

# GRANT TO UPGRADE TECHNICAL CAPABILITIES OF EDUCATION INSTITUTIONS

## CLAIM PROCESS FLOW

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### Submission

- Submission of claims by education institution must be according to agreed milestones as outlined in the Agreement.
- All claim forms and supporting documents must be submitted via email to **traininggrant@crest.my**.
- A claim reference number will be given.
- Education institution 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.
- For education institution that has requested training allocation, below are the claim process guideline.
  - Once training has completed, training provider (in-house/public training) is required to submit complete Claim Form and Supporting Documents (pdf format) via email to traininggrant@crest.my.
  - For any public training that the education institution has to make upfront payment to the training provider, education institution may pay first to training provider and claim to CREST once training has completed using the Claim Form and Supporting Documents. Education institution must provide all supporting documents for training to CREST before attending the training and receive acknowledgement by CREST to proceed with the training.

### 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 education institution.
- 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 education institutions.
- The claim processing will take more than 30 days if there is any enquiry.

#### Payment

- CREST will update the notification of approval/reject status to the education institution after/within 30 days of claim processing via CREST Grant Management Platform
- For successful claim, CREST will email the Proof of Payment to the education institution.



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