

CITREP Expanded: Critical Infocomm Technology Resource Programme

Frequently Asked Questions

1. What is CITREP and who are the target audience for CITREP?

CITREP is training incentive programme to equip the Singapore Infocomm professionals with critical, emerging and specialised skills and gain recognition for their competence.

The programme aims to help organisations increase their competitive advantage and to help Infocomm professionals upgrade themselves and to increase their employability. The programme supports by providing training incentive to defray the cost of training and certification.

With effect 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.

2. What are the skill sets supported by CITREP Expanded?

CITREP Expanded supports training and certifications for the following skill areas:

- **Critical Infocomm Skills**
 - Data Integration and Information Management
 - Infrastructure and Network Management
 - ICT in Media and Entertainment
 - IT Services and Business Management
 - Software Development

- **Emerging Infocomm Skills**
 - Business Analytics
 - Cloud Computing
 - Green Infocomm
 - Infocomm Security
 - Mobile Application Development
 - Infrastructure/Network/Software Design Architecture

3. What is the funding support available?

Applicants can expect CITREP Expanded funding support for:

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: CITREP Expanded support **excludes** GST, registration fees, membership fees, rebates, incentives, discounts or any training 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 support for Course and Certification Fees vs CITREP Certification?

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.

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 CITREP Expanded funding support?

- a) Only training courses and certifications **endorsed under the stipulated CITREP Expanded 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 CITREP Expanded term, between **1 April 2011** and **31 March 2013**.
- 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 CITREP Expanded 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 the qualifying period, ie. 12 months from the commencement date of the 1st examination.
 - For Emerging Infocomm Skills with Project Work Component, trainees are required to complete and pass the project work stipulated by the endorsed course or certification providers within the same qualifying period.
- (ii) For Certification Examination Fee support
- Trainees must pass all the examinations required by the certification within the qualifying period, ie. within 12 months from the commencement date of the 1st examination.
 - For Emerging Infocomm Skills with Project Work Component, trainees are required to complete and pass the project work stipulated by the endorsed course or certification providers within the same qualifying period.

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
10 Pasir Panjang Road, #10-01 Mapletree Business Centre, Singapore 117438
Attention: CITREP ADMINISTRATOR

7. Is the 1-year 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 Expanded terms and conditions (for period 1 April 2011 to 31 March 2013) apply.

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

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

9. 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 CITREP Expanded to qualify for CITREP Expanded claim. You may view the list of endorsed centres and certifications via ICMS' Library of Courses (<https://www.idaicms.gov.sg>).

10. 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.

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

Government agencies **are not eligible** for CITREP Expanded support. However, employees of the government agencies can apply for CITREP Expanded support under self sponsored category.

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

You will be able to obtain the updated list of the CITREP Expanded endorsed courses and certifications via ICMS' Library of Courses (<https://www.idaicms.gov.sg>).

The funding support is only applicable to training courses and certifications endorsed under CITREP Expanded.

13. Is the claim application procedure for both Course & Certification Fees, and CITREP Certification Fees similar?

Yes, the application procedure is the same. Please go to www.idaicms.gov.sg to submit an online claim application by selecting the Programme Name: "CITREP Expanded: Critical Infocomm Technology Resource Programme".

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

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

The ICMS system will generate an acknowledgement page informing you that the online 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.

15. How long does it take to disburse CITREP Expanded 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 via snail mail within 3 weeks from the approval notification.

16. Are there any supporting documents needed for CITREP Expanded 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 actual 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 CITREP Expanded Claim Application Guide in the CITREP webpage, for the full list of supporting documents required.

17. Will I qualify for funding support if the course or certification examination is not endorsed under CITREP Expanded?

The funding support is applicable to CITREP Expanded endorsed courses and certifications only. 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 by the Course Providers / Testing Centres will be qualified for funding support.

18. Will CITREP Expanded 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.

19. 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 CITREP Expanded funding support.

20. Can I apply for CITREP Expanded and SDF 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.

21. 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.

For Sponsoring Organisations

22. Can there be more than one AA/AO for an organisation account in ICMS?

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

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

Your organisation may qualify for CITREP Expanded 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 CITREP Expanded claim.

Organisations that sponsor their employees for the endorsed training courses can apply for CITREP Expanded support. The approving authority 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 CITREP Expanded funding?

Your organisation must ensure that the training courses or certification examinations offered by the Course Providers / Testing Centres are endorsed under the current CITREP Expanded term. The trainees must be enrolled in the online system 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 CITREP Expanded?

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 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 CITREP Expanded claim after the sponsored trainee has completed his course or passed examinations?

To claim for CITREP Expanded funding, an online claim application must be submitted via the ICMS system (www.idaicms.gov.sg).

The sponsoring organisation is required to register for an organisation account before accessing ICMS. The Administrative Officer (AO) of the sponsoring organisation will login to ICMS to create a new claim application and route it to the Approving Authority (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.

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

The Administrative Officer (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 within 4-6 weeks upon complete submission of all the required supporting documents. 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 CITREP Expanded?

CITREP Expanded does not stipulate to bond trainees who are sponsored by their organizations for training and certification. It is the organisation's discretion to decide if the bond should be imposed.

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

If my organisation terminates the service of the trainee during the training period, can the organisation claim for the CITREP Expanded 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.

For Self Sponsored Trainees

33. Who can apply for CITREP Expanded funding support?

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

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

34. What should I take note of to qualify for CITREP Expanded funding?

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

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

35. 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.

36. If I am still applying for PR, would I be eligible to apply for the CITREP Expanded grant?

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

37. 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 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.

38. How do I apply for CITREP Expanded claim upon completion?

To claim for CITREP Expanded funding support, 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.

39. How can I check for my claim status?

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

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

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

41. When will I receive the reimbursement?

IDA will notify you on the approval status within 4-6 weeks upon complete submission of all the required supporting documents. You will receive the payment in cashier order for the approved claim within 3 weeks from the approval notification.

For Course Providers / Testing Centres

42. What role do the Course Providers/ Testing Centres play in regards to CITREP Expanded 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 provide the applicants with the required documents for claim applications.

43. How can I help my customers without internet access to apply for 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.

44. 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
- Certificate of Completion
- Letter/Certificate of Completion for Project Work Component (applicable to Emerging Infocomm Skills with Project Work Component)
- 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
- Letter/Certificate of Completion for Project Work Component (applicable to Emerging Infocomm Skills with Project Work Component)
- Examination Result Score
- Certificate of Final Achievement