



MINISTRY OF HUMAN RESOURCES



# GUIDELINES

## RISE4WRD 2.0

VERSION 1

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# INTRODUCTION



*RiSE4WRD for Industry4WRD is HRD Corp's initiative to support the national agenda of embracing the Fourth Industrial Revolution (IR 4.0). This programme is designed to assist Small and Medium Enterprises (SMEs) in the manufacturing and related sectors to start or accelerate their digital transformation journeys.*

## Focus area:

Connectivity, automation, cyber security, Internet of Things (IoT), cloud computing, big data, advanced stimulation, autonomous systems, universal integration, augmented reality and additive manufacturing or any relevant technology.

## 2. INITIATIVE OVERVIEW

### RiSE4WRD 2.0

#### 2.1 GOALS AND OBJECTIVES

The key objectives of the RiSE4WRD 2.0 for Industry4WRD are as follows:

- a. Provide a platform for SMEs, which intend to accelerate and spur the high-technology adoption process in the manufacturing sector.
- b. Provide opportunities for Malaysian employers to fund relevant training in accordance to company's operation and initiatives that support highly skilled workforce.
- c. Ensure people's readiness of the SMEs prior to the high technology adoption plan.

#### 2.2 TARGET GROUP

- a. The target group for the RiSE4WRD for Industry4WRD is Malaysian SME Companies who have introduced technology transformation in their operation.
- b. The intended group is only Malaysian employees only.

#### 2.3 TRAINING COURSES

- a. The courses offered under RiSE4WRD are based on industry needs and technical in nature and related to their transformation plan and focus on IR4.0 pillars.
- b. The company must address the skills gaps which support the technological changes of company plans to embark on.

#### 2.4 COURSE DURATION AND TIMELINE

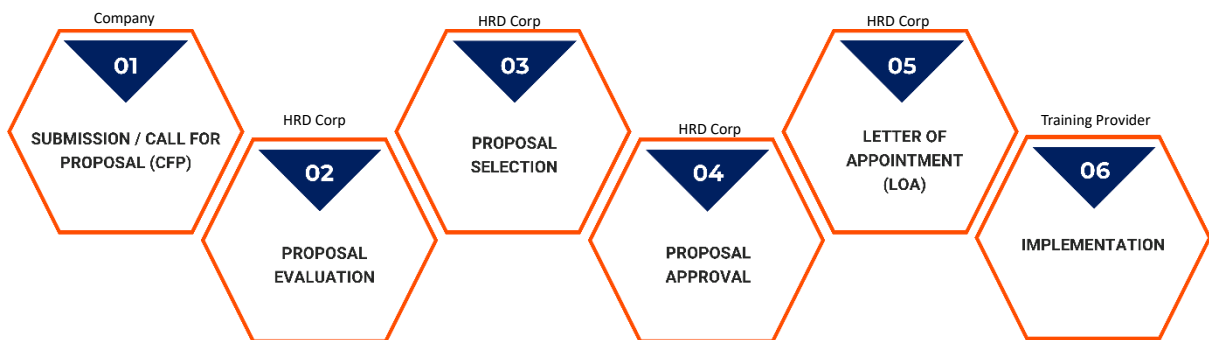
- 2.4.1 The duration of the training course shall be:
  - a. minimum of two (2) days (16 hours\*) \*8 hours per day

2.4.2 All approved training courses MUST commence and be completed within three (3) months from the date of the Letter of Appointment (LOA).

### 3. PROPOSAL SUBMISSION

#### 3.1 IMPLEMENTATION PROCESS

The overall RiSE4WRD implementation process is outlined below.



#### 3.2 SUBMISSION PLATFORM

- a. Companies **MUST** submit proposal through the official online portal: [https://apps.hrdcorp.gov.my/Rise4wrd2021\\_Proposal/](https://apps.hrdcorp.gov.my/Rise4wrd2021_Proposal/).
- b. **ONLY** submissions made through the official online portal will be accepted. HRD Corp **WILL NOT** entertain or consider proposals submitted through other means or channels.
- c. Companies must read and agree to the terms and conditions of RiSE4WRD before submitting their proposal.
- d. Companies should use their e-TRiS credentials to log in and submit their proposals.

### **3.3 REQUIREMENT FOR TRAINING PROVIDER (TP) PARTICIPATING RISE4WRD**

- a. All appointed TPs **MUST** be registered with HRD Corp for a period of **at least six (6) months** during submission. TPs should also have an active and **valid registration** at the point of submission.
- b. The proposed trainer (applicable for Malaysian) **MUST** be **Train-the-Trainer (TTT) certified/ exempted** and **MUST** be **registered in the HRD Corp Trainer Development Management System (TDMS)**.
- c. TPs with similar **Directors/ Shareholders** are strictly prohibited from submitting multiple proposals through different entities.
- d. TPs should not have any ongoing legal issues or be on the HRD Corp suspended list at the point of submission.
- e. Appointed Training Provider must conduct and complete the approved training within three (3) months as per the Letter of Appointment.
- f. The Training Providers need to ensure full participation attend to record their attendance using the attendance form (face-to-face).
- g. Training Providers are responsible to ensure the training sessions are conducted based on the grant approval by HRD Corp and in compliance with the requirements.
- h. For certification courses, the details are as follows:

<b>TYPE OF COURSES</b>	<b>DETAILS</b>
Certification courses	Training Providers need to ensure that all trainees have obtained their certificates. Training providers are responsible to ensure that the training session is being conducted and fulfils the requirements from the related certification body.

- i. Training must be conducted at a convenient venue and the appointed Training Providers are required to provide all necessary facilities during the training.

### **3.4 METHOD OF TRAINING DELIVERY**

- a. Training courses must be delivered through the following methods:
  - i. Face-to-face/classroom training
- b. The maximum number of participants per class is as follows:
  - i. Technical: 25 participants  
*(Technical training is about gaining specific job-related skills and knowledge through practical, hands-on experiences in an industry or field.)*
- c. Each participant is allowed to attend one (1) RiSE4WRD training to enable more individuals to be trained in IR4.0 pillars

### **3.5 ELIGIBILITY OF COMPANIES PARTICIPATING UNDER RiSE4WRD**

- a. Focus will be for SME companies from manufacturing & its related services and must be **registered** with HRD Corp and without levy arrears.
- b. Companies in the manufacturing sector or manufacturing-related services incorporated under the Companies Act 2016.
- c. The company in the manufacturing sector - Annual sales from **RM300,000 to not more than RM50 million** or has employees from **5 to not more than 200 people**.
- d. The company in manufacturing-related services - Annual sales from **RM300,000 to not more than RM20 million** or employees from **5 to not more than 75 people**.
- e. The company has at least **60% local equity**.
- f. The company has been operating for **at least 36 months**.
- g. Possess a **valid business license** and/or **Manufacturing License (ML)**.

- h. Single client limit where only one (1) company in a group of related companies is allowed to benefit from the RiSE4WRD Initiative.
- i. Only one company is entitled to attend one approved course under the RiSE4WRD.
- j. Applicant companies are required to complete **a new self-assessment form** to confirm that their category in the Manufacturing Sector or Manufacturing Related Services (MRS) and that they comply with the latest requirements for this initiative application.

## 4. EVALUATION CRITERIA

### 4.1 EVALUATION PROCESS

HRD Corp will evaluate and assess each proposal based on the following criteria:

- a. **Quality:** Alignment with the course objectives and industry needs.
- b. **Effectiveness:** Effectiveness of the proposed training objectives and outcomes.
- c. **Accuracy:** Clarity and completeness of the proposal.
- d. **Credibility:** Track record and expertise of the TP.
- e. **Price:** Cost-effectiveness and price justification.

### 4.2 QUERY RESOLUTION PROCESS

4.2.1 The evaluation officer may contact the Companies' contact person to request additional information to complete the evaluation process.

4.2.2 Companies **MUST** revert to the query **within seven (7) working days**. Failure to comply with the deadline will result in an automatic rejection.



## 5. SELECTION PROCESS

### 5.1 FINAL REVIEW AND RECOMMENDATIONS

5.1.1 Proposal submission does not mean automatic approval.

5.1.2 The appointed Evaluation and RiSE4WRD Selection Committee will convene to discuss and review all proposals.

## 6. CONTRACTUAL OBLIGATIONS

6.1 All successful Companies and TP's will receive the Letter of Appointment (LOA) via email.

6.2 The Companies **MUST** agree to the terms and conditions of the LOA and acknowledge their acceptance. No responses within the time frame will be considered as non-acceptance of the LOA and the proposal approval will be revoked and rejected.

6.3 The LOA shall be valid for a term of **three (3) months from the date** of issuance and all trainings must be completed therein.

6.4 HRD Corp will not provide any extension to the time period.

6.5 The LOA shall be deemed legally binding and effective upon acceptance.

6.6 HRD Corp reserves the right to take legal action if the Companies/TPs fail to comply with the terms and conditions prescribed in and/ or outlined in the LOA.

6.7 At all material times, the Companies and TPs shall be responsible for the acknowledgement and acceptance action on the RiSE4WRD Portal. All acceptances will be deemed authorised by HRD Corp.

## 7. INITIATIVE DELIVERABLES/IMPLEMENTATION

### 7.1 GRANTS SUBMISSION BY TRAINING PROVIDER

- 7.1.1 Grants **MUST** be submitted through the official online portal: [https://apps.hrdcorp.gov.my/Rise4wrd2021\\_Grant/](https://apps.hrdcorp.gov.my/Rise4wrd2021_Grant/)
- 7.1.2 Submission of grant to be done by appointed Training Provider through the RiSE4WRD portal at least a minimum of **three (3) working days** before the commencement of the training. TPs are advised to carry out their submission in advance to ensure they receive the required approval before the training date commencement.
- 7.1.3 Any changes or cancellations to the approved training **MUST be notified in writing** to HRD Corp **at least three (3) working days** before the commencement date of the training. The training schedule must align with the total training days/hours approved by HRD Corp.
- 7.1.4 TPs can submit a grant application within the LOA validity period to complete their approved quota. Transfer quota is strictly prohibited upon grants approval.
- 7.1.5 TPs are required to submit grant applications with the relevant documents in the RiSE4WRD portal as follows:

REQUIRED DOCUMENTATION	TRAINING	TRAINEES
A copy of Letter of Approval	✓	
Course content (training schedule with date, location & time)	✓	
Invoice (30%)	✓	
List of proposed trainees	✓	
A copy of MyKad (Identity Card)		✓
Trainee is not allowed to participate in RiSE4WRD training if they have joined it in previous years		✓

- 7.1.6 All supporting documents must be uploaded in PDF format through the RiSE4WRD portal. TPs must keep the hard copy of the supporting documents as HRD Corp has the right to request the original documents for inspection purposes.
- 7.1.7 Once the training grant application has been approved, an email of notification will be sent to the appointed Training Provider. The details of the approved amount for the course fee as well as other allowable costs (if any) will be detailed in the email.
- 7.1.8 HRD Corp will reimburse 30% of total financial assistance upon grant approval (subject to Finance turnaround time).
- 7.1.9 TPs are **strictly prohibited** from conducting the training before the grant approval and class combinations is **not allowed**.
- 7.1.10 Trainee replacement is NOT allowed after the commencement of the training.

## **7.2 TRAINING EFFECTIVENESS EVALUATION (HRD-TEE)**

HRD-TEE is a holistic approach to evaluating specific measures for courses that are divided into two (2) different evaluations (**Output and Outcome**) as outlined below:

### **7.2.1 OUTPUT EVALUATION:**

- a. This output evaluation aims to assess immediate response and obtain the trainee's feedback on the course attended. This is a mandatory process that appointed TPs must adhere to.
- b. The TP/ trainer must ensure that all approved trainees under this course receive and complete the HRD Corp output evaluation on the last day of training via <https://traininghub.hrdcorp.gov.my/evaluation/>.

### 7.2.2 **OUTCOME EVALUATION:**

- a. The purpose of outcome evaluation is to assess the actual understanding and application of knowledge after the training.
- b. Issued to trainees **six (6) months after** the training ends, it measures whether trainees have successfully achieved the initiative's objectives through key indicators or identified learning objectives.
- c. HRD Corp will send the evaluation link via email to all trainees. Trainees are encouraged to complete the outcome evaluation within the specified time.
- d. TPs or trainers must ensure that trainee details and contact details, especially email addresses from the course registration, are valid.

## 7.3 **TRAINING VERIFICATION**

- 7.3.1 Appointed TPs must ensure all trainees attend the classes as required and thoroughly monitor attendance.
- 7.3.2 HRD Corp may conduct verification visits to the training venue to inspect training course compliance, trainee attendance, and other related matters and documents needed. TPs must give their full cooperation to HRD Corp officers during the visit.
- 7.3.3 If a trainee is not present in the classroom during the inspection, the trainee's attendance form will be marked as absent. The marked trainee attendance form must be attached to the claims form during submission. Failure to provide the original trainee attendance and claim form will result in the claims being queried.
- 7.3.4 HRD Corp Inspectorate Officers must be given the authority to do what is necessary for inspection purposes, including interviewing trainees and taking photographs and videos of the classes in session.

## 7.4 CLAIMS SUBMISSION BY TRAINING PROVIDER

- 7.4.1 Claims **MUST** be submitted through the official online portal: [https://apps.hrdcorp.gov.my/RISE4WARD\\_2021\\_CLAIM/](https://apps.hrdcorp.gov.my/RISE4WARD_2021_CLAIM/)
- 7.4.2 TPs are required to submit their claims via the RiSE4WRD portal upon completion of the training.
- 7.4.3 TPs should submit their claims within three (3) months of training completion.
- 7.4.4 70% of the claims will be reimbursed upon claims approval with minimum 80% attendance of each trainee.
- 7.4.5 Payment shall not be made if the trainee(s) fails to attend at least 80% of the training and did not fulfil all other criteria. Financial assistance for the course and examination fees is provided on a one-off basis. The TP will bear all costs associated with any revision or re-examination attempts by the trainee(s).
- 7.4.6 HRD Corp reserves the right to demand a refund of the 30% payment paid or to set off the amount from the total 70% claims to be paid (if any) due to the non-fulfilment of the 80% attendance or withdrawal of trainees or any non-fulfilment of the 70% claims procedure.
- 7.4.7 The following documents are required for the 70% claims submission to HRD Corp:

REQUIRED DOCUMENTS	
✓	Invoice (70%)
✓	Claim form
✓	Original attendance form
✓	Professional certificate (if applicable)
✓	Evidence receipt payment of examination/certification slot/issuance of certificate/confirmation letter by the respective certifying body) if applicable.
✓	Any other additional documents required by the HRD Corp claims officer.
✓	Proof of training completion: Certificate of Attendance or Completion or Achievement

- 7.4.8 Course and examination fees (if any) will be paid directly to the appointed TP. The amount is subject to the approved claims.
- 7.4.9 Claims will be processed after receiving verification visit reports from the inspectorate officers and claims submissions from the TPs.
- 7.4.10 To avoid any deduction or rejection of the claim, TPs must ensure the training is conducted per the training schedule, the trainees' attendance is recorded for each training day, and compliance with HRD Corp's terms and conditions.
- 7.4.11 The claim will be queried if the details and supporting documents are incomplete. TPs must reply to the queries within **seven (7) working days**. Failure to do so will cause the claims approval to be delayed. Approved payment will be credited within **fourteen (14) working days** of receipt of complete documents.
- 7.4.12 Actions will be taken if the appointed TP provides false or misleading documents during the claims submission. HRD Corp reserves the right to request whole or partial repayment from the reimbursed payment.

## 8. AMENDMENTS

HRD Corp reserves the right to change, amend, or alter the guidelines from time to time to strengthen the implementation of the RiSE4WRD. Any changes will be uploaded onto the HRD Corp official website.