

TRAIN AND PLACE PROGRAM

CLAIM PROCESS FLOW

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Submission

- All claim submission for the Train and Place Program is via CREST Grant Management Platform (<https://grant.crest.my>)
- For participant's monthly allowance, training provider is required to submit the claim submission with the monthly Attendance Form 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 the claim with supporting documents (pdf format).
- For the balance 30% of the training cost, training provider may submit the claim with supporting documents (pdf format) after the participants has been placed in the company.
- 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. For training which will be conducted in 2025, all claims must be submitted to to CREST latest by 31st March 2025.

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 update the notification of approval/reject status to the 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 training provider via CREST Grant Management Platform.

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