Frequently Asked Questions

1. **What is T-Assist and who are the target audience for T-Assist?**

    Talent Assistance Specialised Training Grant provides course fees subsidies for eligible to media professionals in all sectors (defined by job roles) to upgrade themselves by attending IMDA pre-approved media courses, workshops and master classes which do not constitute or provide credit exemption for any diploma or degree qualifications.

2. **What is the funding support available?**

    Applicants can expect T-Assist funding support for:

Funding Type	Eligibility Criteria	Support Level
Specialised Training Grant (STG)	Singapore Citizens or Singapore Permanent Residents • Fresh Media Graduates • Media Professional • Media Freelancer	Up to 90% of course fees*, capped at $2,500 per course *Including mandatory administration or registration fees chargeable by the Course Providers for the courses.
Training Allowance (TA)	Singapore Citizens or Singapore Permanent Residents • Media Freelancer	$7.50 per hour, capped at $6,500 per financial year (April to March)

3. **Does the funding include GST?**

The T-Assist funding does not support GST, VAT, membership fees, rebates, incentives, discounts or any training grants offered by the Course Providers or any other organisations in relation to the endorsed course. However, it will cover mandatory administration or registration fees chargeable by the Course Providers for the courses.

4. **Does the grant cover registration fees?**

It will cover mandatory administration or registration fees chargeable by the Course Providers for the courses.

5. **If I am still applying for Singapore citizenship or Permanent Resident status, would I be eligible to apply for the T-Assist funding support?**

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

6. What are the eligibility criteria to qualify for T-Assist funding support?

Type of Trainee	Criteria
Fresh Media Graduates	Fresh Graduates from eligible media courses from the following institutions: - A local Private Education Institute (PEI) registered with the Council of Private Education CPE that is either EduTrust Certified by CPE or a Skillsfuture Singapore (SSG) accredited Continuing Education and Training (CET) centre - *Must show evidence of graduation, at least at diploma level within the last (12) months of application.* - Completed NS within last twelve (12) months and completed academic studies in eligible media courses. - *Must show evidence of graduation in media course and date of completion from NS (ROD).*
Media Professionals Self-Sponsored/Organisation-Sponsored	A Media Professional is engaged primarily in media-related work in a media company or any user organisation. The work of the person includes design, development, production, operation, distribution, sales and/or marketing of media. - *Must show evidence of employment in one of the* eligible media job roles *(e.g. letter of employment / declaration from company/ name card)*
Media Freelancers	A Media Freelancer is: i. A person who does not have a contract of service with an employer AND ii. Operates his/her own media service business or trade* without hiring any employees; AND

	iii. He/She negotiates his/her terms and benefits with clients, and it is clearly stated in the contract that it is his/her service as an individual that is being procured for all intents and purposes; AND iv. He/ She can either operate as individuals; OR have an Accounting and Corporate Regulatory Authority of Singapore (ACRA) - registered entity such as sole proprietorships, Limited Liability Partnerships, Limited Liability Companies, Partnerships, and companies, where such entity does not hire any employees. * media service business or trade includes design, development, production, operation, distribution, sale and/or marketing of media. *- Must show evidence of being contracted in at least one freelance media project performing* eligible media job *roles the past six (6) months (e.g. invoice/receipt from hiring company)*

7. Am I eligible for T-Assist if I do not work for a media company?

Yes. You are eligible for T-Assist grant if you are doing a media job role in any company.

8. What are the eligible media programmes?

Media programmes offered by a local Private Education Institute (PEI) registered with the Council of Private Education CPE that is either EduTrust Certified by CPE or a Skillsfuture Singapore (SSG) accredited Continuing Education and Training (CET) centre.

9. What are eligible media job roles?

Audio/ Sound Designer (including Sound Engineer / Audio Engineer / Audio Artist / Sound Artist / Creative Sound Designer / Technical Sound Designer)
Artist, Modeller, Visual Effects Designer, Animator (e.g. Game Artist, 3-D Modeller, 2-D Artist, 3-D Artist, Creative Supervisor/
Director (e.g. Film Director, Art Director, Creative Director, Director of Photography)
Editor (eg. Art Editor - Film or TV Editor, Sound Editor, Online Editor)
Executive Producer, Producer, Advertising Account Executive/Manager

Games Designer (e.g Level Designer)
Marketing and Publicity Executive/Manager of Media IP
Multimedia & Games Developer
Online Creator, Online Video Content Creator
Production Crew (e.g Grip, Gaffer, Lighting Assistant, camera operator, Production Assistant, Data Wrangler)
Project Managers of Media IP (eg. Assistant Director, Production Manager, Line Producer, Post-Production Supervisor)
Sales and Distribution of Media IP and Advertising Inventory
User Interface (UI) User Experience (UX) Designer (e.g Game UX Designer)
Writer (e.g. Screenwriter, Copywriter, Author, Publishing/ Advertising Editor)

10. **What are the endorsed courses under T-Assist? Where can I obtain more information about these endorsed programmes?**

   You will be able to obtain the updated list of the T-Assist endorsed courses via ICMS' Library of Courses (https://eservice.imda.gov.sg/icms).

11. **Will I qualify for funding support if the course is not endorsed under T-Assist?**

The funding support is applicable to T-Assist endorsed courses only. The Course Providers are required to submit their training courses for IMDA's evaluation prior to endorsement.

12. **How can I enroll in a T-Assist pre-approved course?**

Trainees interested to sign up for any of the T-Assist pre-approved course must approach the respective Course Providers. All trainees must be enrolled by the endorsed Course Provider on their behalf for the intended course.

Trainees **must ensure** that Course Providers have submitted their enrollments for T-Assist for their intended courses in IMDA's Infocomm Competency Management System (ICMS) within 30 days before and 5 days after course start date.

Without valid enrolment record by the Course Providers before course commencement in the ICMS system, trainees will not be eligible to apply for T-Assist funding support.

13. **Can I apply for T-Assist grant if I have already started to attend the course?**

    All trainees must be enrolled for T-Assist by the Course Providers within 30 days before and 5 days after course start date for the intended course before they can qualify for the funding support.
    The trainee must commence the endorsed course between 1 May 2018 and 31 March 2019 (or otherwise stipulated by IMDA).

14. **Can government agencies sponsor their employees and apply for T-Assist grant?**

    Employees of Government agencies **are not eligible** for T-Assist support under organisation-sponsored.

15. **Do I have to pay the course fees upfront?**

    Yes. Full payment must be made by the trainee to the endorsed Course Provider prior to submitting the claim application. Trainees can claim for T-Assist grant upon successful completion of the course.

16. **As a Media Freelancer, how much funding support can I receive?**

    Eligible applicants who are a Full-Time Media Freelancer may apply for T-Assist for up to 90% funding support capped at $2,500 per course. Eligible Media Freelancer may also apply for Training Allowance (TA) and receive up to $7.50 per training hour, capped at $6,500 per financial year (April – March).

17. **What should I take note of to qualify for T-Assist funding?**

    You must ensure that the training courses offered by the Course Providers are endorsed under the current T-Assist term.

    You must ensure that the T-Assist endorsed Course Provider(s) have submitted your enrollment for your intended course for T-Assist funding support in the online system (ICMS) before the commencement of your course.

    Please note that without valid enrolment record by the endorsed course providers before the course commencement in ICMS system, you will not be eligible to apply for the claim application submission upon course completion.

18. **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.

19. **When must I submit the T-Assist 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

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 fees, certificates of attendance for completed training. Please refer to the T-Assist Claim Application Guide in the T-Assist webpage, for the full list of supporting documents required.

20. **Are there any supporting documents needed for T-Assist claim?**
    How can Media Freelancers make a claim for Training Allowance?

   The supporting documents are:
   - i. A copy of trainee's NRIC (front and back)
   - ii. Proof of course registration
   - iii. Declaration of eligibility form
   - iv. Original or copies of Invoice(s) and Official Receipt(s) issued by the Course Provider for the Course and/or Certification Examination Fees paid by the Applicant.
   - v. Printout copy of SkillsFuture Credit 'Claim Applications' transaction history[6]
   - vi. Printout copy of PSEA Statement
   - vii. Daily attendance sheet signed by trainee (for classroom course) confirming 75% training attendance
   - viii. Examination Score Report/Result Slip and Final Certificate for the endorsed certification issued by the Certification Awarding Body (if endorsed course dows not lead to any certification) issued by the Course Provider
   - ix. Post-training report on the training outcome, to include skills acquired, outcome achieved and relevance to work

    x.   Completed GIRO form
   xi.   Proof of eligibility:

Fresh Graduates	Evidence of graduation <u>at least diploma level</u> within the last (12) months from list of eligible media programmes (transcript/graduation certificate)
Media professionals	Evidence of employment in one of the eligible media job roles (letter of employment / declaration from company/ name card)
Media Freelancers	Evidence of being contracted in at least one freelance media project in the past six months (invoice/receipt from hiring company)

21. 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, e.g. "**T-Assist Local Specialised Training**"

Select Course Provider
Select Course Title
Click Go
Upload claim supporting documents
Review the enrolment details and complete the claim application form
Click on Submit for Approval

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

22. Which Programme Name should I select to submit my online claims?

You should select the T-Assist Local Specialised Training and term period based on your enrolment.

Please ensure that the T-Assist endorsed course provider(s) have submitted your enrollment for the intended course for T-Assist funding support before you can submit your claim(s) online.

23. 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.

24. 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 talent_assistance@imda.gov.sg

25. How long does it take to disburse T-Assist 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, reimbursement will be via GIRO payment. Please submit the Direct Credit Authorisation (DCA) form as part of the claim supporting documents

26. How can I check for my claim status?

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

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

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

28. Can I apply for T-Assist funding support more than once?

Yes, you may apply T-Assist funding more than once. However, each application must be for different pre-approved course.

SkillsFuture Credits (SFC)

29. **What are the T-Assist courses supported under SFC?**

    The T-Assist endorsed courses via ICMS' Library of Courses (https://eservice.imda.gov.sg/icms) are qualify for support under SFC.

30. **Am I eligible to use SkillsFuture Credit for T-Assist 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.

31. **Can I apply for both SFC and T-Assist funding support for the same training course?**

    Yes, you may utilize both SFC and T-Assist funding for the same training course.

Post-Secondary Education Account (PSEA)

Self-sponsored trainees

32. **What are the T-Assist courses that I may use PSEA to pay for?**

    You may refer to MOE's PSEA website (https://www.moe.gov.sg/education/post-secondary/post-secondary-education-account) 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.

33. **How do I apply for withdrawal of PSEA to pay for the T-Assist 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.

34. **Can I apply for PSEA fund 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 fund cannot be used for course fees which had already been paid.

35. **Can I apply for PSEA, SFC and T-Assist funding support for the same training course?**

   Yes, you may utilize PSEA, SFC and T-Assist funding for the same training course.

CorpPass

36. **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.

37. **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.

   T-Assist 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 login access to ICMS via Singpass will cease by the end of December 2017. After which, access to ICMS will require CorpPass login.

38. **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.

39. **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

40. **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"**

41. **How can I know if my organisation qualify for T-Assist funding support?**

    Your organisation may qualify for T-Assist 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 T-Assist claim.

    Organisations that sponsor their employees for the endorsed training courses

can apply for T-ASSIST 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 T-Assist eligibility criteria and be employed by the sponsoring organisation.

42. What should my organisation take note of to qualify for the T-Assist funding?

Your organisation must ensure that the training courses offered by the Course Providers are endorsed under the current T-Assist term. The trainees must be enrolled for T-Assist in the online system by the endorsed Course Providers before course.

43. If the sponsored trainee is still applying for Singapore citizenship or Permanent Resident status, would my organisation be eligible to apply for the T-Assist?

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

44. Does my organisation pay the course fee in full to the Course Providers?

Yes. Your organisation will pay the Course Providers the course 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.

45. How can my organisation apply for T-Assist claim after the sponsored trainee has completed his course?

To claim for T-Assist 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.

46. **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.

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

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

48. **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.

Reimbursement will be via GIRO payment. Please submit the Direct Credit Authorisation (DCA) form as part of the claim supporting documents.

49. **Is there any bond requirement tied to T-Assist?**

T-Assist does not stipulate to bond trainees who are sponsored by their organisations for training. It is the organisation's discretion to decide if the bond should be imposed.

50. **If the trainee resigns during the training period, can my organisation claim for the T-Assist grant or If my organisation terminates the service of the trainee during the training period, can the organisation claim for the T-Assist grant?**

The trainee must complete the course in order for the organization to be eligible for T-Assist funding support.

For Course Providers

51. **What role do the Course Providers play in regards to T-Assist claim application?**

    Course Providers **must enroll** the trainees for T-Assist in ICMS under the <u>enrollment module</u> within 30 days before and 5 days after course 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.

52. **What documents are provided by the Course Providers to facilitate the trainee claim process?**

    The following documents are required for claim
    applications
         Proof of course registration
         Tax Invoice
         Official Receipt
         Course Attendance Sheet
         Certificate of Completion
         Declaration of eligibility

53. **How can I help the trainees without internet access to apply for T-Assist?**

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