



MINISTRY OF HUMAN RESOURCES



IMPLEMENTATION GUIDELINE

SME SKILLS

VERSION 6

1. PURPOSE OF THE GUIDELINE

1.1 This guideline aims to inform HRD Corp registered and non-registered Small and Medium Enterprises (SMEs) Employers and appointed training providers on the procedures and implementation mechanism of the SME Skills scheme.

2. OBJECTIVES

2.1 The objectives of the SME Skills scheme are to:

- i. Enable Malaysian Small and Medium Enterprises (SMEs) employees to enhance their career development by increasing their skills;
- ii. Encourage SME employers to continuously and systematically train their employees to increase their level of competency;
- iii. Produce more skilled workers for the industries to remain competitive and sustainable in the global market; and
- iv. Support SMEs in increasing their productivity and cost-effectiveness of doing business.

3. TARGET GROUP

3.1 The target group for the SME Skills scheme is:

- i. Malaysian SME employees of HRD Corp registered and non-registered, who wish to improve their skills and knowledge through courses provided by appointed training providers.
- ii. Aged between **18-60 years** old.

4. TRAINING COURSES

- 4.1 The courses offered under the SME Skills scheme are based on **non-technical or technical** in nature required by the industry.
- 4.2 The course duration shall be a minimum of 3 days (24 hours) and not more than three (3) months.
- 4.3 The training mode shall be face-to-face, Remote Online Training (ROT), or online training.

5. ELIGIBILITY AND ROLES OF TRAINING PROVIDERS

- 5.1 Only **HRD Corp Registered** training providers **registered for more than six (6) months** are eligible to participate in the SME Skills scheme.
- 5.2 An individual is only allowed to be a director/shareholder under **ONE** registered Training Provider.
- 5.3 The appointed training provider must complete the training within six (6) months of signing the Letter of Appointment (LOA) and ensure the training courses are conducted as per LOA.
- 5.4 Training Providers are allowed to choose the type of training based on the company's requirements (face-to-face or Remote Online Training). The maximum number of trainees for each class is twenty-five (25). However, in a scenario where there are two (2) trainers [one (1) primary trainer and one (1) assistant trainer] involved in a particular class, the maximum number of trainees for each class can be up to fifty (50).
- 5.5 The appointed training providers must ensure all trainees attend the training and need to record their attendance using the attendance form (face-to-face) or clock-in and clock-out attendance (Remote Online Training).
- 5.6 Training providers are responsible for ensuring all the training sessions are conducted based on the grant approval by HRD Corp and in compliance with the requirements of the related certification body (if any).

- 5.7 For **certification courses**, training providers need to ensure that all trainees have **obtained their certificates before submitting claims**.
- 5.8 Training providers are responsible for the cost of training for any training that does not meet the criteria of claim submission under HRD Corp.
- 5.9 Training must be conducted at a convenient venue, and the appointed training provider must provide all necessary facilities during the training.

6. ELIGIBILITY AND ROLE OF EMPLOYERS

- 6.1 SME employers should meet the official SME definition and be subject to any latest amendment & expansion of the PSMB Act 2001. The definition of SME categories is as follows:

SECTOR	NUM. OF EMPLOYEES
(i) Manufacturing	Less than 200 employees
(ii) Services and Other Sectors	Less than 75 employees

- 6.2 HRD Corp registered, and non-registered SME employers are eligible to participate in the SME Skills scheme. However, each employee is only entitled to attend one (1) approved course under the SME Skills scheme.
- 6.3 Each HRD Corp registered, and non-registered SME employer can only train a maximum of five (5) employees for approved courses to allow more companies to participate under the SME Skills scheme. Thus, employers are advised to select the most relevant and necessary courses available under this scheme for the company's development.
- 6.4 Employers must ensure all trainees have completed their course and obtained certification of completion (for non-certification) and certification for the certification-based courses.
- 6.5 Trainees who have participated in this scheme (certification and non-certification) must complete their tasks, assignments, projects, and exams as required and actively participate in all practical exercises and presentations as directed by the trainers.

7. PROPOSAL SUBMISSION BY TRAINING PROVIDERS

- 7.1 Training providers are required to **submit their proposals according to the given format; failing to do so may result in rejection.**
- 7.2 **The maximum allowable course fee for the proposed training is RM5,000 per trainee.**
- 7.3 Training Providers are required to **provide the breakdown of the course fees** for HRD Corp to evaluate, and the **amount to be approved will be based on the evaluation conducted.**
- 7.4 HRD Corp reserves the right to deduct or reject the proposed financial assistance for the course fee if it does not follow the allowable cost matrix or exceeds the market price.
- 7.5 Please refer to **Appendix A for the** format of the proposal.
- 7.6 Training Providers are required to complete Parts 1-5 as listed below:
- i. Part 1 : Training Provider Details;
 - ii. Part 2 : Training Details;
 - iii. Part 3 : Trainer's Details;
 - iv. Part 4 : Training Requirement Justification; and
 - v. Part 5 : Schedule of Prices.
- 7.7 Training Providers are required to provide additional documents(s) during the proposal submission, such as:
- i. Company SSM profile;
 - ii. Detailed daily training schedule;
 - iii. Letter of Authorization from certification body (stamped) and/or a copy of certification supporting evidence (if any); and
 - iv. Trainer's TTT Certificate/ TTT exemption.
- 7.8 **Any changes to the Certification Body upon proposal approval are strictly prohibited (for certification courses only).**
- 7.9 For foreign-based trainers who do not possess the TTT/TTT Exemption Certificate and are solely coming to Malaysia to conduct the training, it is mandatory for them to be accompanied by a local trainer who has acquired the TTT/TTT Exemption Certificate.

- 7.10 The course duration shall be a minimum of 3 days (24 hours) and not more than three (3) months.
- 7.11 Any insufficient information or document(s) will be queried. Training providers need to **reply to the queries within fourteen (14) days** from the date of the query.
- 7.12 HRD Corp will evaluate the proposal submitted. The letter of appointment or rejection letter will be sent to the training providers upon completion of the assessment.

8. PROCEDURES TO SUBMIT GRANT APPLICATION BY TRAINING PROVIDERS AND APPROVAL OF TRAINING GRANT APPLICATIONS

- 8.1 Training Providers are required to submit grant applications via the HRD Corp online system at least one **(1) week [seven (7) working days]** before the commencement date of the training. Training providers are advised to apply in advance to ensure approval is given before the training commencement date.
- 8.2 Any changes or cancellations on the approved training must be notified to HRDCorp at least three (3) working days before the commencement date of the training. The training schedule must align with the total training days/hours as proposed and approved by HRD Corp.
- 8.3 The supporting documents needed during the grant application are as follows:
- a) **Training:**
- i. A copy of the **stamped Letter of Appointment (LOA)**; and
 - ii. **Course Content** (training schedule with date, location & time).
- b) **Trainees:**
- i. Copy of *Borang Penyertaan Majikan dan Pelatih SME Skills* (PSMB/SMESKILLS/1/22);
 - ii. Latest company EPF Contribution Statement from every participating employer; and
 - iii. A copy of the participant's MyKad (Identity Card).

- 8.4 All the supporting documents need to be **uploaded through the online application**. Training providers are required to **keep the hard copy of the supporting documents, as HRD Corp has the right to request the original documents for inspection purposes**.
- 8.5 Training providers must ensure the information keyed into the system is accurate. Any incorrect information or insufficient documents will be queried or rejected. Training Providers need to **reply to the queries on grant applications within three (3) days before the commencement date of the training**.
- 8.6 **Replacement of trainees is strictly prohibited upon approval**. No claim shall be made if the approved trainees withdraw during the training period.
- 8.7 Once the training grant application has been approved, an email notification will be sent to the appointed training provider. The approved amount for the course fees and any other allowable costs (if applicable) will be provided in the email.
- 8.8 Training providers are **strictly prohibited** from conducting the training before grant approval.

9. **INSPECTION**

- 9.1 HRD Corp will conduct a verification visit(s) to the training venue **to inspect the compliance, attendance of trainees, and other related documents needed**. Appointed training providers must give their fullest cooperation to HRD Corp officers during the visit.
- 9.2 Appointed training providers must ensure all trainees attend the classes as required and thoroughly monitor attendance.
- 9.3 For online training, verification will be conducted through the online platform. Therefore, the link to the online classes should be emailed to InspectorateGroup@hrdcorp.gov.my at least twenty-four (24) hours before the training commences.
- 9.4 Actions will be taken on appointed training providers who do not comply with this guideline.

- 9.5 HRD Corp Inspectorate Officers will be given the authority to do the necessary for inspection purposes, including interviewing trainees and taking photographs and/or video of the classes in session.

10. CLAIM PROCEDURES BY TRAINING PROVIDERS

- 10.1 Submission of claims by appointed training providers should be made within three (3) months after the completion of the training. Payment shall not be made if the claim is submitted after three (3) months upon completion of the training.
- 10.2 HRD Corp will reimburse **100% upon completion of the training with 80% attendance of each trainee**. Payment shall not be made if the trainees fail to attend at least 80% of the training. Financial assistance for the course and examination fee is **only one-off**. Any revision or re-examination attempt by the trainee will be borne by themselves (course or examination fee).
- 10.3 **Any changes to the Certification Body upon claim submission are strictly prohibited.**
- 10.4 All documents submitted online must be scanned from the original copies. Payment shall be made directly to the approved training providers based on the amount agreed during the grant approval.
- 10.5 Training Providers must submit the supporting documents to HRD Corp during the final claim (100%). The supporting documents needed are as follows:
- a) By Training Providers (Course Fee):
- i. Invoice;
 - ii. Claim Form;
 - iii. Original Attendance Form;
 - iv. Certificate of Attendance or Completion;
 - v. Evidence of the booking of examination/certification slot/ issuance of certificate/confirmation letter by the respective certifying body (if applicable); and
 - vi. Any other additional documents required by HRD Corp or the claim officer.

- 10.6 Course and examination fees (if any) will be paid directly to appointed training providers. The amount is subject to the approved claim.
- 10.7 To avoid any deduction or rejection of the claim, training providers must ensure the training is conducted per the training schedule, the trainees' attendance is recorded for each training day, and comply with the HRD Corp terms and conditions.
- 10.8 **Approved payment will be credited within fourteen (14) working days** from the date HRD Corp receives the complete documents.
- 10.9 Actions will be taken if the appointed training provider provides any false or misleading documents during claim submission. HRD Corp reserves the right to request wholly or partially repayment from the reimbursed payment.

11. **TRAINING EFFECTIVENESS EVALUATION (HRD-TEE)**

11.1 HRD-TEE is a holistic approach to evaluating specific measures for courses and training schemes divided into two (2) different evaluations (**Output and Outcome**). The higher the level, the more valuable the information and its importance to the overall course and training scheme.

11.2 **Output Assessment:**

- i. This output evaluation aims to evaluate the immediate response and get trainee feedback on the course attended.
- ii. The training provider/ trainer must ensure that all approved trainees under this scheme receive and complete the HRD Corp output evaluation form on the last day of training. The completed forms with signatures should be collected and summarized using the HRD Corp output summary template.
- iii. A soft copy of the completed output summary template must be submitted to HRD Corp within twenty-one (21) working days upon completion of the training via <https://traininghub.hrdcorp.gov.my/evaluation/>. This is a mandatory process that the appointed training providers must adhere to.

- iv. Forms and templates can be accessed through the HRD Corp website:
<https://hrdcorp.gov.my/hrd-tee/>
- v. Training Providers must keep the completed hard copy of the output evaluation form for at least five (5) years from the end date of the training for audit purposes by

11.3 Outcome Assessment:

- i. The purpose of Outcome Assessment is to assess the actual understanding and the application after the training.
- ii. Issued to trainees at least six (6) months (max five (5) years) after the training ends, it measures whether trainees have successfully achieved the scheme objectives through key indicators or identified learning objectives.
- iii. HRD Corp will send the evaluation link via email to all trainees. Trainees are encouraged to complete the Outcome assessment within the specified time.
- iv. Training providers or trainers must ensure that trainee details and contact details, especially email addresses from the course registration, are valid.

12. LEGAL ACTION

- 12.1 Appointed Training Providers are required to adhere to the terms and conditions stipulated in this guideline. **Legal actions will be taken if any of the parties involved fail to comply with the requirements.**
- 12.2 Appointed Training Providers are not allowed to appoint or engage with any out-source agents for the purpose of participants' recruitment under this scheme. If so, the approval will be terminated immediately.

13. AMENDMENTS

- 13.1 HRD Corp may change or amend the guidelines made from time to time to strengthen the implementation of the SME Skills scheme. Any changes will be uploaded onto the HRD Corp official website.

APPENDIX A



MINISTRY OF HUMAN RESOURCES



CALL FOR PROPOSAL

SME SKILLS

VERSION 6

PART 1: TRAINING PROVIDER BACKGROUND

- 1. Training Provider Name
.....

- 2. Registration Number
(MyCoID)

- 3. Registration Date

- 4. Address (Mailing)
.....
.....
.....

- 5. Contact Details
(Person in Charge)
Name, Contact No. & email
Address

- 6. **Attachment of TP
Registration Certificate,
SSM profile, Past record
performance of the
company**

I would like to declare and confirm that all information provided above is true and accurate.

.....
Signature

Name:
Position:

.....
Company Official Stamp

Date:.....

PART 2: TRAINING PROGRAMME DETAILS**Course Details**

1.	Course Title	Please provide the course title.
2.	Course Overview	Provide a <u>comprehensive overview</u> of the programme, which also includes the following information: <ul style="list-style-type: none"> • The value to the industry/employees • How well does the industry recognize this programme • Justification for the training based on the identified skills gap.
3.	Course Objectives	
4.	Type of Course	Technical or non-technical
5.	Training Methodology	Face to Face or Remote Online Training (ROT)
6.	Skill Area	
7.	Learning Outcome	
8.	Duration (Days)	Month
		Days
		Hours
		Note: Please provide course duration in total training hours <u>and</u> training days. For example: 1 month/ 20 days/ 140 hours.
9.	Level of Course (if applicable)	E.g., Beginner, intermediate, expert
10.	Certification Body (If Applicable)	Indicate the awarding certification body of the programme in this column. Provide <u>comprehensive details</u> of certification\ certification body. <ul style="list-style-type: none"> • History of establishment • Location of the establishment • Global/ industry recognition • The certification process of trainee upon attending the proposed course; and • Any other related information on the certification body.

		<p>Please attach related document(s) to indicate the validity of the certification.</p> <p>Example: Letter of appointment or certificate, a sample of certificate, photos of certification body; copy of the contract or other related documents as proof of appointment to conduct the programme.</p>
11. Learning Activities		<ul style="list-style-type: none"> • Lecture • Role Play • Practical • Exercise • Case Studies • Learning Activities • Video Presentation • Self-Evaluation Training <p>Please explain how the proposed course will be conducted.</p>
12. Target Group		Target Designation, Target Sector/Industry, Target Location, Target Age Bracket
13. Proposed Outcome		

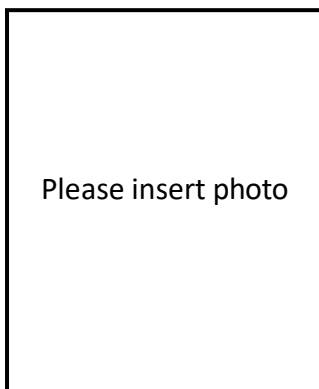
Supporting Documents and Additional Information

1. Course Content
2. Detailed Daily Training Schedule
3. Certification Supporting Evidence

COURSE CONTENT / HOURS

NO.	CONTENT/ACTIVITIES	OBJECTIVES	OUTCOMES	HOURS
1.				
2.				
3.				
4.				
5.				

PART 3: TRAINER'S DETAILS



Trainer Name:

I/C or Passport No:

Academic Qualification:

Membership:

Industrial Experience:

Other Related Strength(s):

TTT Certificate No:

Note: *Please include the trainer's complete resume, TTT Certificate/TTT exemption.*

PART 4: TRAINING REQUIREMENT JUSTIFICATION

Please provide justification in bullet format.

PART 5: SCHEDULE OF PRICES

No.	Item	Description	Cost Per Group (25 pax) (RM)	Cost Per Pax (RM)	Justification & Detailed Calculation
1	Trainer Fee	Trainer's Fees			
		Trainer's flight & accommodation (if applicable)			
2	Venue Rental, Food & Beverage	<ul style="list-style-type: none"> a) Capped at maximum of RM150/day/pax b) Not inclusive of lab equipment 			
3	Training Materials	Inclusive of the following:- <ul style="list-style-type: none"> a) Consumables (e.g. stationeries) b) Printing of handouts c) Training Manual / Textbooks 			
4	Facilities and Equipment	Inclusive of the following:- <ul style="list-style-type: none"> a) Software, hardware and learning tools (incl. non-venue related rentals, e.g. laptop rental) b) Access to online portals 			
5	Examination Fee	Applicable to both non-certification and certification courses			

6	Certification Fee	Exclusive to certification programmes only			
7	Profit Margin	Percentage calculated based on a total of all cost items excl. profit margin	(e.g. RM x,xxx)		x%
SUBTOTAL					
a.	SST (6%)				
GRAND TOTAL					
<p><i>Note: Justification & detailed calculations for each item are mandatory</i> Subject to 4% PSMB Service Fee as per Master Service Agreement starting 1 February 2021.</p>					

PROPOSAL CHECKLIST**1. Training Provider's Background**1.1 TP Registration Certification 1.2 Company SSM Profile 1.3 Past Record Performance of the company **2. Course Title** **3. Course Overview** **4. Learning Outcome(s)** **5. Course Content(s)** 5.1 Detailed Daily Training Schedule **6. Duration of Training** **7. Trainer's Profile**7.1 Trainer's Resume and a copy of TTT Certification/
TTT Exemption **8. Certification**8.1 Letter of Authorization from Certification Body (Stamped) **9. Course Fee**9.1 Schedule of Prices **10. Other Supporting Document(s) – if any**10.1 Success stories / Testimony from previous training 10.2 Brochure / Poster of training