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TRAINING PROVIDERS' CIRCULAR NO. 3/2020

TERMS & CONDITIONS TO CONDUCT ONLINE TRAINING UNDER THE HUMAN RESOURCES DEVELOPMENT FUND (HRDF)

1.0 PURPOSE

The purpose of this circular is to inform the Human Resources Development Fund (HRDF) registered training providers on the terms and conditions for conducting online training under HRDF.

2.0 BACKGROUND

- 2.1 Due to the COVID-19 outbreak, the business environment in Malaysia has changed including the training needs of the employers. Technology will play a pivotal role in not only changing the training landscape but also reduce the cost of conducting training online in Malaysia.
- 2.2 With the new revised terms and conditions, HRDF believes employers can now utilise the levy for Online Training as trainees are not allowed to have face-to-face interaction (close contact), especially in crowded places and confined spaces during the COVID-19 period.
- 2.3 In line with this new norm, in addition to existing online training deliveries such as e-Learning, Mobile Learning and Hybrid, HRDF is pleased to add '*Remote Online Learning*' as another type of training delivery to assist the nation in upgrading knowledge and skilled workforce through continuous retraining and skills upgrading programmes.



3.0 TYPES OF ONLINE LEARNING

3.1 e-Learning

e-Learning is a learning method using electronic technology to access training curriculum outside of a physical classroom. In most cases, it refers to a course or programme delivered completely online via electronic media, typically with the use of an internet connection.

Examples of e-Learning courses are:

- i. Full e-Learning (or by Subscription)
 - With self-learning under this mode of e-Learning, trainees are offered with a wide range of training programmes through various packages, depending on the total number of training programmes required.
 - An interactive learning approach for self-paced e-Learning, which is usually a web-based training, consists of a set of interactive e-lessons. An e-lesson is a linear sequence of screens which can include text, graphics, animations, audio, video and interactivity in the form of questions and feedback. e-lessons can also include recommended readings and links to online resources, as well as additional information on specific topics.
 - Simulations are a highly interactive form of e-Learning. The term “simulation” basically means creating a learning environment that “simulates” the real world, allowing the learner to learn by doing. Simulations are a specific form of web-based training that immerse the learner in a real-world situation and respond in a dynamic way of behaviour e.g. video-based learning, game-based learning (gamification), story-based learning, application simulation, business simulation.

ii. Blended e-Learning / Hybrid

- Combination of classroom e-Learning through Local Area Network (LAN) and full e-Learning through Wide Area Network (WAN).
- Synchronous and asynchronous online discussions are part of the blended e-Learning designed to facilitate communication and knowledge-sharing among trainees. The trainees may exchange ideas about course activities or contribute to group learning by sharing their knowledge. Collaborative activities imply collaboration among learners to perform tasks such as project work and scenario-based assignments.
- For classroom e-Learning, participants will be guided by trainers on how to use computers as a medium of self-learning.

3.2 Mobile Learning

Mobile learning focuses on the usage of mobile apps via devices such as smartphones, tablets and notebooks which allow learners to consume learning and training at their own pace. Mobile learning application provides opportunities for employers to share their training content as well as receive immediate feedback from employees.

3.3 Remote Online Learning

3.3.1 Remote Online Learning is also referred to as Distance Education or Virtual Instruction which takes place when the trainee and trainer, or source of information, are separated by distance and therefore unable to meet in a physical classroom setting. Information is typically transmitted via technology (email, discussion boards, video conference or audio bridge) hence physical presence in the classroom is not required.

3.3.2 A virtual classroom is an online event where a trainer remotely and in real-time conducts training to a group of trainees using a combination of materials (e.g. PowerPoint slides, audio or video materials). It is also called synchronous learning. This method requires the least amount of effort to convert materials (but instructors still have to prepare them). Appropriate technology must be in place for both the trainees and trainers (e.g. software for the virtual classroom and good internet connectivity).

4.0 NEW TERMS AND CONDITIONS

The enhancement of the terms and conditions for all online learning are as follows:

No.	<i>Skim Bantuan Latihan (SBL), Skim Latihan Bersama (SLB) and Skim Bantuan Latihan Khas (SBL-KHAS)</i>
1.	<ul style="list-style-type: none"> i. Financial assistance for all Online Learning is claimable subject to RM350/day/pax for seven (7) hours of training. ii. Certification and examination fees are claimable as quoted by certification and/or examination body. iii. For Remote Online Learning, consumable training material is claimable as below: <ul style="list-style-type: none"> a. HRDF approved licensed digital material; b. Internet data cost of RM100/group. No supporting document is required. iv. The minimum training duration is four (4) hours for SBL and SLB and seven (7) hours for SBL-KHAS. v. The minimum training hours can be accumulated to meet the requirement. vi. Seven (7) hours of training must be conducted over a minimum of two (2) days and training hours per day should not exceed four (4) hours. vii. Maximum trainee per group is 15 pax, including for conference and webinars.
2.	<p>The following information/documents are to be enclosed during the Grant application:</p> <ul style="list-style-type: none"> i. Required Information: <ul style="list-style-type: none"> a) Training Provider information b) Trainees Information c) Total of Estimated Costs Apply d) The phrase "<i>Remote Online Learning</i>" should be clearly stated in the "<i>Training Location</i>" field in the e-TRiS system. ii. Required Supporting Documents: <ul style="list-style-type: none"> a) Course Content b) Invoice/Quotation c) Trainer's Profile (only for Mobile and Remote Online Learning) d) Letter of Cost Breakdown for SLB (if any)

3.	<p>i. The following information/documents are to be enclosed during Claim submission:</p> <ul style="list-style-type: none"> a) Official receipt and/or b) Invoice and Payment Voucher c) Letter of Cost Breakdown for SLB (if any) d) System generated attendance report for remote online training. e) 60 seconds of video recording is required to capture for remote online training. <p>ii. Minimum training hours attended to entitle for claim:</p> <ul style="list-style-type: none"> a) At least 75 per cent attendance for Grant schemes b) At least 80 per cent attendance Strategic Initiative schemes
4.	<p>The Remote Online Learning is NOT allowed to be conducted for the following training:</p> <ul style="list-style-type: none"> i. Training with hands-on practical exercises ii. Courses that are not allowed to be conducted via remote online by the certification/examination body

4.2 In order to conduct live online training, the Training Provider must meet the following requirements:

No.	<i>Skim Bantuan Latihan (SBL), Skim Latihan Bersama (SLB) and Skim Bantuan Latihan Khas (SBL-KHAS)</i>
1.	<p>The platform/application on which the content is delivered must include the following features:</p> <ul style="list-style-type: none"> i. User login/attendance monitoring; ii. Document sharing; iii. 2-way communication; and iv. Ability to generate reports on user activity and event logs.
2.	<p>When delivering training via live online platforms, the stability of the internet connection, as well as sufficient bandwidth, are two (2) factors that are crucial in ensuring the smooth delivery of the content. As such, training providers and trainers must carry out sufficient testing before any such training is carried out to ensure that the delivery will be consistently smooth throughout the training period.</p>

3.	Training providers/Organisers are required to provide access to the live online training session for HRDF officers to conduct the inspection. This access must be emailed to inspectorate@hrdf.com.my at least 24 hours before the commencement of the training. The email should also have the following details: i. HRDF Grant Reference Number; ii. Employer Name; iii. Training Date and Time; and iv. Participant Name Listing
4.	Training providers/Organisers must also keep the video records of these live online training sessions for at least two (2) years. Training providers/Organisers should be able to provide these records when required by the HRDF officers.
5.	Training effectiveness evaluation is compulsory for all training that is delivered live, online.

5.0 CLOSING

5.1 The circular is effective from 15 May 2020.

5.2 For further clarification and assistance on these initiatives, kindly contact our Call Centre at 1800-88-4800 or email to support@hrdf.com.my.

Thank you.

PEOPLE, PROWESS, PROGRESS
PEKERJA DAN CABARAN BUDAYA NORMA BAHARU

Yours sincerely,



SHAHUL HAMEED BIN SHAIK DAWOOD
CHIEF EXECUTIVE
HUMAN RESOURCES DEVELOPMENT FUND (HRDF)