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Date : 27 July 2021

## TRAINING PROVIDERS' CIRCULAR NO. 06/2021

### IMPLEMENTATION OF TRAINING PROVIDERS' MASTER SERVICES AGREEMENT UNDER HUMAN RESOURCE DEVELOPMENT CORPORATION

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#### 1.0 PURPOSE

The purpose of this circular is to announce the implementation of the Training Provider's Master Services Agreement for registered training providers (TPs) under the Human Resource Development Corporation (HRD Corp).

#### 2.0 BACKGROUND

2.1 Since its inception in 1993, HRD Corp has initiated legal agreements for training providers in situations involving direct commercial transactions between both parties. Some examples were the Skim Bantuan Latihan Khas (SBL KHAS), Strategic Initiatives and PENJANA schemes.

#### 3.0 IMPLEMENTATION OF MASTER SERVICES AGREEMENT FOR REGISTERED TRAINING PROVIDER

3.1 The Training Provider Circular No. 2/2021 which was issued on 25 January 2021 has greatly increased the commercial transactions between HRD Corp and its registered TPs via the direct debit mechanism.

3.2 In view of this, the Master Services Agreement will be compulsory for all training providers registered with HRD Corp. The Master Services Agreement will touch on matters related to the business relationship between HRD Corp and the registered TPs including:

- a) Service Levels and Performance Standards;
- b) Service Fee;
- c) Penalties and Termination;
- d) Usage of HRD Corp logo; and
- e) other related brand assets.

3.3 The Master Services Agreement will be signed digitally by the authorised representatives in HRD Corp before being disseminated to TPs via email or any other acceptable digital methods. To ensure the validity of the agreement, TPs must get the document stamped by the Inland Revenue Board of Malaysia (LHDN) before returning it to HRD Corp. All HRD Corp registered TPs are required to return the duly signed and stamped Master Services Agreement to HRD Corp prior to their activation as registered TPs.

3.4 The Master Services Agreement will be implemented in stages starting from 1 August 2021. HRD Corp will be contacting the TPs directly via their 'Personal Contact' email as stated in their e-TRiS profiles.

#### **4.0 IMPLEMENTATION DATE**

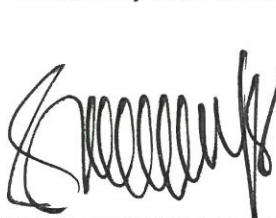
4.1 This circular will be effective as of 1 August 2021.

#### **5.0 CLOSING**

5.1 For further clarification and assistance, please get in touch with our Contact Centre at 1-800-88-4800 or email [support@hrdcorp.gov.my](mailto:support@hrdcorp.gov.my).

Thank you.

**'Delivering Quality, Developing Excellence'**  
**'Pembudayaan Norma Baharu dalam Dunia Pekerjaan Sejangat'**



**DATUK SHAHUL DAWOOD**

Chief Executive

Human Resource Development Corporation

# Human Resources Development Corporation



## Frequently Asked Questions (FAQ) TP Circular 6/2021

This FAQ is prepared for HRD Corp  
Registered Training Providers

Strategic and Programmes Division  
01 March 2022

## **GENERAL**

### **1. What is Training Providers' circular 6/2021?**

TP circular 6/2021 was announced on 1 August 2021. The circular states that HRD Corp will be implement the Training Provider's Master Services Agreement (MSA).

### **2. Which HRD Corp stakeholders that need to sign this Master Services Agreement?**

All training providers registered with HRD Corp is required to sign this MSA.

### **3. Who should sign this Master Services Agreement?**

The MSA is needed to be manually signed by the Manager and above. However, we are preferably the owner or CEO or the director of the company to be signed.

### **4. Why registered Training Provider need to sign this Master Services Agreement?**

The MSA is a commitment from the training provider to practice the values of integrity throughout the period of dealing with HRD Corp. By signing this agreement, the training provider has declared its commitment to comply with all agreements, the training provider's circular, guidelines, other instructions issued and enforced by HRD Corp from time to time includes matters stipulated under the Act PSMB 2001 or any relevant law.

### **5. What is the impact if Training Providers not sign this Master Services Agreement?**

The MSA is important as a declaration of accountability between the training provider and HRD Corp. If the Training provider fails to sign this agreement it will result in the registration and renewal of the Training provider will not proceed.

### **6. Can we digitally sign the Master Services Agreement?**

The TPs need to print the MSA and manually sign the agreement that had been executed by HRD Corp and stamping.

## **STAMPING**

### **7. Where can I do stamp of this Master Services Agreement?**

The duly executed MSA need to be stamped digitally at LHDN via online. You can go to LHDN Stamps website via <https://stamps.hasil.gov.my> and prepare all related documents required by LHDN.

### **8. What is the type of the stamping that I need to choose for Master Services Agreement?**

Type of the stamping that you need to choose is *Sekuriti* (Security) and choose *Perjanjian Penyedia Perkhidmatan* (Service Provider Agreement).

### **9. Do I need to attach the *Resit Rasmi* (Official Receipt) on the Master Services Agreement?**

Yes. You need to print the *Resit Rasmi Setem* (Stamp Official Receipt) and attach it into original agreement as a proof that stamp duty payment has been made and return the softcopy to HRD Corp.

### **10. Does HRD Corp allow manual stamping instead of digital stamping on the Master Services Agreement?**

Yes. If you are facing difficulties to access internet or you are in rural area, you can walk in to any nearby LHDN counter to key in your information at the LHDN's kiosk.

### **11. Is there any period of time to perform stamping?**

Yes. The MSA must be stamped within 30 days after it is received. If not stamped within the specified time, the LHDN will impose a fine based on the period of deferment.

## **RETURNING**

### **12. Once signing and stamping completed, do I need to return the Master Services Agreement?**

Yes. The **softcopy** of duly stamped MSA need to be return within Forty-Eight **(48) Hours** to avoid any repercussion on your registration as training provider with HRD Corp.

### **13. Do I need to keep the copy agreement?**

Yes. You are required to keep the original agreement for safe keeping.

**14. I have emailed the stamped MSA to HRD Corp, do I still need to submit the hardcopy?**

No. You don't need to submit the stamped hardcopy of the MSA to HRD Corp.

**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 this FAQ.

**CONTACT US**

Should you have any queries, feedback, or questions, please do not hesitate to reach us through email or contact our Call Centre at 1800 88 4800 or email to support@hrdcorp.gov.my

Thank you

**LIST OF ABBREVIATIONS**

1.	HRD Corp	Human Resource Development Corporation
2.	PSMB	Pembangunan Sumber Manusia Berhad
3.	TP	Training Provider
4.	MSA	Master Services Agreement
5.	LHDN	Lembaga Hasil Dalam Negeri (Inland Revenue Board of Malaysia)