

Human Resources Development Fund



Frequently Asked Questions (FAQ) SBL KHAS Scheme

This FAQ is prepared for
HRDF Registered Employers and Training Providers

Programmes Division
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GENERAL

1. What is the SBL KHAS Scheme?

- SBL KHAS is one of the schemes introduced by HRDF to assist our registered employers especially those with cash flow problems to train and upskill their employees in line with their operational and business requirements.
- HRDF will pay the course fee (subjected to 4% service fee) directly to the training providers by deducting the amount from the account of the employers' levy and paying the other allowances to the employer. The entire amount claimable is subject to the approval of each individual grant application.

2. SBL KHAS E-Slip?

- As per Training Provider's Circular No. 9/2020, we will be extending the SBL KHAS till 31 December 2021. Furthermore, all course registrations under this scheme will be free of charge.
- As part of the course registration process, the Training Provider will receive a pop-up notification for a successful registration after the submission is made. However, the Training Provider is required to generate the HRDF E-Slip manually and email to HRDF for us to proceed with the registration process.
- The steps to generate the HRDF E-Slip are as per item number 41.

3. How much is the registration fee to register new course under the SBL KHAS scheme?

As per Training Provider's Circular No. 9/2020, all course registrations under SBL KHAS scheme will be free of charge.

4. Referring to the Training Providers' Circular No. 3/2021, it was mentioned that effective 1 April 2021, only course(s) registered under SBL KHAS will be considered to be claimable under HRDF. What happens if the Training Provider failed to do so?

As per Training Provider's Circular No. 3/2021, item 3.2.2; HRDF will no longer approve training grant applications for any course offered by a HRDF registered training provider that is not registered under SBL KHAS.

5. I am a HRDF registered training provider under category NGO or government department. Referring to the Training Provider's Circular No. 3/2021 item 3.3, exception was given to the above categories. As such, are we still required to register our courses under SBL KHAS?

If you are a HRDF registered Training Provider and actively conducting training, you are required to register courses under SBL KHAS despite the exemption on Training Provider Circular No. 3/2021 item 3.3.

6. How does HRDF define NGO in item 3.3 of circular 3/2021?

HRDF will allow the following organizations to conduct training under the HRDF levy based schemes without needing to register as a training provider and registering the courses under SBL KHAS:

- Non-governmental organizations (NGO) conducting the following activities:
 - Labour union
 - Religious organization
 - Political organization
 - Welfare Services (e.g.: Nursing care facilities including nursing home for elderly, disable person orphanages and etc.)
 - Social Works
- NGO other than those listed above which do not conduct training as a core activity i.e. conducts less than 4 training events annually

7. I am an individual trainer certified by HRDF who has actively conducted training under HRDF, can I register my courses under SBL KHAS?

As per Training Provider's Circular No. 3/2021, item 3.1, only HRDF registered training providers can register their courses under SBL KHAS.

8. What is the validity period of this course registration?

As per Training Provider's Circular No. 9/2020, all training courses registered under SBL KHAS scheme are valid until 31 December 2021

9. What should training providers do if their previously registered training courses under SBL Khas scheme expire before 31 December 2021?

If your training courses expire before 31 December 2021, training providers will need to register it as a new course in order to continue the validity period until 31 December 2021

10. What happened to the registered courses after 31 December 2021?

- HRDF is currently developing the HRDF Learning and Training Hub (LATiH) platform which is a learning marketplace with the objective of increasing visibility on training providers, trainers and courses being offered under HRDF. As such, we will also introduce a new scheme to replace SBL KHAS in line with the full implementation of LATiH. Therefore, all active training courses will eventually be migrated to the LATiH platform.
- We will continue to update all relevant stakeholders on this and other related developments.

11. How to update the training provider profile?

- Should you wish to make any changes on the training provider details after the registration has been approved, kindly refer to the below steps:
 - Login to e-Tris > Application > Profile Management > Training Provider > View my profile > edit the profile details > Save.
**Training provider may update their profile except for their MyCOID, company name, address and details of company director.*
- Kindly ensure that the fields “**personal contact**” and “**officer in charge**” details (**email address and phone number**) are updated to ensure that you receive any communication sent via email blast. We also refer to these fields when contacting training providers.

SBL KHAS TRAINING COURSE REGISTRATION

12. This will be my first time registering my course under SBL KHAS. Is there a guideline that I can refer to?

We have uploaded this guideline on the HRDF Website. You can access it at:

- Service > Training Provider > Forms and guideline > Guideline for SBL KHAS Training Programme Registration

13. What is type of training courses can I register and is there are any minimum requirements that I need to comply with?

a. Public and In-House Training Course.

- All trainers must have HRDF TTT certificate or HRDF TTT Exemption
- The minimum training duration must be four (4) hours per day excluding lunch.
- Documents required as follows:
 - TTT certificates @ TTT exemption issued by HRDF for the selected trainer for this program.
 - Profile (CV) for the selected trainer for this program.
- The selected trainers must possess relevant competency and skills that align with the programme.

b. Conference and Seminar

- Conference and seminar programmes held locally.
- Validity period of programme : One-off
- Duration: At least one day (4 hours per day) but not more than three (3) days.
- Speakers are not required to have Train the Trainer Certificate / Exemption from HRDF.
- Documents Required : Lists of speakers and Conference programme schedule

If these conditions are not complied with, the registration of the training program will not be approved by HRDF.

LONG TERM DEVELOPMENT COURSE

14. I am a HRDF registered training provider and offer many long term courses. How does HRDF define a long term course and does HRDF allow it?

- Any course that was conducted more than three (3) months will be considered as a long term course.
- Yes, HRDF does allow for such courses to be registered under SBL KHAS. However, it is advisable to break the course into modules because the training provider can only claim after the completion of the full training.
- We do allow long term development courses to continue to be offered under the SBL scheme. These are courses more than three (3) months in duration that offer academic qualification (diploma and higher) upon completion.

15. I have a long term course that does not offer an academic qualification. However, it is difficult for me to conduct this course under SBL KHAS as I will only receive payment once the full course has been completed. Do I still need to register this course under SBL KHAS?

- Yes, you will still need to conduct this course under the SBL KHAS scheme.
- We advise for TPs to break their course into modules and then register these modules separately under SBL KHAS.
- The requirements for this are:
 - i. Each course registration must be a complete module with specific learning outcomes.
 - ii. Each course registration should be named the same with the addition of the module no. For example, “Welding Inspector course module 1”; “Welding Inspector course module 2” and so on.
 - iii. The full course structure for the entire course must be included as an attachment for every module registered. This course structure must include the following information:
 - Show all registered modules
 - Show the specific learning outcomes for each module
 - Show the duration for each module.

COACHING & MENTORING

16. I am a HRDF registered training provider and offer coaching and mentoring programmes. Are we required to register these under SBL KHAS?

- Yes, you would need to register your coaching and mentoring programmes under SBL KHAS.
- For face-to-face coaching, HRDF allow a ratio of 1:1 to 1:2. The allowable rate is the same as in-house non-technical but each trainee must undergo at least 4 hours of coaching to be claimable.
- HRDF also allow online coaching and mentoring provided there are no practical elements to the coaching. The allowable rate is the same as the remote online training rate but each trainee must undergo at least 4 hours of coaching to be claimable.

CERTIFICATION COURSE

17. I am a HRDF registered training provider and offer a lot of certification courses. Can we register under SBL KHAS and if so, how?

Yes, you can register certification courses under SBL KHAS. Below are the requirements:

- Kindly specify the name of the certification body in the course registration form as shown below:

Certification (Please state the certification body if applicable and the supporting evidence)	<input type="text" value="Microsoft"/>
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- Kindly upload the documentary evidence from the certification body such as letter of authorization or agreement between the training provider and the certification body.

18. I am a HRDF registered training provider offering certification course by Bluehat Inc. However our company is not directly authorized by the certification body (Bluehat Inc.), We are running via other training provider (XYZ Sdn. Bhd.) as a third party collaboration where XYZ Sdn. Bhd. is an authorized partner under Bluehat. Does HRDF allow this?

Yes, HRDF can consider if you are able to provide the following documents:

- Documentary evidence from certification body such as letter of authorization or agreement between the Bluehat Inc. and XYZ Sdn. Bhd. which stated Bluehat Inc. allows their authorize partner to appoint another training partner to conducted their licensed course.
- Documentary evidence from certification body such as letter of authorization or agreement from XYZ Sdn. Bhd. which authorize your company as their training partner and the training course conducted will be certified by Bluehat Inc.
- These documents are important as HRDF have come across issues in the past where training provider claim false certification status causing problems after the training has been completed.

TRAINING DURATION

19. What is the minimum training hour for training course to be registered under the SBL KHAS scheme?

A minimum cumulative training hours allowed per day is 4 hours per day. The summary as follows:

- Full day training course (7 hours per day)
 - ✓ 1 day training = min. 7 hours
 - ✓ 2 days training = 14 hours
- Half day training course (4 hours per day)
 - ✓ 2 days training = 8 hours

TRAINER

20. I am a HRDF registered training provider and only have one trainer, does HRDF allow?

We do allow registration of courses under SBL KHAS to only have one (1) trainer. Please refer to the guideline mentioned in Q14 on how to do this.

21. I am a HRDF registered training provider and use foreign based trainers to conduct the training, does HRDF allow?

Yes, we allow foreign based trainers to conduct the training under HRDF without having the TTT/TTT exemption certificate. However the trainer must collaborate with a local training provider. In addition, the trainer must provide his/her profile that states their credential as a foreign based trainer in the application.

22. I am a HRDF registered training provider and most of the trainer(s) are not HRDF TTT/TTT exemption certified. However they are subject matter expert in that training field, does HRDF allow?

HRDF allows for a trainer that have subject matter expertise to conduct training under HRDF without TTT/TTT Exemption certificate provided they are a Subject Matter Expert appointed and acknowledged by a government body.

23. I am a HRDF registered training provider and my trainer name does not appear in the trainer list, how I can add new trainer profile?

- Please proceed to add new trainer profile. After adding, the trainer name will appear on your trainer list.
- The steps are as follows.
 - Login into e-Tris > Go to Application > Profile management > Training programme > Trainer profile management > Update trainer profile management

24. Does HRDF allow to change the trainer information once the training provider have created the trainer profile and if yes how?

- HRDF allow training provider to change trainer profile.
- The steps are as follows.
 - Login into e-Tris > Go to Application > Profile management > Training programme > Trainer profile management > Update trainer profile management.

25. Is there a specific format that the trainer should comply in developing their trainer profile?

- There is no specific format set however the trainer is required to include the following information in their trainer profile:
 - Academic qualification
 - Professional qualification (if any)
 - Years of career experiences
 - List of training that has been conducted
- We have attached a template for trainer's profile for your reference in Appendix 1. However, the training provider may use their own template for the trainer's profile as long as the information as stated above is included.

MODIFICATION OF APPROVED TRAINER

26. Does the HRDF allow the training provider to change the trainer after the course has been approved?

- Yes, training provider can change trainer or add new trainers or delete trainers to an approved SBL KHAS course. However, the change in trainers needs to be approved by HRDF.
- The steps to get approval for trainer modification is as follows :
 - Login into e-Tris > Click application > Profile Management > Training Programme > Trainer modification.
- At the trainer modification page, select the course then select the trainer.
- Kindly be informed that the new trainer has to added first into the system.

27. If training provider wants to change trainer on an approved course, what are the requirements?

- The requirements are:
 - The trainer profile is added to the training provider's e-Tris account.
 - The trainer has TTT/TTT exemption
 - The trainer's background is in line with the approved course.
- Kindly ensure that the selected trainer possess the relevant competency, skill and experience related to the approved course. To check the trainer profile: Go to Application > Profile management > Training programme > Trainer profile management

28. I am trying to add a new trainer to an approved course but I cannot find my trainer profile. What should I do?

- Please proceed to add a new trainer profile. After adding, the trainer's name will appear on your trainer list.
- The steps are as follows.
 - Login into e-Tris > Go to Application > Profile management > Training programme > Trainer profile management > Update trainer profile management.
 - If you have already added your trainer, you may follow the steps above to check on the trainer profile.

29. Does the training provider has to pay for a trainer modification application and is there is any limit to the number of modifications that can be made?

There is no limit and no processing fee for the trainer modification. Training providers may change the trainer profile as and when needed.

LICENSED TRAINING MATERIAL

30. How does HRDF define licensed training material?

Licensed training materials are material either in physical or digital formats that is made compulsory by the principle for a course to be completed. This is usually for cases where the appointed training providers are licensed to run signature courses from the principle. Therefore, such material will be used to facilitate both the trainer and trainees during the particular licensed course.

31. How do I apply for licensed training material to be claimable?

- The HRDF registered training provider are required to provide the below document(s):
 - Official letter to Head, Training Market Department.
 - Invoices or other documents showing the ACTUAL purchase price of the material from the principle.
 - A hard copy of the licensed training material(s).
- All of the supporting documents stated above must be submitted through email to vmddsupport@hrdf.com.my except the materials which have to be delivered to the Head, Training Market department.
- The application should be submitted before the training commences and a successful application will be notified through email.
- The validity for this pre-approval will be for a period of two (2) years. After two (2) years, the training provider is required to submit a new application if they still subscribe the licensed training materials from the principle.

32. I am a HRDF registered training provider and I conduct courses via self-paced learning platform. Is this kind of platform claimable under digital licensed training material?

Self-paced learning platforms are not considered as digital licensed training material. Digital licensed training material is usually in the form of e-books or e-manuals which will be used to facilitate both the trainer and trainees during the particular licensed course being conducted.

33. I am a HRDF registered training provider and understand that we can apply to HRDF for licensed physical or digital manuals approval for course as licensee. However, is it possible for us to apply to HRDF for our training manuals and materials which we use in our courses?

No, training materials which are developed by the training provider themselves will not be considered. The cost of the development should be borne by the training provider themselves and embedded into their course fee.

SBL KHAS E-SLIP

34. Since there is no registration fee imposed, why are training providers still required to generate the HRDF E-Slip?

The application will only be able to be processed upon receiving the E-Slip from the training provider.

35. How to generate the HRDF E-Slip?

We have uploaded the guide on HRDF Website for your reference. The training provider can access this guideline at:

- Service > Training Provider > Forms and guideline > Guideline for SBL KHAS Training Programme Registration

36. I am a HRDF registered training provider and just registered a lot of courses under SBL KHAS, can I generate only one E-Slip?

- Should you have more than one course registered, kindly generate the E-Slips separately.
- Each application/course will have different transaction ID and E-Slip.

SBL KHAS DIGITAL AGREEMENT

37. Is it compulsory for the training provider to sign the SBL KHAS agreement upon approval of their first course?

- No, we have stopped the implementation of the SBL KHAS digital agreement effective 15 February 2021.
- As such, we will activate registered courses upon approval even for first time approvals.

STATUS OF COURSE REGISTRATION

38. I am a HRDF registered training provider and have registered my courses under SBL KHAS. How can I check on the status of the application?

- All applications that have been approved, rejected or queried, the Training Provider will be notified through inbox in the e-Tris system and via registered email. Kindly check your inbox and email frequently for updates.

- Furthermore, the training provider may check the status of their registered course at e-Tris > Application > Profile Management > Training Programme > View my programme

39. I have received a query for a course that I registered. Is there a guide that I can refer to on how to return the application? Is there any time frame to respond to the query?

- We have uploaded the guide on HRDF Website. You can access at:
 - Service > Training Provider > Forms and guideline > Guideline for SBL KHAS Training Programme Registration.
- There is no time frame set to response the query however it is advisable for the training provider to respond as soon as possible to avoid any delay on the application approval.

GRANT APPLICATION

40. How to submit grant application?

Please click on this link for more information on training grant application:
<https://www.hrdf.com.my/employer-guidelines/>

41. What are the supporting documents required?

Please click on this link for more information on training grant application:
<https://www.hrdf.com.my/employer/hrdf-schemes/skim-bantuan-latihan-khas-sbl-khas/>

42. Does HRDF allow for any employers that have levy arrears or levy interest to apply for grants under the SBL KHAS scheme?

NO, employers with levy arrears or levy interest cannot apply for grants under the SBL KHAS scheme. This is in line with Section 20.5 of the PSMB Act 2001.

43. Does HRDF allow for any employers that have insufficient levy balance to apply for grants under the SBL KHAS scheme?

NO, employers with insufficient levy balance cannot apply for grants under the SBL KHAS scheme.

44. What is the Service Level Agreement (SLA) for training grant approval?

All training grant applications will be approved within 48 hours. This is provided the documents provided are complete.

45. I am a HRDF registered training provider and my client is currently applying for a training grant for my training. Can I start the course before the client has gotten approval for the grant?

Training Providers SHOULD only conduct training after receiving confirmation of approval of the training grant. Otherwise, you will not be able to claim for the training should the grant application not be approved for whatever reason.

46. I am a HRDF registered training provider and our course registered under SBL KHAS has been approved, does it mean that we can claim the full amount?

Please take note that the approval on the training grant is for the course contents and trainers only. However, the actual claimable fee and training hours is subject to approval of each individual grant application and claims submission.

For further details on the allowable cost, please click on this link;

<https://www.hrdf.com.my/download/100023880/>

47. I am a HRDF registered employer and I would like to apply for a training course that jointly conducted with other companies using the SBL KHAS scheme. How do I do this?

You can apply for a training grant as you would for a SBL KHAS course. The terms will be as per Skim Latihan Bersama (SLB). During the grant application, you would need to include the following additional documents:

- Clearly indicate in each application under this joint arrangement the organizer and participants
- Invoice / quotation for the organizer and participants
- Cost breakdown between organizer and participants showing Cost Fees and the number of participants for each employers (compulsory)

CLAIM SUBMISSION

48. How to submit claim application for training that has been completed?

There are 2 types of claims for SBL KHAS. Training Providers submit claims for the course fees while employers submit claims for the allowances. Please click on the following link for more information on training grant application:

- <https://www.hrdf.com.my/employer-guidelines/>
- <https://www.hrdf.com.my/training-provider-circulars-forms/>

49. What is the Service Level Agreement (SLA) for claims approval and disbursement?

All claims will be approved and disbursed within eight (8) working days subject to the documents provided are complete.

50. I am a HRDF registered training provider offering a signature course with licensed training material. Is the licensed training material claimable under HRDF?

- The licensed training material can be claimed by either the training provider or the employer under the SBL KHAS scheme.
- If the amount is to be claimed by the employer, the training provider will issue two (2) separate invoices, one to HRDF for the course fees and another to the employer for the licensed material.
- If the amount is to be claimed by the training provider then the training provider will need to issue an invoice to HRDF for both items. The material cost should be part of the course fee in the quotation and invoice. However, please take note that it will be subjected to the service fee (effective 1 April 2021).
- We require all licensed material to be pre-approved by HRDF. Since this material is add on, we do not allow training provider to make a profit on this material. We also do not allow training provider to create their own material and claim it separately as licensed material.
- Licensed material claim is only for material that is a compulsory part of a licensed course and a separate charge from the course fees.
- As such, the training provider will need to apply for approval for all the licensed material if they want it to be claimable. The steps and requirements are as stated in item number 32 above.

51. I am a HRDF registered training provider and offer a lot of certification courses. Is the cost of certification claimable under SBL KHAS?

Yes, certification costs are claimable under the SBL KHAS scheme as follows:

- For face to face training, HRDF allow full claim for certification courses. This must be applied for during the training grant application.
- For Remote Online Training (ROT), HRDF allow for certification costs to be claimed on top of the course fee. In order to do this, the training grant application must include the quotation from the certification body by breakdown the each item of cost incurred such as licensing fee,

examination fee and certificate fee. However, approval is also subjected to the grant approval.

TROUBLESHOOTING

52. Since the course registration must be made through the e-Tris system, how do we retrieve the lost or forgotten password?

Should you have any problem in accessing your e-Tris account, kindly forward the issue to our ithelpdesk at ithelpdesk@hrdf.com.my

AMENDMENTS

HRDF may update, change or amend this FAQ from time to time. Employers and Training Providers will be notified of the changes being made to strengthen this FAQ.

CONTACT US

Should you have any queries, feedback, or questions, please do not hesitate to reach us through email or contact our Call Centre at 1800 88 4800 or email to support@hrdf.com.my


Thank you

LIST OF ABBREVIATIONS

1.	HRDF	Human Resource Development Fund
2.	SBL KHAS	Skim Bantuan Latihan Khas
3.	SLB	Skim Latihan Bersama
4.	TTT	Train-The-Trainer
5.	LATiH	Learning and Training Hub
6.	ROT	Remote Online Training
7.	e-Tris	Electronic Transformation System

APPENDIX 1: TEMPLATE OF TRAINER'S PROFILE

TRAINER'S PROFILE



1.0 GENERAL INFORMATION

1.1 NAME :

1.2 I/C or PASSPORT NO. :

2.0 TRAINER'S PROFILE

2.1 ACADEMIC QUALIFICATION :

2.2 PROFESSIONAL MEMBERSHIP :

2.3 INDUSTRIAL EXPERIENCE :

2.4 OTHER RELATED STRENGTH(s) :

3.0 HRDF TTT CERTIFICATION *(Please attach the copy of TTT Certificate)*

3.1 TTT CERTIFICATE NO. :
