

Our Ref.: (49) PSMB/1/14/13 Cover 2
Date : 6 July 2018

TRAINING PROVIDER'S CIRCULAR NO.3/2018

REVIEW OF THE STAR RATING SYSTEM

1.0 PURPOSE

The purpose of this circular is to inform Training Providers on the review of the Star Rating system.

2.0 BACKGROUND

2.1 Pembangunan Sumber Manusia Berhad (PSMB) had introduced the Star Rating system for PSMB's registered training providers through Training Provider Circular No. 1/2016. The initiative is aimed to encourage training providers to raise the quality of their services to current and potential registered employers.

2.2 PSMB has received numerous views and opinions about the Star Rating system particularly from the Townhall session with YB Minister of Human Resources and also through an online form via PSMB's website. There are feedbacks that requested PSMB to review the current criteria and mechanism of the Star Rating system.

3.0 STATUS OF STAR RATING

3.1 In view of this, PSMB has decided to defer the current implementation of Star Rating until 31 December 2018 to allow for a comprehensive review process to take place.

4.0 IMPROVEMENT PLAN

4.1 PSMB has set up an online channel to receive constructive feedback on the star rating system, as well as, relevant areas of improvement. The link will direct you to the online feedback form; [https://goo.gl/forms/2juA02BVJgENrA\]g1](https://goo.gl/forms/2juA02BVJgENrA]g1)

4.2 In addition, we will hold workshops with the relevant stakeholders to come up with an improved version meeting the aspirations of

the registered employers while at the same time addressing the concerns of the training providers.

- 4.3 Therefore, in our efforts to improve current mechanism and criteria of star rating, we would greatly appreciate feedback or suggestion(s) from all registered training providers, as well as, Learning & Development professionals from registered employers.

5.0 IMPLEMENTATION DATE

- 5.1 This circular is effective immediately.

6.0 CLOSING

- 6.1 Should you require further clarification with regards to this circular, kindly contact our Call Centre at 1800 88 4800 or email vm support@hrdf.com.my.

Thank you.

“PEOPLE, PROWESS, PROGRESS”

“PEKERJA BERKEMAHIRAN PENERAJU KECEMERLANGAN NEGARA”

Yours sincerely,



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ACTING CHIEF EXECUTIVE
HUMAN RESOURCES DEVELOPMENT FUND