

2016

## **UTAP + SKILLSFUTURE CREDIT FREQUENTLY ASKED QUESTIONS**

(updated 11 January 2016)

## **PART I: ABOUT UTAP (UNION TRAINING ASSISTANCE PROGRAMME)**

### **Q1: What is UTAP?**

Union Training Assistance Program (UTAP) is an individual skills upgrading account for NTUC members. This is to encourage members to take up training and skills upgrading.

### **Q2: How much funding can I get under UTAP?**

As a union member, you can enjoy 50% unfunded course fee support, capped at \$250 per calendar year. This excludes GST, registration fees etc. Please note you must have paid a minimum of \$20 of unfunded nett course fees to claim for UTAP.

### **Q3: Is there a limit to the number of courses that I can apply for UTAP?**

Depending on the course duration, you may apply for more than one course in a year as long as you do not exceed your annual cap of \$250.

### **Q4: Can I choose the amount I want to claim from UTAP?**

No. UTAP funding is fixed at 50% of the unfunded course fees and capped at \$250 per calendar year.

### **Q5: Do I need to fulfill any criteria to be eligible for UTAP?**

Yes, you need to meet the following criteria:

1. Maintained paid-up union membership throughout whole course duration and at the point of claim;
2. Course by training provider must be supported under UTAP and training must commence within the supported period
3. Unfunded course fee must not be fully sponsored by company or other types of funding
4. Unfunded course fee must be S\$20.00 and above; and
5. Member must achieve a minimum of 75% attendance for each application and sat for all prescribed examination(s), if any

### **Q6: How can I apply for UTAP?**

Apply UTAP via our website at <https://skillsupgrade.ntuc.org.sg> within 6 months after the course ends. Late application will be rejected. Please refer to *UTAP Step-by-Step Application Guide* should you need help.

### **Q7: How can I check the status of my UTAP application?**

Step 1: Please visit <http://www.ntuc.org.sg>.

Step 2: Login to your U Portal account

Step 3: Scroll to the bottom of the page, under 'e-Services' click on 'UTAP'. You will be directed to the UTAP application page.

### **Q8: What should I do if I received email notifications that my application is not processed?**

This could have happened due to membership issues. You are either not a union member at the point of application or you could have membership arrears or your membership could have expired.

Please follow the instructions as stated in the email. If your application is not processed due to membership issues, please contact your respective union or NTUC Membership Hotline at Tel 6213-8008. You may also email [membership@ntuc.org.sg](mailto:membership@ntuc.org.sg) within 5 working days to renew your membership or pay the arrears. Your application will be processed once your membership has been reinstated.

### **Q9: When can I receive my claims?**

If you have completed your claim successfully and fulfilled the claim criteria, you should receive your claim(s) in 4 to 6 weeks after the submission of the relevant information. For audit purpose, you may be required to submit relevant documents such as course fee receipt, certificate etc as and when requested by NTUC/e2i. Failure to do so may result in claim delay, or rejection.

**Q10: What are the courses that are supported under UTAP?**

Please refer to [www.skillsupgrade.ntuc.org.sg](http://www.skillsupgrade.ntuc.org.sg) > 'Skills Upgrade Available' > 'Search Courses' to view the list of courses supported under UTAP. Please note that you must take your course within the supported period in order to apply for UTAP.

**Q11: I took a course by an approved training provider under UTAP, but I'm not able to find it on your website?**

While UTAP is supportive, there are some training providers whose courses are submitted by e2i (Employment and Employability Institute) on behalf of. Please try to search under training provider – “**Employment and Employability Institute**”. If you are still not able to locate the course, please write in to [UTAP@e2i.com.sg](mailto:UTAP@e2i.com.sg) for verification and further advice.

**Q12: I saw a course that I am interested to take. Where can I get more information?**

We are sorry that courses listed on our website (<http://skillsupgrade.ntuc.org.sg>) are strictly for UTAP funding purposes. No information on course is provided. Please contact the training provider directly for more details.

**Q13: I have checked my UTAP application status on U Portal but I do not understand what the status means.**

**Please refer to table below:**

'Status Remarks' in UTAP system	What it means?	What you should do now?
Pending Approval.	You submitted UTAP manual claim form via email. UTAP team is still processing the claim.	Application is pending approval. Please check your application outcome by logging into U Portal again in 2-3 weeks' time.
On-Hold.	Application is put on-hold due to outstanding arrears or invalid membership status.	Your application will be on-hold for 30 days from submission date. Please call our NTUC membership hotline at 62138008 to settle your arrears, or approach your union for assistance.
Pending Endorsement.	You have yet to complete your course with funding under 'WTS Scheme, supported by UTAP'. Or you received instant UTAP when you signed up for course at NTUC LearningHub.	If your training including any examinations have ended – contact your training provider for further action.  If not – kindly wait until course has ended and claims will be processed within 4-6 weeks from endorsement, conditions apply.
Endorsed.	Application submitted successfully.	Application submitted successfully and pending processing. You will receive funding letter via email within 5 days. Kindly ensure you have provided a working e-mail. If you do not receive, please check your junk mail folder.
Processing L1 / L2 / L3	UTAP team is processing your application, and could be pending audit documentation checks.	Please submit a copy of your certificate/statement of attendance or course fee receipt to <a href="mailto:UTAP@e2i.com.sg">UTAP@e2i.com.sg</a> . Upon receiving documents, you may check your application status via U Portal within 4-6 weeks.

Pending Disbursement.	Application has been approved and pending disbursement.	Application has been approved and we are preparing payment to you. Please write in to <a href="mailto:UTAP@e2i.com.sg">UTAP@e2i.com.sg</a> if you do not receive payment within 3 working days of value date.
Disbursement Success.	Claim has been disbursed to trainee.	Your UTAP funding has been disbursed to you either by cheque or GIRO. Please check and write in to <a href="mailto:UTAP@e2i.com.sg">UTAP@e2i.com.sg</a> if there are any discrepancies or if you have not received payment.  Payment by cheque will be sent to the mailing address indicated in your application. Kindly contact us at 62138008 or e-mail <a href="mailto:UTAP@e2i.com.sg">UTAP@e2i.com.sg</a> immediately if your mailing address is incorrect.
Disbursement Fail.	The GIRO crediting was unsuccessful.	The GIRO crediting was unsuccessful. A cheque will be mailed to our address as stated in your application. Otherwise, please e-mail <a href="mailto:UTAP@e2i.com.sg">UTAP@e2i.com.sg</a> a copy of your bank account statement (bearing your full name and bank account number).  It may also be a case where bank disbursement failed. In any case, feel free to call us at 62138008 to verify.
Auto-Rejected	UTAP application was rejected.	Please refer to the reason stated on the rejection letter sent to you via e-mail. For further clarification, please email to <a href="mailto:UTAP@e2i.com.sg">UTAP@e2i.com.sg</a> .
Rejected	UTAP application was rejected by UTAP officer.	Please refer to the reason stated on the rejection letter sent to you via e-mail. For further clarification or appeal, please e-mail to <a href="mailto:UTAP@e2i.com.sg">UTAP@e2i.com.sg</a> . Appeal is subject to management approval.

## **PART II: SKILLSFUTURE CREDIT**

### **Q1: What is SkillsFuture Credit?**

SkillsFuture Credit is a national scheme that aims to encourage individual ownership of skills development and lifelong learning. All Singaporeans aged 25 and above will receive an opening credit of \$500 from January 2016. Your credit will not expire and the government will provide periodic top-ups, so you may accumulate your credit.

### **Q2: What can I use SkillsFuture Credit for?**

You may use your SkillsFuture Credit on top of existing government subsidies to pay for a wide range of approved skills-related courses. This includes courses subsidized/approved by WDA, selected courses offered by MOE, courses supported by public agencies (including e2i) and SkillsFuture @ PA courses.

### **Q3: Can I claim both SkillsFuture Credit and UTAP at the same time?**

Yes you can. As long as the course is found on both SkillsFuture Credit and UTAP listing, you may claim both at the same time. Provided you have not offset your course fees in full using your SkillsFuture Credit, you may claim the remaining portion from UTAP. Kindly note that there is a timeline for claim submission under SkillsFuture Credit, and UTAP can only be claimed after course ends.

### **Q4: How do I use my SkillsFuture Credit?**

If you are Singaporean aged 25 and above, or turning 25 this year, you will receive a mailer from WDA informing you of your SkillsFuture Credit account activation.

- a. Please refer to the instructions on the mailer, or visit [www.skillsfuture.sg/credit](http://www.skillsfuture.sg/credit) to see the list of approved courses.
- b. Login with Singpass to submit a claim. You must submit claim details and supporting documents.
- c. Proceed to enroll with training provider (if you have not) and attend training.

### **Q5: What is the claim submission period for SkillsFuture Credit?**

There are 2 options: One is to pay your credit to the training provider, the other to pay credit to yourself (bank account).

- a. Eligibility period to disburse credit to self is **30 days before and up to 90 days after course starts**
- b. To pay credit to training provider must be **30 days before course starts**

### **Q6: How do I claim UTAP with SkillsFuture Credit?**

Depending on which mode of payment you have chosen to use your SkillsFuture Credit, UTAP will fund the remaining portion of 50% course fees, capped at \$250.

You may refer to below illustration:

Claiming UTAP first	\$
Full Course Fees	400
UTAP Funding (50% of fees paid as per receipt)	200
SkillsFuture Credit Claim	200
Training costs	0

Claiming SkillsFuture Credit first	\$
Full Course Fees	400
SkillsFuture Credit Claim	200
UTAP Funding (50% of fees paid as per receipt)	100
Training costs	100

**Q7: I want to claim UTAP first, how do I go about doing this?**

Firstly, please ensure that the course you are taking is supported under UTAP. Then, apply for UTAP via your U Portal account within 6 months after the course ends\*. You may refer to *UTAP Step-by-Step Application Guide* if you need help. Your UTAP application will be processed and funds disbursed to you within 4-6 weeks.

\*Note that the timeline for SkillsFuture Credit claims apply.

^UTAP application may be subjected to audit checks as and when requested by e2i.

**Q8: I already submitted my claims for SkillsFuture Credit, when can I receive the money?**

Please login to your SkillsFuture Credit account using your Singpass to view your claims. For further assistance, you may submit your feedback at <https://portal.wda.gov.sg/feedback> or call SkillsFuture hotline at 6883 5885.

More information on SkillsFuture initiatives can be found here: [www.skillsfuture.sg](http://www.skillsfuture.sg)

**Q9: I do not know which course to take, where can I get training advisory?**

Please visit e2i's Career Services Centre (Employment and Employability Institute) at the address below for training advisory, and employability coaching services.

**Q10: I do not have a computer at home/I do not know how to use a computer. Where can I go to submit my SkillsFuture Credit claims?**

You may approach any of WDA's career services centre, or one of the appointed community centres for assistance. Alternatively, you can look for your union representatives for help on SkillsFuture Credit claims.

### Q11: Where can I get more help?

<b>NTUC Membership Hotline</b>	6213 8008
<b>Email</b>	<a href="mailto:UTAP@e2i.com.sg">UTAP@e2i.com.sg</a> <i>*Please quote your Name, NRIC &amp; Application ID (if any)</i>
<b>Mailing Address</b>	UTAP Team <b>Employment and Employability Institute</b> 80 Jurong East Street 21 #07-03 Devan Nair Institute For Employment & Employability Singapore 609607
<b>Walk-in enquiry</b>	NTUC Members' Hub #B1-01, NTUC Centre No. 1, Marina Boulevard Singapore 018989  Mon to Fri, 9am to 6.30pm Sat, 9am to 2.30pm Closed on Sundays and Public Holidays
<b>e2i Career Services Centre</b>	Devan Nair Institute for Employment and Employability (e2i) 80 Jurong East Street 21, Level 2 Singapore 609607 (Nearest MRT: Jurong East)  Operating hours from: Monday – Friday: 9am to 6pm Saturday: 9am to 1pm Sunday and Public Holiday: Closed  Employment and Employability Institute (e2i) hotline: 64740606

### Other General Enquiries

#### **Q1. I heard there's an assessment centre at e2i to take WPLN? How do I go about registering?**

Yes, you may walk-in to e2i or call 64740606 for more information. Alternatively, please submit your queries through e2i's website at [www.e2i.com.sg](http://www.e2i.com.sg)

#### **Q2: What is CAT test?**

CAT stands for 'Computer Adaptive Test'. There are 5 modules in this test which you can take to find out your competencies: Reading, Listening, Speaking, Writing and Numeracy (maths). Upon taking this test, you can be certified by WDA on your literacy skills. Results from this test could be a means to job entry, or make up entry requirements for selected WSQ/ITE courses. This is especially for those who do not have English or Mathematics pass at GCE 'O' or 'N' level, nor formal Singapore-recognized academic qualification.

#### **Q3: What is Workfare Skill up programme?**

For better advice, we encourage you to walk-in to e2i's career services centre at the above-mentioned address.