

**CITREP+: Massive Open Online Courses Programme**  
(1 April 2018 to 31 March 2019)

**Frequently Asked Questions**

**1. What is MOOC?**

MOOC refers to a Massive Open Online Course.

**2. Which are the MOOC supported under CITREP+? Where can I obtain more information of these endorsed programmes?**

Only MOOC endorsed under the stipulated CITREP+ term will be supported.

You will be able to obtain the updated list of the CITREP+ endorsed MOOC via ICMS' Library of Courses (<https://eservice.imda.gov.sg/icms>). Please select "CITREP+: Massive Open Online Courses [MOOC] (1 April 2018 - 31 March 2019)" from the programme dropdown list under the "Library of Courses" and click "Go".

**Library of Courses**

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(Optional)

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**Library of Courses**

Q

-- Select a Programme --

**CITREP+: Massive Open Online Courses [MOOC] (1 April 2018 - 31 March 2019)**

CITREP+: NICF (1 April 2017 – 30 September 2018)

CITREP+: NICF (1 May 2018 – 30 September 2018)

CITREP+: SF (1 April 2018 – 31 March 2019)

(Optional)

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

Applicants can expect MOOC funding support for:

Category	Type	Funding	
		Singapore Citizen	PR
Organisation-sponsored	Non SMEs	Up to 70% of the nett payable course and certification fees, capped at \$500 per trainee	
	SMEs	Up to 90% of the nett payable course and certification fees, capped at \$500 per trainee	Up to 90% of the nett payable course and certification fees, capped at \$500 per trainee
	Professionals (40 years old and above)		Up to 70% of the nett payable course and certification fees, capped at \$500 per trainee
Self-Sponsored	Professionals	Up to 70% of the nett payable course and certification fees, capped at \$500 per trainee	
	Professionals (40 years old and above)	Up to 90% of the nett payable course and certification fees, capped at \$500 per trainee	Up to 70% of the nett payable course and certification fees, capped at \$500 per trainee
	Students and/or Full-Time National Service (NSF)	Up to 100% of the nett payable course and certification fees, capped at \$500 per trainee	Not eligible

Note: CITREP+ MOOC 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 MOOC.

**4. What are the general eligibility criteria to qualify for CITREP+ MOOC funding support?**

<b>Category</b>		<b>Criteria</b>
Professionals	Self- Sponsored	<p>Be a Singapore citizen or Permanent Citizen at the point of course and/or certification commencement.</p> <ul style="list-style-type: none"> <li>- Meet the admission criteria set by the MOOC Provider.</li> <li>- Be self-enrolled for the intended MOOC in IMDA's Infocomm Competency Management System (ICMS) before the commencement of the endorsed MOOC.</li> </ul> <p>Professionals (aged 40 years and above)</p> <ul style="list-style-type: none"> <li>- Aged 40 and above</li> <li>- Be a Singapore citizen at the point of MOOC commencement</li> </ul>
	Organisation Sponsored	<p>The sponsoring organisation must be incorporated or registered in Singapore.</p> <p>Employees of Local Government Agencies will qualify for CITREP+ under self-sponsored category.</p> <p>Sponsoring SMEs organisation applying for up to 90% funding support for course and certification must meet the following criteria (as defined in accordance with Spring Singapore's definition):</p> <ul style="list-style-type: none"> <li>- Having been registered and operating in Singapore</li> <li>- Having a minimum 30% local shareholding and having group annual sales turnover of not more than S\$100 million or</li> <li>- Group employment size of not more than 200 employees.</li> <li>- 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</li> </ul>

		<p>Sponsored trainee must:</p> <ul style="list-style-type: none"> <li>- Be a Singapore citizen or Permanent Resident at the point of MOOC commencement</li> <li>- Meet the admission criteria set by the MOOC Provider</li> <li>- Be self-enrolled for the intended MOOC in IMDA's Infocomm Competency Management System (ICMS) before the commencement of the endorsed MOOC</li> </ul> <p>Professional (Aged 40 and above)</p> <ul style="list-style-type: none"> <li>- Aged 40 and above</li> <li>- Be a Singapore citizen at the point of MOOC commencement to be eligible for up to 90% funding</li> </ul>
<p>Students</p>	<ul style="list-style-type: none"> <li>i. Singaporean Citizen             <ul style="list-style-type: none"> <li>- Aged 17 to 25</li> <li>- Be a Singapore citizen at the point of MOOC commencement</li> </ul> </li> <li>ii. Must be currently enrolled in full time post- secondary academic studies             <ul style="list-style-type: none"> <li>- Pursuing NITEC, Higher NITEC, Diploma, and up to First Degree awarded through Post-Secondary Educational Institutes (PSEIs) in Singapore.</li> <li>- The trainee must submit proof of matriculation from PSEI to support student status</li> <li>- The trainee must have recommendation by PSEI to pursue the endorsed CITREP+ MOOC</li> <li>- The trainee must commence the endorsed MOOC before the PSEI's graduation date.</li> <li>- The trainee must complete and pass all training required by the endorsed MOOC within the Qualifying Period of 12 months from the commencement date.</li> </ul> </li> <li>iii. Meet the admission criteria set by the MOOC Provider</li> <li>iv. Be self-enrolled for the intended</li> </ul>	

	MOOC in IMDA's Infocomm Competency Management System (ICMS) before the commencement of the endorsed MOOC.
Full-Time National Service (NSFs)	<ul style="list-style-type: none"> <li>i. Singaporean Citizen, serving National Service, up to 6 months post ORD date.</li> <li>ii. The trainee must commence the endorsed CITREP+ Course and/or Certification within the period stated above.</li> <li>iii. The trainee must complete and pass all examinations required by the endorsed MOOC within the Qualifying Period of 12 months from the commencement date.</li> <li>iv. The trainee must submit documentary proof to support full-time NSF status.</li> <li>v. Meet the admission criteria set by the MOOC Provider</li> <li>vi. Be self-enrolled for the intended MOOC in IMDA's Infocomm Competency Management System (ICMS) before the commencement of the endorsed MOOC.</li> </ul>

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

b) Trainees **must ensure** that they have submitted their enrolments for CITREP+ for their intended MOOC in ICMS system before commencement date.

For more details on how to create the trainee enrolment and submit the claim application, please refer to the MOOC trainee enrolment guide online:

- [For self-sponsored trainee](#)
- [For sponsoring organisation](#)

**6. If I am still applying for Singapore citizenship or Permanent Residency, would I be eligible to apply for the CITREP+ MOOC 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+ MOOC funding support.

## 7. How can I claim for CITREP+ MOOC funding support?

Applicant must create the trainee enrolment record first before they can submit the claim application.

Self-sponsored trainee or sponsoring organization who send their employees for training must create the trainee enrolment record in ICMS system before the commencement of the MOOC within the trainee enrolment defined window period. The trainee defined window period is:

- 30 calendar days BEFORE the MOOC start date OR
- Up to 5 calendar days FROM the MOOC start date

Self-sponsored trainee and sponsoring organisation will only be able to submit the claim online in ICMS after the trainee enrolment record have been created and submitted online in ICMS.

The claim may be submitted in ICMS upon successful completion of the MOOC.

For more details on how to create the trainee enrolment record and submit the claim application, please refer to the MOOC trainee enrolment guide online:

- [Enrolment guide for self-sponsored trainee](#)
- [Enrolment guide for sponsoring organisation](#)
- [Claim submission guide for Self-Sponsored trainee](#)
- [Claim Submission guide for Organisation-Sponsored trainee](#)

Please remember that all claim applications must be submitted to IMDA within **three (3) months** from the actual date of completion of the endorsed MOOC.

## 8. Where can I submit the supporting claim documents?

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

## 9. What are the supporting claim documents needed for MOOC 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 MOOC courses.

- Invoice(s) and official receipt(s) issued by the MOOC Provider for the course fees paid by the Applicant.
- Bank statement or equivalent showing the payment transaction made to MOOC provider for the course.
- A copy of trainee's NRIC
- Direct Credit Authorisation (DCA) Form

- Certificate of Course Completion/Achievement/Final Certificate for the endorsed MOOC issued by the MOOC provider.
- Printout copy of SkillsFuture Credit 'Claim Applications' transaction history (\*only applicable to self-sponsored trainees who are Singaporeans aged 25 and above and courses commencing on 1 January 2016.)

For Sponsoring Organisation eligible for up to 90% Support (SME)

- Company declaration of SME Status for funding support (Refer to Form 2)

For Students eligible for up to 100% Support

- Proof of matriculation
- Recommendation by the PSEI (Refer to Form 1)
- Declaration of taking 1st degree awarded through Singapore Public Funded Universities (applicable for University student) (Refer to Form 1)

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For NSF eligible for up to 100% Support

- Documentation Proof of Enlistment and Operationally Ready Date (ORD) date
- Copy of trainee's SAF 11B card

For SMEs eligible for up to 90% Support

- CITREP+ Company Declaration of SME Status for Funding Support (Refer to Form 2)

#### **10. Is the 12 months qualifying period sufficient for trainees to complete the MOOC?**

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 specialization as specified by the MOOC Provider.

#### **11. Can I apply for CITREP+ grant if I have already started to attend the MOOC?**

All trainees must ensure they are enrolled for CITREP+ **prior to commencement** for the intended MOOC before they can qualify for the funding support.

Without valid enrolment record before MOOC commencement in the ICMS system, trainees will not be eligible to apply for CITREP+ funding support.

#### **12. Can I attend any MOOC and claim for CITREP funding support?**

To qualify for CITREP+ funding support, you will need to attend the MOOC from the endorsed MOOC Providers that are participating in CITREP+. Please ensure that you are enrolled for CITREP+ in ICMS before commencing the MOOC. You may view the list of endorsed MOOC via ICMS' Library of Courses (<https://eservice.imda.gov.sg/icms>).

#### **13. Can government agencies sponsor their employees for MOOC and apply for CITREP+ claim?**

Government agencies **are not eligible** for CITREP+ MOOC support. However, employees of the government agencies can apply for CITREP+ MOOC support as self-sponsored trainees.

#### **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 IMDA 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+ MOOC 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 via GIRO within 3 weeks from the approval notification.

**16. Will I qualify for funding support if the MOOC is not endorsed under CITREP+?**

The funding support is applicable to MOOC endorsed under CITREP+ only.

**17. Will CITREP+ supports MOOC fees in foreign currencies?**

Yes. Please submit a copy of the payment details such as the invoices, official receipts and bank statement or equivalent detailing the exchange rate used. The final claim disbursement amount will be issued in Singapore dollars.

**18. What if the trainee is not able to complete the MOOC required within the 12 months qualifying period?**

The trainee will not be eligible for CITREP+ MOOC funding support.

**19. 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>.

**20. Can I apply for CITREP+ MOOC funding support more than once?**

Each applicant may apply for CITREP+ funding for different MOOC training courses. However, each applicant can apply for CITREP+ funding support only once for the same MOOC.

**21. If the trainee fails the MOOC on the first try and retake the MOOC, can the course fees for the subsequent MOOC be supported for CITREP+ funding too?**

No. Trainee can only apply for CITREP+ funding once for the same MOOC training course upon passing of the MOOC.

**22. Am I eligible to use SkillsFuture Credit (SFC) for CITREP endorsed MOOC?**

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. Separate terms and conditions will apply on the use of SkillsFuture Credit

**23. 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 MOOC.