



**PEMBANGUNAN SUMBER MANUSIA BERHAD (545143-D)
KEMENTERIAN SUMBER MANUSIA**

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TRAINING PROVIDERS' CIRCULAR NO. 1/2019

DISCONTINUATION OF PSMB STAR RATING SYSTEM

1.0 PURPOSE

- 1.1 The purpose of this Circular is to inform Training Providers on the discontinuance of Pembangunan Sumber Manusia Berhad's ("PSMB") Star Rating system on the Fund's registered Trainers and Training Providers.

2.0 BACKGROUND

- 2.1 The PSMB Star Rating system was introduced in 2016 and was aimed to ensure continuous service improvement of the Fund's registered Trainers and Training Providers. As a result, the Star Rating system was made a compulsory component for the renewal of Training Providers' certificate with PSMB.
- 2.2 On 6 July 2018, the Star rating system was placed under review following the numerous views and opinions on the system which was received from Trainers and Training Providers during the Fund's Training Provider Town Hall that was held on 7 June 2018 in Kuala Lumpur, Malaysia.
- 2.3 The review process, conducted in the format of an online assessment survey on the system and targeted at Trainers and Training Providers, lasted until 31 August 2018. This information is detailed in PSMB's Training Provider Circular No. 3/2018.



3.0 DISCONTINUATION OF THE PSMB STAR RATING SYSTEM

- 3.1 Moving forth and taking into account the feedback received from Trainers and Training Providers on the system from the online assessment survey as well as through engagement sessions that were conducted until 31 December 2018, the Fund hereby announces the discontinuation of the PSMB Star Rating system with immediate effect.
- 3.2 In this instance, Trainers and Training Providers are encouraged to ensure that the quality of their training programmes and delivery meet the expectation(s) of the Fund's registered employers.
- 3.3 Further, Trainers and Training Providers are advised to complete the relevant evaluation of the training programmes they conduct and to safe-keep pertinent and appropriate documents for the purposes of verification and continuous quality improvement exercises which will be conducted by PSMB's officers.

4.0 CLOSING

- 4.1 This Circular is effective immediately.
- 4.2 Kindly contact PSMB's Call Centre at toll free: 1800-88-4800 or email to vmddsupport@hrdf.com.my if you need further clarification on this Circular.

Thank you.

PEOPLE, PROWESS, PROGRESS
SAYANGI MALAYSIAKU

With regards,



ELANJELIAN VENUGOPAL
CHIEF EXECUTIVE
PEMBANGUNAN SUMBER MANUSIA BERHAD
THE HUMAN RESOURCES DEVELOPMENT FUND
MALAYSIA



HRDF STAR RATING DISCONTINUATION FAQ

1. What is the Star rating system?

A : The PSMB Star Rating system was introduced in 2016 to ensure continuous improvement of the service provided to the Fund's stakeholders. It was a mandatory system for all registered training providers to complete as a compulsory component for the certificate renewal of PSMB training providers.

2. Why is the Star rating system discontinued?

A : As part of the Fund's continuous improvement and based off the feedback received from trainers and training providers on the star rating system through the online survey as well as through the engagement sessions, it was decided that it is best for the Star Rating system to be discontinued with immediate effect.

3. Can training providers still use the rating?

A : With the discontinuation of the system, all ratings given to all PSMB's Trainers and Training Providers are annulled and will no longer be valid.

Kindly contact PSMB's Call Centre at toll free: 1800-88-4800 or email to vmddsupport@hrdf.com.my if you need further clarification

ENDS