

**Claim
Application
Guide**

**Enhanced
Critical
Infocomm
Technology
Resource
Programme**

Enhanced CITREP

1. INTRODUCTION

CITREP is a training incentive programme to equip the Singapore infocomm professionals with critical, emerging and specialised skills and gain recognition for their competency. The programme aims to assist the professionals in increasing their organisation's competitive advantage and enhance their individuals' employability.

The programme supports training courses and certifications which impart knowledge and skills in the identified NICF¹ skill areas. It also provides training incentive to defray the cost of training and certification.

With effect from 1 April 2009, CITREP has been enhanced to provide higher funding from 50% to 80% for courses and certifications commencing between 1 April 2009 and 31 March 2011. Organisations that are sponsoring their employees for full-time training training can benefit from "Absentee Payroll" support.

Trainees who meet the programme support criteria for training courses and/or certification endorsed under the Enhanced CITREP can qualify for funding support. The list of endorsed courses and certifications is available at www.ida.gov.sg/citrep.

2. SKILL AREAS SUPPORTED

The Enhanced CITREP supports the following NICF skill areas:

- **Infocomm Security**
- **Interactive Digital Media**
- **IT Services**
- **Network and Communications**
- **Project Management**
- **Software and Applications**
- **Telecommunications**

¹ The National Infocomm Competency Framework (NICF), developed by IDA and WDA in close collaboration with the Infocomm industry, is a national Infocomm roadmap which articulates the competency requirements of key Infocomm professionals. Infocomm professionals and employers can leverage on NICF to determine the types of skills and competencies required for various Infocomm jobs and to develop training strategies for the professionals to acquire these skills through accredited training providers. For more details, please visit NICF Portal at www.nicf.sg.

3. FUNDING SUPPORT LEVEL

(a) Course and Certification Fees Support

- Up to 80% of the nett payable course and examination fees capped at **S\$3,000** per trainee

(b) Certification Fees Support

- Up to 80% of the nett payable examination fees capped at **S\$500** per trainee

(c) Absentee Payroll

- For Organisation-Sponsored Trainees only: The sponsoring organisations are eligible for Absentee Payroll, at **S\$50** per trainee per day, when they sponsor their employees for Full-Time Training².

Note: The Enhanced CITREP **does not support** GST, registration and membership fees, rebates, incentives, discounts or any training grants offered by the Course Providers/Testing Centres or any other organisations in relation to the endorsed courses/certifications.

4. ELIGIBILITY CRITERIA FOR CITREP FUNDING SUPPORT

a. Only training courses and certifications **endorsed under the current Enhanced CITREP Term** (1 April 2009 to 31 March 2011) will be supported. Please refer to the list of endorsed course providers via online Library of Courses available on the Infocomm Competency Management System or ICMS (<https://www.idaicms.gov.sg>).

b. Eligibility Criteria for The Applicant³

i. For Organisation Sponsored Trainee

- Be a Singapore Citizen or Singapore Permanent Resident.
- Meets the admission criteria set by the Course Provider/Certification Awarding Body for the endorsed course/certification.
- The sponsoring organisation must be incorporated or registered in Singapore.

Local Government Agencies and Institutes of Higher Learning (IHL) cannot be the sponsoring organisations. Employees of these organisations can however qualify for Enhanced CITREP under self sponsored category.

² Full Time Training refers to courses conducted on weekdays (Mondays to Fridays) between 8:30am to 6pm (minimum 6 training hours).

³ The Applicant refers to the Sponsoring Organisation or Individual who is seeking Enhanced CITREP Funding Support.

ii. For Self Sponsored Trainee

- Be a Singapore Citizen or Singapore Permanent Resident.
- Meets the admission criteria set by the Course Provider/Certification Awarding Body for the endorsed course/certification.

c. Claim Conditions

i. For Course and Certification Fees Support

- The trainee must commence the endorsed course between 1 April 2009 and 31 March 2011 (or otherwise stipulated by IDA).
- The trainee must complete at least 75% attendance of the endorsed course as per endorsed roadmap within the Qualifying Period defined as twelve (12) months from the commencement date.
- For certifiable programme, the trainee must complete and pass all examinations required by the certification to achieve the final certification status. If the endorsed course does not lead to any certification (non-certifiable programme), the trainee must complete and pass the post-course assessment in accordance to the endorsed roadmap.

ii. For Certification Fees Support

- The trainee must commence with the 1st examination of the endorsed certification between 1 April 2009 and 31 March 2011 (or otherwise stipulated by IDA).
- The trainee must complete and pass all examinations required by the endorsed certification to achieve the final certification status within the Qualifying Period defined as twelve (12) months⁴ from the commencement date.

iii. The Applicant **must ensure** that the trainee is enrolled by the Course Provider/Testing Centre for the endorsed course/certification in the ICMS system before the commencement of the courses/examinations. Please note that certification examination registered with a non-endorsed testing centre will not be supported. Kindly refer to the list of endorsed course providers via online Library of Courses available on the Infocomm Competency Management System or ICMS (<https://www.idaicms.gov.sg>) or email to ida_citrep@ida.gov.sg for assistance.⁵

⁴ No extension on the Qualifying Period is allowed.

⁵ For Project Management Professional (PMP) certification, please refer to Appendix C on the list of endorsed testing centres providing the exam only registration service. All trainees are required to register through the endorsed testing centres to be eligible for Enhanced CITREP funding support.

- iv. Full payment must be made by the Applicant to the Course Provider/Testing Centre prior to submitting the claim application.

5. APPLICATION PROCEDURE FOR CITREP CLAIM

- a. Each claim application shall be submitted either by the organisation for Organisation-sponsored trainee(s) or the individual trainee if it is self-sponsored.
- b. The Applicant must submit the online claim application via the **ICMS** system (www.idaicms.gov.sg) within **three (3) months** from the date of completion of the endorsed course and certification/assessment, or upon passing the required exam(s) for the certification. **LATE SUBMISSIONS WILL NOT BE ACCEPTED. Applications with incomplete supporting documents will not be processed.**
- c. The Applicant must have **SingPass ID** and **password** in order to access **ICMS** and **to submit the online claim application.**
- d. The Applicant is required to submit the required supporting documents to IDA within **five (5) working days** from the date of the online claim application.

The supporting documents are:

- i. Acknowledgement printout generated upon the successful submission of the online claim via ICMS (the page will indicate the claim reference number for the application submitted).
- ii. Photocopy of trainee's NRIC.
- iii. An updated CV/resume or highest educational qualification (only upon request).
- iv. Original or photocopies of Invoice(s) and Official Receipt(s) issued by the Course Provider/Testing Centre for the Course and/or Certification Examination Fees paid by the Applicant. Please note that the fees reflected on the documents must be in Singapore Dollars.
- v.

For Course and Certification Fees Support

Original or photocopies of the:

- Log sheet confirming the actual training duration completed (applicable to Hybrid or e-learning course).
- Daily attendance sheet signed by the trainee or a Letter issued by the Course Provider certifying the completion of classroom training duration (applicable to Hybrid and classroom course).
- Certificate of Course Completion/Achievement confirming the minimum 75% training attendance.
- Examination Score Report and Certificate of Achievement for the endorsed certification issued by the Certificate Awarding Body (if the endorsed course leads to a certification); or,

Assessment Result (if the endorsed course does not lead to any certification).

vii. For Certification Fee Support

Original or photocopies of the:

- Examination Score Report
 - Certificate of Achievement for the endorsed certification issued by the Certificate Awarding Body (CAB)
- e. The claim application is deemed as complete in status when the Applicant has fulfilled the stipulated submissions as in (c) and (d). IDA will process only claim application with complete submission and reserves the right to reject claim application with incomplete submission.
- f. IDA will inform the Applicant within 1 month from the receipt date of a complete claim application the status for the application (approval/rejection).
- g. For successful application, the disbursement will be made in cashier order and sent to the Applicant within 3 weeks from the approval notification. It is the responsibility of the Applicant to ensure that the details such as payee's name, mailing address and contact information provided at the point of application are correct.

Please refer to [Appendix A for Enhanced CITREP Claim Application Workflow](#).

6. TERMS AND CONDITIONS FOR CLAIM APPLICATION

The sponsoring organisations and individuals are required to comply with CITREP terms and conditions for claim application (the “CITREP Terms for Claim Application” as in Appendix B).

7. FURTHER ENQUIRIES

For enquiries on the Enhanced CITREP and the ICMS system, please contact:

CITREP Administrator
Infocomm Development Authority of Singapore
8 Temasek Boulevard
#14-00 Suntec Tower Three
Singapore 038988
Tel: 6324 8737 (63-CITREP)
Fax: 6211 2207
Email : ida_citrep@ida.gov.sg (Subject: CITREP)

Website: www.ida.gov.sg/citrep

Appendix A

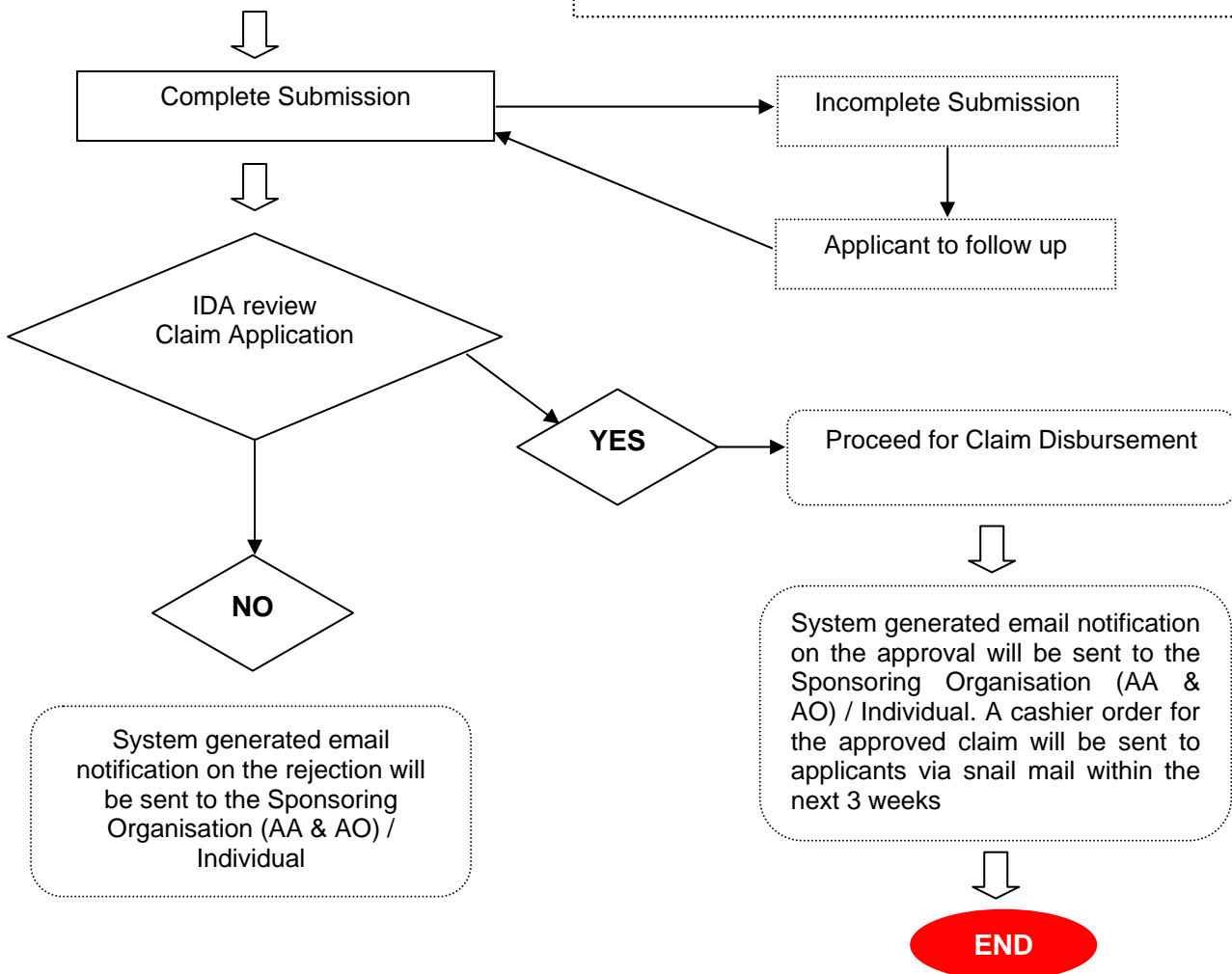
ENHANCED CITREP CLAIM APPLICATION WORKFLOW

Submit online claim application under Enhanced CITREP via ICMS* and the supporting documents to IDA within 3 months from course/exam completion.

*Select the corresponding programme name for application :

- **“Enhanced CITREP: Critical Infocomm Technology Resource Programme”**

- Supporting Documents
- Acknowledgement printout of the online claim application, ie. ICMS printout for the successful claim application submission
 - Invoice(s) and official receipt(s)
 - A photocopy of trainee’s NRIC
 - An updated resume/CV (upon request by IDA only)
 - For Course Fee Support:
 - ⇒ Log sheet confirming the actual training duration completed (for Hybrid or e-learning training)
 - ⇒ Daily attendance sheet signed by the trainee or a letter issued by Course Provider certifying the completion of classroom training duration (applicable to Hybrid and classroom course)
 - ⇒ Certificate of Course Completion/Achievement confirming the minimum 75% training attendance
 - ⇒ **Examination Score Report and Certificate of Achievement for the endorsed certification issued by the Certificate Awarding Body (if the endorsed course leads to a certification); or, Assessment Result (if the endorsed course does not lead to any certification)**
 - For Certification Examination Fee Support:
 - ⇒ Examination Score Report
 - ⇒ Certificate of Achievement issued by the Certificate Awarding Body



Appendix B**CITREP TERMS FOR CLAIM APPLICATION**

(a) **Interpretation.** In the application for a CITREP claim,

- (i) the following words and phrases shall have the meanings hereby assigned to them unless the context otherwise requires:

“Applicant” means the person, party or entity who meets the stipulated Enhanced CITREP eligibility criteria as the sponsoring organisation or individual.

“Application” means the application made by the Applicant for Course Fee Support or Certification Examination Fee Support and includes any relevant documents, forms and information provided by the Applicant as may be required by IDA from time to time.

“Confidential Information” means information in whatever form (oral, written, electronic, etc.) pertaining to IDA, the Government of the Republic of Singapore or CITREP that is disclosed to or obtained by the Applicant, as well as all correspondence or discussions between the Applicant and any director, employee, officer or representative of IDA, BUT EXCLUDES information that (a) the Applicant develops independently without use of any information disclosed to or obtained by the Applicant by or from IDA; (b) is or becomes publicly available without breach of this obligation of confidence or other legal obligations; and (c) is previously known to the Applicant without any obligations of confidence or is disclosed to the Applicant by a third party who is not subject to any obligations of confidentiality.

“Course Provider” means the organisation that is granted valid and current approval by IDA to conduct a course or certification under CITREP.

“Course” means the training course and/or certification/assessment approved by IDA under CITREP that is undertaken by the Applicant.

“Course and Certification Fees Support” means the payment made by IDA to subsidise and support the Applicant in the Course undertaken by the Applicant.

“Certification” means the certification granted upon completion of a Course and/or completion and passing of examination(s) conducted under a Course that is undertaken by the Applicant.

“Certification Fees Support” means the payment made by IDA to subsidise and support the Applicant in the Certification undertaken by the Applicant.

“ICMS” means the Infocomm Competency Management System (ICMS), the integrated online system used by the Course Providers to participate in IDA’s training incentive schemes, such as Enhanced CITREP;

“IDA” means the Infocomm Development Authority of Singapore.

“Programme” or “CITREP” refers to the Enhanced CITREP: Critical Infocomm Technology Resource Programme (Enhanced CITREP) administered by IDA;

“Qualifying Period” means the 12 months’ period starting from the very first Course or Certification start date.

“Reference Bank(s)” means the principal Singapore office(s) of the bank(s), as notified by IDA to the Applicant at its sole discretion from time to time, whose prime lending rate(s) are used for the purpose of calculating the Reference Interest Rate.

“Reference Interest Rate” means the arithmetic mean (rounded up, if necessary to the next 1/16 percent) of the respective Prime Lending Rate(s) of the Reference Bank(s).

- (ii) Unless the context otherwise requires words in the singular number only include the plural and vice versa; words denoting any gender include all genders; words denoting persons include firms and corporations and vice versa; reference to any clause or sub-clause is to a clause or sub-clause of or to this document; and the headings used in this document are for convenience of reference only and shall not affect any construction or interpretation of this document.

(b) Applicant’s Obligations. The Applicant must complete the Course at the IDA approved training site(s) in Singapore, unless otherwise approved by IDA. The Applicant shall ensure that the completion of the Course (for Course and Certification Fees Support) **OR** Certification (for Certification Fee Support) is within the Qualifying Period.

The Applicant shall ensure that the Course attended, is endorsed under the current CITREP term at the point of commencement, AND within 01 April 2009 to 31 March 2011 (or otherwise stipulated by IDA).

The Applicant shall ensure that full fees are paid to the Course Provider for the Course prior to claim application. The Applicant hereby represents that the fees paid are strictly for the Course and/or Certification and that there are no additional promotions, rebate schemes, incentives, reimbursements, gifts, goods and services or other bundled items included in the fees paid.

If inaccurate or erroneous claims Course and/or Certification Fees Support are submitted by the Applicant and detected by IDA:

- (i) all monies which have been reimbursed to or paid to the Applicant ; and
(ii) interest calculated thereon at the Reference Interest Rate for the period from the receipt by the Applicant of the monies until the date of the full payment of the said monies and interest to IDA,

shall forthwith be paid to IDA without requiring any demand from IDA whatsoever, failing which the same shall be a debt recoverable from the Applicant in any court of competent jurisdiction.

(c) The Claim. Any disbursement of a claim under CITREP shall be at the sole and unfettered discretion of IDA notwithstanding that a complete Application is submitted within any stipulated time periods and has been approved by IDA. For the avoidance of doubt, IDA may revoke its approval of any Application at any time without prior notice to the Applicant or the Course Provider, and all such decisions and acts or omissions of IDA shall be conclusive, final and binding on the Applicant and Course Provider and IDA shall not be obliged to give any reasons or explanations whatsoever.

IDA shall provide the following funding support for an approved Application:

- **For Course and Certification Fees Support**
Up to 80% of the nett payable course and examination fees capped at S\$3000 per trainee.
- **For Certification Fees Support**
Up to 80% of the nett payable examination fees capped at S\$500 per trainee.
- **For Absentee Payroll**
At S\$50 per trainee per day for Organisations who have sponsored their staff for Full-Time Training (conducted on Mondays to Fridays and non-Public Holidays, between 8:30am and 6pm, with a minimum duration of 6 training hours).

The Applicant shall not, while being in receipt of the funding support from IDA, apply for or receive any other funding support or subsidy (whether monetary or in-kind) for the same Course.

The Applicant shall have full understanding of the endorsed Course requirement, syllabus and contents from the Course Provider prior to the commencement of the CITREP endorsed Course. To be eligible for Course and/or Certification Fees Support, the Applicant must ensure full compliance as per the endorsed training and/or certification roadmap obtained from the Course Provider.

(d) Submission of Claims. All claims must be submitted together with the following documents (and any others which may be specified by IDA from time to time) before the claim application is processed:

- An acknowledgement printout of the online claim application, ie. ICMS printout for the successful claim application submission.
- Invoice(s) and official receipt(s) issued by the Course Provider for the course and/or certification fees paid by the Applicant.
- Trainee's NRIC
- For Course and Certification Fees Support
 - ⇒ Log sheet certifying the actual training duration completed (applicable to hybrid or e-learning course).
 - ⇒ Daily attendance sheet signed by the trainee or a letter issued by Course Provider certifying the completion of classroom training duration (applicable to hybrid and classroom course).
 - ⇒ Certificate of Course Completion/Achievement confirming the minimum 75% training attendance.
 - ⇒ Examination Score Report and Final Certificate for the endorsed certification issued by the Certificate Awarding Body (if the endorsed Course leads to a certification); or, Assessment Result (if the endorsed Course does not lead to any certification).
- For Certification Fees Support
 - ⇒ Examination Score Report and Certificate of Achievement for the endorsed certification issued by the Certificate Awarding Body.
- For Absentee Payroll
 - ⇒ The training course attended by the Organisation-Sponsored Trainee must be conducted on Mondays to Fridays, between 8:30am and 6pm, with a minimum duration of 6 training hours.

The above documents can be submitted in original set or photocopies.

Claims must be submitted to IDA within three (3) months after the completion of the Course, unless specified otherwise by IDA. Subject to verification by IDA of the satisfactory progress of the Course, the grant will be disbursed if the following conditions are met by the Applicant:

- For Course and Certification Fees Support
 - ⇒ completed at least 75% of the Course as per endorsed training roadmap
 - ⇒ completed and passed the required examinations to achieve the certification status (certifiable programme) or assessment (non-certifiable programme).
- For Certification Fees Support
 - ⇒ completed and passed the required examinations to achieve the certification status.

(e) Limitation of liability. In no event will IDA be liable to the Applicant for any amounts for any losses or damages, loss of income, profit or savings or indirect, incidental, special, consequential, or punitive damages arising from or in connection with any aspect of CITREP or the Course. The provisions of this clause shall survive any termination of IDA's endorsement of the Course or of any agreement for such endorsement.

(f) Representations and Warranties. The Applicant represents and warrants that:

- (i) It has the right, power and authority to submit the Application, accept any approval thereof and to fully perform its obligations hereunder, and acceptance of the approval

does not violate any agreement existing between the Applicant and any other person or entity; and

- (ii) All information submitted by the Applicant to IDA is complete, true and correct, and the Applicant acknowledges and agrees that IDA has relied on such information in granting and continuing to grant the approval to the Application.

These representations and warranties by the Applicant shall be treated as continuing representations and warranties by the Applicant who shall be deemed to continue to make these representations and warranties at all times until the expiry or the completion of the Course, or receipt of monies from IDA, whichever is the later.

(g) Non-disclosure. The Applicant undertakes not to divulge or communicate to any person or party any Confidential Information howsoever acquired without first having obtained the written consent of IDA.

The Applicant hereby acknowledges that any disclosure of Confidential Information by the Applicant, except as and to the extent permitted herein, may result in irreparable injury and damage to IDA which cannot be adequately compensated in monetary damages alone. The Applicant therefore agrees that IDA may, in addition to any other legal remedies which may be available, seek such equitable relief as may be necessary to protect itself against any such breach or threatened breach of this clause, including but not limited to obtaining an injunction to prevent any unauthorised disclosure of Confidential Information, and shall be indemnified against any costs (on a full indemnity basis), expenses, losses and damages incurred or sustained as a result of such breach or threatened breach.

(h) Amendments and Other Terms. The Applicant shall comply with such additional terms issued by IDA at its sole and absolute discretion from time to time. IDA may also vary any existing terms in writing and the Applicant shall comply with the same.

All decisions and acts of IDA in relation to any matters pertaining to CITREP, approval or rejection of any Application, exercise of its discretion not to approve the payment of any claims or any other matter affecting or relating to the Applicant shall be conclusive, final and binding on the Applicant and IDA shall not be obliged to give any reasons or explanations whatsoever.

(i) Governing Law and Jurisdiction. The Applicant hereby submits to the exclusive jurisdiction of the Singapore courts. Submission of the Letter of Acceptance by the Applicant shall be deemed that the Applicant has agreed to the terms and conditions set out herein, which shall be governed by and interpreted in accordance with the laws of Singapore.

Appendix C

Endorsed Providers⁶ for Project Management Institute (PMI) Certifications:

- **Certified Associate in Project Management (CAPM)**
- **Project Management Professional (PMP)**

Trainees who are seeking funding support for Certification Fees only are required to register their enrolments under Enhanced CITREP before they book their CAPM/PMP exams with PMI. You may contact any of these endorsed providers for assistance:

S/No	Endorsed Providers	Contact Person
1.	ALDION CONSULTING PTE LTD	Ms Rebecca Leong, Manager, CEO Office Tel: 6536-5268 Email: rebecca.leong@aldion.us
2.	COMAT TRAINING SERVICES PTE LTD	Mr John Ho, Product Manager - SPG Tel: 6323-7911 Email: john.ho@comat.com.sg
3.	ERC INSTITUTE PTE LTD	Ms Thai Ai Ling, Corporate Account Manager Tel: 6410-9497 Email: thaiailing@erci.edu.sg
4.	IIL ASIA PTE LTD	Ms Karen Lui, Senior Client Services Manager Tel: 6823-6808 Email: Karen.lui@iil.com
5.	IMAGE INTERNATIONAL (S) PTE LTD	Dr Rajashree Murthy, Director Tel: 6272-0785 / 6272-0451 / 9822-3438 Email: shree@imageint.com.sg
6.	INFORMA PERFORMANCE IMPROVEMENT ASIA PTE LTD	Ms Liana, Assistant Program Manager Tel: 6505-2004 Email: liana.mahadi@informa.com
7.	INFORMATICS GROUP (S) PTE LTD	Ms Haliza Ahmad, Senior Manager Tel: 6580-4356 Email: halizaahmad@informaticseducation.com
8.	KNOWLEDGE METHOD PTE LTD	Mr See Chim Hock, Director Tel: 9661-7003 / 6776-2240 Email: seech@knowledgemethod.com / info@knowledgemethod.com
9.	NEW HORIZONS COMPUTER LEARNING CENTER OF SINGAPORE	Ms Norshekeen Bte Shamsudin Tel: 6822-8282 Email: shekeen@newhorizons.com.sg
10.	PROCESSWORKS PTE LTD	Ms Jehan Bahashwan, Marketing Coordinator Tel: 6295-5063 Email: jehan@processworksgroup.com
11.	QT&T CONSULTING (ASIA) PTE LTD	Mr Anu Radha Ramanujam, Business Development Tel: 6896-8552 Email: sales@qtnt.com
12.	SOFTENGER (SINGAPORE) PTE LTD	Mr P. Gopaldaswamy (Gopal), Senior Business Development Manager Tel: 6392-3029 / 9798-4382 Email: gopal@softenger.com
13.	TECHMAXIMA PTE LTD	Mr Stanley Lim, Director Tel: 6324-9680 Email: stanley@techmaxima.com
14.	TRAINING PARTNERS PTE LTD	Ms Veronica Tan, Operations Supervisor Tel: 6303-2232 Email: veronica.tan@training-partners.com

Please note that an administrative fee (not supportable by Enhanced CITREP) may be levied by the endorsed provider for the exam registration service. Please contact the endorsed providers for details. The full listing of the endorsed Course Providers for Course AND Certification Fees support is available at ICMS' Library of Courses (<https://www.idaicms.gov.sg>).

⁶ Endorsed Providers refer to the organisations that have been approved by IDA to facilitate the enrolments of PMI certifications in ICMS.