

TRAIN AND PLACE PROGRAM

CLAIM PROCESS FLOW

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Submission

- For participant's monthly allowance, training provider is required to submit the complete Claim Form and monthly Attendance Form to CREST before 20th of each month. Claim can only be processed for participants who has fulfil the minimum training hours.
- For training cost, once training has completed, training provider may claim 70% of the training cost by submitting complete Claim Form and Supporting Documents (pdf format).
- For the balance 30% of the training cost, training provider is required to submit complete Claim Form and Supporting Documents (pdf format) after the participants has been placed in the company.
- All claim forms and supporting documents must be submitted via email to **traininggrant@crest.my**
- A claim reference number will be given.
- Training provider must provide the claim reference number for all correspondence or communication to CREST.
- All claims must be submitted to CREST latest by 9th December 2024.

Review

- CREST will review the claim documents within 5 working days. Incomplete application documents will not be processed.
- If there is any enquiry on the claim documents, an e-mail will be sent to the training provider.
- The review process will take more than 5 working days if there is any enquiry.

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Processing

- The claim processing by CREST will take 30 days.
- If there is any enquiry on the claim information, an e-mail will be sent to the training provider.
- The claim processing will take more than 30 days if there is any enquiry.

Payment

- CREST will email the notification of approval/reject status to the training provider after/within 30 days of claim processing
- For successful claim, CREST will email the Proof of Payment to the training provider.

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