

Our ref. : (25)PSMB/20/8 Kulit 6

Date : 22 May 2012

EMPLOYER CIRCULAR NO. 4/2012

HR SOLUTIONS SERVICES FOR SMALL AND MEDIUM EMPLOYERS UNDER THE NATIONAL HUMAN RESOURCES CENTRE

1.0 PURPOSE

- 1.1 The purpose of this circular is to inform Small and Medium Enterprise (SME) employers on the HR Solution Services offered under the National Human Resources Centre (NHRC).

2.0 BACKGROUND

- 2.1 The NHRC was established at Pembangunan Sumber Manusia Berhad (PSMB) on 1 August 2011 and officiated by Honourable Minister of Human Resources on 9 February 2012. NHRC is aimed at enhancing the quality and productivity of SMEs to a higher level of competency and capability to increase global competitiveness. The function of NHRC is to be an effective and productive HR department to SMEs.
- 2.2 On 31 October 2011, an Employer Circular No. 6/2011 was circulated to inform all SME employers on the new services offered by NHRC.

- 2.3 Since its establishment, the NHRC has three (3) core services namely:
- (a) HR Solutions;
 - (b) HR Capability Building Programmes; and
 - (c) Business Owners Peer Sharing of HR Practices.
- 2.4 The **HR Solutions** are mainly HR advisory and consultancy services. It has three (3) levels of services as follows:
- (a) **Level 1** – NHRC Portal (FAQs, static information, forum and live chat);
 - (b) **Level 2** – Call Centre (telephone, walk-in and email); and
 - (c) **Level 3** – HR Consultancy (HR consultancy, SME TNA Consultancy Scheme, fully-subsidised TNA Training Programme and consultative visit).
- 2.5 The **HR Capability Building Programmes** are mainly HR-related certification, functional and up-skilling training programmes offered to business owners, HR personnel and non-HR personnel of SMEs. The training calendar and programme updates can be obtained from the NHRC Portal www.nhrc.com.my.
- 2.6 The **Business Owners Peer Sharing of HR Practices** are providing business owners and HR personnel of SMEs opportunities to join HR Club and Peer Mentoring programmes. The programme updates also can be obtained from the NHRC Portal www.nhrc.com.my.
- 2.7 The NHRC's services cover all **HR scopes** as summarised in the following table:

<p>A. Recruitment and Selection</p> <ul style="list-style-type: none"> i. HR Planning ii. Recruitment & Interviewing iii. Employee Handbook iv. Orientation 	<p>D. Employment Relations</p> <ul style="list-style-type: none"> i. Communications ii. Union Matters iii. Disciplinary Issues iv. Termination
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<p>B. Compensation and Benefits</p> <ul style="list-style-type: none"> i. Productivity / KPI-Linked Wage ii. Performance Management iii. Reward and Recognition iv. Welfare Management 	<p>E. HR Leadership Development</p> <ul style="list-style-type: none"> i. Alignment of HR to business ii. Succession Planning iii. Organisation Development iv. Managing Talent and Staff Retention v. Ethics and Corporate Governance
<p>C. Employee Development</p> <ul style="list-style-type: none"> i. HR Training & Development ii. Career Development / Lifelong Learning iii. Leadership Development 	<p>F. Other Core Services</p> <ul style="list-style-type: none"> i. Payroll Management ii. Safety & Health iii. Talent Management iv. Corporate Social Responsibility v. Organisational Diagnosis

3.0 HOW TO BENEFIT FROM HR SOLUTIONS SERVICES

- 3.1 To fully utilise the **Level 1 Services**, SME employers must register with the NHRC Portal www.nhrc.com.my. All the information is provided on complimentary basis. Employers can post and discuss any topics related to HR through the online forum. To ensure privacy, they can also ask any HR issues through live chat. Our NHRC advisors will respond to any topics posted and issues raised.
- 3.2 Under **Level 2 Services**, SME employers can enjoy a toll free number 1800-88-4800 (Select 1 for NHRC) and get immediate advice and guidance related to HR from our NHRC advisors and consultants. Alternatively, employers can e-mail to info@nhrc.com.my or just walk-in anytime to get personalised advisory services. For the benefits of SMEs, this service is also provided on complimentary basis.
- 3.3 To support SMEs in adopting modern and progressive HR practices, **Level 3 Services** offer full HR consultancy. The mechanism of utilising HR Consultancy services is explained in the following clauses.

3.3.1 **Panel of Appointed HR Consultants**

In order to ensure high quality of HR consultancy services, the NHRC has appointed qualified and experienced consultants. The list of approved HR Consultants, contact numbers and areas of specialisation are shown in **Appendix 1** or can be viewed at www.nhrc.com.my. The list shall be updated from time to time. Employers are allowed to use Level 3 services from these approved consultants only.

3.3.2 **Qualifying Conditions**

For SME employers registered with PSMB, they are eligible to utilise up to 30% of their current HRDF levy balance to engage the services of the HR Consultants. Those with arrears of levy or unpaid interest are also eligible for the services.

3.3.3 **Selection of Consultant and Levy Reservation**

Employers are required **to seek prior approval** from the SME Services Division under the NHRC before they can engage the services of the consultants by using the **PSMB/NHRC/1/11** form (**Appendix 2**). The form must be supported with the proposal on the scope of work from the consultants including the fees to be charged. Upon approval, PSMB will reserve employers' levy balance based on the approved amount for the purpose of payment of consultancy fees to the consultants. For the non-HRDF registered employers, they still have to submit the form to the NHRC for record purpose.

3.3.4 **Fees**

The maximum fee approved to be charged by HR Consultants is RM300 per hour for a maximum of 8 hours per day and subject to a maximum of 10 man days per HR scope per project.

3.3.5 Disbursement of Levy

For employers registered with PSMB, the consultation fees will be paid directly to the HR consultant on claim basis upon completion of the consultancy work and acceptance of HR consultancy report. For the non-HRDF registered employers, they can also utilise the services. However, they will have to pay directly to the appointed HR consultants in accordance to the same fee structure.

- 3.4 In addition to the HR Consultancy, Level 3 services also offer a fully-subsidised SME TNA Consultancy Scheme and a fully-subsidised TNA training programme. While TNA training is open to all SMEs, SME TNA Consultancy Scheme at the moment is mainly aimed at the HRDF-registered SME employers only. Employers are encouraged to get more information through the NHRC Portal www.nhrc.com.my or call our toll free Call Centre number 1800-88-4800.

4.0 CONTACT INFORMATION

- 4.1 Please feel free to contact our officers for more information or to make appointment for complimentary consultative visit:
- (a) En. Mohamad Fahame b. Mohd Idris: (Tel) 03-2096 4704 or (E-mail) fahame@hrdf.com.my ;
 - (b) En. Mohd Nazri b. Sabri: (Tel) 03-2096 4895 or (E-mail) nazris@hrdf.com.my ; or
 - (c) Call our Toll Free Number at 1800-88-4800 during office hours.
- 4.2 Should you need preliminary HR advice or guidance, please feel free to contact our in-house HR Consultants directly:
- (a) En. Mohamad Faisal b. Shafie: (Tel) 03-2096 4628 or (E-mail) faisal@hrdf.com.my ; or
 - (b) En. Mohamad Zawawi b. Mohd Noor: (Tel) 03-2096 4650 or (E-mail) zawawi@hrdf.com.my.

Thank you.

“HRDF – SHAPING PEOPLE”

“Pekerja Berinovatif Penggerak Transformasi”

Yours sincerely,

(CM. VIGNAESVARAN A/L JEYANDRAN)

Deputy Chief Executive (Operation)

Pembangunan Sumber Manusia Berhad

LIST OF HR CONSULTANTS UNDER NATIONAL HUMAN RESOURCES CENTRE				
Consultant by Company				
No.	Company Name	Consultant(s)	HR Scope	Contact Number
1.	Academic Management & Training Services 3, Jalan Mutiara Timur Dua Taman Mutiara Cheras 56000 KUALA LUMPUR	Wendy Tee Leap Sing	1. Recruitment and Selection 2. Compensation and Benefits	Tel: 012-2036981 Email: academicmngt@gmail.com
2.	Borderless Resources Sdn Bhd 10-1 Jalan BB 19 Taman Bachang Baru 75350 MELAKA	1. Razali Bin Mamat	1. Recruitment and Selection 2. Compensation and Benefits 3. Employee Development 4. HR Leadership Development 5. Employment Relations 6. Other Core Services	Tel: 06-3361752 Email: borderlessresources@yahoo.com
3.	Fajar Tekal Sdn Bhd 1045 Jalan Damansara Taman Tun Dr. Ismail 60000 KUALA LUMPUR	Datuk Ibrahim Md. Nassir	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 03-77317096 Email: ibrahimmdnasir@yahoo.com
4.	GSSB Consulting Sdn Bhd No 59-2 The Boulevard Mid Valley City, Lingkaran Syed Putra 59200 KUALA LUMPUR	Rahmah Ismail Azman Shah	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 012-7718348 Email: rahmah.ismail@gssbconsulting.com

5.	Irshad HR Consulting Sdn Bhd 1010 Blok A Phileo Damansara II, Jalan 16/11, 46350 Petaling Jaya, SELANGOR	Mohd Adam Mohd Said Ahmad Raji Yaakub Dr Ismail Aby Jamal Md Fauzi Said Che Nora Din Haron Mohd Yusof Ahmad Shukri Nasaruddin Shamsul Bahri Mohd Yusof	1. Recruitment and Selection 2. Compensation and Benefits 3. Employee Development 4. HR Leadership Development 5. Employment Relations 6. Other Core Services	Tel: 03-79560010 Email: haron@irshad.com.my
6.	I-HR Consulting Sdn Bhd 8-2, Jalan Telawi 2 Bangsar Baru 59100 KUALA LUMPUR	David Au Yeong Stephanie Choo Masaliza Maskan	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 03-22873500 Email: muhd.danial@ihrnet.com
7.	ITS Management Sdn Bhd No. 47-2 & 49-2, Jalan Ppm 8 Plaza Pandang Malim Business Park, Balai Panjang, 75250 MELAKA	Mr Wee Lai Han	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 06-3350619 Email: itslc@streamyx.com
8.	Kelly OCG Level 32.1, Menara Standart Chartered 30, Jalan Sultan Ismail 50250 KUALA LUMPUR	Anthony Raja Devadoss Mastura Diana Jaffar Abdul Aziz Mohd Nor Musa Mohd Noor Ravi Moorthy Antoinette Zuehlke Abdul Malek Abd Majid Sivanesan Seenivasan Hor Seer Foon	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 03-21196899 Email: anthonyraja_d@kellyocg.com

9.	People Synergy Sdn Bhd 19, Persiaran Burhanuddin Helmi Taman Tun Dr Ismail 60000 KUALA LUMPUR	Mohd Zulkifli Bin Itam Victor Foo	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 012-2091914 Email: mzihrd@yahoo.co.uk
10.	Prudence Academy 1005, Block B, Level 10 Philoe Damansara 1, Off Jalan Damansara 46320 PETALING JAYA	Wong Sie Yin Susanna Ho	Employment Relations	Tel: 012-2721152 Email: drprudence@prudenceacademy.my
11	Smart Consult Enterprise No 15, Jalan RK 5/14 Rasah Kemayan 70300 Seremban NEGERI SEMBILAN	Tan Hock Ghee	Performance Management Managing Talent & Staff Retention HR Planning HR Training & Development Organisational Development	Tel: 016-6261488 / 06-6011488 Email: hgtan.smartconsult@gmail.com
12	Smart Focus Group Suite 13 A-07, 138 Plaza Jalan Ampang 50450 KUALA LUMPUR	Lee Fook Sun	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 03-27113453 Email: info@smartfocus.com.my

13	SMR HR Group Sdn Bhd P.O Box 11204 50738 KUALA LUMPUR	1. A Subramanian 2. Jimmy Ong 3. Jayasree Gopalakrishnan	1. Recruitment and Selection 2. Compensation and Benefits 3. Employee Development 4. HR Leadership Development 5. Employment Relations 6. Other Core Services	Tel: 03-22799199 Email: subra@smhrgroup.com
14	SRW & Co W-09-12, Menara Melawangi, Amcorp Trade Centre, No 18 Jalan Persiaran Barat, 46050 Petaling Jaya, SELANGOR.	Daniel Wong Koh Mui Han	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 03-79548299, 016-6822028, 017-8533188 Email: muihan_koh@srwasia.com ; daniel_wong@srwasia.com
15	Tele-Temps Asia Pacific Sdn Bhd 1441, Tingkat 14 Komplek Selangor, Jalan Sultan 50000 KUALA LUMPUR	Mr. Ravindran Krishnan Mr. Abdul Razak Yaacob	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 03-20725588 Email: ttemps@po.jaring.my
16	TPR Management Sdn Bhd No 50, One Puchong Business Park Jln OPI/5, Off Jln Puchong 47160 Puchong, SELANGOR	Dr. Peter Shepard	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 0122017558 / 03-80767041 Email: tprmtg@yahoo.com
17	Universiti Putra Malaysia Fakulti Pengajian Pendidikan Universiti Putra Malaysia 43400 UPM Serdang SELANGOR	Prof. Tan Sri. Dato' Sri Dr. Haji Mohd. Nasir bin Mohd. Ashraf	Recruitment and Selection Compensation and Benefits Employee Development Employment Relations	Tel: 03-9486111 Email: arb@educ.upm.edu.my

Individual Consultant				
No.	Address	Consultant(s)	HR Scope	Contact Number
1.	19, Jalan Chendana, Kg Stanggi, 80250 Johor Bahru, JOHOR	Dr. Choi Sang Long	Recruitment and Selection Compensation and Benefits Employee Development Employment relations	Tel: 016-7634198 Email: cslong_1@yahoo.com
2	18A Ruby Tower, OG Heights, Jalan Awan Cina, 58200 KUALA LUMPUR	Kelly Wong	Recruitment and Selection Compensation and Benefits Employee Development HR leadership Development Payroll Management	Tel: 019-2035849 Email: hraoutsource@gmail.com
3	15, Jalan Warisan Permai 2/ Kota Warisan, Bandar Baru Salak Tinggi 43900 Sepang, Selangor SELANGOR	Mohd Sabre Salim	Recruitment and Selection Compensation and Benefits Employee Development HR Leadership Development Employment Relations Other Core Services	Tel: 012-8046200 Email: sabresalim@yahoo.com

PSMB/NHRC/1/11

Company Registration No. (MyCoID)

APPLICATION FOR HR CONSULTANCY SERVICES

PART I – EMPLOYER'S PARTICULAR

Registered Name And Address of Employer:	Employer Code : _____ Tel. No : _____ Fax No. : _____
HR Scope : _____	
Consultancy Activity : _____	
Consultancy Date : Commence Date: _____ ; End Date: _____	
Claim for HR Consultancy Fee : RM _____ (per/hour) X _____ (hour) , Total RM _____	

PART II – ACKNOWLEDGEMENT OF EMPLOYER

a) I agree that the HR Consultancy fee amounting to RM _____ to be claimed by:
Name of HR Consultant: _____ and be debited from our account by
Pembangunan Sumber Manusia Berhad .

b) I agree to accept this HR Solution Services subject to terms and conditions as stated by Pembangunan Sumber Manusia Berhad.

c) I declare that all expenses incurred during this consultation will be borne by our company.

PART III – DECLARATION

I/We declare that the facts stated in this application and the accompanying information are true and correct and that I/we have not withheld / distorted any material facts. I/We understand that if I/we obtain the grant by false or misleading statements, I/we may be prosecuted under Section 41 of Pembangunan Sumber Manusia Berhad Act, 2001 (Act 612) and in addition, PSMB may, at its discretion, withdraw the grant and recover immediately from us any amount of the grant that may have been disbursed.

SIGNATURE : _____

NAME : _____

STAMP OF DESIGNATION : _____
Chairman/ Executive Director/ General Manager,
Training Manager/ Manager/ Executive

DATE : _____