



PEMBANGUNAN SUMBER MANUSIA BERHAD

KEMENTERIAN SUMBER MANUSIA

**STRATEGIC INITIATIVES
IMPLEMENTATION GUIDELINE**

INDUSTRY CERTIFICATION

(INDCERT)

1.0 PURPOSE

- 1.1 The purpose of this guideline is to **inform PSMB Registered Employers, appointed training providers and trainees on the procedures and implementation mechanism** of the Industry Certification (INDCERT) scheme.

2.0 OBJECTIVE

- 2.1 The objectives of INCERT are:
- i. To provide opportunities to Malaysian employees to increase their skills by participating in high value added professional certification that would enhance their career development;
 - ii. To provide a platform for PSMB registered employers to accelerate the up-skilling of Malaysian employees to support Human Capital Development at specific areas determined by the Government in order to achieve the National Agenda;
 - iii. To provide employers with high skilled Malaysian workers which will allow them to explore business opportunities in the industry, through up-skilling courses that are Knowledge Intensive and encompasses knowledge-based, high-technology and high value-added products or activities to maintain competitiveness in the global market.

3.0 TARGET GROUP

- 3.1 The target group for the INCERT is **Malaysian Employees of PSMB Registered employers**, who are looking to upgrade their skills and knowledge through professional certification courses.

4.0 TYPE AND APPROVAL PROCESS OF THE TRAINING COURSES

- 4.1 The courses offered under the INCERT scheme are **pre-approved courses** from which PSMB registered employers are allowed to choose according to what is in line with their company's Human Capital needs.
- 4.2 Employer Associations registered with PSMB/government agencies are requested **to submit the focused skill areas that are required by the industry as a whole** with the aim to up-skill and re-skill their current

employees and move up the value chain through **professional certification**. (Please refer to the format available in the PSMB Portal).

- 4.3 Based on the identified focused areas, training providers registered with PSMB are allowed to submit the proposal for evaluation and consideration in order to be part of the INDCERT scheme. (Please refer to the proposal format available in the PSMB Portal).
- 4.4 The information on training courses that have been approved can be viewed in the PSMB portal at www.PSMB.com.my (Schemes– INDCERT). The **list is non-exhaustive and will be updated from time to time** to ensure courses offered are in line with the industry requirements.
- 4.5 Employers can select the training courses from the list and submit their application to obtain financial assistance following the terms and conditions set by PSMB.

5.0 ELIGIBILITY AND ROLE OF EMPLOYER

- 5.1 All PSMB registered employers are eligible to participate under the INDCERT scheme. However, **each employee is only entitled to attend one approved course** under the INDCERT scheme in order to allow more employees to be trained.
- 5.2 **Each PSMB registered employer can only train a maximum of 25 employees for approved courses** to allow more companies to participate under the INDCERT scheme. Thus, employers are advised to select the most relevant and necessary courses for the company's human capital development that available under this scheme.
- 5.3 PSMB registered employers need to **ensure the selected trainees have fulfilled the pre-requisite of the training** course determined by the certification body (if any) before registering under the INDCERT scheme.
- 5.4 SME employers must meet the official national SME definition subject to the latest Amendment & Expansion of the PSMB Act 2001, as per the table below in order to be eligible for 100 per cent sponsored course fee (subject to a maximum RM10,000 per pax).

Sector	No of Employees
Manufacturing	10-200 full-time Malaysian employees
Service & Other Sectors	10-75 full-time Malaysian employees

- 5.5 Upon completion of the training course, **employers need to ensure all trainees have obtained their certification and the outcome report needs to be submitted to ensure the objectives is achieved.**
- 5.6 Trainees must complete their tasks, assignments, projects and exams as required and actively participate in all practical exercises, presentations as directed by the trainers.
- 5.7 Employers are responsible to the cost of training (course fee and allowances) for any training that unfilled the criteria of claim submission by PSMB.

6.0 PROCEDURE TO SUBMIT TRAINING APPLICATION BY EMPLOYERS AND APPROVAL OF TRAINING GRANT APPLICATION

- 6.1 Employers are required to key in the trainees' information into PSMB's online system **at least 1 week (7 working days) before commencement of the training.** Employers are advised to submit the applications early to ensure approval is given before the commencement of the training.
- 6.2 Submission of training application must be made through employers using the Trainee Application Form **PSMB/ INDCERT /1/19** and **submit the application via online** with the following supporting documents:
- i. Course Fee Details (Quotation)
 - ii. Training Schedule
- 6.3 Employers **must ensure that all information keyed into the system is accurate**, particularly the trainees details such as their name, MyID number and all other requested details in the application form.
- 6.4 Employers are required to **keep a hardcopy of the application forms and supporting documents for inspection purposes. PSMB has the right to request for the original documents for inspection purposes.**

- 6.5 Employers are required to obtain the **training schedule** from the selected training providers for the course that has been selected. **The training schedule needs to be uploaded in the system during the grant submission.** The training schedule submitted to PSMB needs to take into account all public holidays and any additional holidays. The training schedule must be **in line with total training days / hours approved by PSMB.** Changes in the training schedule **must be notified to PSMB at least 3 days before the training commences.**
- 6.6 The financial assistance for course fee and allowances is as per the current allowable cost matrix. The final approved assistance will be based on cost sharing concept which combines both the Employers' PSMB Levy and Incentive provided by PSMB, as per below:

Item	Category of Employers	Financial Assistance and Incentive by PSMB
Course Fee	All employers	<ul style="list-style-type: none"> • 50% course fee will be borne by PSMB, subject to a maximum of RM5,000 per trainee. • The remaining 50% of the course fee will be deducted from the Employers' HRD Levy.
	SMEs	<p>*Additional allocation using SME Incentive, and subject to availability of funds.</p> <ul style="list-style-type: none"> • 100% of the course fee will be borne by PSMB, subjected to RM10,000 per trainee. • The balance amount for course fees which are not covered by PSMB will be deducted from the Employers' HRD Levy.
Allowances	All Employers	<ul style="list-style-type: none"> • Based on the current allowable cost matrix. • Allowances for Trainees will utilise Employers' HRD Levy. • Maximum amount for Meal / Daily allowances is RM1,000 per trainee per month.

- 6.7 **Levy reservation** will be made by PSMB on the **course fee that not covered by the incentive** to avoid any insufficient payment to Training Provider upon completion of the training. Levy reservation will not be made for other allowable costs hence the claim by employer will be based on availability of the levy during claim submission.
- 6.8 If the levy balance from the employers account is **not sufficient** to cover the balance course fee and allowances, **the application will be rejected.**
- 6.9 If the SME Incentive is fully utilised, SME employers still can participate in INDCERT scheme following the cost-sharing mechanism as stated in the table above.
- 6.10 Employers are required to **provide the breakdown of the fees** in order for PSMB to evaluate and consider the financial assistance. The approval amount will be **based on evaluation process by PSMB.**
- 6.11 The application will be queried if the information submitted is not complete. Employers are required to **respond to the queried applications 3 days before commencement of the training and PSMB needs 2 days to process the completed application received from employers.** PSMB is not responsible to any queried or rejected application after the commencement of training.
- 6.12 **Withdrawal or replacement of trainees is allowed** if employers inform a PSMB officer via email **3 days before the training commences.** If the **trainees withdraw after the training commences, replacement of trainees is not allowed.**
- 6.13 The maximum number of trainees for each class is **25.** **Employers need to communicate with the appointed training provider on the number of participants available for the particular class before the application is submitted to PSMB.**
- 6.14 **Any cancelation of the approved classes needs to be informed via email to a PSMB officer at least 1 day before the training session.**
- 6.15 Employers are allowed to **request for a change of training date** to a future date, **3 days before the training commences.** Employers are **not**

allowed to change the training date of an approved application training to an **earlier date**.

- 6.16 Approval of training grant application will be given within 48 working hours upon receiving a complete application from employers. Once the training grant application has been approved, a **notification email will be sent to employers as well as appointed training providers**. The details of the **amount approved for course fees as well as other allowable cost will be detailed out in the notification email**.
- 6.17 The **appointed training providers are allowed to submit the claim for course fees** while **employers can submit the claim for other allowable cost** (if any) **upon completion of the training**.

7.0 ROLE OF TRAINING PROVIDER DURING THE TRAINING

- 7.1 The appointed training provider must ensure the maximum number of trainees for each class is 25. If the approval given to employers under the INDCERT programme is less than 25 pax, the training provider can maximise the number with self-paying customers to achieve 25 participants per class.
- 7.2 Appointed Training Providers are advised to plan the training session accordingly to avoid disruption of a company's productivity. As such, classes are advised to be conducted at the weekend or after office hours.
- 7.3 Training needs to be conducted at a convenient training venue and the appointed Training Provider is required to provide necessary facilities/equipment during training.
- 7.4 Training providers are responsible to capture the attendance of applicants; declare that the entire claim and all accompanying information is true as mentioned in the original Attendance Form.
- 7.5 Training providers need to ensure all participants obtain their certification upon completion of the training. **It is compulsory to attach the copy of certificates for all trainees during the submission of claims**. For trainees that fail the examination or assessment, required to re-attend to ensure the objective of the scheme is achieved.

8.0 INSPECTION

- 8.1 PSMB will conduct verification visits to the training venue to check on the compliance and attendance of trainees. During the visit by PSMB's officers, employers and appointed training/trainers must give their fullest cooperation.
- 8.2 During verification, all related documents such as attendance form, approval letter from PSMB are to be provided to the officer for verification. PSMB Inspectorate Officer will be given the authority to do the necessary for inspection purposes including interviewing trainees and taking photographs of the classes in session.
- 8.3 During inspection by the PSMB Inspectorate Officer, **if the trainees are not in the classroom, in the attendance form of the trainee will be marked as absent by the inspectorate officer.** The attendance form that has been marked by inspectorate officer must be provided together with the claim form during submission of claim. Failure to provide the original attendance form and claim form will cause the claim to be queried.
- 8.4 Employers or Training Providers must ensure the staff are capable to assist the PSMB officers in charge during verification and must be reachable through via phone.
- 8.5 Action will be taken on employers or appointed training providers who do not comply with the terms and conditions stated. A show cause or warning letter may be issued.

9.0 PROCEDURE FOR COURSE FEE CLAIM BY APPOINTED TRAINING PROVIDER

- 9.1 Claims for Course Fee are to be submitted **by the appointed training provider** using the Course Fee Claim Form **PSMB/ INDCERT/2/19** within three (3) months upon completion of the courses and **successfully obtaining the certificate. Payment will be made directly to the appointed training provider based on the amount that was approved during the grant approval.**
- 9.2 If the trainee failed during the examination/assessment, PSMB will allow additional (6) months for the trainee to re-attend the certification /

assessment by self-paying or sponsored by company. The certification need to be submitted to claim the remaining balance.

- 9.2 The Course Fee Claim Form must be submitted with the **original Attendance Form PSMB/ INDCERT /3/19**, the **original Evaluation Form PSMB/ INDCERT /4/19**, the **invoice and the copy of certification/assessment upon** completion of training.
- 9.3 Appointed training providers must ensure the **employers verify the attendance** of the trainees; declare the entire claim and ensure all accompanying information is true as mentioned in the **original Attendance Form PSMB/ INDCERT/3/16**.
- 9.4 Payment of course fee is subject to number of days of training attended by each trainee. A trainee is required to attend and complete at least 80% of the full course and takes all the required examinations / tests (if any). Payment will not be made if the trainees do not comply with the minimum required attendance.
- 9.6 The **80% of attendance will be calculated based on the no. of days attended by the trainee during the training period**.
- 9.6 Financial assistance for the course fee and examination fee is one off. **Any revision or re-examination attempted by the trainee will be under his/her own cost.**
- 9.7 Appointed training providers must ensure that training is conducted as per training schedule and the trainee's attendance must be recorded for each training day. **Appointed training providers are not allowed to submit scanned or photocopied attendance forms and evaluation forms.**
- 9.8 During inspection by the PSMB Inspectorate Officer, if the trainees are not in the classroom, the attendance form will be marked as absent by the inspectorate officer. The attendance form that has been marked by an inspectorate officer must be provided together with the claim form during the claim submission. **Failure to provide the original attendance form and claim form will cause the claim to be queried/ rejected.**
- 9.9 The **claim will not be entertained if it is submitted more than 3 months after the training is completed.**

- 9.10 The **course fee should include notes, manuals, reference books and professional examination fees** (if any). Appointed training providers are prohibited to charge any additional fee to the trainees.
- 9.11 Payment of course fee will be made **within 14 working days** from the date PSMB receives **complete claim form** from appointed training providers.
- 9.12 If there are false or misleading declaration in course fees provided by the appointed training providers, PSMB reserves the right to demand repayment either wholly or partially.

10.0 PROCEDURE FOR OTHER ALLOWABLE COST CLAIM BY EMPLOYERS

- 10.1 Employers **are allowed to submit claim for other allowable cost** such as **meal allowances/ daily allowances** and **airfare** within three (3) months upon completion of training and reimbursement of the course fee to the training provider.
- 10.2 Payment of the other allowable cost can be claimed by employers using the Claim Form **PSMB/INDCERT/5/19**. Payment will be made directly to the employer based on the approved amount during the grant approval.
- 10.4 The **trainees are entitled to a full claim of meal and daily allowances if he/she fulfils 80% of attendance during the training**. No payment will be made if the trainee's attendance is less than 80 per cent. However, the approval of other allowable cost is **subject to grant approval and availability of the employers levy balance**.

11.0 TRAINING EVALUATION

- 11.1 The **Training Evaluation Form PSMB/ INDCERT /4/19** will be provided to all trainees upon the completion of the training. This is to obtain feedback on the training they have attended.
- 11.2 As such, appointed training providers are required to ensure the **Training Evaluation Form PSMB/ INDCERT /4/19** is filled out by all trainees upon completion of the training. The evaluation form must be submitted together

with the claim form. Failure to ensure this will cause claims to not be approved.

- 11.3 The involving parties such as Employer/Training Provider/Participants shall be responsible for providing necessary information and documents upon the request of PSMB in the event of audit, or evaluation within 5 years from the completion of the training.

12.0 LEGAL ACTION

- 12.1 Employers and appointed training providers are strictly advised to adhere to the terms and conditions stipulated in this guideline. **Legal action will be taken if any of the parties involved fail to comply with this requirement.**
- 12.2 Any person who makes in writing, or signs any declaration, return or other document required by the PSMB Act 2001 or any regulations made under the Act which is untrue or incorrect in any particular, or commits an offence and shall on conviction be liable to a **fine not exceeding twenty thousand ringgit or imprisonment for a term not exceeding two years or to both.**

13.0 AMENDMENTS

- 13.1 PSMB may from time to time change or amend these terms and conditions. Employers/Appointed Training Providers and trainees will be notified on any changes made to strengthen the implementation of the INDCERT scheme.