



MINISTRY OF HUMAN RESOURCES



# FAQ

FREQUENTLY ASKED QUESTIONS



**ELEVATE**

# FREQUENTLY ASKED QUESTIONS (FAQ) FOR ELEVATE

## A. GENERAL INFORMATION

### 1. What is ELEVATE?

- **ELEVATE** is an initiative designed to empower Malaysia's Micro, Small and Medium Enterprises (MSMEs) by enhancing workforce sustainability, reducing turnover and increasing resiliency through structured learning and development opportunities for employees.

### 2. What is the objective of ELEVATE?

- ELEVATE provides upskilling programmes for MSME employees to support career progression within their companies through the following:
  - Equip MSME employees with valuable skills and training that improve job performance, productivity, and adaptability in a rapidly changing business landscape.
  - Develop a more skilled workforce that enables businesses and industry players to remain competitive and adaptable in the global market.
  - Strengthen MSME sustainability by reducing turnover and nurturing a more stable and committed workforce.

### 3. Who is responsible for implementing ELEVATE?

- The **Human Resources Development Corporation (HRD Corp)** has been authorised by the Minister of Human Resources to implement the programme.

### 4. Who is eligible to benefit from ELEVATE?

- ELEVATE is open to eligible Malaysia-based MSMEs that comply with the **official MSME definition** and the **PSMB Act 2001**, including the minimum required number of full-time employees as stated below.

SECTOR	FULL-TIME EMPLOYEES (≤)
All sectors	75

- Training participation is open to **business owners** or **employees** aged **between 18 to 60** : (existing workforce).

**5. Is there any fee to participate?**

- No. All training under ELEVATE is **free** for eligible **MSMEs**.

**6. What outcomes does ELEVATE focus on?**

- ELEVATE targets one main outcome:

**Existing Workforce**

Participants obtain **professional certifications or industry relevant skills** upon completion, enhancing their skills and **enabling greater career progression and upward mobility**.

**7. How can trainees enrol in ELEVATE?**

- Interested eligible MSMEs employers and employees can register their interest on the ELEVATE page on the HRD Corp website and the registration does not guarantee trainees enrolment in the training programme. After registering, the Training Providers will contact shortlisted applicants directly to share more details and guide them on the next steps.

**8. Can individuals join more than one course?**

- Each trainee may attend up to **two (2) training courses** under the ELEVATE initiative.

**9. Where can I find more information?**

- Information is available on the HRD Corp's official website: (<https://hrdcorp.gov.my>).

**10. How can I stay updated on the ELEVATE?**

- Follow HRD Corp on its social media platforms and website (<https://hrdcorp.gov.my>) for official announcements and updates.

**B. TRAINING PROVIDERS**

**11. What are the roles of Training Providers (TPs)?**

- TPs must ensure:
  - The proposed courses achieve the intended outcomes.
  - Training is delivered successfully after approval.

## 12. When will proposal submission begin?

- The proposal submission period will be announced in due course on the HRD Corp official website.

## 13. Are there official guidelines for ELEVATE?

- HRD Corp will publish detailed guidelines on the official ELEVATE webpage soon.

## 14. What are the mandatory criteria for proposal submission?

A Training Provider must:

- **Only active training providers registered with HRD Corp** are eligible to submit proposals under this initiative.
- Not have any **ongoing legal issues**.
- Must not be **listed on HRD Corp's suspended list**.
- Must have **no record of failure** in implementing previously approved initiatives.
- Proposals must be **submitted to HRD Corp within the timeframe** specified in the Call for Proposals.

## 15. What about a training providers that have yet to register with HRD Corp?

- Training providers who are not currently registered with HRD Corp may apply for registration prior to submitting their proposal under this initiative through:
  - a. HRD Corp Training Provider Registration portal, please refer to <https://hrdcorp.gov.my/training-providers>
  - b. Walk-in registration is available at Wisma HRD Corp, Bukit Damansara, Kuala Lumpur. Applicants are required to bring all relevant information and supporting documents, and HRD Corp officers will assist with the registration process.

## 16. What is the ELEVATE process flow?

The programme follows **nine stages**:

1. Call for Proposal (CFP) / Proposal Submission
2. Proposal Evaluation
3. Proposal Selection
4. Proposal Approval
5. Letter of Appointment (LOA)
6. Training Implementation

7. Verification
8. Claims
9. Outcome Evaluation

#### **17. How to submit the proposal?**

- Proposals must be submitted to HRD Corp within the timeframe specified in the Call for Proposals (CFP) under this initiative through the following methods:
  - a. Online submission via the designated online platform through the link provided on the HRD Corp main portal.
  - b. Manual submission at Wisma HRD Corp, Bukit Damansara, Kuala Lumpur. A dedicated proposal submission box will be made available at the lobby. Training Providers are required to ensure that the complete proposal (in a sealed envelope addressed to the Strategic Initiatives Unit) is timestamped by the HRD Corp Receptionist prior to being deposited into the submission box.

#### **18. Is there a fee to submit a proposal?**

- No fees will be charged.

#### **19. How many proposals can a Training Provider submit?**

- Training Providers (TPs) may submit a **maximum of two (2) proposals** for each initiative.
- **Each proposal** must contain **only one (1) training programme**.

### **C. TRAINEES**

#### **20. How to apply/register the course**

- Interested individuals may register their interest via the ELEVATE page on the HRD Corp website and the registration does not guarantee trainees enrolment in the training programme. Upon registration, shortlisted trainees will be contacted directly by the Training Providers with further details and guidance on the next steps. If the trainees do not receive any response, they are encouraged to stay updated on the future opportunities.

#### **21. How long does the programme last?**

- The duration of the programme varies depending on the specific ELEVATE programme which will later be communicated to trainees by the respective training provider.

**22. Is it conducted online, physical, or hybrid?**

- The mode of delivery depends on the programme. ELEVATE programmes may be conducted Face to Face or in Hybrid format.

**23. What type of certification will trainees receive upon completing the training?**

- Depending on the nature of the training, the trainee will be awarded either a Professional Certificate or a Certificate of Attendance upon a successful completion of the training.

**24. Do trainees need to pay any deposit?**

- No deposits are required. HRD Corp covers 100% of course fees.

**25. Are trainees given allowances?**

- No allowances are provided by HRD Corp.

**D. EMPLOYER-RELATED INFORMATION**

**26. How do employers benefit?**

- ELEVATE develops skilled individuals through upskilling and reskilling initiatives, creating a stronger pipeline of employable talent for employers.
- Employers will benefit from access to well-trained employees developed by qualified Training Providers.