

citrep
EXPANDED

Critical Infocomm Technology Resource Programme

Term: 1 April 2011 to 31 March 2013

Claim Application Guide



1. INTRODUCTION

Critical Infocomm Technology Resource Programme (CITREP) was established by the Infocomm Development Authority of Singapore (IDA) since 1996 with the objective to accelerate the development of emerging, critical and specialised infocomm skills to meet Singapore's infocomm manpower needs.

From 1 April 2011, CITREP has been expanded to cover new and emerging areas, such as Business Analytics, Cloud Computing, Green Infocomm. The aim is to deepen the capabilities of infocomm professionals and to ensure that Singapore's infocomm manpower continues to remain competitive with the developments in the industry globally and within Singapore.

Training courses and certifications which impart knowledge and skills in the identified skill areas will be evaluated and endorsed under CITREP Expanded. Self-sponsored trainees and organisations sponsoring their employees in these endorsed courses and certifications can apply for CITREP Expanded funding support.

2. SKILL AREAS SUPPORTED

The CITREP Expanded supports training courses and certifications that are aligned to the following skill areas:

a. Critical Infocomm Skills (Specialist & above)

- **Data Integration and Information Management**
 - E.g. Database Administration & Management; Data Warehousing Technology.
- **Infrastructure and Network Management**
 - E.g. Network Planning, Design & Implementation; Network Operations Management, Monitoring & Maintenance; Technical/System Support; Business Continuity & Disaster Recovery; Radio Access/Wired Network Management; Network Security Administration; IPv6, NGN - Next Generation Network (NGN Planning & Design, NGN Architecturing, Home Networking).
- **ICT in Media and Entertainment**
 - E.g. Digital Contents Software Development; Digital Media Application Development; Digital Media Metrics & Analytics; Digital User Interface Application Development; Games Programming.
- **IT Services and Business Management**
 - E.g. Project Management; Service & Quality Management; IT Outsourcing Management; Business Analysis; Change Management; Lean Transformation; Service Science; IT Management (CTO/CIO).
- **Software Development**
 - E.g. Enterprise Systems Applications (ERP, CRM); Software Engineering & Methodologies; Development Tools for System & Application Software; Requirement Gathering & Process Redesign; Embedded Development & Design.

b. Emerging Infocomm Skills (Specialist & above)

- **Business Analytics**
 - E.g. Data Mining Tools & Models; Data Visualization & Reporting; Predictive Modelling; Text Analytics.
- **Cloud Computing**
 - E.g. Virtualisation; Utility Computing; System Performance Management; Cloud Architecturing; Design & Development of Cloud Services; Cloud Deployment & Management (eg. Platforms, Technologies, Intercloud).
- **Green Infocomm**
 - E.g. Virtualisation; Data Centre Architecture; Green Software Design & Development; Energy Audit; Standards - EU Code of Conduct for Data Centres, Singapore Standard for Green Data Centres (SS 564 : 2010).
- **Infocomm Security**
 - E.g. Cloud Computing Security; Mobile Security; Embedded Security; Virtualisation Security; Identity Management; Digital Forensics.
- **Mobile Application Development**
 - E.g. Server Technologies (.Net Framework, Cloud Computing); Network/Radio Technologies (4G, 3G, HSDPA+, WiFi); Platforms-Specific Know-Hows (LBS, Sensors, Accelmr).
- **Infrastructure/Network/Software Design Architecture**
 - E.g. Architecture Framework; Infrastructure Architecture.

3. FUNDING SUPPORT LEVEL

The support levels are as follows:

Skill Areas	Training Course and Certification/Assessment	Certification Only
Critical Infocomm Skills	Up to <u>50%</u> of the nett payable course and certification/assessment fees, capped at <u>\$2,500</u> per trainee	Up to <u>50%</u> of the nett payable certification/assessment fees, capped at <u>\$500</u> per trainee
Emerging Infocomm Skills	Up to <u>50%</u> of the nett payable course and certification/assessment fees, capped at <u>\$2,500</u> per trainee	Up to <u>50%</u> of the nett payable certification/assessment fees, capped at <u>\$500</u> per trainee
Emerging Infocomm Skills with Project Work Component (min 30%)	Up to <u>70%</u> of the nett payable course and certification/assessment fees, capped at <u>\$3,500</u> per trainee	Up to <u>70%</u> of the nett payable certification/assessment fees, capped at <u>\$800</u> per trainee

Note: The CITREP Expanded funding 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 and certifications.

4. ELIGIBILITY CRITERIA FOR CITREP FUNDING SUPPORT

- a. Only training courses and certifications **endorsed under the current CITREP Expanded Term** (1 April 2011 to 31 March 2013) will be supported. Please refer to the list of endorsed course providers in the Library of Courses available on the Infocomm Competency Management System or ICMS (<https://www.idaicms.gov.sg>).
- b. Eligibility Criteria for The Applicant¹
 - 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.

¹ The Applicant refers to the Sponsoring Organisation or Individual who is seeking CITREP Expanded Funding Support.

- 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 CITREP Expanded under self sponsored category.

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 2011 and 31 March 2013 (or otherwise stipulated by IDA).
- The trainee must complete at least 75% attendance of the training course as per the endorsed roadmap within the Qualifying Period defined as twelve (12) months from the commencement date.
- Under the Emerging Infocomm Skills with Project Work Component, the trainee is required to complete and pass the project work within the same qualifying period to be eligible for funding support.
- 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 2011 and 31 March 2013 (or otherwise stipulated by IDA).
- Under the Emerging Infocomm Skills with Project Work Component, the trainee is required to complete and pass the project work within the same qualifying period to be eligible for funding support.
- 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) months² from the commencement date.

² No extension on the Qualifying Period is allowed.

- 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.
- iv. Full payment must be made by the Applicant to the endorsed 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 actual completion date 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. Photocopy of trainee's NRIC.
- ii. 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.
- iii. 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.
- Certificate of Completion/Achievement confirming the completion of the project work (applicable to Emerging Infocomm Skills with Project Work Component) and the assessment status³.
- 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 Completion/Achievement confirming the completion of the project work (applicable to Emerging Infocomm Skills with Project Work Component) and the assessment status.
 - 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 4-6 weeks 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 CITREP Expanded Claim Application Workflow](#).

³ Trainee needs to pass the assessment to be eligible for funding support.

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).

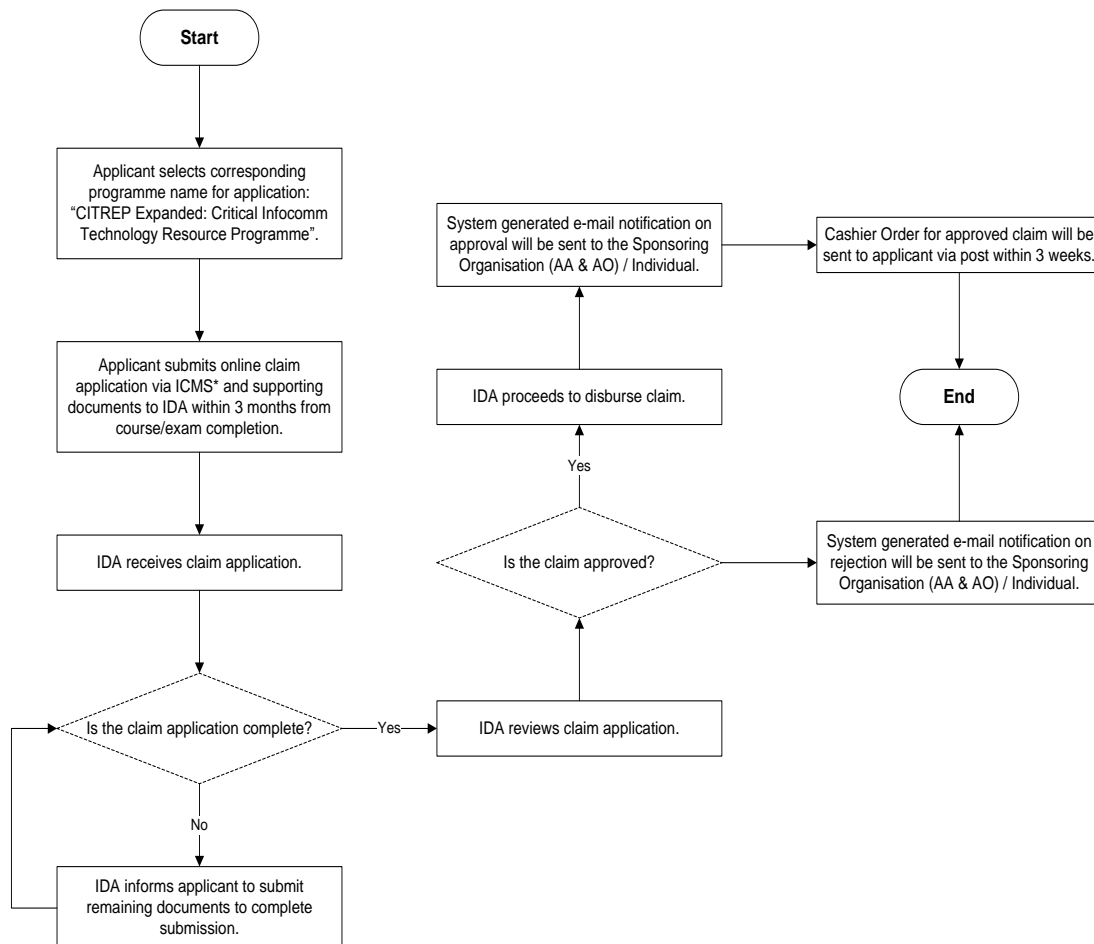
7. FURTHER ENQUIRIES

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

CITREP Administrator
Infocomm Development Authority of Singapore
10 Pasir Panjang Road
#10-01 Mapletree Business City
Singapore 117438
Tel: 6324 8737 (63-CITREP)
Fax: 6659 2535
Email : ida_citrep@ida.gov.sg (Subject: CITREP)

Website: www.ida.gov.sg/citrep

Appendix A

CITREP EXPANDED CLAIM APPLICATION WORKFLOW**Supporting Documents:**

- Invoice(s) and official receipt(s)
- A photocopy of trainee's NRIC
- **For Course & Certification Fees 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
 - ⇒ Certificate of Completion/Achievement confirming the completion of the project work (applicable to Emerging Infocomm Skills with Project Work Component) and the assessment status.
 - ⇒ 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 Fees Support:**
 - ⇒ Examination Score Report
 - ⇒ Certificate of Completion/Achievement confirming the completion of the project work (applicable to Emerging Infocomm Skills with Project Work Component) and the assessment status.
 - ⇒ 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); 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 CITREP Expanded 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 CITREP Expanded;

“IDA” means the Infocomm Development Authority of Singapore.

“Programme” or “CITREP” refers to the CITREP Expanded: Critical Infocomm Technology Resource Programme (CITREP Expanded) 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 with the IDA approved Course Provider 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 Expanded term at the point of commencement, AND within 01 April 2011 to 31 March 2013 (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
 - Critical Infocomm Skills
 - Up to 50% of the nett payable course and examination fees capped at S\$2,500 per trainee.
 - Emerging Infocomm Skills
 - Up to 50% of the nett payable course and examination fees capped at S\$2,500 per trainee.
 - Emerging Infocomm Skills with Project Work Component
 - Up to 70% of the nett payable course and examination fees capped at S\$3,500 per trainee.

- For Certification Fees Support
 - Critical Infocomm Skills
 - Up to 50% of the nett payable examination fees capped at S\$500 per trainee.
 - Emerging Infocomm Skills
 - Up to 50% of the nett payable examination fees capped at S\$500 per trainee.
 - Emerging Infocomm Skills with Project Work Component
 - Up to 70% of the nett payable examination fees capped at S\$800 per trainee.

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:

- 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.
 - Certificate of Completion/Achievement confirming the completion of the project work (applicable to Emerging Infocomm Skills with Project Work Component) and the assessment status.
 - 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.
 - Certificate of Completion/Achievement confirming the completion of the project work (applicable to Emerging Infocomm Skills with Project Work Component) and the assessment status.
 - Certificate of Achievement for the endorsed certification issued by the Certificate Awarding Body (CAB).

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**
The trainee:
 - must commence the endorsed course between 1 April 2011 and 31 March 2013 (or otherwise stipulated by IDA);
 - must complete at least 75% of the Course as per endorsed training roadmap within the Qualifying Period defined as twelve (12) months from the commencement date;
 - is required to complete and pass the project work within the same Qualifying Period, applicable if the Course is endorsed under Emerging Skills with Project Work Component.
 - Must complete and pass the required examinations to achieve the certification status (certifiable programme) or assessment (non-certifiable programme).
- **For Certification Fees Support**
The trainee :
 - must commence with the first examination of the endorsed the endorsed certification between 1 April 2011 and 31 March 2013 (or otherwise stipulated by IDA);
 - is required to complete and pass the project work within the same Qualifying Period, applicable if the Course is endorsed under Emerging Skills with Project Work Component.
 - Must complete and pass the required examinations to achieve the certification status (certifiable programme) within the Qualifying Period defined as twelve (12) months from the commencement date

(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.