

## **Enhanced Critical Infocomm Technology Resource Programme (Enhanced CITREP)**

### **Frequently Asked Questions**

#### **1. What is Enhanced CITREP and who are the target audience?**

The **Enhanced CITREP** is training incentive programme to equip the Singapore Infocomm professionals with critical and emerging skills through courses and certifications.

It provides professionals training incentive to defray the cost of training and certification.

#### **2. What are the skill sets supported by the Enhanced CITREP?**

The Enhanced CITREP supports training and certifications for the following NICF<sup>1</sup> skill areas:

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

#### **3. What is the funding support available?**

- i. For Course and Certification Fees Support - Up to 80% of the nett payable course and examination fees, capped at S\$3,000 per trainee; and,
- ii. For Certification Fees Support - Up to 80% of the nett payable examination fees capped at S\$500 per trainee.
- iii. For Absentee Payroll – S\$50 per day for Organisation-Sponsored Trainees attending Full-Time Training (Mondays to Fridays and non-Public Holidays, between 8:30am and 6pm, with a minimum duration of 6 training hours).

Note: CITREP funding does not support GST, registration fees, membership fees, rebates, incentives, discounts or any training

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<sup>1</sup> 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](http://www.nicf.sg).

grant offered by any course providers / testing centres or any other organisations in relation to the endorsed courses/certifications.

**4. What is the difference between the funding support under the Enhanced CITREP for Course and Certification Fees vs CITREP Certification?**

The Enhanced CITREP Course and Certification Fees support helps to defray the nett course and examination fees paid by the trainees to the course providers to attend endorsed training course and achieving the certification.

The Enhanced CITREP Certification Fees support helps to defray the nett examination fees paid by the trainees to the course providers / testing centres for taking the examination.

**5. What are the general eligibility criteria to qualify the Enhanced CITREP funding support?**

- a) Only training courses and certifications **endorsed under the stipulated Enhanced CITREP term will be supported.**
- b) Trainees **must ensure** that Course Providers / Testing Centres have submitted their enrollments for their intended courses or certification examinations for them in the ICMS system before commencement date.
- c) All training courses / certification examinations must commence within the Enhanced CITREP term, between **1 April 2009** and **31 March 2011**.
- d) (i) For Organisation Sponsored Trainee
  - Trainee must be Singapore citizens or Singapore Permanent Residents.
  - Trainee must meet the admission criteria set by the training courses / certifications.
  - The sponsoring organisations must be incorporated or registered in Singapore. Local Government Agencies and Institutes of Higher Learning cannot be the sponsoring organisations. Employees of these organisations can however qualify for Enhanced CITREP under Self Sponsored category.
- e) (ii) For Self Sponsored Trainee
  - Trainee must be Singapore citizens or Singapore Permanent Residents.
  - Trainee must meet the admission criteria set by the training courses / certifications.
- f) (i) For Course and Certification Fees support
  - Trainees must complete at least 75% of training course within **12 months** from course commencement date to qualify.

- Trainees must pass all the examinations/assessments required by the certification/course within 12 months from the commencement date of the 1st examination.
- (ii) For Certification Examination Fee support
  - Trainees must pass all the examinations required by the certification within 12 months from the commencement date of the 1st examination.

**6. Where can I submit the supporting documents?**

Please submit the documents within 5 working days upon the online claim submission to the following address:

Infocomm Development Authority of Singapore  
8 Temasek Boulevard, #14-00 Suntec Tower Three, Singapore 038988  
Attention: CITREP ADMINISTRATOR

**7. Is the 12 months qualifying period given to trainees too stressful for them to complete the course or certification examination?**

From past experience, companies and individuals had requested for an extension even though they were given 1 year to complete the course. The companies and individuals must demonstrate the commitment to complete the courses or pass the examinations. All CITREP terms and conditions (for period 1 April 2009 to 31 March 2011) apply.

**8. Can I apply for Enhanced CITREP grant if I have already started to attend the training or to take the certification?**

No. The Enhanced CITREP support will not cover courses or examinations that have already commenced. All trainees must be enrolled by the Course Providers / Testing Centres prior to the course commencement.

**9. If I have been enrolled in the earlier CITREP Term, can I change my enrolment to the current term to enjoy the higher funding?**

CITREP support is based on the commencement date of the course or certification. If you choose to enroll the balance modules taken between 1 April 2009 and 31 March 2011 under the current Enhanced CITREP term, the funding support will be computed on a pro-rated basis if the claim conditions are met. The first enrolment under the earlier CITREP Term will also lapse as you can enjoy funding from 1 programme term.

**10. Can I go to any of the testing centers to take my certification examination?**

You will need to go to the Testing Centres that are participating in Enhanced CITREP in order to apply for funding support. You may view the list of endorsed centres and certifications via [www.ida.gov.sg/citrep](http://www.ida.gov.sg/citrep).

**11. Is the certificate from Certificate Awarding Body (CAB) required for Certification Examination Fee support application?**

The certificate from the Certificate Awarding Body (CAB) is ONE of the mandatory documentations to support your achievement of the final certification status.

**12. Can government agencies sponsor their employees for training courses or certification examinations and apply for CITREP claim?**

Government agencies **are not eligible** for the Enhanced CITREP support. Employees of the government agencies can apply for the Enhanced CITREP support under self sponsored category.

**13. What are the endorsed courses and certifications under Enhanced CITREP? Where can I obtain more information of these endorsed programmes?**

You will be able to obtain the updated list of the Enhanced CITREP endorsed courses and certifications at [www.ida.gov.sg/citrep](http://www.ida.gov.sg/citrep).

*The Enhanced CITREP support is only applicable to training courses and certifications endorsed under Enhanced CITREP listed in the web link above.*

**14. Is the claim application procedure for both Enhanced CITREP Course Fee and Enhanced CITREP Certification Examination Fee similar?**

Yes, the application procedure is the same. Please go to ICMS System ([www.idaicms.gov.sg](http://www.idaicms.gov.sg)) to submit an online claim application under the Programme Name: "Enhanced CITREP: Critical Infocomm Technology Resource Programme".

The online claim application will only be processed upon receipt of the full set of supporting documents.

**15. How do I know that my online claim application has been successfully submitted?**

Upon successful submission of the online application to IDA, the ICMS system will generate an acknowledgement page informing you that the application has been successfully submitted to **IDA** with a claim application reference number. You may print this acknowledgement page to accompany your submission of supporting documents and for future reference.

**16. How long does it take to disburse Enhanced CITREP claim?**

Upon a complete submission of the required documents, IDA will process the application and notify you within 4-6 weeks on the status of approval/rejection. For successful application, the disbursement will be made in cashier order and sent to you within 2-3 weeks from the approval notification.

**17. Are there any supporting documents needed for Enhanced CITREP claim?**

All claim applications must be submitted online via the ICMS system, together with documentation to prove the completion of training or passed all examinations required by the certification.

Please remember that all claim applications must be submitted to IDA within **three (3) months** from the date of completion of the endorsed training courses or passing the certification examinations.

The claim applicants must submit all the supporting documents within **5** working days from the date of the online claim applications. Documentary evidence should include invoices and official receipts for course or examination fees, certificates of attendance for completed training, or examination results. Please refer to the Enhanced CITREP Claim Application Guide in the CITREP webpage ([www.ida.gov.sg/citrep](http://www.ida.gov.sg/citrep)), for the full list of supporting documents required.

**18. Will I qualify for funding support if the course or certification examination is not endorsed under Enhanced CITREP?**

The Enhanced CITREP provides funding support to courses and certifications endorsed under this programme. The Course Providers / Testing Centres are required to submit their training courses / certifications for IDA's evaluation prior to endorsement. Upon endorsement, trainees who are enrolled in the endorsed training courses or certification examinations will be qualified for funding support.

**19. Will Enhanced CITREP supports course or certification examination fees in foreign currencies?**

No. All fees paid must be printed in **Singapore Dollars** on the invoices and official receipts.

**20. What if the trainee is not able to complete the course or all required examinations required by the certification within the 12 months qualifying period?**

The trainee will not be eligible for Enhanced CITREP funding support.

**21. Can I apply for Enhanced CITREP and other funding support for the same training course or certification examination?**

No. Each applicant can apply for only 1 financial support for the same training course or certification examination. If the applicant has obtained more than 1 funding support from different Government agencies for the same course or certification, such cases will be reported to the relevant authority.

**22. How do I access to ICMS?**

For first time applicant, you should obtain your SingPass ID and password. Please refer to the SingPass website at <http://www.singpass.gov.sg/sppubsvc/> for more information and how to apply.

You are also required to apply for an ICMS account via [www.idaicms.gov.sg](http://www.idaicms.gov.sg).

## **For Sponsoring Organisations**

**22. Can there be more than one Approving Authority (AA) and Admin Officer (AO) for an organisation account in ICMS?**

The organisation is encouraged to have more than one AA and AO. Back up AA/AO may be created through ICMS under ID administration.

**23. How can I know if my organisation qualifies for Enhanced CITREP funding support?**

Your organisation may qualify for Enhanced CITREP funding if it is a Singapore-registered organisation. Singapore-registered organisations will include non-profitable organisations, societies and associations etc. Government agencies including Institutes of Higher Learning (IHLs) are not eligible to apply for Enhanced CITREP funding support.

Organisations that sponsor their employees for the endorsed training courses can apply for Enhanced CITREP support. The AA in ICMS must be the CEO, MD or equivalent management appointment holder of the company. Should the appointed personnel is unable to meet this requirement, an authorisation letter signed by the CEO, MD or equivalent of the company is required to support the application.

- i. The Applicant (i.e. sponsoring organisation) must be a Singapore-registered organisation (excluding government agencies)
- ii. Sponsored trainee must be sponsored by the organisation.

**24. What should my organisation take note of to qualify for the Enhanced CITREP funding?**

Your organisation must ensure that the training courses or certification examinations offered by the Course Providers / Testing Centres are endorsed under the current Enhanced CITREP term. The trainees must be enrolled in ICMS by the Course Providers / Testing Centres before course / examination commencement.

**25. If the sponsored trainee is still applying for PR, would my organisation be eligible to apply for the Enhanced CITREP?**

No, the sponsored trainee will have to obtain the PR status before he/she commences the course or certification examination.

**26. Does my organisation pay the course or certification examination fee in full to the Course Providers/Testing Centres?**

Yes. Your organisation will pay the Course Providers / Testing Centres upfront the course or certification examination fees in full (ie. 100%). Your organisation shall then submit the claim application to IDA for

reimbursement when the sponsored trainees have completed the training courses or passed the examinations required by the certifications.

**27. How can my organisation apply for Enhanced CITREP claim after the sponsored trainee has completed his course or passed examinations?**

To claim for Enhanced CITREP funding, an online claim application must be submitted via the ICMS system ([www.idaicms.gov.sg](http://www.idaicms.gov.sg)).

The sponsoring organisation is required to register for an organisation account before accessing ICMS. The AO of the sponsoring organisation will login to ICMS to create a new claim application and route it to the AA. Thereafter, the AA will need to approve the submission of the online application. This approved application will then be routed to IDA.

The ICMS system will generate an acknowledgement page, informing that the application has been successfully submitted to IDA with a claim application reference number.

Please print out the acknowledge page and send it to IDA, together with other mandatory supporting documents stated in the Claim Application Guide within **5** working days from the submission of the online application for claim processing.

Please ensure the trainee meets the eligibility criteria and claim conditions.

**28. How can my organisation check for the claim status?**

The AO of the organisation can login to ICMS to check on your claim application status.

**29. For claim application, can an organisation apply on behalf for its branches?**

Each legally registered business entity is responsible to submit the claim applications.

**30. When will my organisation receive the reimbursement?**

IDA will notify you on the approval status. You will receive the payment in cashier order for the approved claim within 3 weeks from the approval notification.

**31. Is there any bond requirement tied to Enhanced CITREP?**

The bond is not mandatory. It is the organisation's discretion to decide if the bond should be imposed.

**32. If the Enhanced CITREP supported trainee resigns during the training period, can my organisation claim for the Enhanced CITREP grant?**

**If my organisation terminates the service of the Enhanced CITREP supported trainee during the training period, can the organisation claim for the Enhanced CITREP grant?**

No. Your organisation will not be able to submit a claim application if the sponsored trainee resign halfway through the training course or certification examinations.

**33. What is the rationale for Absentee Payroll to be paid to the sponsoring organisation?**

The Absentee Payroll is to incentivise the sponsoring organisations to continue to invest in skills upgrading and competency development for their workforce during the economic downturn. It will help to defray the opportunity costs incurred when they send their staff for training during working hours on weekdays.

**34. Is there a separate application process to claim for Absentee Payroll?**

No, the Absentee Payroll will be auto-computed when you submit the claim application. This support is based on the enrolment records submitted by the Course Provider if your staff is attending Full-Time Training. The payment will be made in the same cashier order when the claim application is approved.

**35. Is the Absentee Payroll enjoyed by my organisation taxable?**

Yes, Absentee Payroll support is taxable.

## **For Self Sponsored Trainees**

### **36. Who can apply for Enhanced CITREP?**

Individuals who are sponsoring for their own training courses or certification examinations in the endorsed Enhanced CITREP courses or certifications can apply for Enhanced CITREP funding support.

The Applicant (i.e. self-sponsored trainee) must be a Singapore Citizen or Singapore Permanent Resident.

### **37. What should I take note of to qualify for Enhanced CITREP funding?**

You must ensure that the training courses or certification examinations offered by the Course Providers / Testing Centres are endorsed under the current Enhanced CITREP term.

You should ensure that the Course Providers / Testing Centres have submitted your enrollment for your intended course/examination on your behalf in the ICMS before course / examination commencement.

### **38. If I do not hold an infocomm qualification, but has been working in the infocomm industry for a few years, would I be considered?**

Yes, you can now qualify for funding should you also meet the admission criteria for the training course / certification.

### **39. If I am still applying for PR, would I be eligible to apply for the Enhanced CITREP grant?**

No, you will have to obtain the PR status before you can apply for the Enhanced CITREP funding support.

### **40. Do I pay the course or Certification Examination Fee Support examination fees in full to the Course Providers / Testing Centres?**

Yes. You will pay the Course Providers / Testing Centres upfront the course or Certification Examination Fee Support in full (ie. 100%). You shall then submit claim application to IDA for reimbursement upon course completion or passed the examination required by the certification.

### **41. How do I apply for Enhanced CITREP claim upon completion?**

To claim for Enhanced CITREP funding, an online claim application has to be submitted via the ICMS system.

You will login to ICMS to create a new claim application and submit the application to IDA.

The ICMS system will generate an acknowledgement page, informing that the application has been successfully submitted to **IDA** with a claim application reference number. Please print out this page and send it to IDA, together with other mandatory supporting documents as stated in the Claim Application Guide within **5** working days from the submission of the online application for processing.

**42. How can I check for my claim status?**

You can login to ICMS to check on your claim application status.

**43. Can I submit the claim on behalf of my friends and relatives?**

No, each applicant must submit his/her claim application directly to IDA.

**44. When will I receive the reimbursement?**

IDA will notify you on the approval status. You will receive the payment in cashier order for the approved claim within 3 weeks from the approval notification.

**45. Am I entitled to Absentee Payroll?**

No, Absentee Payroll only applies to organisation-sponsored trainees.

## **For Course Providers / Testing Centres**

**46. How long does IDA take to process each application for endorsement?**

IDA will process the application upon the receipt of the online application for course or certification endorsement application with the necessary documents. IDA will inform the applicant within 1 month on the outcome of the application.

**47. Is there any application administration fee for course or certification endorsement?**

Yes. The applicant has to submit the non-refundable administration fee of S\$374.50 (inclusive of 7% GST) made payable to “**IDA Singapore**” for each course endorsement application. Please note that this fee is applicable to all applications received from 1 April 2009 to 31 March 2011. ***No fee will be levied for applications for certification endorsement.***

**48. Is there any application administration fee levied on renewal application for course or certification endorsement?**

Yes. The non-refundable administration fee of S\$374.50 (inclusive of 7% GST) is applicable to all renewal applications received on or before 31 March 2011.

**49. How long is the endorsement term if my course is approved on 20 August 2009?**

The endorsement term is valid for a maximum duration of 1 year, or up to 31 March 2011, whichever is earlier. If your course is approved on 20 August 2009, it will expire on 19 July 2010.

**50. If I renew my course in June 2010, how long is the endorsement term if the renewal application is approved later?**

The Enhanced CITREP is valid for a period of 2 years, ie. from 1 April 2009 to 31 March 2011. Hence, if the renewal application is approved, it will be valid till 31 March 2011.

**51. What should I do if there are changes to be made to the current endorsed course?**

The Administrative Officer (AO) has to login to ICMS system to submit an update request for Course Information Change.

Upon successful updating of the details, you can route the application to your Approving Authority (AA), whom will submit the application to IDA.

**52. Can hybrid instructor-led and e-learning courses be endorsed under the Enhanced CITREP?**

Yes. The Enhanced CITREP supports hybrid and e-learning courses.

**53. What is the role of the Course Providers/ Testing Centres in regards to Enhanced CITREP claim application?**

Course Providers / Testing Centres **must enroll** the trainees in ICMS under the enrollment module before course or certification examination commencement.

Course Providers / Testing Centres must ensure adequate administrative support to facilitate the applicants with the required documents for claim applications.

**54. For Enhanced CITREP endorsed courses and certifications, can 'IDA' or 'CITREP' be mentioned in advertisements or other promotional materials?**

You are required to send in your advertisements or promotional materials to IDA for vetting and approval at least 5 working days before the launch of the campaign.

Recommended texts:

“CITREP Endorsed. Terms and conditions apply. Please visit [www.ida.gov.sg/citrep](http://www.ida.gov.sg/citrep) for more details.”

**55. Can I promote Enhanced CITREP endorsed courses and certifications with other marketing bundling?**

No, the Enhanced CITREP supports only course and examination fees paid by the trainees or their sponsoring organisations. It is considered non-compliance to CITREP Terms if an endorsed course/certification is providing other benefits to the trainee or the sponsoring organisation.

**56. How can I help my customers without internet access to apply for Enhanced CITREP?**

Course Providers / Testing Centres can help them by providing the internet service. Alternatively, the clients can go to the libraries, community centres and cyber-cafes to apply.

**57. What is the rationale to impose a minimum and maximum training day's requirement for Enhanced CITREP endorsed courses?**

The Enhanced CITREP endorsed courses are for the Infocomm professionals to learn the critical, emerging and emerging skills. Thus, the training days imposed will allow trainees to learn and pick up the adequate skills and knowledge.

**58. What if the trainee completes the course/examination before the end date enrolled in ICMS?**

The applicant may proceed to retrieve the enrolment record for the claim application. The applicant has to update the actual end date during the claim application.

**59. Can any enrolment details be amended once the enrolment is administered in ICMS?**

Course Providers / Testing Centres are able to amend any details up to the 5<sup>th</sup> calendar day from the start date.

**60. What documents are provided by the Course Providers / Testing Centres to facilitate the applicants claim process?**

The following documents are required for claim applications:

Course and Certification Fees Support

- Tax Invoice
- Official Receipt
- Course Attendance Sheet or a Letter certifying the trainees meeting the minimum course attendance
- Certificate of Completion
- Examination Result Score (for certifiable courses) or Assessment Result Score (for non-certifiable courses)
- Certificate of Final Achievement (for certifiable courses)

Certification Fees Support

- Tax Invoice
- Official Receipt
- Examination Result Score
- Certificate of Final Achievement