) PSMB/1/14/13 Cover 3  
Date : 30 September 2019

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**TRAINING PROVIDERS' CIRCULAR NO. 3/2019**  
**IMPLEMENTATION OF HRDF TRAINING EFFECTIVENESS EVALUATION**

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**1. PURPOSE**

1.1 The purpose of this Circular is to inform all Human Resources Development Fund (HRDF) registered Training Providers on the implementation of HRDF Training Effectiveness Evaluation (HRDF-TEE) for all HRDF approved training courses and schemes/initiatives.

**2. BACKGROUND**

2.1 The evolving workforce structure and technological change demand stronger and more continuous connections between training and their respective outcomes. Redefining the training landscape by transforming the traditional training market into a 'Contestable Training Market' is required to support on-going learning innovation.

2.2 In support of this, HRDF has introduced the HRDF-TEE to ensure continuous improvement of HRDF's training courses and schemes/initiatives through a structured evaluation mechanism that can help in making learning and development more effective and efficient.

**3. OBJECTIVES**

3.1 The objectives of HRDF-TEE are as follows:

- I. Increase the **quality** of HRDF-approved courses and schemes/initiatives to enhance the value and efficiency; and
- II. Identify HRDF training courses and schemes/initiatives based on **performance** ratings.



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#### 4. IMPLEMENTATION OF HRDF-TEE

- 4.1 The implementation of this initiative will commence on **1<sup>st</sup> November 2019** and will cover all HRDF training courses and schemes/initiatives **approved on 1<sup>st</sup> November 2019 and beyond**; excluding teambuilding and conferences.
- 4.2 Training providers must use the **HRDF Output Assessment Form** to assess the course on the final day of the course and submit the assessment summary to HRDF.
- 4.3 HRDF will collate and publish cumulative average rating for each course on the HRDF Learning and Training Hub (LATiH) platform once the platform is ready.

#### 5. CONCLUSION

- 5.1 All HRDF-registered training providers are required to comply with the implementation of HRDF-TEE beginning **1<sup>st</sup> November 2019**.
- 5.2 For the latest updates on HRDF-TEE, please visit <https://bit.ly/hrdftee>.
- 5.3 For clarification and assistance, please contact the Evaluation Unit at [evaluation@hrdf.com.my](mailto:evaluation@hrdf.com.my).

Thank you.

**PEOPLE, PROWESS, PROGRESS  
SAYANGI MALAYSIAKU**

With regards,



**ELANJELIAN VENUGOPAL  
CHIEF EXECUTIVE  
PEMBANGUNAN SUMBER MANUSIA BERHAD**

# FREQUENTLY ASKED QUESTIONS: HRDF TRAINING EFFECTIVENESS EVALUATION

## 1. WHAT IS THE HRDF TRAINING EFFECTIVENESS EVALUATION (HRDF-TEE) INITIATIVE?

The evolving workforce structure and technological change demand stronger and more continuous connections between training and their respective outcomes. Redefining the training landscape by transforming the traditional training market into a ‘Contestable Training Market’ is required to support on-going learning innovation. Hence, moving forward, HRDF has introduced HRDF Training Effectiveness Evaluation (HRDF-TEE) to ensure continuous improvement of HRDF’s training courses and schemes/initiatives through a structured evaluation mechanism that can help in making learning and development more effective and efficient.

## 2. WHAT ARE THE ASSESSMENTS THAT WILL BE IMPLEMENTED UNDER THE HRDF-TEE?

A set of two (2) Output (standardised) and Outcome questionnaires are administered on behalf of HRDF after the course. The assessment results data will be collected and aggregated into ratings, which will then be published on HRDF’s Learning and Training Hub (LATiH).

- i. **Output:** Issued to trainees on the final day of training for all HRDF-approved courses.
- ii. **Outcome:** Issued to trainees at least six months (up to 5 years) after the course ends. This Outcome assessment is only applicable to HRDF’s Strategic Initiatives.

## 3. WHEN WILL THIS HRDF-TEE BE IMPLEMENTED?

The HRDF-TEE is implemented in progressive basis.

### *I. PHASE 1*

A small-scale pilot implementation phase that has commenced in the second quarter of 2019 that focuses on four (4) HRDF Initiatives Strategic Map pillars, namely Pre-Employment, Employment, Post-Employment and Learning Ecosystem, and Landscape.

### *II. PHASE 2*

Constitutes the expansion phase of the initiative. Nationwide HRDF stakeholders’ engagement is scheduled starting from the third quarter until the end of 2019.

### *III. PHASE 3*

A manual implementation of this initiative will begin in the fourth quarter of 2019.

#### 4. HOW DID HRDF DERIVE THE ASSESSMENT QUESTIONS, INDICATORS, AND RATINGS?

The Evaluation Framework has been developed by the Evaluation Unit, Research and Development Department of HRDF. The framework is formulated based on HRDF’s existing practices of Outcome-based assessment with relevant Ministries and government agencies. Following that, the Evaluation Unit had conducted several engagement sessions/focus groups to ascertain the draft framework. The review of the framework was then undertaken to ensure that the assessment would yield valid in and meaningful data.

After a pre-test, a full pilot was conducted for Output and Outcomes assessment. Data collected were analysed for reliability and validity and found to be consistent and effective in predicting the overall satisfaction and reaction of the trainees.

#### 5. WHAT IS THE SCOPE OF COURSES COVERED UNDER THE HRDF-TEE?

The initiative will cover all HRDF-approved training courses and schemes/initiatives; except conferences and teambuilding.

#### 6. WHAT ARE THE BENEFITS OF HRDF-TEE FOR STAKEHOLDERS?

##### Employees /Trainees

- Provides a convenient platform to choose the right training to meet the skill needs; and
- Enable employees to have better understanding and expectation towards the learning outcomes.

##### Employers

- Provide an extensive market with a wide range of training with course ratings;
- Provide comparison across similar courses to make informed decisions when selecting a course; and
- Analytics capability to assess Outcome of training investment.

##### Training Providers

- Allow training providers to benchmark performance;
- Identify areas for improvement for individual courses;
- Enables to improve training delivery through consistence feedback;
- Access to immediate feedback from participants; and
- Analytics capability to assess Outcome of training investment.

##### Government/ Associations

- Overall performance of Training Industry in Malaysia; and
- Analytics capability to assess the outcome of training investment.

## 7. WHAT IS THE ROLE OF TRAINING PROVIDERS IN THE HRDF-TEE?

- I. HRDF-registered Training Providers must ensure that all approved trainees receive and complete **HRDF Output Assessment Form** on the final day of course.
- II. The completed forms with signature are to be collected and summarised using the **HRDF Output Summary Template** by the training provider/trainer.
- III. The completed soft-copy of the Output Summary Template must be submitted to HRDF.
- IV. Training Providers must keep the completed hard-copy of the Output Assessment Forms for a minimum of 5 years from the completion date of course for audit purposes by HRDF.

**\*The Output Assessment Form and Summary Template can be downloaded from the HRDF Portal (<https://bit.ly/hrdftee>) under the Resources section.**

## 8. WHAT IS THE MINIMUM DURATION TO SUBMIT THE OUTPUT SUMMARY TEMPLATE TO HRDF?

The Output Summary Template should be submitted to the Evaluation Unit within 14 working days from the final date of course.

## 9. WHERE TO SEND THE COMPLETED OUTPUT SUMMARY TEMPLATE?

The soft-copy (Excel Template) must be sent to HRDF through a dedicated online platform: [\*\*https://bit.ly/hrdfsubmission\*\*](https://bit.ly/hrdfsubmission)

## 10. CAN MULTIPLE COURSES UNDER THE SAME TRAINER/TRAINING PROVIDER BE COMBINED INTO THE SAME OUTPUT SUMMARY TEMPLATE?

Each Output Summary Template should only contain one (1) course summary to avoid miscalculation of ratings.

## 11. WHAT WILL HAPPEN AFTER THE SUBMISSION OF THE OUTPUT SUMMARY TEMPLATE?

HRDF will compile all Output Summary Template by courses. The cumulative average rating will be published on the HRDF Learning and Training Hub (LATiH) upon completion.

## 12. WHEN WILL THE OUTPUT AND OUTCOMES INDICATORS BE PUBLISHED?

The Output indicators will be published on the HRDF LATiH course pages starting from the third quarter 2020 (tentatively). The Outcomes indicators will be published in the HRDF portal starting from the fourth quarter of 2020.

### 13. HOW OFTEN WILL THE RATINGS ON HRDF PORTAL BE UPDATED?

The ratings for Output indicators will be updated monthly, while the ratings for Outcomes indicators' will be refreshed annually. This ensures that the published ratings provide an accurate reflection of the course and training provider's performance within a given timeframe.

### 14. WILL HRDF SHARE THE ASSESSMENT RESULTS WITH TRAINING PROVIDERS?

The Output assessment results will be immediately available to Training Providers upon completion of Output Summary Template. This will allow Training Providers to identify areas/indicator for improvement for each course.

### 15. HOW LONG WE NEED TO COMPLY / IMPLEMENT THIS MANUAL IMPLEMENTATION?

This is a temporary process until HRDF completes the online assessment platform. HRDF is currently developing an online platform to automate the entire process of HRDF-TEE. All training providers will be notified through circular on changes in the current implementation.

### 16. SINCE WE ARE CURRENTLY USING A DIGITAL PLATFORM FOR TRAINING ASSESSMENT, CAN WE USE HRDF'S OUTPUT ASSESSMENT QUESTIONS IN OUR PLATFORM AND SUBMIT THE SUMMARY REPORT TO HRDF?

The assessment inputs are verified via signature in the Output Assessment form. If there is an element of verification in the digital platform, you may use the same questions as per the HRDF Output Assessment form to replace the manual implementation. However, you are still required to complete the Output Summary Template and submit the document to HRDF.

### 17. WHAT IS THE ROLE OF TRAINEES IN THE HRDF-TEE?

All participating trainees from HRDF-registered employers in HRDF-approved courses must ensure complete the HRDF Output and Outcome assessment. They are required to complete and submit the Output assessment to the trainer on the final day of the course and Outcome assessment as and when received from HRDF (6 months – 5 years). If assistance is required, trainees are encouraged to seek the trainer/training provider's guidance.

### 18. WHY SHOULD TRAINEES PARTICIPATE IN THE HRDF-TEE?

As more trainees participate in the HRDF-TEE, cumulative data will help to improve the overall quality of the training landscape in Malaysia, which in turn benefits any individual who seeks to upskill and reskill through HRDF-approved courses.

## 19. HOW WOULD TRAINEES RECEIVE THE ASSESSMENTS?

### OUTPUT ASSESSMENT

As per current practice, the trainer will distribute the hard-copy of HRDF Output Assessment form to all trainees on the final day of training course.

### OUTCOME ASSESSMENT

Evaluation Unit will send the assessment link via email to all participating trainees. The email may contain a URL link / QR code for a specific Outcome assessment with a limited timeframe to complete the evaluation. Trainees are strongly encouraged to complete the Outcome assessment within the stipulated time.

## 20. WHAT DO TRAINEES NEED TO DO TO ENSURE PARTICIPATION IN THE HRDF-TEE?

Trainee's particulars and contact information, especially email address from the course application/registration process will be used to conduct the Outcome assessment. Therefore, trainees must ensure that all information given during the registration process is accurate and valid. Any changes on their contact details need to update to their respective training providers.

For trainees without a dedicated email address, HRDF encourages the individual to sign up for an email account and to seek the training provider's assistance if assistance is required.

Please note that HRDF does not allow trainees to put their employer's email address or the training provider's email address in place of their personal email address.

## 21. THE TRAINEE DID NOT COMPLETE THE COURSE BUT WAS REGISTERED AND APPROVED FOR THE COURSE. DOES HE/SHE NEED TO COMPLETE THE ASSESSMENT?

Trainees who did not complete the course may skip the assessment process. However, they are encouraged to complete the assessment. This will enable us to keep track of valuable information for future references.

HRDF takes a serious view of any provision of fictitious data to HRDF, and offenders may be subjected to penalties that include disqualification from further HRDF training.

## 22. WHO CAN INDIVIDUALS' APPROACH FOR FURTHER QUESTIONS ON THE HRDF-TEE?

For further enquiries, please email to [evaluation@hrdf.com.my](mailto:evaluation@hrdf.com.my).

For the latest updates on HRDF-TEE, please visit <https://bit.ly/hrdftee>.