CITREP⁺: Critical Infocomm Technology Resource Programme
(1 April 2017 to 31 March 2018)

Frequently Asked Questions

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

   CITREP⁺ supports local professionals in keeping pace with technology shifts through continuous and proactive training. Through continuous up-skilling, fresh professionals and mid-career professionals may acquire or enhance technical skills sets which will enable them to remain relevant and productive in their careers.

   To build a strong core of ICT professionals with Smart Nation capabilities, CITREP⁺ is now expanded to support entry-level professionals since April 2016 to build specialised ICT skills through broad-based training courses and certifications.

   IMDA will work with training providers to curate and offer quality infocomm professional development courses and certifications that impart knowledge and skills in relevant technology areas.

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

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

   Skill Areas for Course & Certification fee support
   - Business Analytics
   - Cloud Computing
   - Data Centre Management
   - Database Management
   - Enterprise Mobility
   - Enterprise Networks Design & Management
   - Green ICT
   - Infocomm Security
   - Infrastructure Architecture
   - Infrastructure Support
   - Next Generation Network (NGN)
   - Product Management
   - Software Design & Development
   - Telecommunications Network Operations, Planning and Management
   - Financial Services
   - Healthcare

   Skill Areas for Certification fee support only
   - IT Management
   - IT Outsourcing Management
   - Portfolio Management
   - Project Management

3.   What is the funding support available?

Applicants can expect CITREP$^+$ funding support for: .

Category	Type	Training course and certification	Certification only	Citizenship support
Organisation-sponsored	Non SMEs	Up to 70% of the nett payable course and certification fees, capped at $2,500 per trainee	Up to 70% of the nett payable certification fees, capped at $500 per trainee	Singapore Citizen only
	SMEs	Up to 90% of the nett payable course and certification fees, capped at $2,500 per trainee	Up to 70% of the nett payable certification fees, capped at $500 per trainee	
Self-Sponsored	Professionals	Up to 70% of the nett payable course and certification fees, capped at $2,500 per trainee	Up to 70% of the nett payable certification fees, capped at $500 per trainee	Singapore Citizen only
	Professionals (40 years old and above)	Up to 90% of the nett payable course and certification fees, capped at $2,500 per trainee	Up to 70% of the nett payable certification fees, capped at $500 per trainee	Singapore Citizen only
	Students and/or Full-Time National Service (NSF)	Up to 100% of the nett payable course and certification fees, capped at $2,000 per trainee	Up to 100% of the nett payable certification fees, capped at $500 per trainee	Singapore Citizen only

To Note: CITREP⁺ funding does not support GST, VAT, registration fees, membership fees, rebates, renewal of certification, incentives, discounts or any training grant offered by any course providers or any other organisation 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 for taking the examination.

5.   What are the general eligibility criteria to qualify for CITREP⁺ funding support?

Category		Criteria
Professionals	Self-Sponsored	I. Be a Singapore citizen at the point of course and/or certification commencement. II. Meet the admission criteria set by the Course Provider or Certificate Awarding Body. III. Be enrolled by the IMDA approved Course Provider or Testing Centre for the intended course or certification in IMDA's Infocomm Competency Management System (ICMS) before the commencement of the endorsed course and/or certification.
	Organisation Sponsored	I. The sponsoring organisation must be incorporated or registered in Singapore: • Employees of Local Government Agencies are not eligible. • Employees of these organisations can qualify for CITREP⁺ under self-sponsored category II. incorporated or registered in Singapore: • Be a Singapore citizen at the point of course and/or certification commencement. • Meet the admission criteria set by the Course Provider or Certificate Awarding Body. • Be enrolled by the IMDA approved Course Provider or Testing Centre for

		the intended course or certification in IMDA's Infocomm Competency Management System (ICMS) before the commencement of the endorsed course and/or certification.
		III. Eligible sponsoring organisation (SME) claiming for up to 90% funding support must meet SME status • Complete and submit Form 2

Students		I. Singaporean Citizen
		   • Age 17 to 25
		   • Be a Singapore citizen at the point of course / certification examination commencement
		
		II. Must be currently enrolled in full time post-secondary academic studies
		   • Pursuing NITEC, Higher NITEC, Diploma, and up to First Degree awarded through Post-Secondary Educational Institutes (PSEIs) in Singapore.
		   • The trainee must submit proof of matriculation from PSEI to support student status.
		   • The trainee must have recommendation by PSEI to pursue the endorsed CITREP$^+$ Course and/or Certification.
		   • The trainee must commence the endorsed CITREP$^+$ Course and/or Certification before the PSEI's graduation date.
		   • The trainee must complete and pass all examinations required by the endorsed course and/or certification to achieve the final certification status within the Qualifying Period of 12 months from the commencement date.
		
		III. Meet the admission criteria set by the Course Provider or Certificate Awarding Body.
		
		IV. Be enrolled by the IMDA approved Course Provider or Testing Centre for the intended course or certification in IMDA's Infocomm Competency Management System (ICMS) before the commencement of the endorsed

	course and/or certification.

Full-Time National Service (NSFs)	I. Singaporean Citizen, serving National Service, up to 6 months post ORD date.
	  • The trainee must commence the endorsed CITREP$^+$ Course and/or Certification within the period stated above.
	  • The trainee must complete and pass all examinations required by the endorsed course and/or certification to achieve the final certification status within the Qualifying Period of 12 months from the commencement date.
	
	II. The trainee must submit documentary proof to support full-time NSF status.

a) Only training courses and certifications **endorsed under the stipulated CITREP$^+$ term will be supported.**

b) Trainees **must ensure** that Course Providers have submitted their enrollments for CITREP$^+$ for their intended courses or certification examinations on their behalf in the ICMS system before commencement date.

c) All training courses / certification examinations must commence within the CITREP$^+$ term, from **1 April 2017** to **31 March 2018**.

d) (i) For Course and Certification Fees support
   • Trainees must complete at least 75% attendance of the training course within the Qualifying Period defined as twelve (12) months from the course commencement date to qualify.
   • For certifiable programme, trainees must complete and pass all examinations/assessments required by the certification to achieve the final certification status.

   (ii) For Certification Examination Fee support
   • Trainees must complete and pass all the examinations required by the endorsed certification to achieve the final certification status within the qualifying period, i.e. 12 months from the commencement date of the 1st examination.

6.   If I am still applying for Singapore citizenship, would I be eligible to apply for the CITREP+ funding support?

No, you will need to obtain the Singapore citizenship status before commencing the course and/or examination before you can qualify for the CITREP$^+$ funding support.

7.   Where can I submit the supporting claim documents?

It is mandatory to upload the required supporting documents as soft copies during claims submission in ICMS. For documents that are not uploaded successfully or missing documents, please email to citrep@imda.gov.sg.

8.   Is the 12 months qualifying period sufficient for trainees to complete the course and/or certification?

The 12 months qualifying period has been reviewed and assessed to be sufficient after taking into consideration all the CITREP$^+$ endorsed course runs duration and the time required by trainees to complete the course and/or certification.

9.   Can I apply for CITREP$^+$ grant if I have already started to attend the course or taken the certification?

All trainees must be enrolled for CITREP$^+$ by the Course Providers prior to commencement for the intended course and/or certification examination before they can qualify for the funding support.

Without valid enrolment record by the Course Providers before course/and or certification examination commencement in the ICMS system, trainees will not be eligible to apply for CITREP$^+$ funding support.

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

To qualify for CITREP$^+$ funding support, you will need to go to the endorsed Course Providers that are participating in CITREP$^+$ to be enrolled by the course providers. You may view the list of endorsed centres and certifications via ICMS' Library of Courses (https://eservice.imda.gov.sg/icms).

11.   If the testing centre participating in CITREP$^+$ has overseas branches, can I take the certification examination at their overseas test centre?

No. All certification examinations must be taken in Singapore at the local authorised testing centre endorsed under CITREP$^+$ term, from **1 April 2017** to **31 March 2018**.

12.   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.

13.   Can government agencies sponsor their employees for training courses or certification examinations and apply for CITREP$^+$ claim?

Government agencies **are not eligible** for CITREP$^+$ support under organisation-sponsored. However, employees of the government agencies can apply for CITREP$^+$ support under self-sponsored category.

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

You will be able to obtain the updated list of the CITREP⁺ endorsed courses and certifications via ICMS' Library of Courses (https://eservice.imda.gov.sg/icms).

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

15.   Is the claim application procedure for both Course & Certification Fees and Certification Fees similar?

Yes, the application procedure is the same. Please go to https://eservice.imda.gov.sg/icms to submit an online claim application by selecting the Programme Name: "**CITREP⁺: Critical Infocomm Technology Resource Programme (1 April 2017 to 31 March 2018)**".

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

16.   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 IMDA with a **claim application reference number**. You may print this acknowledgement page to accompany your submission of supporting documents and for future reference.

17.   How long does it take to disburse CITREP⁺ claim?

Upon complete submission of all the required supporting documents, IMDA will process the application and notify you within 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.

18.   Are there any supporting documents needed for CITREP⁺ claim?

All claim applications must be submitted online via the ICMS system, together with the required supporting 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 IMDA 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 required 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$^+$ Claim Application Guide in the CITREP webpage, for the full list of supporting documents required.

19.   Will I qualify for funding support if the course or certification examination is not endorsed under CITREP$^+$?

The funding support is applicable to CITREP$^+$ endorsed courses and certifications only. The Course Providers are required to submit their training courses / certifications for IMDA's evaluation prior to endorsement.

Upon endorsement, trainees who are enrolled for CITREP$^+$ in the endorsed training courses or certification examinations by the Course Providers will qualify for funding support.

20.   Will 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.

21.   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 to claim for CITREP$^+$ funding support.

22.   Which Programme Name should I select to submit my online claims, i.e. between the "CITREP+: Critical Infocomm Technology Resource Programme (1 April 2016 to 31 March 2017)" and "CITREP$^+$: Critical Infocomm Technology Resource Programme (1 April 2017 to 31 March 2018)"?

You should select the CITREP term period based on the start date of your course. For example, if the course start date is 2 May 2017, select the Programme Name "CITREP$^+$: Critical Infocomm Technology Resource Programme (1 April 2017 to 31 March 2018)" in your online claim application.

Similarly, if the course start date is 15 June 2016, select the Programme Name "CITREP$^+$: Critical Infocomm Technology Resource Programme (1 April 2016 to 31 March 2017)" in your online claim application.

Please ensure that the CITREP endorsed course provider(s) have submitted your enrollment for the intended course and/or certification examination for CITREP$^+$ funding support before the course and/or certification examination commencement before you can submit your claim(s) online.

23.   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/ for more information and how to apply. You are also required to apply for an ICMS account via

https://eservice.imda.gov.sg/icms.

For sponsoring organisation, you may obtain CorpPass. Please refer to the CorpPass website at https://www.corppass.gov.sg for more information on how to apply. After which, you are required to apply for an ICMS account via https://eservice.imda.gov.sg/icms.

24.   Can I apply for CITREP$^+$ funding support more than once?

Each applicant may apply for CITREP$^+$ funding for different training courses or certification examinations. However, each applicant can only apply for CITREP+ funding support once for the same CITREP$^+$ course or certification examination.

If the trainee fails the certification examination on the first try and retake the examination, can the certification fees for the subsequent examinations be supported for CITREP+ funding too?

No. Trainee can only apply for CITREP$^+$ funding for the certification examination once for the same training course / certification upon passing of the examination.

25.   What is there a higher funding support for course and certification fee (from 70% to 90%) for Singapore ICT professionals aged 40 years old and above?

The enhanced funding support is in line with the SkillsFuture Mid-Career Enhanced Subsidy for eligible Singaporeans.

The Government is increasing the subsidy in recognition that mid-career Singaporeans often require significant re-skilling in the middle of their careers. This additional support from the Government helps address the opportunity costs they face. Mid-career individuals may face higher opportunity costs and competing demands in the form of job and family commitments relative to younger individuals in pursuing training. Hence, the increased subsidies to encourage mid-career individuals to upskill and reskill.

26.   Why is there a higher funding support for course and certification fee (from 70% to 90%) for Singapore Citizens employees that are sponsored by SMEs?

The increase in funding is in line with the Enhanced Training Support for SMEs.

This initiative provides enhanced funding to enable SMEs to send their employees for training. SMEs and industry associations previously identified training and upgrading as a key area where they hope to receive Government support.

27.   Does the higher funding support of up to 90% funding support include certification fee?

The higher funding support of up to 90% funding support only applies to courses only and/or courses bundled with certification fees. The support does not extend to certification fees only.

SkillsFuture Credits (SFC)

28.   What CITREP courses supported under SFC?

Courses must fulfill the criteria set by SSG to be eligible for support under SFC. For list of eligible course, please visit the SkillsFuture Portal.

Note:

WDA's Broad criteria for courses to be included in SFC are:

i.   Courses must be work skills related;
ii.   Courses must have a duration of at least 7 hours long (excluding assessment); and
iii. Courses must have clear learning outcomes even if it does not lead to certification or require an assessment.

As we work towards our vision of building Singapore to be the world's first Smart Nation, we anticipate some specific skill sets will be in demand. Hence, courses to develop these skill sets are included for this launch. The list of courses will be regularly reviewed.

29.   Am I eligible to use SkillsFuture Credit for CITREP endorsed Courses/Certifications?

Singaporeans aged 25 and above will receive an initial credit of $500. You may use the credits to offset costs for different courses as long as you have sufficient credits in your account.

30.   Can I apply for both SFC and CITREP funding support for the same training course?

Yes, you may utilize both SFC and CITREP funding for the same training course.

CorpPass

31.   What is CorpPass?

Singapore Corporate Access (or CorpPass) is a one-stop authentication and authorisation service, for corporate users to transact with Government agencies online on behalf of their organisations.

32.   Who will need Corp Pass?

Currently, CorpPass is applicable to local UEN entities and SingPass holders only. Foreign entities and non-SingPass holders will be able to register for CorpPass account in late 2017. More information will be provided closer to the date.

CITREP endorsed Course Providers, Certificate Owner and Sponsoring Organisations who have registered for an organization account in ICMS will need Corp Pass to login and access their organisation account as the current login access to ICMS via Singpass will cease by the end of December 2017. After which, access to ICMS will require CorpPass login.

33.   How do I create a Corp Pass User account?

Only your entity's CorpPass Administrator (CorpPass Admin) is able to create a CorpPass User account for you. Kindly approach your CorpPass Admin to register a CorpPass User account for you.

For more information on CorpPass, please visit https://www.corppass.gov.sg.

34.   How do I register for a CorpPass Administrator account for my entity?

To register for a CorpPass Administrator account for your entity, you must be a SingPass Holder. For more details on how to register for a CorpPass Administrator account, please refer to the link: https://www.corppass.gov.sg/corppass/common/downloadtemplate?file=CP_UEN%20Eligibility.pdf.

For Sponsoring Organisations

35.   Can there be more than one Approving Authority (AA)/Administrative Officer (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.

For creation de-activation of back-up AO or AA roles, any of the **existing AA** may login ICMS to update the organisation account by following the steps below:

-   **AA to login ICMS** via https://eservice.imda.gov.sg/icms
-   Select **"User Account Administration"**
-   Select **"Organisation Account"**
-   Click on **"Update"**

a) For **creation** of back-up AO or AA roles :
    - Click on **"Update"**
    - Click on **"New User Account"** and enter the AO or AA particulars
    - Click on **"Save"**

b) For **de-activation** of AO or AA role :
    - Under Assignment of Role, click on **"Update"** beside the user role to de-activate
    - Select **"De-activated"** under Account Status
    - Click on **"Save"**

c) Once the above changes have been made :
    - Enter the **"Reason for Change"**
    - Click on **"Submit for Approval"**

36.   How can I know if my organisation qualify for CITREP$^+$ funding support?

Your organisation may qualify for 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 CITREP$^+$ claim.

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

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

37.   What should my organisation take note of to qualify for the CITREP$^+$ funding?

Your organisation must ensure that the training courses or certification examinations offered by the Course Providers are endorsed under the current CITREP$^+$ term. The trainees must be enrolled for CITREP$^+$ in the online system by the endorsed Course Providers before course / examination commencement.

38.   How can my organisation qualify for up to 90% CITREP$^+$ funding support?

The enhanced training support is extended to SMEs who must meet all of the SMEs eligible criteria. (Refer to Q35 for SME definition). The eligible sponsoring SMEs organisation is required to declare their SME status by submitting the relevant supporting documents including **Form 2** (CITREP$^+$ Company Declaration of SME Status for Funding Support Form) at the point of course registration with CITREP$^+$ endorsed course providers.

39.   What is the definition of SME?

Companies which meet all of the following criteria can qualify for the Enhanced Training Support under the SME scheme:

    i.   Company must be registered or incorporated in Singapore;
    ii.   Employment size$_1$ (at group$_2$ level) of not more than 200; OR Annual sales turnover$_3$ (at group level) of not more than S$100 million; and
    iii.   At least 30% local shareholding being held by Singapore Citizens or Singapore Permanent Residents.

40.   If the sponsored trainee is still applying for Singapore citizenship, would my organisation be eligible to apply for the CITREP$^+$?

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

41.   Does my organisation pay the course or certification examination fee in full to the Course Providers?

Yes. Your organisation will pay the Course Providers the course or certification examination fees in full (i.e. 100%). Your organisation shall then submit the claim application to IMDA for reimbursement when the sponsored trainees have completed the training courses or passed the examinations required by the certifications.

42.   How can my organisation apply for CITREP$^+$ claim after the sponsored trainee has completed his course or passed examinations?

$_1$ A company should include in its employment size any persons employed under a contract of service in accordance to the Employment Act. This is regardless of the nationality of the employee.
$_2$ Group tracing:
i. All corporate shareholder(s) holding more than 50% of total shareholding of the company and any subsequent corporate parents.
ii. All subsidiaries of the company.
$_3$ Annual sales turnover refers to the revenue or sales turnover stated on the company's income statement.
Note: Ministries, statutory boards, and other government agencies are not eligible under the Enhanced Training Support for SMEs scheme.

To claim for CITREP⁺ funding, an online claim application must be submitted via the ICMS system (https://eservice.imda.gov.sg/icms).

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 IMDA.

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

Please print out the acknowledge page and send it to IMDA, 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.

43.   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.

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

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

45.   When will my organisation receive the reimbursement?

IMDA will notify you on the approval status within 3-6 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.

46.   Is there any bond requirement tied to CITREP⁺?

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

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

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

The trainee must complete the course and pass all examinations required by the endorsed certification to achieve the final certification status within the 12 months qualifying period in order for the organization to be eligible for CITREP⁺ funding support.

For Self Sponsored Trainees

48.   Who can apply for CITREP⁺ funding support?

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

The Applicant (i.e. self-sponsored trainee) must be a Singapore Citizen at the point of the course/certification commencement.

49.   How do I qualify for the enhanced training support of up to 90% for CITREP⁺?

The applicant must be:
- Singapore citizen
- 40 years old and above
- taking the CITREP endorsed course and certification
- self-sponsored trainee;

to qualify for up to 90% funding support.

50.   I am under 40 years old, how much funding support can I receive?

Eligible applicants who are under 40 years old of age may apply for CITREP⁺ funding support under Professionals category and receive up to 70% funding support.

51.   What should I take note of to qualify for CITREP⁺ funding?

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

You must ensure that the CITREP endorsed Course Provider(s) have submitted your enrollment for your intended course and/or certification examination for CITREP+ funding support in the online system (ICMS) before the commencement of your course and/ or certification examination.

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

Yes. You will need to pay the endorsed Course Providers who has enrolled your particulars into the online system (ICMS). The payment of the Course and/or Certification Examination Fee must be made in full (i.e. 100%). You shall then submit claim application to IMDA for reimbursement upon course completion or passing of the final examination and achieve the final certification status as required by the course and/or certification.

53.   How do I apply for CITREP⁺ claim upon completion?

To claim for CITREP⁺ 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 IMDA.

The ICMS system will generate an acknowledgement page, informing that the

application has been successfully submitted to **IMDA** with a claim application reference number.

54.   How do I submit the online claim application in ICMS?

You may follow the steps below to submit the online claim in ICMS:

- Self-sponsored to login ICMS via https://eservice.imda.gov.sg/icms
- Click on Claim Application
- Click on New Application
- Select the Programme Name "**CITREP$^+$: Critical Infocomm Technology Resource Programme (1 April 2017 to 31 March 2018**)"
- Select Course Provider
- Select Course/Certification Title
- Click Go
- Upload claim supporting documents
- Review the enrolment details and complete the claim application form
- Click on Submit for Approval

* If you have claimed SkillsFuture Credit for your CITREP course fee.

You should upload documents such as receipts/invoices and confirmation of your registration for the course when submitting claims under SFC. You should keep the relevant document for at least a year for verification purposes.

55.   How can I check for my claim status?

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

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

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

57.   When will I receive the reimbursement?

IMDA will notify you on the approval status within 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 Full-Time Students

58.   What is the objective of providing CITREP$^+$ funding support to Students?

As part of the overall objective to build a strong core of specialized Singapore ICT professionals, CITREP$^+$ support will be extended to full-time PSEI students to encourage early preparation for employability.

59.   Who can apply for CITREP$^+$ funding support for students?

Please refer to eligibility criteria as listed in Question 5 of this FAQ.

60.   What do I have to do to obtain CITREP$^+$ funding support for students?

Applicants wishing to benefit from the CITREP⁺ funding support for students must produce relevant supporting documents (e.g. Recommendation from Post- Secondary Education Institutes (PSEI), Verification of study status, Parental consent if under age of 18) before they can enrol with CITREP⁺ endorsed course provider(s) that offer CITREP⁺ courses.

To facilitate the enrolment process with the CITREP⁺ endorsed Course Providers, we have prepared the following documents which must eventually be signed off by the school / faculty.

I. Where eligible CITREP⁺ applicant is a student below eighteen (18) years old:
   a. **Form 1** - CITREP⁺ Student Supporting Recommendation Form; and
   b. **Form 1A** - CITREP⁺ Consent Form for Applicants below 18 years old.

II. Where eligible CITREP⁺ applicant is a student aged eighteen (18) years old and above:
   a. **Form 1** – CITREP⁺ Student Supporting Recommendation Form.

61.   What are the PSEIs supported under CITREP⁺?

Supported institutions include:

- Institute of Technical Education (ITE)

- Polytechnics
    - Nanyang Polytechnic (NYP)
    - Ngee Ann Polytechnic (NP)
    - Republic Polytechnic (RP)
    - Singapore Polytechnic (SP)
    - Temasek Polytechnic (TP)

- Public-Funded Universities
    - National University of Singapore (NUS)
    - Nanyang Technological University (NTU)
    - Singapore Management University (SMU)
    - Singapore University of Technology and Design (SUTD)
    - Singapore Institute of Technology (SIT)
    - SIM University (UniSIM)

For Course Providers / Testing Centres

62.   What role do the Course Providers play in regards to CITREP⁺ claim application?

Course Providers **must enroll** the trainees for CITREP⁺ in ICMS under the enrollment module before course or certification examination commencement.

Course Providers must submit the Skillsfuture Credit amount claimed by individual trainee to offset the course fee in ICMS, if applicable.

Course Providers must ensure adequate administrative support to provide the applicants with the required documents for claim applications.

63.   How can I help my customers without internet access to apply for CITREP⁺?

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

64.   What documents are provided by the Course Providers 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
- 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