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INTRODUCTION

The purpose of this manual is to assist registered employers with Human Resources Development Fund (HRDF) pertaining to work process and proper procedures in submitting their application under the Skim Bantuan Latihan (SBL). PSMB hopes that this manual would enable those employers to gauge a better understanding on the process of training grant application in line with the existing client charter.

BACKGROUND

Skim Bantuan Latihan (SBL Scheme), is the main scheme under Human Resource Development Fund (HRDF). Under this scheme, employers are free to identify their own training needs and to implement their training programmes to retrain and upgrade their employees' skills.

SBL scheme is offered based on these fundamental guidelines such as:-

- (i) HRDF provides specialised training grant as an incentive for employers to retrain and upgrade workers' skills. **Training grant is not a subsidy for training;**
- (ii) Under SBL Scheme, employers are to identify their workers' training needs and obliged to pay the entire cost of the training programme; and
- (iii) For programmes under the SBL Scheme, prior approvals must be obtained from HRDF. Reimbursement of allowable training costs is based on the rate of financial assistance as determined by HRDF from time to time. Payment is based on **EMPLOYER CLAIM**.

OBJECTIVE

The objective of this scheme is to encourage employers to retrain and upgrade their employees' skills.

RATE OF FINANCIAL ASSISTANCE AND ALLOWABLE COSTS

Rate of financial assistance and allowable costs is determined by PSMB as stated in the GENERAL GUIDELINES.

ELIGIBILITY REQUIREMENTS FOR EMPLOYERS

All registered employers with HRDF and has paid the levy for the first month of registration is eligible to apply for the training grant, subjected to the existing rate of financial assistance and terms and conditions.

To qualify for training grants under SBL Scheme, employers have to fulfil the following conditions:-

- (1) Training programmes must be structured and have the following:-
 - Specific training objectives;
 - Specific training activities or lesson plans;
 - Specific training duration;
 - Guided instructions by qualified instructors/trainers; and

- Assessment to determine the level of attainment of the training objectives.

Study tour and training which encompasses physical activity solely (out-door training) is not categorised as a training programme and thus, not eligible for training grants. However, seminar and conference may be considered subject to financial assistance and the terms and conditions specified by HRDF.

- (2) All expenses incurred must be borne by the employers and not the trainees. Training grant is not intended to allow individuals to undergo training to enhance them solely. Employers are still the best party to identify suitable training programmes and implement the required training programmes as to develop their workers' skills;
- (3) Trainees must complete the programme /course by attending at least 75% of each module and sit for all examinations if required. Reimbursement will be made only if both conditions are met. These conditions are applicable to both internal and external programmes;
- (4) Training programmes which is conducted for at least seven (7) hours are eligible for training grant from HRDF. Four (4) hours training programme is eligible to get half of the approved allowable training costs; and
- (5) Application must be submitted via online at the HRDF's website (www.hrdf.com.my).

SKILLS

In order to boost the retraining activities among workers, it is vital that training and retraining under HRDF is done in line with the needs and economic changes. For a start, the following skill areas are eligible for financial assistance:-

- (a) **Computer Related Skills**
Computerisation and the usage of Information Technology is the key to increase productivity, reliability and the quality of the product. This will determine the competitiveness of products in the market for Malaysian goods in the country and abroad. Therefore, emphasis should be made to computerise all of its operations as to accelerate the automation of production processes. The emergence of this new technology will lead to a latest request to train and equip workers with computer skills.
- (b) **Craft Skills**
Adequate craft skills related programme is important to support the growth of the manufacturing sector. Skills such as tool makers, welding, electricians and mechanics are very significant. Skills can be developed through structured apprenticeship programmes offered by training institutions of which it may be considered for training grant under HRDF.
- (c) **Technical Skills**
Development of technical skills specifically for the operation of companies will be fully supported by KWPSM. Companies that plan systematically to provide basic needs (theory and practical skills) through training programmes conducted outside the normal working hours will be awarded training grant by HRDF.
- (d) **Training on Management/Administration/Supervision**
For effective management of companies, the systematic development of management and supervisory skills are essential. Companies should organise and plan the development process of learning and experience which is necessary for managers. Training programmes which includes marketing skills, financial skills such as credit analysis, accounting and costing, leadership and corporate

management must be comprehensive, practical and oriented as to ensure that it can be used at the workplace.

(e) **Specific Skills Training**

With the rapid introduction and usage of special techniques and increasing demand for creativeness, innovations and development, the industry will increasingly need more trained professionals. To meet these requirements, retraining to improve knowledge and skills of professionals are very important. Thus, training in specific area will be considered for financial assistance under HRDF.

(f) **Research and Development Skills**

In order to encourage the companies to participate in research and development activities, training grant will be given to programmes that develop their workers to be innovative and creative.

(g) **Quality and Productivity Skills**

To ensure the quality and competitiveness of Malaysian products in the domestic and global markets, it is important for companies to achieve greater efficiency and quality of their operations. HRDF will support training programmes such as this to equip all levels of the workforce with the skills needed to implement programmes to increase productivity and quality for the entire company. Areas that are needed to be addressed are total quality control and quality of product and management quality assurance. measurement and analysis of productivity. Training on the use of 'statistical tools' to ensure and improve product quality and reliability as well as problem solving techniques can also be considered.

(h) **Basic Learning for Skills Training**

To ensure that training opportunities for all levels of employment, basic education programmes should be given to those who do not have enough ability in communication skills and mathematics, which is imperative

for further skills enhancement. These skills are also eligible for training grants. To ensure cost effectiveness and utilisation of resources to the maximum, companies are encouraged to conduct training programmes in groups through trade associations/industry, training institutions or schools. Fees imposed by the trade associations / industry training can be claimed from the PSMB subject to financial assistance and the terms and conditions specified by the PSMB.

TRAINING METHODOLOGY

In view of SBL being the main mechanism for funding under the HRDF training, it will certainly be able to offer comprehensive training scheme for employers to intensify training activities in line with their corporate needs. In accordance with this philosophy, SBL allows several methods of training as follows:-

(a) **In House Training**

Pre-employment training offered by training institutions is very general and may not suit the needs of working world. Therefore, employers will find that they need to retrain and equip workers with specialized skills required by their companies. Increased of knowledge and skills among workers must be in tandem with the development of technology and production in the companies.

Similarly, retraining and skills upgrading is needed to facilitate the increased output of high quality, increased productivity, effective use of plant and equipment and improve the effectiveness and efficiency of the organisation to achieve corporate goals and objectives more effectively. Therefore, employers need to develop programs of their own. In-house training will not only produce a better trained work force but it will also, accelerate the improvement of technology, productivity and organisational effectiveness.

In house training can also be provided in the workplace as to enable workers to develop and improve their skills by using equipment and production facilities under the guidance and supervision of a trained supervisor. On the job training can also be developed as additional practical training as being practiced under Apprenticeship Scheme. This type of training can be conducted outside the company's premise or own premise by using internal trainer. At the same time, external trainers are allowed to be engaged as to provide training needed by the companies.

(b) **Public Training (Not PROLUS)**

PSMB will create new opportunities for training providers which includes public training institutions, private consulting firms, training centres run by the industry, chambers of commerce and industry to contribute to the development of skills that are responsive and relevant to the needs of the employers in the context of moving the country towards achieving developed nation status by 2020. Training providers, including polytechnics and universities can contribute by introducing training programmes suitable for the retraining and skills upgrading in technology and changing market.

(c) **Joint Training**

Big employers have the advantage to offer training places to workers of Small Enterprise employers. However, programmes offered must be related their needs. This type of programmes should benefit these Small Enterprise employers who do not have the expertise and resources to develop or run their own training programmes.

(d) **Overseas training**

Training for skills enhancement should be done locally as overseas programme can be costly and limited in numbers. Overseas training will be considered if such

programmes are not available locally and the need to attend it is vital.

(e) **Online and Distance Learning**

To allow flexibility in running training programmes, PSMB has approved online and distance learning. This would enable the employers to choose suitable programmes in tandem with the needs of the workers. This type of training can be taken from training provider that offers e-learning programme, be it from the Public/Private Higher Learning Institution, or overseas Training Providers.

(f) **Job Coach Training**

Job Coach programme is introduced specifically for employers with disabilities. Under this scheme, their training module is different as compared to normal workers due to their physical conditions.

APPLICATION PROCEDURES

Employers are required to submit their application form using PSMB/PGL/1/09 under SBL scheme before the commencement of the training. Completed form needs to be submitted via on-line by login to HRDF's website at www.hrdf.com.my. Employers need to use the given password upon using this application system. The password can be requested by writing formally to HRDF if it is not available. The application form needs to be submitted to HRDF by attaching the following supporting documents:-

- Application needs to be submitted two (2) weeks or at least one (1) day before the commencement of the training

programme as to give ample time for processing. This is due to the fact that a lot of application forms have been received from the registered employers with HRDF;

- Supporting documents such as objectives and course contents, course fees quotation, trainer's biodata, list of consumable training materials and itemized list if the amount applied is more than RM100, transportation's quotation and quotation on hotel/training premise rental package must be attached as to support the application. However, HRDF can request for other documents if it is found that the supporting documents which is not sufficient; and
- HRDF officers can be contacted if companies need more Information on guidelines in submitting their application.

No.	Training Methodology	Allowable Training Costs	Supporting Documents
		<ul style="list-style-type: none"> • Transportation cost if training is done outside the company's premise. • Daily Allowance for trainer and trainee from branches • Consumable training material • Airfare (economy class) For trainee/trainer from branch/headquarter, if applicable. 	<ul style="list-style-type: none"> • Quotation from the transportation company • Name list of trainees/trainer from branches, designation, number of trainees, name of branch offices and distance from the branch offices to training venue. • List of consumable training material and itemised list if the amount applied is more than RM100.00

No.	Training Methodology	Allowable Training Costs	Supporting Documents
2.	In house training – External trainer	<ul style="list-style-type: none"> • External trainer fees (training fee per day is subjected to a maximum of RM3,500.00) • Meal Allowance RM20.00 per day per person (trainee and trainer) if training is conducted at the company's premise and total training hours is not less than 7 hours a day or • Hotel/training premise rental package if training is conducted outside the company's premise. • Transportation cost if training is done outside the company's premise. • Daily Allowance for trainees from branch. • Eligibility is half if minimum training hours are only 4 hours. 	<ul style="list-style-type: none"> • Objective/course contents/daily schedule • Trainer's bio data • Quotation on course fee from training provider • Quotation on hotel/training premise rental package. • Quotation from the transportation company • Name list of trainees/trainer from branches, designation and number of trainees, name of branch offices and distance from the branch offices to training venue.

No.	Training	Allowable Training	Supporting
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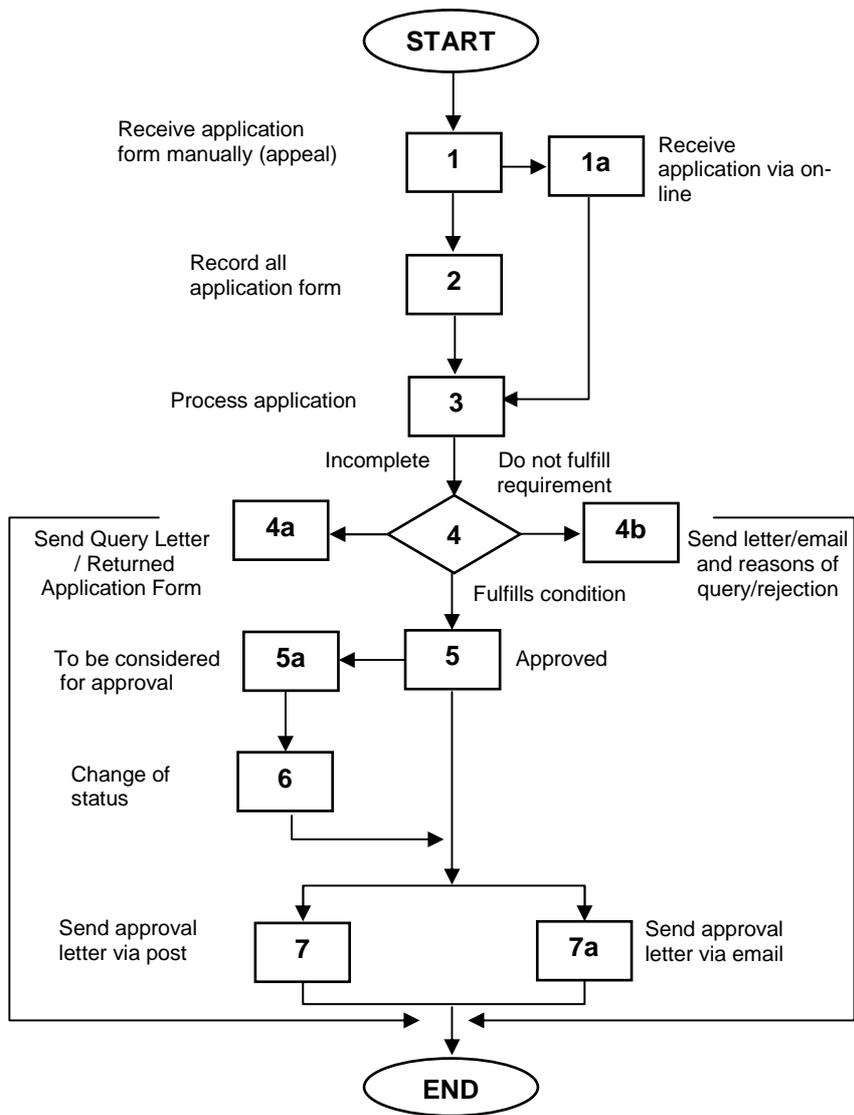
	Methodology	Costs	Documents
		<ul style="list-style-type: none"> • Consumable training material • Airfare (economy class) For trainee from branch/headquarter, if applicable. 	<ul style="list-style-type: none"> • List of consumable training material and itemised list if the amount applied is more than RM100.00
3.	In house training – Overseas trainer	<ul style="list-style-type: none"> • Overseas trainer fees • Meal Allowance RM20.00 per day per person (trainee and trainer) if training is conducted at the company's premise and total training hours is not less than 7 hours a day or • Hotel/training premise rental package if training is conducted outside the company's premise. • Transportation cost if training is done outside the company's premise. 	<ul style="list-style-type: none"> • Objective/course contents/daily schedule • Trainer's bio data • Quotation on course fee from training provider • Quotation on hotel/training premise rental package. • Quotation from the transportation company

No.	Training Methodology	Allowable Training Costs	Supporting Documents
		<ul style="list-style-type: none"> • Daily Allowance for trainees from branch. • Overseas trainer Daily Allowance of RM400 per trainer per day. • Consumable training material • Airfare (economy class) for trainee from branch/headquarter , if applicable. • Airfare (economy class) for overseas trainer, if applicable. 	<ul style="list-style-type: none"> • Name list of trainees/trainer from branches, designation, number of trainees, name of branch offices and distance from the branch offices to training venue. • List of consumable training material and itemised list if the amount applied is more than RM100.00 • Confirmation letter from the employer that shows the overseas trainer solely come to conduct training for the stipulated duration.

No.	Training	Allowable Training	Supporting
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	Methodology	Costs	Documents
4.	Public Training – training offered by training providers	<ul style="list-style-type: none"> • Course fees • Daily Allowance for trainee RM100.00 (< 50 km) /RM250.00 (> 50 km) per person per day. • Airfare (economy class) for trainees, if applicable. 	<ul style="list-style-type: none"> • Objective/course contents/daily schedule • Trainer's bio data • Quotation on course fee from training provider
5.	Overseas Training	<ul style="list-style-type: none"> • Course fees. • Daily Allowance for Trainee of RM800.00 per person per day. • Airfare (economy class) for trainees, if applicable. 	<ul style="list-style-type: none"> • Objective/course contents/daily schedule • Trainer's bio data • Quotation on course fee from training provider

FLOW CHART FOR TRAINING GRANT APPLICATION UNDER SKIM BANTUAN LATIHAN



**WORK PROCESS OF TRAINING GRANT APPLICATION
SKIM BANTUAN LATIHAN (SBL)**

No	Work Process
1	Receive and stamp the receiving date of the application form. (appeal application).
1a	If application is via online, proceed to Step No.3.
2	Record the application based on employer's code no in the system's database and date of received. To check the application received via fax especially for late submission.
3	<p>Ensure that each submitted application form fulfils the basis conditions and is attached with :-</p> <ul style="list-style-type: none"> (a) Objective, Course Contents, Daily Schedule; (b) Trainer's Bio data; (c) Quotation on Course Fee (d) Quotation on Hotel/Training Premise Rental package; (e) Quotation on Rental of Transportation; and (f) Consumable Training Materials.
4	Completed application form and fulfils conditions. Proceed to Step No.5.
4a	Incomplete form and lack of supporting documents will be returned to the employers.
4b	If the application form is not fulfilling the requirement set by HRDF, then the said application will be rejected. Rejection letter together with reason will be issued to the employers.

5	Completed application form and amount of approval is less than RM50,000, proceed to Step No.7.
5a	Special approval will be obtained from Manager/General Manager Training Grant Division/Deputy Chief Executive/Chief Executive for approval of RM50,000 and more.
6	The processing officer in charge will change the status of the application in the database to approved/rejected/queried based on the decision of Manager/General Manager Training Grant Division/Deputy Chief Executive/Chief Executive
7	Send the approval letter to the employers via post.
7a	Send the approval letter to the employers via email.

TRAINING GRANT CLAIMS

Training Grant claims will be paid upon submission of the claim form by the employers after the completion of the training programme. It should be submitted by using the claim form PSMB/T/1/09 of which can be obtained from HRDF officers or the website. To avoid any delays in processing claims, employers should ensure that the form is complete and correct. Relevant receipts must also be included. All copies of receipts or supporting documents must be certified by the employer.

The claim form must be signed by an authorized officer from the employer's side or any officer holding the

post as specified in the claim form. Claims must be submitted upon completion of training and all costs have been paid. **The claim form must be submitted no later than June 30 the next year.**

Each claim will be reviewed based on course fees, allowable training costs, and the number of trainees and duration of the course as approved. **Payment of financial assistance will be reduced in the event of reduction of course fees, course duration and the number of trainees on the day of actual training.**

Claims must be made after full completion of training programme. However, the claim may be made after the completion of a module or group, if approved.

Payment will not be made if the trainees did not attend the full training programme. **A trainee is deemed to have completed the training programme if he had followed at least 75% of them and takes all the examinations / tests, if needed.**

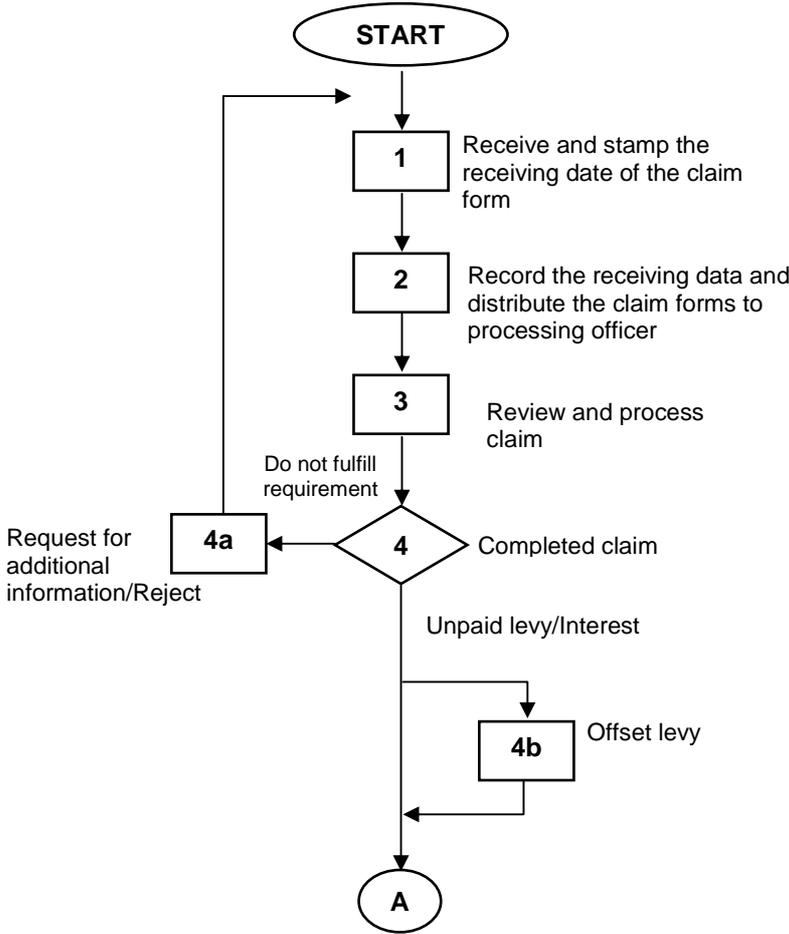
Claim for **all training costs for an approved training programme** may only be made **once**. Any subsequent claim for a programme that has been paid by the Corporation shall not be considered at all (except for programmes that are given approval according to module or group). For example, if an employer gets approval for three training costs (e.g. course fees, Daily Allowance and consumable training materials), but had submitted a claim for two allowable costs only (e.g. course fees and daily allowances), then after the claim was paid, the employer is not allowed to submit another claim for the third cost (which is consumable training materials) anymore.

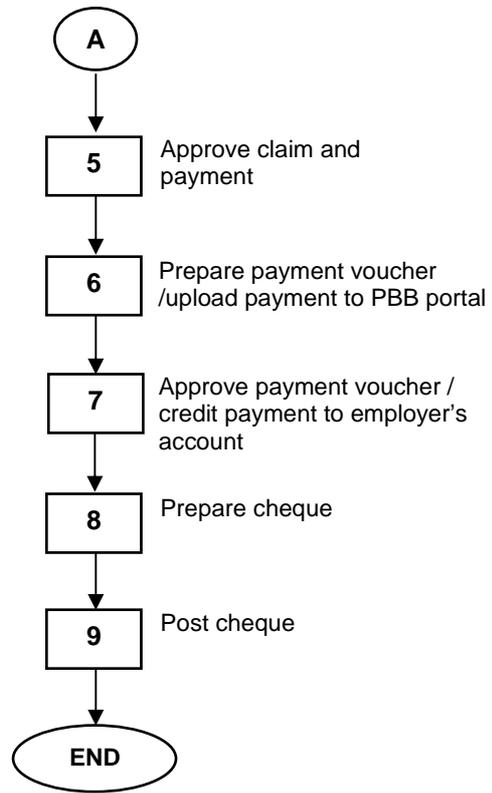
If the trainees were asked to pay for the expenses of training, then the paid training grant to the employers must be reimbursed to HRDF.

As stipulated under Section 20 (5) Human Resources Development Act, 2001, any employer who are eligible to receive financial assistance provided under the Act, shall be ineligible to receive financial aid if he made any default in payment of the levy and the disqualification shall remain in force until all outstanding payments and interest levy has been paid in full.

PEMBANGUNAN SUMBER MANUSIA BERHAD

**FLOW CHART OF TRAINING GRANT CLAIMS
BY EMPLOYERS**





**WORK PROCESS OF TRAINING GRANT CLAIM BY
EMPLOYERS**

No	Work Process
1	Receive and stamp the receiving date of the claim form.
2	Records the receiving information of the claim form such as date of receive, employer's code, divisional code, code of the form and title of the training programme. Claim form will be disseminated to the respective processing officers for further action.
3	Review and process claims from employers. The claims are reviewed as to determine whether it meets the terms and conditions specified by PSMB. The process of calculation and adjustment of the levy will be done simultaneously with the claims review process.
4	Complete or incomplete claim.
4a	If the claim form is incomplete or not eligible for payment, the Secretariat will return it together with query or rejection letter to the employer. Queried claim should be responded within 30 days.
4b	Offset of levy will be made for completed employers claim but has arrears of levy or interest. Once this is done, recommendation for approval will be made. Once levy calculations and adjustments are made, complete claims with no arrears of levy or interest will be recommended for approval by the processing officers.

5	The processing officer will check the calculation of payment for each claim after it was processed and the adjustment of the levy was made. They can either approve or make amendment to the computation of the claim prior to submission to the preparation of payment vouchers.
6	<p>Payment vouchers will be provided by HRDF Accounts Unit based on the calculation / payment which have been approved.</p> <p>For payment via E-disbursement, the total approved payment will be reviewed prior to it being uploaded through the Public Bank portal.</p>
7	<p>Payment vouchers amounting to less than RM10, 000.00 will be verified and approved by a Financial Officer, while the amount of RM10, 000.00 and above, requires approval of two Finance Officers.</p> <p>For E-disbursement, payment order will be issued to credit the said payment to the employer's account via Public Bank portal.</p>
8	Cheque will be prepared by HRDF Accounts Unit based on the approved payment voucher.
9	Cheque or credit statement (E-disbursement) will be posted to employers. The statement for each calculation/payment will be given as well for reference.