



MINISTRY OF HUMAN RESOURCES



GUIDELINES

ELEVATE

Empowering Local Enterprises via
Value-Added Training & Expansion



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1. INITIATIVE OVERVIEW

1.1 GOALS AND OBJECTIVES

1.1.1 This initiative is 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.

It provides upskilling programmes for MSME employees to support career progression within their companies.

The key objectives of ELEVATE are as follows:

Key Objectives:

- a) Equip MSME employees with valuable skills and training that improve job performance, productivity, and adaptability in a rapidly changing business landscape.
- b) Develop a more skilled workforce that enables businesses and industry players to remain competitive and adaptable in the global market.
- c) Strengthen MSME sustainability by reducing turnover and nurturing a more stable and committed workforce.

1.2 TARGET AUDIENCE

The initiative is open to eligible Malaysia-based MSME companies 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 applicable for business owners or employees aged between 18 and 60 years old (existing workforce). The following categories are eligible to participate in programmes approved under the initiative:

- 1.2.1 MSME companies may nominate their business owners or employees to participate in the programme; or
- 1.2.2 Employees of eligible MSME companies may participate directly in approved programmes without employer nomination, subject to the submission of an employment declaration.

1.3 EXPECTED OUTCOME

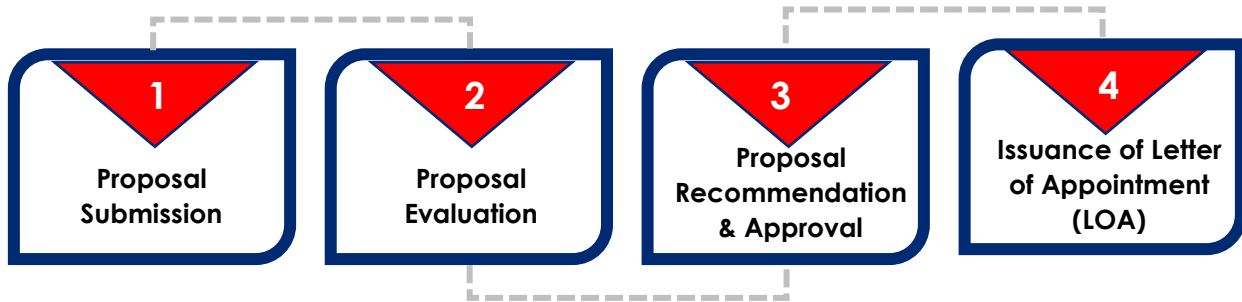
- 1.3.1 The training course should achieve the following outcomes, upon completion:
 - a. Workforce Competency Enhancement**
Participants acquire industry-relevant skills, technical competencies, or professional certifications upon completion, enhancing workforce capability, job performance, and readiness to meet evolving industry demands.
 - b. Produce Skilled Workers**
Produce more skilled workers for the industries to remain competitive and sustainable in the global market and support MSMEs in increasing their productivity.

1.4 TRAINING COURSES

- 1.4.1 Training programmes proposed under ELEVATE must be **aligned with national priorities outlined in the 13th Malaysia Plan (RMK-13)**, particularly in strengthening MSME competitiveness, productivity, and scalability through digitalisation and technology adoption, business management and strategic planning, operational excellence and quality management, workforce capability development, and market development with **emphasis** on capability building that **delivers measurable business outcomes and supports MSME formalisation and growth**.
- 1.4.2 Training providers are required to **design proposed courses based on relevant supporting studies, industry needs, and data-driven insights** to ensure alignment with the intended programme outcomes.

2. INITIATIVE IMPLEMENTATION & DELIVERABLES

2.1 PRE-IMPLEMENTATION PROCESS



Pre-Implementation Process Flow

2.1.1 PROPOSAL ELIGIBILITY

- i. The eligibility requirements for interested parties submitting proposals are as follows:
 - **All active training providers registered with HRD Corp** are eligible to submit proposals under this initiative.
 - Training providers who are not currently registered with HRD Corp may apply for registration prior to submitting their proposal under this initiative through:
 - HRD Corp Training Provider Registration portal.
 - Walk-in Registration at Wisma HRD Corp, Bukit Damansara Kuala Lumpur with complete information and supporting documents.
 - Must 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.
- ii. Proposals must be submitted to HRD Corp within the timeframe specified in the Call for Proposals (CFP) under this initiative through following methods:
 - a. Online submission via the designated platform through the HRD Corp portal.
 - b. Manual submission at Wisma HRD Corp, Bukit Damansara, Kuala Lumpur. Proposals must be submitted in a sealed envelope (*Attn: Strategic Initiatives Unit*) and timestamped by the HRD Corp Receptionist before being placed in the submission box at the lobby.

- iii. Training Providers (TPs) may submit a **maximum of two (2) proposals** for each initiative. Each proposal must contain only one (1) training programme.
- iv. HRD Corp **does not appoint agents** to submit or receive proposals for this initiative.

2.1.2 **PROPOSAL FORMAT**

- i. Complete information must be provided when submitting the proposal, in accordance with the format and structure outlined below:

PROPOSAL SECTION	PROPOSAL DETAILS
Part 1: Outcome	1. Outcome <ul style="list-style-type: none"> • Upskilling & Reskilling
Note: <i>Only the Upskilling & Reskilling outcome is available for this initiative.</i>	

PROPOSAL SECTION	PROPOSAL DETAILS
Part 2: Interested Party Details	1. Primary contact <ul style="list-style-type: none"> • Name • Mobile Number • Email Address 2. Secondary contact <ul style="list-style-type: none"> • Name • Mobile Number • Email Address
Note: <i>Provided contact must be active and accessible.</i>	

PROPOSAL SECTION	PROPOSAL DETAILS
Part 3: Training	1. Training Name 2. Training Methods 3. Training Type (Technical & non-technical)

Details and Modules	<ol style="list-style-type: none"> 4. Skill Areas 5. Number of Participants (Trainee) 6. Training Overview 7. Training Content 8. Level of Certification 9. Training Duration 10. Training Modules
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Note:

a) Training shall be delivered through the following methods:

- Face-to-Face
- Hybrid

b) The duration of the training course shall be:

CRITERIA	TRAINING DURATION
Minimum	16 hours (2 days)
Maximum	Three (3) months <ul style="list-style-type: none"> • Flexible delivery may be adopted (e.g. weekends or non-consecutive days) to accommodate working adults or programmes requiring longer duration, such as professional certifications.

Important: Minimum daily training hours: -

- Full day: 7 training hours + 1 hour break
- Half day: minimum 4 training hours

c) The training overview must include justification for how the training will enhance trainees' competencies based on the intended outcome of these initiatives.

d) For professional certification courses, the appointed party must provide **evidence of authorisation** by the certification body and include a **sample certificate** in the attachments.

e) The **professional certification body provided** at the point of submission shall be deemed **final** and shall not be subject to change upon approval.

PROPOSAL SECTION	PROPOSAL DETAILS
Part 4: Trainer's Details	<ol style="list-style-type: none"> 1. Internal: HRD Corp registered trainers in Trainer's Development Management System (TDMS)

	<p>2. External: Non-HRD Corp registered trainer</p> <p>More info on TDMS: https://hrdcorp.gov.my/hrd-tdf</p>
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Note:

a) HRD Corp Accredited Trainer is **highly recommended**.

b) For external trainers, supporting documents must be provided in Part 5 to verify trainer competency. These documents include, but are not limited to:

- Trainer profile (CV)
- Qualification certificates
- Proof of training experience (e.g., list of classes conducted, reference letters)
- Any additional relevant documentation

c) The trainer-to-participant ratio for each class is as follows:

NO OF TRAINER	MAXIMUM PARTICIPANTS
1 Trainer	25 participants
2 Trainers	50 participants

d) Any deviation from the stated ratio above is subject to HRD Corp approval.

e) Any **change of trainer must be communicated** to HRD Corp prior to the training commencement, together with a **confirmation letter from the replaced trainer** confirming their withdrawal.

PROPOSAL SECTION	PROPOSAL DETAILS
Part 5: Attachments	MANDATORY to attach relevant supporting documents in PDF Format.

Note:

a) Upskilling Reskilling outcome for existing workforce:

- **Authorisation letter from the certification body** for professional certification courses.
- Justification of the proposed certification, including its industry recognition and relevance to targeted job roles or career progression pathways.

b) Include the **external trainer's profile** along with all required supporting documents for competency verification.

c) Retain **hard copies of all supporting documents**, as HRD Corp reserves the right to request original documents for inspection.

PROPOSAL SECTION	PROPOSAL DETAILS
<p>Part 6: Schedule of Prices</p>	<p>The details of the Schedule of Prices are as follows:</p> <ol style="list-style-type: none"> 1. Trainer fees 2. Trainer accommodation and logistics 3. Venue rental, food, and beverages* <i>(*Note: max RM200/participant/day)</i> 4. Training materials 5. Facilities and equipment 6. Examination fees 7. Professional certification fees 8. Estimated profit margin
<p>Note:</p> <p>a) The certification and examination fees must be quoted on a per-person basis, with proof of the quoted price.</p> <p>b) Provide justification for all requested amounts.</p> <p>c) The provision of food and beverages is mandatory for face-to-face training sessions, and the training venue must be conducive for training delivery.</p>	

ii. Any incomplete proposals shall **not be processed**.

iii. Additional information may be requested through **queries** for **completed proposals only**. Responses must be submitted **within seven (7) working days**; failure will result in **automatic rejection**.

2.1.3 FINAL REVIEW AND RECOMMENDATIONS

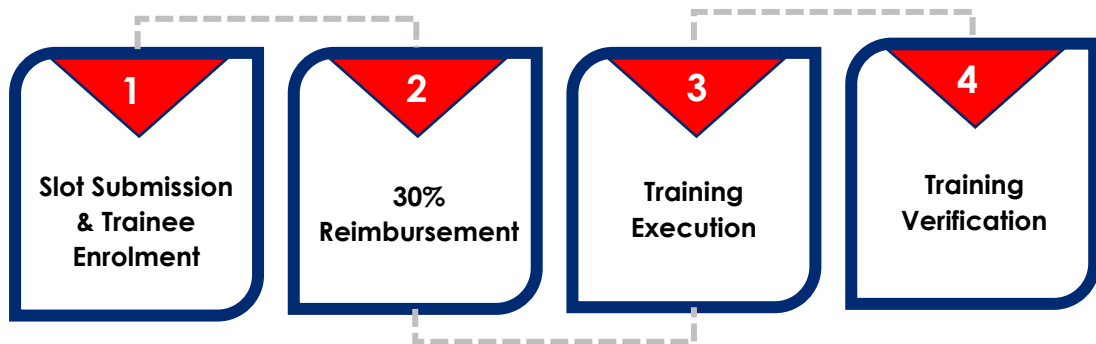
- i. Proposal submission does not constitute approval.
- ii. A Selection Committee will review all complete proposals.
- iii. The Selection Committee's decision is final, and no appeal will be considered. The Selection Committee reserves the sole and absolute discretion to review, amend, or rescind any of its prior decisions at any time, without obligation to provide any justification or explanation.

2.1.4 CONTRACTUAL OBLIGATIONS

- i. The Letter of Appointment (LOA) will be issued to the first contact listed in the email provided during proposal submission.
- ii. Appointed party **must** acknowledge and accept the Letter of Appointment (LOA) within **fourteen (14)** days from the issuance date. Failure shall result in **automatic rejection**.
- iii. The **acceptance of the Letter of Appointment (LOA)** represents **full agreement** to the **terms and conditions**.
- iv. Approved training courses **MUST** commence and **be completed within three (3) months** from the Letter of Appointment (LOA) date. Subject to approval, an extension of up to an additional three (3) months may be granted upon request by the Training Provider.
- v. The Letter of Appointment (LOA) shall be deemed legally binding and effective upon acceptance. HRD Corp reserves the right to take legal action if the appointed party fails to comply with the terms and conditions prescribed in this initiative and/or outlined in the Letter of Appointment (LOA).
- vi. The appointed party shall be responsible for the acknowledgement and acceptance action. All acceptances and acknowledgements will be deemed by HRD Corp as authorised by the appointed party.
- vii. All marketing materials and promotional activities must align with HRD Corp's brand identity, communication

standards, and approval process. The use of logos, images, and taglines must comply with the HRD Corp's official guideline to maintain consistency and professionalism across all communication platforms.

2.2 DURING IMPLEMENTATION PROCESS



During Implementation Process Flow

2.2.1 SLOT SUBMISSION & TRAINEE ENROLMENT

- i. Appointed party is **required** to create the 'Class Slot' via the Upskill Malaysia portal with the details of the participants and session plan attached.
- ii. After slot creation, the appointed party **MUST submit slot applications** to complete the approved quota via the Upskill Malaysia portal at least **fourteen (14) days before the commencement of the training** within the Letter of Appointment (LOA) validity period. This advance submission is required to ensure approval is obtained before the training commences.
- iii. The payment mechanism comprises a 30% mobilisation fee upon slot approval, prior to the commencement of training, and the remaining 70% upon completion of the training and approval of the claim.
- iv. The slot application must be submitted with the required details in the Upskill Malaysia portal as follows:

REQUIRED DETAILS	UPSKILLING & RESKILLING
Invoice 30%	✓
Session Plan	✓
Venue Details	✓
Trainer Profile	✓
Trainee Details	✓

- v. Appointed party **must register trainees' information** in the Upskill Malaysia portal for verification and approval by HRD Corp officer before to ensure smooth enrolment before the **slot approval**.
- vi. Each trainee may attend **up to two (2) training** courses under the ELEVATE initiative. Additional course participation may be considered on a case-by-case basis, subject to strong justification on its relevance to the trainee's career advancement and approval by HRD Corp.
- vii. The appointed party is responsible for ensuring that selected trainees align with the initiative's target audience.
- viii. Appointed party must ensure the individual's supporting document below is **attached for each trainee** in the Upskill Malaysia.

REQUIRED DOCUMENTATIONS	UPSKILLING & RESKILLING
Trainee's MyKad (NRIC)	✓
Trainee Declaration Form *	✓

<p>MSME Form *</p> <p>Type of training:</p> <p><u>Public training</u></p> <ul style="list-style-type: none"> • Combination of different MSME employers in one class <p><u>In-House training</u></p> <ol style="list-style-type: none"> 1. One MSME employer per class 2. max 2 class 3. max 25 pax per class 4. must be different participants 	<p>✓</p>
<p>For Non-Micro:</p> <p>Latest Company EPF Contribution Statement from Employer or proof of beneficiary of KUSKOP</p>	<p>✓</p>
<p>For Micro:</p> <p>One (1) of the following documents:</p> <ul style="list-style-type: none"> • Latest SSM Company Profile with Director and Shareholder details • State Authority Requirement Sabah/Sarawak 	<p>✓</p>

* Documents marked with an asterisk is available on the website.

- ix. Once the training slot application has been approved, an email notification will be sent to the primary and secondary contact details.
- x. Appointed party is **strictly prohibited** from conducting the training **before the slot approval**.
- xi. Transfer trainee quota is **prohibited** once approved.
- xii. Appointed party is responsible for ensuring the training is executed in accordance with the slot approval. **Class combinations are not allowed**.

- xiii. Any changes or cancellations/replacement of trainees must be notified in writing to HRD Corp **at least three (3) working days** before the commencement. The training schedule must align with the approved total training days/hours.
- xiv. The appointed party shall provide an introductory briefing to trainees, highlighting the roles of HRD Corp in the initiative.
- xv. Appointed party must ensure the selected trainee fulfil the **80% attendance rate**

2.2.2 **TRAINING VERIFICATION**

- i. Appointed party **must** ensure the individual's supporting document below is available during the inspection to verify the individual's eligibility:

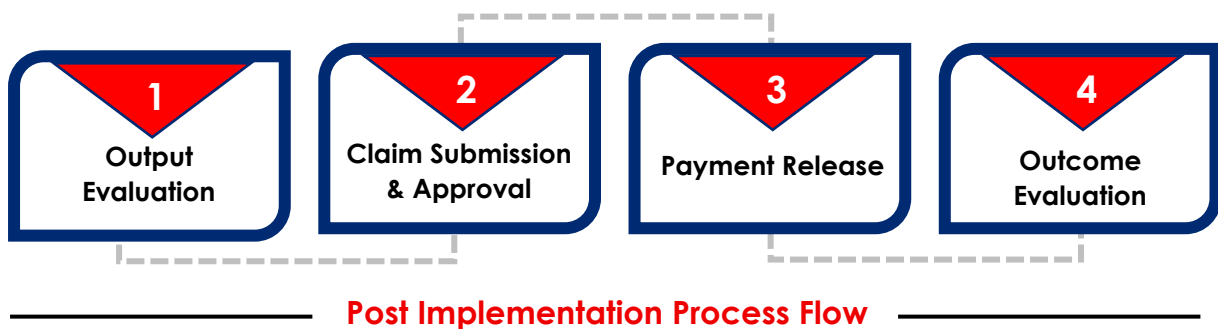
REQUIRED DOCUMENTATIONS	UPSKILLING & RESKILLING
Trainee's MyKad (NRIC)	✓
Trainee Declaration Form *	✓
MSME Form *	✓

** Documents marked with an asterisk is available on the website.*

- ii. HRD Corp may conduct verification visit to the training venues to inspect training course compliance, trainee attendance, and other related matters and documents. Appointed party must give their full cooperation to HRD Corp officers during the visit.
- iii. 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 during claim submission. Failure to provide the original trainee attendance will result in the claims being queried.
- iv. HRD Corp Officers are authorised to interview trainees, capture photos/videos during session for any related purpose, including verification.

- v. Appointed party must always ensure the company's stamp is available during the verification visit.
- vi. The person in charge from the appointed party must be available at the training venue to assist the Verification Officer with training and document verification.
- vii. Training providers must ensure that an online meeting link is available throughout each course session to facilitate monitoring by HRD Corp officers. The camera view must provide a clear bird's-eye or wide-angle view of the training room, covering the entire class area and all attendees at all times.

2.3 POST IMPLEMENTATION PROCESS



2.3.1 TRAINING OUTPUT EVALUATION

- i. The HRD Corp Training Effectiveness Evaluation (HRD-TEE) is an approach to evaluating specific measures for courses.
- ii. The output evaluation aims to assess immediate response and obtain the trainee's feedback on the training course attended
- iii. The appointed party must ensure that all approved trainees under this training course receive and complete the MANDATORY HRD Corp output evaluation on the last day of training.
- iv. The online evaluation link can be accessed through the link: [HRD Corp TEE](#)
- v. The HRD Corp TEE Guideline is available on the HRD Corp website for reference.

2.3.2 CLAIMS SUBMISSION & APPROVAL

- i. Appointed party shall submit their claims via the Upskill Malaysia portal upon completion of the training.
- ii. All supporting documents shall be uploaded in PDF format through the Upskill Malaysia portal. Appointed party shall keep the hard copy of the supporting documents as HRD Corp has the right to request the original documents.
- iii. Appointed party shall submit their claims **within 180 days after training completion** with the issuance of professional certificate.
- iv. Payment will not be made if the trainee(s) fails to fulfil the 80% attendance rate of the training, failure to meet the initiative's outcome, failure in examination and/or did not get the certification and did not fulfil all other criteria. Financial assistance for the course, examination and certification fees is only one-off. The appointed party shall bear all costs related to any revision or re-examination attempts by the trainee(s).
- v. The following documents are required for the 100% claim payment submission to HRD Corp:

REQUIRED DOCUMENTATIONS
<ul style="list-style-type: none">✓ Invoice✓ Attendance form✓ Training Effectiveness Evaluation (TEE) submission report extracted from the TEE system (List of trainee)✓ Any other additional documents required by the HRD Corp claims officer.
UPSKILLING & RESKILLING
<p>A copy of the trainee's certificate of attendance / professional certification</p> <p><i>(Note: Professional certificate issued by the certification body is consistent with the proposal submitted and includes a serial number for verification purposes)</i></p>

- vi. Course, examination and certification fees shall be paid directly to the appointed party. The amount is subject to the approved claims.
- vii. Claims shall be processed after receiving verification visit reports and, or online monitoring reports from the Training Verification Unit (TVU) officers and claims submissions from the appointed party.
- viii. To avoid any deduction or rejection of the claim, appointed party shall ensure that:
 - Training is conducted according to the training schedule.
 - Trainees' attendance is recorded for each day and ensuring each trainee fulfils the 80% minimum attendance rate.
 - Proof of examination and certification payment (if any) is submitted
 - Compliance with HRD Corp's terms and conditions through the Letter of Appointment (LOA) and this guideline.
- ix. The claim shall be queried if the details and supporting documents are incomplete. Appointed party shall 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.
- x. In the event that the Appointed Party submits, provides, or facilitates the submission of any information or documentation that is false, misleading, inaccurate, or fraudulent, or otherwise fails to comply with the terms stipulated herein, HRD Corp reserves the right, at its absolute discretion and without prejudice to any other rights or remedies available under law, to take all such actions as it deems necessary. Such actions may include, but are not limited to, the summary rejection of the claim and the initiation of further legal or recovery proceedings.
- xi. HRD Corp further reserves the right to recover from the appointed party any amount reimbursed, whether in whole or in part. The appointed party shall further be liable to pay to HRD Corp all costs and expenses (including legal fees on a solicitor-and-client, full

indemnity basis) and any administrative charges incurred by HRD Corp in the exercise of its rights hereunder, without prejudice to any other rights or remedies available to HRD Corp under law or equity.

- xii. The decision on the claim approval is final, and no further appeal is permitted.

2.3.3 **TRAINING OUTCOME EVALUATION**

- i. Outcome evaluation aims to assess the actual understanding and application of knowledge after the training.
- ii. Issued to trainees at least **three (3) months after** the training ends, it measures whether trainees have successfully achieved the initiative's objectives through key indicators or identified learning objectives.
- iii. HRD Corp will issue the outcome evaluation link to all trainees via email. Trainees are encouraged to complete the evaluation within the specified timeframe.
- iv. The appointed party must ensure that trainees are informed and aware of the outcome evaluation requirement and that all trainee information, including contact details (particularly email addresses and phone numbers), is valid and accessible.
- v. The appointed party shall provide full cooperation and support to HRD Corp, as and when required, for purposes of evaluation related to training outcomes, and shall retain all relevant records for a minimum period of five (5) years.

2.3.4 **TRAINING AWARENESS**

- i. The appointed party shall take responsibility for increasing the visibility of the initiative awareness by sharing outcomes and impact through suitable platforms such as social media, websites or newsletters.
- ii. All publicity materials **MUST** follow the HRD Corp branding and communication guidelines.

- iii. All visibility and publicity efforts must be documented and submitted in the report, in accordance with the reporting template issued by HRD Corp.

3. AMENDMENTS

- 3.1 HRD Corp may, at its sole and absolute discretion, change, amend, or alter these guidelines at any time without prior notice. Such modifications shall be effective immediately upon publication or notification.

4. CONCLUSION

- 4.1 The government, through the Ministry of Human Resources, has set ambitious goals of creating a 35% skilled workforce by 2030. To achieve this target, we must adopt a holistic and strategic approach to human capital development.
- 4.2 This means democratising access to learning and development opportunities for every segment of society and ensuring no one is left behind. As the custodian of Malaysian's human capital development aspirations, it is HRD Corp's prerogative to support Malaysia in achieving this aspiration.
- 4.3 The initiative is an instrumental programme in achieving this aim. These guidelines are necessary to ensure the successful implementation of the initiative for now and in the future. Therefore, we seek all stakeholders' and partners' support and cooperation to comply with these guidelines and work with us to make a positive difference in Malaysia.