

# UPSKILLING GRANT FOR CURRENT WORKFORCE

## CLAIM PROCESS FLOW

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### Submission

- Once training has completed, training provider or company may initiate the claim submission via **CREST Grant Management Platform** (<https://grant.crest.my>)
- A claim reference number will be given.
- For any public training that the Company has to make up-front payment to the training provider, Company may pay first to training provider and claim to CREST once training has completed using the Claim Form and Supporting Documents. Company must obtain application approval from CREST before attending the training and has complete the award process with CREST in order to be eligible to claim.
- Company/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 company/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 company/training provider.
- 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 company/training provider after/within 30 days of claim processing via CREST Grant Management Platform.
- For successful claim, CREST will update the Proof of Payment to the company/training provider via CREST Grant Management Platform.

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