

Our Ref. : ( 11 ) PSMB/45/7/ Kulit 1

Date : February 2022

**EMPLOYERS CIRCULAR NO. 1/2022**  
**DISCONTINUANCE OF THE HR SOLUTIONS SERVICES BY**  
**THE NATIONAL HUMAN RESOURCES CENTRE (NHRC)**

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**1.0 PURPOSE**

- 1.1 The purpose of this circular is to inform HRD Corp registered employers on the discontinuance of the HR solutions services by the National Human Resources Centre's (NHRC) in Human Resource Development Corporation.

**2.0 BACKGROUND**

- 2.1 The NHRC advisory service was introduced in 1<sup>st</sup> August 2011 to strengthen strategic human resources management among SMEs through the use of progressive and modern HR practices which enable them to attract and retain high quality and productive workforce.
- 2.2 The NHRC has been playing the role of HR Department for SMEs by providing free services through strategic HR support and giving advice to increase the productivity and enhance their workforce to a higher level of competency and capability. The services are ranged from basic advisory to professional consultancy services.

- 2.3 Previously, the HR Solutions consist of HR advisory and consultancy services. It has three (3) levels of services categorised as follows:
- (a) **Level 1** – NHRC Portal (FAQs, static information, forum and live chat);
  - (b) **Level 2** – Call Centre (telephone, walk-in and email); and
  - (c) **Level 3** – HR Consultancy (HR consultancy, SME TNA Consultancy Scheme, fully-subsidised TNA Training Programme, consultancy visit).
- 2.4 PSMB has decided to discontinue the HR Solution services to pave way for NHRC to focus its endeavour for research and HR policy development in supporting the workforce and industry development and ensuring that they are future-ready and globally competitive.

### **3.0 DISCONTINUANCE OF THE NHRC HR SOLUTIONS SERVICES**

- 3.1 In view of the needs for the Human Resources changing roles in order to keep up with the current challenges and tribulations, faced by many people and businesses today, it is timely for NHRC to evolve its roles and assuming a greater function as a National HR think tank. The NHRC now has been transformed and it is playing a more pivotal role in influencing and shaping HR policy decisions at the national level.
- 3.2 This will be done through continuous industry dialogue and key research into HR matters and its related disciplines. NHRC seeks to understand the current and evolving needs of Malaysian talents and industries. These insights will help to formulate policies and action plan to address them.
- 3.3 Moving forward, any inquiries received on HR related matters (other than HRD Corp) whether through calls, emails or walk-ins will be advised to dealt directly with the respective authority bodies (refer attachment 1 for the contact list of department and agencies under the MOHR).

#### 4.0 CONCLUSION


4.1 This circular is effective from 1 February 2022.

4.2 Kindly contact 1-800-88-4800 to get more clarification on this circular or access the web portal of NHRC at [www.nhrc.com.my](http://www.nhrc.com.my) to know more about the new offerings.

Thank you.

***'Developing Quality, Delivering Excellence'***

***'Pembudayaan Norma Baharu dalam Dunia Pekerjaan Sejagat'***



**( DATUK SHAHUL DAWOOD )**

Chief Executive

Human Resource Development Corporation

**Attachment 1****Contact list of department and agencies under the Ministry of Human Resources**

<b>No.</b>	<b>Department/Agency</b>	<b>Contacts</b>
1.	Jabatan Tenaga Kerja Semenanjung Malaysia (JTKSM)	03 8886 2409 03 8886 2352 03 8888 9111
2.	Jabatan Tenaga Kerja Sabah (JTK SABAH)	088 238 755 088 237 258
3.	Jabatan Tenaga Kerja Sarawak (JTK SARAWAK)	08 2242 261
4.	PERKESO	1 300 22 8000
5.	Jabatan Perhubungan Perusahaan Malaysia(JPPM)	jppm@mohr.gov.my
6.	Jabatan Hal Ehwal Kesatuan Sekerja (JHEKS)	03 8886 5499
7.	Jabatan Keselamatan dan Kesihatan Pekerjaan (JKKP)	03 8886 5343 03 8886 5342
8.	Jabatan Tenaga Manusia (JTM)	03 8886 5555
9.	Jabatan Pembangunan Kemahiran (JPK)	03 8886 5589
10.	National Institute of Occupational Safety and Health (NIOSH)	03 8769 2100 03 8911 3800
11.	Mahkamah Perusahaan(MP)	03 9236 5000
12.	Perbadanan Tabung Pembangunan Kemahiran (PTPK)	03 40476200
13	TalentCorp	info@talentcorp.com.my