HUMAN RESOURCES DEVELOPMENT FUND

GUIDELINE FOR ONLINE TRAINING

VERSION 4.0
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CONTENTS

1. PURPOSE OF THE GUIDELINE

The purpose of this guideline is to inform stakeholders on the schemes available under HRDF that support online training inclusive both content delivery and infrastructure setup. Furthermore, this guideline will inform on the procedures and requirements for training to be delivered online.

The Employers and Training Providers are advised to refer to relevant Employer and Training Providers Circulars for more details on each scheme. The circulars are available at HRDF website, www.hrdf.com.my, under Services tab .

2. OBJECTIVES

2.1. Online training has grown significantly on a global scale over the past few years. The flexibility offered by online training makes it increasingly popular among companies and individuals alike. We are witnessing the same trend in Malaysia.

2.2. Online training is especially relevant in view of the current situation in many countries around the world including Malaysia where social distancing, movement restriction and isolation are required due to the Covid-19 pandemic.

2.3. HRDF has long supported online training with various schemes introduced to enable and support online human capital development solutions. This includes schemes which allow claimable online training as well as schemes that support facilities and equipment claimable for the online training to take place.

2.4. This guideline aims to consolidate and standardize all current HRDF schemes related to online training. In addition, this guideline will also enable live training to be conducted remotely using online applications.

2.5. The objectives of this guideline are to:

i. Serve as a comprehensive guideline to all HRDF schemes, procedures and requirements related to online training;
ii. Allow HRDF Claimable training to be conducted remotely using live online delivery; and
iii. Enable the required inspections to be carried out even when training is conducted online.

3. SCOPE OF GUIDELINE

3.1. This guideline will specify the types of online training supported by HRDF under both Grant and Strategic Initiative schemes.

3.2. This guideline will specify the support facilities and equipment claimable for the online training to be conducted.

3.3. This guideline will define how classroom-based training can be delivered live online based on HRDF requirements.

3.4. This guideline will specify the requirements and processes involved in both grant and claim applications for the related schemes.

4. TYPES OF ONLINE TRAINING

4.1. <u>e-Learning</u>

4.1.1. e-Learning is a learning method using electronic technologies 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)

- Self-learning under this mode of e-Learning, trainees are offered with a wide range of training programmes in various packages, depending on the total number of training programmes required.

- Interactive learning approach for self-paced e-Learning 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.

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- 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, Virtual Instructor Lead Training.

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 project work implies collaboration among learners to perform a task. Collaborative activities can include 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.

4.2. <u>Mobile Learning</u>

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

4.3. <u>Remote Online Training</u>

4.3.1. Remote Online Training is also referred to as Distance Education or Virtual Instruction happens 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 no physical presence in the classroom is required.

4.3.2. 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. Examples of video conference apps:

- Microsoft Teams
- Google Hangout
- Click meeting
- Cisco Webex Meetings
- CyberLink U Meeting, etc.

4.3.3. However, not all classroom-based training can be delivered in such a way. This guideline is not applicable for the following training that cannot be delivered online:

i. Hands-on practical training involving the use of materials/tools/equipment.

ii. Courses that not allowed to be conducted via remote online by the certification/examination body.

5. TYPES OF SUPPORT FACILITIES AND EQUIPMENT

5.1. Information Technology (IT) scheme

5.1.1. To support online training to take place, facilities are required such as:

i. Personal computers (desktops) or laptops:
Allow registered employers to purchase desktops/laptops for training purposes with the requirement that they have fixed Computer Training Room (exception for SMEs to purchase the desktop or laptop for the purpose of training even if employers do not have proper computer training lab). The number of desktops/laptops which can be purchased is based on 1 unit: 5 employees ratio.

ii. Access to the Internet:
Internet subscription (for the first year only) is allowed to be claimable as part of the online training equipment. Submission can be made on a monthly basis (for 12 months) or one-off for one (1) year subscriptions.

iii. Webcam (inclusive of microphone):
Use for interactive sessions such as video conferences.

5.2. Computer-Based Training (CBT) scheme

5.2.1. This scheme enables employers to purchase or develop training software to retrain and upgrade the knowledge and skills of their workforce, especially for employers who are unable to release their employees to attend training outside company premises. Specification of software is as follows:

i. The software can be in the form of physical media (CD, DVD, CD/DVDROM or video) or electronic downloads. Subscription-based applications, however, fall under the SBL scheme (e-Learning).

ii. Solely for training and learning purposes.

iii. Interactive training programmes on specific skills that enable users to learn the skills on their own without any instructor.

iv. Able to evaluate the learning progress of users.

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     v. Softwares that are not eligible under the scheme are software for display or reading purposes e.g. procedures or guidelines on safety, e-book or e-encyclopedia, application software used for daily operational activities such as Microsoft Office, Accounting Software, Auto CAD, computer programming software.

     vi. Development of Mobile Learning Apps and Learning Management System (LMS) are allowed under the Development of Computer Software.

6. REQUIREMENTS FOR LIVE ONLINE TRAINING DELIVERY

6.1. While there are many applications and platforms in the market that allow remote communication and video conferencing, it is important to ensure that only suitable ones are chosen when training is conducted by live online delivery. This is to ensure that the training experience is not compromised by the delivery method.

6.2. To ensure that the training delivered live online is effective, the platform/application on which the content is delivered must include the following features:
    i. User login/attendance monitoring;
    ii. Document sharing;
    iii. 2-way communication; and
    iv. Ability to generate reports on user activity and event logs.

6.3. When delivering training via live online platforms, the stability of the internet connection, as well as sufficient bandwidth, are 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.

6.4. Training providers/Organisers are also 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.

6.5. Training providers/Organisers must also keep the video records of these live online training sessions for at least 2 years. Training providers/Organisers should be able to provide these records when required by the HRDF officers.

6.6. Training effectiveness evaluation is compulsory for all training that is delivered live online. This is for HRDF to continuously monitor the effectiveness of training conducted in this way.

7. IMPLEMENTATION PLAN

7.1. All new grant applications for training delivered live online must meet the requirements as detailed below.

7.2. **Employers who wish for prior approved classroom training to be delivered live online must submit a modification of the approved grant. The training can only commence upon the approval of the modification and entitled for course fee only.**

7.3. Training providers who have approved SBL KHAS courses and wish to deliver these courses via live online method can do so provided:

    i. The course delivery method meets all the requirements specified in this guideline; and

    ii. The course content, course duration, trainer and certification remain the same as specified in the approved SBL KHAS course.

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7.4. **Grant Application Process:**
The application should be submitted by employers via e-TRiS at least one (1) day before the training commences based on the following requirement:

Requirement	
Training duration	• The minimum training duration is four (4) hours for SBL and SLB and seven (7) hours for SBL-KHAS • Training hours per day should not exceed 7 hours.
Required Information	1. Training Provider information 2. Trainees Information 3. Total of Estimated Costs Apply 4. For Remote Online Training: *"Remote Online Training"* should be clearly stated in the *"Training Location"* field.
Required Supporting Documents	1. Course Content 2. Invoice/Quotation 3. Trainer's Profile (only for Mobile and Remote Online Training) 4. Letter of Cost Breakdown for SLB (if any)
Trainees	<u>In-House Workshop</u> • A maximum 25 pax/group for technical programmes and 35 pax/group for soft skill programmes. <u>Public Workshop</u> • A maximum of 9 trainees per employer for public programme. <u>Conference/Webinar</u> A maximum of 9 trainees per employer for Conference and Webinar type programme.

Course Fee	The amount claimable to be in line with face-to-face training under current SBL scheme where the maximum fee allowed would be as below:
	
	a. <u>In-House ROT</u>
	  Maximum of RM700/pax/day, subject to a maximum of:
	  i. RM5,000/group/day for soft skill programme;
	  ii. RM6,000/group/day for technical programme;
	
	b. <u>Public Online/E-Learning/ Mobile</u>
	  i. Maximum of RM700/pax/day

Certification/ Examination Fee	Professional Certification/ Examination Fees as quoted by the certification/ examination body.

Consumable Training Material	a. <u>In-House ROT</u>
	  i. HRDF approved physical and licensed digital material;
	  ii. Internet data cost of RM100 /group.
	
	b. <u>Public ROT</u>
	  i. HRDF approved physical and licensed digital material;

Other Allowances	NIL
Steps to Apply	1. Login to HRDF Portal and launch eTRiS. 2. Click on *'Application'* icon

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<table>
<tr><td></td><td>3. Click and open the *'Grant'* from the menu
4. Choose *'Apply Grant'*.
5. Fill in the online form and attach the supporting documents before clicking the *'Submit'* button.</td></tr>
</table>

Note : In the event of conflict, existing terms and conditions under SBL scheme will prevail.

7.5. **Claim Application Process**

The application should be submitted within:

- six (6) months upon completion of training (Grant schemes)
- three (3) months upon completion of the training and successfully obtaining the certificate, subject to the requirement of the scheme (Strategic Initiative schemes) with all training costs paid beforehand based on the following requirement:

Requirement	
Minimum training hours attended	Complete the training programme with at least: • 75% attendance (Grant schemes) • 80% attendance (Strategic Initiative schemes) Only applicable for Remote Online Training.
Other requirements	For SBL-KHAS grant applications, registered employers should not have any levy arrears and interest on late payment as HRDF would debit the course fees from their account and pay directly to Training Provider.
Required Information	1. Training Provider information 2. Trainees Information 3. Total of Estimated Costs Applied 4. For Remote Online Training: *"Remote Online Training"* should be clearly indicated in the training location field.
Required Supporting Documents	1. Official receipt and/or 2. Invoice and Payment Voucher 3. Letter of Cost Breakdown for SLB, if any 4. For SBL scheme, system generated attendance report with basic information such as participant's name, time log-in, log-out and total time duration, while for SBL-Khas scheme, system generated attendance report must be signed by training provider and employer with company stamp, name and position of the authorised officer and date. 5. 60 seconds of video recording is required to be captured for remote online training. However, the video only to be provided upon request from HRDF.

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Trainees	**In-House Workshop** • A maximum 25 pax/group for technical programmes and 35 pax /group for soft skill programmes. **Public Workshop** • A maximum of 9 trainees per employer for public programme. **Conference/Webinar** A maximum of 9 trainees per employer for Conference and Webinar type programme.

Course Fee	The amount claimable to be in line with face-to-face training under current SBL scheme where the maximum fee allowed would be as below:
	
	a. **In-House ROT**
	Maximum of RM700/pax/day, subject to a maximum of:
	  i. RM5,000/group/day for soft skill programme;
	  ii. RM6,000/group/day for technical programme;
	
	b. **Public Online/E-Learning/ Mobile**
	  i. Maximum of RM700/pax/day

Certification/ Examination Fee	Professional Certification/ Examination Fees as quoted by the certification/ examination body.

Consumable Training Material	a. **In-House ROT**
	  i. HRDF approved physical and licensed digital material;
	  ii. Internet data cost of RM100 /group.
	
	b. **Public ROT**
	  i. HRDF approved physical and licensed digital material;

Other Allowances	NIL
Steps to Apply	1. Login to HRDF Portal and launch eTRiS. 2. Click on *'Application'* icon 3. Click and open the *'Claim'* from the menu 4. Choose *'Submit Claims with Grants'*. 5. Fill in the online form and attach the supporting documents before clicking the *'Submit'* button.

Additional information on supporting documents during claim submission:

1. The documents should contain the particulars of the approved course such as titles and training dates.

2. Official quotations/receipts issued by training providers/vendors/suppliers should contain the name of employer, programme title and training date.

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3. For Remote Online Training, attendance report generated by system should be signed by the training provider or trainer with company stamp. The report should contain basic information such as course title, training dates and details of trainees.

4. HRDF may request for any other relevant documents for verification/confirmation purposes.

8. IMPLEMENTATION TIMELINE

This guideline takes effect from 15 January 2021.

9. COMPLIANCE

This Guideline shall form the terms and conditions for Online Training wherein any breach of such terms and conditions shall subject the party in breach to legal action by HRDF, including penalty, suspension etc as HRDF deems fit, in accordance with the PSMB Act 2001.

10. AMENDMENTS

10.1. HRDF may change or amend this guideline from time to time. Employers and Training Providers will be notified of the changes being made to strengthen this guideline.

10.2. This guideline/version supersedes all previous guidelines/versions issued by HRDF.

11. REFERENCES

i. Employer Circular No. 1/2021 for Online Training
ii. Employer Circular No.06/2020 for Remote Online Training
iii. Employer Circular No. 05/2020 for Online Training
iv. Employer Circular No. 03/2020 for Online Learning
v. Employer Circular No. 10/2011
vi. Employer Circular No. 4/2010, 6/2010, 12/2010, 2/2018 for E-Learning
vii. Employer Circular No. 5/2015 for Mobile Learning
viii. Employer Circular No. 3/2005, 10/2009, 18/2009, 2/2018 for Information Technology and Computer Aided Training
ix. Employer Circular No. 11/2009, 5/2015 and 2/2018 for Computer-Based

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x. Any other relevant circulars.

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