

CITREP+: (1 April 2021 – 31 March 2022)

Frequently Asked Questions

1. What is CITREP+ and who is CITREP+ for?

CITREP+ is a programme under Infocomm Media Development Authority (IMDA)'s TechSkills Accelerator (TeSA) initiative to support the continuous upskilling and reskilling of the Infocomm Technology (ICT) workforce through short form courses and/or certification fee support.

Through CITREP+, individuals can build specialised in-demand ICT skills to boost employability and stay relevant. Courses and professional certifications are offered in areas such as 5G, Cybersecurity & Cloud.

IMDA will work with training providers to curate and offer quality infocomm professional development courses and certifications that impart ICT skills and domain knowledge that are in demand.

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+?

<u>CITREP+ Programme Term</u>	<u>Skills Areas for Course & Certification Fee support</u>	<u>Skills Areas for Certification Fee support only</u>
<u>1 April 2021 – 31 March 2022</u>	<ul style="list-style-type: none"> • Strategy Planning and Implementation <ul style="list-style-type: none"> ○ All Technical Skills and Competencies (TSCs) except Organisational Analysis and Strategy Implementation • Design and Architecture <ul style="list-style-type: none"> ○ All TSCs except Organisational Design • Development and Implementation <ul style="list-style-type: none"> ○ All TSCs except Failure Analysis, Process Validation, Research, User Testing and Usability Testing • Operations and User Support <ul style="list-style-type: none"> ○ All TSCs • Governance and Compliance <ul style="list-style-type: none"> ○ All TSCs 	<ul style="list-style-type: none"> • Stakeholder and Contract Management <ul style="list-style-type: none"> ○ All TSCs • Business and Project Management <ul style="list-style-type: none"> ○ Business Needs Analysis ○ Project Management ○ Business Agility ○ Agile Coaching

	<ul style="list-style-type: none"> • Business Development <ul style="list-style-type: none"> ○ Data Analytics • Sales & Marketing <ul style="list-style-type: none"> ○ Technical Sales and Support • Business and Project Management <ul style="list-style-type: none"> ○ Business Continuity ○ Business Innovation ○ Business Process Re-engineering ○ Business Risk Management ○ Change Management ○ Portfolio Management ○ Disaster Recovery Management ○ Emerging Technology Synthesis ○ Product Management ○ Sustainability Management 	
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Eligibility Criteria

3. What is the general eligibility criteria to qualify for CITREP+ funding support?

Category	Eligibility Criteria
Self-Sponsored	<ol style="list-style-type: none"> I. Be a Singapore citizen or Permanent Resident 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. IV. Commence the training courses and/or certification examination between 1 April 2021 to 31 March 2022 (or otherwise stipulated by IMDA).

<p>Organisation-Sponsored</p>	<p>I. The sponsoring organization must be incorporated or registered in Singapore.</p> <ul style="list-style-type: none"> • Employees of Local Government Agencies are not eligible under the “Organisation-Sponsored” category. Such individuals can qualify for CITREP+ under self-sponsored category <p>II. Trainees must:</p> <ul style="list-style-type: none"> • Be a Singapore citizen or Permanent Resident 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 course and/or certification. • Commence the training course and/or certification examination between 1 April 2021 to 31 March 2022 (or otherwise stipulated by IMDA). <p>III. Eligible sponsoring organisation (SME) claiming up to 90% funding support must meet the SME¹ status</p> <ul style="list-style-type: none"> • To complete and submit Form 2 to endorsed course provider
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- a. Only training courses and certifications **endorsed under the stipulated CITREP+ Programme term will be supported.**
- b. Trainees **must ensure** that Course Providers have submitted their enrolment for CITREP+ for their intended course or certification examination on their behalf in the ICMS system before commencement date.
- c. All training courses / certification examinations must commence within the stipulated CITREP+ Programme Term.

4. 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 the ICMS Library of Courses (<https://eservice.imda.gov.sg/icms>).

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

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

No, trainees must be enrolled in a CITREP+ endorsed courses/certifications in order to qualify for CITREP+ funding.

¹ SMEs are defined as companies having:

- Minimum 30% local shareholding AND
- Company Group annual sales turnover not more than \$100 million OR
- Company Group employment size not more than 200 workers

Group tracing includes all corporate shareholder(s) holding more than 50% of total shareholding of the company and any subsequent corporate parents and all subsidiaries of the company

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

Trainees must be enrolled by an endorsed Course Providers under CITREP+ in order to qualify for CITREP+ funding. You may view the list of endorsed centres and certifications via ICMS' Library of Courses (<https://eservice.imda.gov.sg/icms>).

7. How do I access to ICMS?

For self-sponsored applicants and sponsoring organisations, you should use Singpass. 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>.

After which, you may proceed to create organisation ICMS account via <https://eservice.imda.gov.sg/icms>. Please refer to "ICMS User Account Administration [Organisation Account]" Guide for more details.

8. 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 authorised testing centre.

9. If I am still applying for Singapore citizenship or Permanent Resident status, would I be eligible to apply for the CITREP+ funding support?

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

10. Can I apply for CITREP+ grant if I have already started to attend the course or completed the certification?

All trainees must be enrolled for CITREP+ by the Course Providers prior to the 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.

11. 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.

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

Trainees can only apply for CITREP+ funding for the certification examination once for the same training course / certification upon passing the examination.

Sponsoring Organisations

13. How can I find out if my organisation qualifies for CITREP+ funding support?

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

Organisations that sponsor their employees² 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. The sponsored employee(s) must meet the CITREP+ eligibility criteria and be employed by the sponsoring organisation.

14. 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 ICMS by the endorsed Course Providers before course / examination commencement.

15. 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. 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.

16. If the sponsored trainee is still applying for Singapore citizenship or Permanent Resident status, would my organisation be eligible to apply for the CITREP+?

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

² A person who is an employee of the applicant company as defined in the Employment Act (Cap. 91). Where the Trainee is employed on a part-time basis, the Trainee must be a part-time employee as defined in the Employment (Part-Time Employees) Regulations made under the Employment Act (Cap. 91)

17. 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.

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

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

19. If the trainee resigns or is terminated during the training period, can my 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 while still in service with the organisation in order for the organisation to be eligible for CITREP+ funding support.

Funding Support

20. What is the funding support available?

Support Category	Type	Singapore Citizen		Permanent Resident	
		Training Course and Certification	Certification Only*	Training course and Certification	Certification Only*
Organisation-sponsored	Non-SMEs	Up to 70% of the nett payable course and certification fees, capped at \$3,000 per trainee	Up to 70% of the nett payable certification fees, capped at \$500 per trainee	Up to 70% of the nett payable course and certification fees, capped at \$3,000 per trainee	Up to 70% of the nett payable certification fees, capped at \$500 per trainee
	SMEs	Up to 90% of the nett payable course and certification fees, capped at \$3,000 per trainee		Up to 90% of the nett payable course and certification fees, capped at \$3,000 per trainee	
	Individuals who are 40 years	Up to 90% of the nett payable		Up to 70% of the nett payable	

	old and above	course and certification fees, capped at \$3,000 per trainee		course and certification fees, capped at \$3,000 per trainee	
Self-sponsored	Individuals who are < 40 years old	Up to 70% of the nett payable course and certification fees, capped at \$3,000 per trainee	Up to 70% of the nett payable certification fees, capped at \$500 per trainee	Up to 70% of the nett payable course and certification fees, capped at \$3,000 per trainee	Up to 70% of the nett payable certification fees, capped at \$500 per trainee
	Individuals who are 40 years old and above	Up to 90% of the nett payable course and certification fees, capped at \$3,000 per trainee			

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.

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

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

This is 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.

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

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

SMEs and industry associations previously identified training and upgrading as a key area where they hope to receive Government support. This higher level of funding enables SMEs to send their employees for training.

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

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

Claims

24. Where do I submit my CITREP+ claim application?

For Individuals

You will be required to login to ICMS (<https://eservice.imda.gov.sg/icms>) to create a new claim application and submit the application along with the necessary supporting documents 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.

For Sponsoring Organisations

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 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 acknowledgement 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

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

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

- 1 Self-sponsored to login ICMS via <https://eservice.imda.gov.sg/icms>
- 2 Click on Claim Application
- 3 Click on New Application
- 4 Select the Programme Name, e.g. "CITREP+: (1 April 2021 – 31 March 2022)"
- 5 Select Course Provider
- 6 Select Course/Certification Title
- 7 Click Go
- 8 Upload claim supporting documents
- 9 Review the enrolment details and complete the claim application form
- 10 Click on Submit for Approval

26. When do I need to submit the claim?

All claim applications must be submitted via the ICMS system within **three (3) months** from the actual date of completion of the endorsed training courses or passing the certification examinations.

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.

All supporting documents must be submitted 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.

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

Please refer to the **CITREP+ Claim Application Guide** in the CITREP+ webpage, for the full list of supporting documents required.

27. 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.

28. How can I check for my claim status?

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

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

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

30. 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 6-8 weeks on the status of approval/rejection. For successful application, the disbursement will be made via GIRO to the Applicant within 3 weeks from the approval notification.

31. 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.

32. Which Programme Term should I select to submit my online claims?

You should select the CITREP+ term period as per Programme Term selected under [trainee enrolment application](#). Please seek advice from your Course Provider on the selection.

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.

33. 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.

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

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

SkillsFuture Credits (SFC)

35. Are all CITREP+ courses supported under SFC?

Courses must fulfill the criteria set by SkillsFuture Singapore (SSG) to be eligible for support under SFC. For list of eligible courses, please visit the [SkillsFuture Portal](#).

36. Am I eligible to use SFC 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.

37. 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. However, the total SFC amount claimed and the CITREP+ funding received will be capped at the actual course fees amount incurred by the claim applicant.

38. Can I apply for SFC and CITREP+ funding support more than once?

You may use the credits to offset costs for different courses as long as you have sufficient credits in your account. For CITREP+, you may apply for funding for different training courses. However, each course will only be funded once.

Course Providers

39. How can course providers participate in SkillsFuture Credit (SFC)?

The SkillsFuture Credit scheme is managed by SSG. CITREP+ course providers may express interest to IMDA on the participation in SFC during the course onboarding process under CITREP+. You can also read about the SFC on: <http://www.skillsfuture.sg/credit/trainingproviders>

40. Can course providers choose not to participate in SFC?

Yes, you may. Please inform IMDA if you have decided not to participate in SFC.

41. If trainee is to claim SFC on the course fee, where and how should SFC be reflected in CITREP+ claim supporting document?

a. On the tax invoice and receipt

Course Provider (CP) should indicate both the gross course fee and the SFC amount that trainee has claimed to offset the course fee in the invoice/receipt. ICMS will calculate the final claim amount to be disbursed to the trainee.

b. Point of enrolment

Please submit the SFC amount in the trainee enrolment page. Course Provider's Approving Officer (AO) is required to declare trainee's utilization of SFC and key in the SFC amount during the point of enrolment in ICMS.

Post-Secondary Education Account (PSEA)

Self-sponsored trainees

42. What are the CITREP+ courses that I may use PSEA to pay for?

You may refer to MOE's PSEA website (<https://www.moe.gov.sg/financial-matters/psea>) for the list of approved course providers covered under PSEA. You may approach the course provider to find out the specific courses that are covered under PSEA usage.

43. How do I apply for withdrawal of PSEA to pay for the CITREP+ courses?

You may approach the course providers where you are pursuing the approved programmes to apply for the PSEA withdrawal. The course provider will advise you of the form to submit and the fees and charges which can be paid from your PSEA if there is sufficient balance.

44. Can I apply for PSEA funds to be used to cover the course fees for the course I had paid earlier and get a reimbursement from the course provider?

No. PSEA funds cannot be used for course fees which had already been paid.

45. Can I apply for PSEA, SFC and CITREP+ funding support for the same training course?

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

Course Providers

46. How do we apply for course inclusion under PSEA? What is the eligible criteria for course inclusion under PSEA?

You may refer to MOE's PSEA website for the list of approved institution and programmes that can be considered for inclusion under PSEA usage. Inclusion of courses under PSEA is subjected to MOE's approval.

PSEA website: <https://www.moe.gov.sg/financial-matters/psea/how-to-use>

47. My course is already endorsed under CITREP+. How can I apply for the course to be included under PSEA?

To register your organisation's interest for your CITREP+ approved course to be included under PSEA's course listing, please contact CITREP+ at citrep@imda.gov.sg to register your interest. IMDA will put up the eligible endorsed courses on behalf of course providers and send it to SkillsFuture Singapore (SSG) who will assist MOE in assessing the submission of the courses for inclusion under PSEA. Please note that inclusion of courses under PSEA is subjected to MOE's approval.

For Sponsoring Organisations

48. 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:

- 1 **AA to login ICMS** via <https://eservice.imda.gov.sg/icms>
 - 2 Select "**User Account Administration**"
 - 3 Select "**Organisation Account**"
 - 4 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**"

For Course Providers / Testing Centres

49. What role do the Course Providers play with regards to CITREP+ claim application?

Course Providers **must enroll** the trainees for CITREP+ in ICMS under the enrollment module within active enrolment window period of:

- 30 calendar days before the course and/or examination start date OR
- up to 5 calendar days from the course and/or examination start date

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.

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

Course Providers can help them by providing internet service for application. Alternatively, clients may wish to go to the libraries, community centres and cyber-cafes where there is internet access to apply.

51. 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