

## Human Resource Development Corporation



# Frequently Asked Questions (FAQ) HRD Corp Claimable Courses

This FAQ is prepared for HRD Corp  
Registered Employers and Training Providers

Programmes Division  
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## **GENERAL**

### **1. What is HRD Corp Claimable Courses?**

HRD Corp Claimable Courses was formerly known as SBL Khas is a scheme to assist our registered employers, especially those with limited resources to train and upskill their employees in line with their operational and business requirements.

Under this scheme, HRD Corp will pay the course fee (subjected to 4% service fee from 1 April 2021) directly to the training providers by deducting the amount from the employers' levy account. HRD Corp will also pay other claimable allowances to the employer. The total claimable amount is subjected to the approval of each individual grant application.

### **2. Are HRD Corp-registered training providers required to provide their E-Slip after registering their training courses?**

The training provider will receive a pop-up notification for successful registration after the submission is made. Starting from 4 May 2021, training providers are no longer required to generate and email the e-slip.

### **3. How much is does it cost to register a new course with HRD Corp?**

As per the Training Provider's Circular No. 9/2020, all course registrations are free of charge.

### **4. Referring to the Training Providers' Circular No. 3/2021, it was mentioned that effective 1 April 2021, only course(s) registered will be claimable under HRD Corp. What happens if the Training Provider fail to do so?**

As per Training Provider's Circular No. 3/2021, item 3.2.2; HRD Corp will no longer approve the training grant applications for any course offered by a HRD Corp registered training provider that is not registered with HRD Corp.

### **5. I am a HRD Corp-registered training provider under the NGO or government department category. Referring to the Training Provider's Circular No.**

**3/2021 item 3.3, exception was given to the above categories. As such, are we still required to register our courses with HRD Corp?**

If you are a HRD Corp registered Training Provider and actively conducting training, you are required to register your courses with HRD Corp despite the exemption outlined in the Training Provider Circular No. 3/2021 item 3.3.

**6. How does HRD Corp define NGOs in item 3.3 of circular 3/2021?**

The following organisations will be able to conduct trainings under HRD Corp's levy-based schemes without having to register as a training provider or register their courses with HRD Corp:

- Non-governmental organisations (NGO) conducting the following activities:
  - Labour unions
  - Religious organisations
  - Political organisations
  - Welfare services (i.e., Nursing care facilities including nursing home for elderly, disable person orphanages and etc.)
  - Social work
- NGO(s) other than those listed above which do not conduct training as a core activity (i.e., those that conducts less than 4 training events annually).

**7. I am an individual trainer certified by HRD Corp who is actively conducting training under HRD Corp. Can I register my courses with HRD Corp?**

As per the Training Provider's Circular No. 3/2021, item 3.1, only HRD Corp registered training providers can register their courses with HRD Corp.

**8. What is the validity period of this course registration?**

As per Training Provider's Circular No. 9/2020, all training courses registered with HRD Corp are valid until 31 December 2021.

**9. What should training providers do if their previous registered training courses expires before 31 December 2021?**

If a training provider's training courses expires before 31 December 2021, they will need to register it as a new course to continue the validity period until 31 December 2021.

#### **10. What happens to these registered courses after 31 December 2021?**

HRD Corp is currently developing the HRD Corp Learning and Training Hub (LATiH) platform, a learning marketplace with the objective of increasing visibility for training providers, trainers and courses being offered under HRD Corp.

As such, we will also introduce a new scheme to replace this in line with the full implementation of LATiH. Therefore, all active training courses will eventually be transferred to the LATiH platform.

We will continue to update all relevant stakeholders on this and other related developments.

#### **11. How can training providers update their training provider profile?**

Training providers who wish to make changes on their details after the registration has been approved may refer to the following steps:

- Login to e-Tris > Application > Profile Management > Training Provider > View My profile > Edit Profile Details > Save.
- Kindly ensure that the fields with “**personal contact**” and details of “**officer in charge**” (**email address and phone number**) are updated to ensure that you receive any communication sent via email blast. We will also refer to these fields if there is a necessity to contact the training providers.

**PLEASE NOTE:** Training providers may update their profile except for their MyCOID, company name, address and details of company director.

## **HRD CORP CLAIMABLE COURSES REGISTRATION**

### **12. This will be my first time registering my course with HRD Corp. Is there a guideline that I can refer to?**

We have uploaded this guideline on the HRD Corp Website. You can access it at:

- Resources > Forms > Training Providers Forms > User Guide HRD Corp Claimable Courses Registration.

### **13. What type of training courses can I register and is there a minimum requirement that I need to comply with?**

#### **a. Public and In-House Training Courses**

- All trainers must have a HRD Corp Train-the-Trainers (TTT) Certificate or HRD Corp Train-the-Trainers (TTT) Exemption
- The minimum training duration must be four (4) hours per day excluding lunch hour.
- The documents required are as follows:
  - TTT Certificates or TTT Exemption issued by HRD Corp for the selected trainer for the programme.
  - Profile (CV) of the selected trainer for the programme.
- Selected trainers must possess relevant competency and skills that align with the programme.

#### **b. Conferences and Seminars**

- Conferences and seminars held locally.
- Validity period of the programme: One-off
- Duration: At least one (1) day (4 hours per day) but not more than three (3) days.
- Speakers are not required to have the TTT Certificate or TTT Exemption from HRD Corp.
- Documents Required: List of speakers and Conference Programme schedule

If these conditions are not complied with, the registration of the training programme will not be approved.

**14. I am a HRD Corp-registered training provider and my course has been approved. However, I would like to change the course title without changing the content and trainers. Is it allowable?**

HRD Corp does not allow for any modification to the course title on approved courses despite there being no changes to the course content and trainer. Kindly register as a new course if you wish to change the name or title of your training programme.

## **LONG TERM DEVELOPMENT COURSE**

**15. I am a HRD Corp-registered training provider and offer many long-term courses. How does HRD Corp define a long-term course and does HRD Corp allow it?**

Any course that is conducted for more than three (3) months will be considered a long-term course.

Yes, HRD Corp does allow for such courses to be registered with HRD Corp. However, it is advisable to break the course into modules because the training provider can only claim after the completion of the full training.

HRD Corp also allows continuous professional development courses that are carried out for a period longer than three (3) months, to be offered under the SBL scheme. These are courses that provide academic qualifications or professional certifications (diploma and higher) upon completion.

**16. I have a long term course that does not offer an academic qualification. However, it is difficult for me to conduct this course as I will only receive payment once the course has been carried out fully. Do I still need to register this course with HRD Corp?**

Yes, training providers will still need to register this course with HRD Corp. However, we advise them to break their courses into modules and to register these modules separately.

The requirements are:

- i. Each course registration must be a complete module with specific learning outcomes.
- ii. Each course registration should be named the same with the addition of the module number. For example, "Welding Inspector course module 1"; "Welding Inspector course module 2" and so on.
- iii. The full course structure for the entire course must be included as an attachment for every module registered. This must include the following information:
  - Show all registered modules
  - Show the specific learning outcomes for each module
  - Show the duration for each module.

## **COACHING & MENTORING**

### **17. I am a HRD Corp-registered training provider and offer coaching and mentoring programmes. Are we required to register these programmes with HRD Corp?**

Yes, registered training providers must register their coaching and mentoring programmes with HRD Corp.

For face-to-face coaching, HRD Corp allows a ratio of 1:1 to 1:2. The allowable rate is the same as in-house non-technical trainings. However, each trainee must undergo at least four (4) hours of coaching to be claimable.

HRD Corp also allows online coaching and mentoring provided there are no practical elements to the coaching. The allowable rate is the same as the remote online training rate, but each trainee must undergo at least four (4) hours of coaching to be claimable.

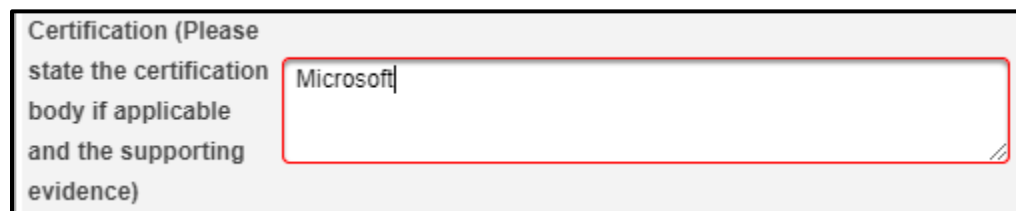


## **CERTIFICATION COURSES**

### **18. I am a HRD Corp-registered training provider and offer many types of certification courses. Can we register these courses with HRD Corp and if so, how?**

Yes, training providers can register their certification courses with HRD Corp. Below are the requirements:

- Specify the name of the certification body in the course registration form as shown below:



The image shows a screenshot of a form field. On the left, there is a label: "Certification (Please state the certification body if applicable and the supporting evidence)". To the right of this label is a text input box with a red border. Inside the box, the word "Microsoft" is typed. There is a small cursor icon at the end of the text.

- Upload the documentary evidence from the certification body such as the letter of authorisation or agreement between the training provider and the certification body.

### **19. I am a HRD Corp-registered training provider offering a certification course by Bluehat Inc. However, our company is not directly authorised by the certification body (Bluehat Inc.). Instead, we are delivering the course via another training provider (XYZ Sdn. Bhd.) as a third-party collaborator, who is the authorised partner of Bluehat. Does HRD Corp allow this?**

Yes, HRD Corp may consider certification courses offered by a third-party collaborator, provided that they are able to furnish HRD Corp with the following documents:

- Documentary evidence from the certification body such as the letter of authorisation or agreement between Bluehat Inc. and XYZ Sdn. Bhd. which stated that Bluehat Inc. allows their authorise partner to appoint another training partner to conduct their licensed course.
- Documentary evidence from the certification body such as letter of authorisation or agreement from XYZ Sdn. Bhd. which authorises the

registered training provider to act as their training partner and confirms that the training course conducted by the training provider will be certified by Bluehat Inc.

These documents are important to help HRD Corp assess the validity of the training courses applied for as well as mitigate or prevent the risks of false claims and certification that may have an adverse impact to employers and trainees.

## **TRAINING DURATION**

### **20. What are the minimum training hours for a training course to be registered with HRD Corp?**

The minimum cumulative training hours allowed is four (4) hours per day. These can be broken down into the following:

- Full day training course (7 hours per day)
  - 1 day training = 7 hours
  - 2 days training = 14 hours
  
- Half day training course (4 hours per day)
  - 2 days training = 8 hours

## **TRAINER**

### **21. I am a HRD Corp-registered training provider and only have one trainer. Does HRD Corp allow me to register courses with HRD Corp?**

We do allow the registration of courses with only one (1) trainer. Please refer to HRD Corp Website > Resources > Forms > Training Providers Forms > User Guide HRD Corp Claimable Courses Registration.

### **22. I am a HRD Corp-registered training provider who use foreign based trainers to conduct my training programmes. Does HRD Corp allow that?**

Yes, we allow foreign-based trainers to conduct trainings for HRD Corp-registered providers without having the TTT Exemption or TTT Certificate.

However the trainer must collaborate with a local training provider and solely coming to Malaysia to conduct the training. In addition, the trainer must provide their profile that states their credential as a foreign based trainer in the application.

**23. I am a HRD Corp-registered training provider and my trainer's name does not appear in the trainers list. How can I add a new trainer profile?**

Please proceed to add a new trainer profile. The trainer's name will appear on your trainers list once you have done this.

The steps are as follows:

- Login to e-Tris > Go to Application > Profile management > Training Programme > Trainer Profile Management > Update Trainer Profile Management

**24. Does HRD Corp allow its registered trainers and training providers to change their trainers' information once they have created their trainer's profile. How can they do this if it is allowed?**

HRD Corp allows training provider to edit their trainer's profile.

The steps are as follows:

- Login to e-Tris > Go to Application > Profile Management > Training Programme > Trainer Profile Management > Update Trainer Profile Management

**25. Is there a specific format that the trainer should follow in developing their trainer's profile?**

There is no specific format. However, the trainer is required to include the following information in their profile:

- Academic qualifications
- Professional qualifications (if any)
- Number of years of experience
- List of trainings that have been conducted

We have attached a template for the trainer's profile for reference in Appendix 1. However, the training provider may use their own template as long as the information stated above is included.

## **CHANGE OF APPROVED TRAINER**

### **26. Does HRD Corp allow training providers to change the trainer after the course has been approved?**

Yes, training provider can change, add or remove trainers to an approved course. However, the change in trainers needs to be approved by HRD Corp.

The steps to get the approval for trainer modifications are as follows:

- Login to e-Tris > Click Application > Profile Management > Training Programme > Trainer Modification.
- At the trainer's modification page, select the course followed by trainer.
- Please note that the new trainer has to be added first into the system.

### **27. What are the requirements if the training provider wants to change the trainer on an approved course?**

The requirements are as follows:

- The trainer's profile should be added to the training provider's e-Tris account.
- The trainer possesses a TTT Certificate or TTT Exemption
- The trainer's background is in line with the approved course.

Please ensure that the selected trainer possess the relevant competency, skills and experience related to the approved course.

To check the trainer's profile: Go to Application > Profile Management > Training Programme > Trainer Profile Management

**28. I am trying to add a new trainer to an approved course, but I couldn't find my trainer's profile. What should I do?**

Please proceed to add a new trainer's profile. After adding, the trainer's name will appear on the trainers list.

The steps are as follows:

- Login to e-Tris > Go to Application > Profile Management > Training Programme > Trainer Profile Management > Update Trainer Profile Management.
- Upon completion, training providers may follow the steps above to check their trainer's profile.

**29. Is it necessary for the training provider to pay for a trainer's modification application, and is there a limit to the number of modifications that can be made?**

There is no limit and no processing fee for trainer's modification. Training providers may change the trainer's profiles as and when needed.

## **LICENSED TRAINING MATERIALS**

**30. How does HRD Corp define licensed training material?**

Licensed training materials are materials that are available in either physical or digital formats that are made compulsory by the principle in order to complete the course.

This is usually done in instances where appointed training providers are licensed to run signature courses from a principle. Such materials will be used by the trainer and trainees to facilitate the training programme throughout the duration of the licensed course.

**31. How do I apply for licensed training materials to be claimable?**

The HRD Corp-registered training provider is required to provide the following document(s):

- Official letter to the Head of Training Market Department.

- Invoices or other documents showing the ACTUAL purchase price of the material from the principle.
- A hard copy of the licensed training material(s).

All of the supporting documents stated above must be submitted via email to [ymdsupport@hrdcorp.gov.my](mailto:ymdsupport@hrdcorp.gov.my) except for the materials which have to be delivered to the Head of Training Market department.

The application should be submitted before the training commences. Successful applications will be notified through email.

The validity for this pre-approval is for a period of two (2) years. After this period, the training provider is required to submit a new application if they still subscribe to the licensed training materials from the principle.

**32. I am a HRD Corp-registered training provider and I conduct courses via a self-paced learning platform. Is this claimable under the digital licensed training material?**

Self-paced learning platforms are not considered as digital licensed training material. Digital licensed training material is usually developed in the form of e-books or e-manuals which will be used to facilitate both the trainer and trainees when the particular licensed course is conducted.

**33. I am a HRD Corp-registered training provider, and I understand that we can apply to HRD Corp for approval of licensed physical or digital manuals. Does this include our own original training manuals and materials that we use in our courses?**

No, training materials which are developed by the training provider themselves will not be considered. The cost of development should be borne by the training provider themselves and embedded into their course fee.

## **AGREEMENT**

### **34. Is it compulsory for the training provider to sign an agreement upon approval of their first course?**

No, we have stopped the implementation of these agreement effective 15 February 2021.

As such, we will activate registered courses upon approval. This includes first time approvals.

## **STATUS OF COURSE REGISTRATION**

### **35. I am a HRD Corp-registered training provider and have registered my courses with HRD Corp. How can I check on the status of the application?**

All applications that have been approved, rejected or queried, will be notified through inbox in the e-Tris system and via the registered email of the training provider. Training providers should check their inbox and email frequently for updates.

Training providers may also check the status of their registered courses at e-Tris > Application > Profile Management > Training Programme > View My Programme

### **36. I have received a query for a course that I registered. Is there a guide that I can refer to on how to return the application? Is there any time frame to respond to the query?**

We have uploaded the guide on HRD Corp website. You can access it at:

- Resources > Forms > Training Providers Forms > User Guide HRD Corp Claimable Courses Registration.

There is no set time frame to respond the query. However, it is advisable for the training provider to respond as soon as possible to avoid any delays on approval.

## **GRANT APPLICATION**

### **37. How to submit the grant application?**

Please click on this link for more information on training grants application:

<https://hrdcorp.gov.my/employer-guidelines/>

### **38. What are the supporting documents required?**

Please click on this link for more information on training grants application:

<https://hrdcorp.gov.my/skim-bantuan-latihan-khas-sbl-khas-2/>

In order to ease the employer's training grant application process, it is advisable for a training provider to indicate the training programme number in the training brochure and ensure that the course's title stated, is as per the approval granted.

### **39. Does HRD Corp allow employers that have levy arrears or levy interest to apply for grants under HRD Corp Claimable Course?**

No. Employers with levy arrears or levy interest cannot apply for grants under HRD Corp Claimable Courses. This is in line with Section 20.5 of the PSMB Act 2001.

### **40. Does HRD Corp allow employers that have insufficient levy balance to apply for grants under the HRD Corp Claimable Course?**

No. Employers with insufficient levy balance cannot apply for grants under HRD Corp Claimable Courses.

### **41. What is the Service Level Agreement (SLA) for training grant approval?**

All training grant applications will be approved within 48 hours, provided the documents submitted are complete.



**42. I am a HRD Corp-registered training provider and my client is currently applying for a training grant for my training. Can I start the course before the grant approval?**

Training Providers should only conduct training upon receiving the training grant approval confirmation. This is done to ensure adherence to best practice and governance, as well as avoid issues with a training provider's claims, should the application be rejected.

**43. I am a HRD Corp-registered training provider, and our course registered with HRD Corp has been approved. Does this mean that we can claim the full amount?**

Please note that the approval of the training grant is for the course contents and trainers only. However, the actual claimable fee and training hours is subject to approval of each individual grant application and claims' submission.

For further details on the allowable cost, please click on this link:

<https://hrdcorp.gov.my/wp-content/uploads/2021/03/Allowable-Cost-Matrix-2021.pdf>

**44. I am a HRD Corp-registered employer, and I would like to apply for a training course that is jointly conducted with other companies using the HRD Corp Claimable Courses scheme. How do I apply for this?**

You can apply for a training grant under the HRD Corp Claimable Courses scheme. The terms will be as per Skim Latihan Bersama (SLB).

During the grant application process, you will need to include the following additional supporting documents:

- Clearly indicate in each application the joint arrangements between organiser and participant.
- Invoice / quotation for the organiser and participants
- Cost breakdown between the organiser and participants which includes the course fees and the number of participants for each employer (compulsory)

## **CLAIM SUBMISSION**

### **45. How can a training provider submit a complete claim application for a training that has been conducted?**

There are two (2) types of claims for HRD Corp Claimable Course. Training Providers will have to submit claims for the course fees while employers will submit the claims for their allowances.

Please click on the following link for more information on training claims application:

- <https://hrdcorp.gov.my/employer-guidelines/>
- <https://hrdcorp.gov.my/training-provider-forms/>

### **46. What is e-Disbursement?**

Since 2003, the e-Disbursement system was established by HRD Corp as part of our effort to improve our financial delivery system. The e-Disbursement system allows the payment of approved training grants to be credited directly into employers/training providers' bank accounts.

Registration for e-Disbursement can be made online, via the e-TRiS system as follows:

- Application > Profile Management > Employer/Training Provider > e-Disbursement Registration Form

Please enclose the front page of chosen bank account statement as the supporting document.

### **47. What is the Service Level Agreement (SLA) for claims approval and disbursement?**

All claims will be approved and disbursed within eight (8) working days, provided the documents submitted are complete.

**48. I am a HRD Corp-registered training provider offering a signature course with licensed training materials. Is the licensed training material claimable under HRD Corp?**

The licensed training material can be claimed by either the training provider or the employer under the HRD Corp Claimable Courses scheme.

If the amount is to be claimed by the employer, then the training provider will need to issue two (2) separate invoices; one to HRD Corp for the course fees and another to the employer for the licensed material.

If the amount is to be claimed by the training provider, then the training provider will need to issue an invoice to HRD Corp for both items. The material cost should be a part of the course fee in the quotation and invoice.

However, please take note that it will be subjected to the 4% service fee (effective 1 April 2021).

We require all licensed materials to be pre-approved by HRD Corp. Since this material is an add on, we do not allow training provider to make a profit on this material. We also do not allow training providers to create their own material and claim it separately as a licensed material.

The licensed material claim is only for material that is compulsory for a licensed course and one that is charged separately from the course fees.

As such, the training provider will need to apply for approval for all the licensed materials claimed. The steps and requirements are as stated in item number 32 above.

**49. I am a HRD Corp-registered training provider and offer many types of certification courses. Is the cost of certification claimable under HRD Corp?**

Yes, certification costs are claimable under HRD Corp as follows:

- For face-to-face training, HRD Corp allows full claim for certification courses. This must be applied during the training grant application process.

- For Remote Online Training (ROT), HRD Corp allows for certification costs to be claimed in addition to the course fee. In order to do this, the training grant application must include quotation from the certification body with breakdown of the cost of each item incurred, such as licensing fee, examination fee and certificate fee. However, the approval is also subjected to the grant approval.

## **TROUBLESHOOTING**

### **50. Since the course registration must be made via the e-Tris system, how do we retrieve lost or forgotten password?**

Should you have any problem in accessing your e-Tris account, kindly forward the issue to our IT Help Desk at [ithelpdesk@hrdcorp.gov.my](mailto:ithelpdesk@hrdcorp.gov.my).

## **AMENDMENTS**

HRD Corp may update, change or amend this FAQ from time to time. Employers and Training Providers will be notified of the changes being made to strengthen the FAQ and our processes.

## **CONTACT US**

Should you have any queries, feedback, or questions, please do not hesitate to contact our Call Centre at 1800 88 4800 or email to [support@hrdcorp.gov.my](mailto:support@hrdcorp.gov.my).

Thank you.

## **LIST OF ABBREVIATIONS**


1.	HRD Corp	Human Resource Development Corporation
2.	SLB	Skim Latihan Bersama
3.	TTT	Train-The-Trainer

4.	LATiH	Learning and Training Hub
5.	ROT	Remote Online Training
6.	e-Tris	Electronic Transformation System

**APPENDIX 1: TEMPLATE OF TRAINER'S PROFILE**

**TRAINER'S PROFILE**

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**1.0 GENERAL INFORMATION**

**1.1 NAME :**

**1.2 I/C or PASSPORT NO. :**

**2.0 TRAINER'S PROFILE**

**2.1 ACADEMIC QUALIFICATION :**

**2.2 PROFESSIONAL MEMBERSHIP :**

**2.3 INDUSTRIAL EXPERIENCE :**

**2.4 OTHER RELATED STRENGTH(s) :**

**3.0 HRDF TTT CERTIFICATION *(Please attach the copy of TTT Certificate)***

**3.1 TTT CERTIFICATE NO. :**

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