

UTAP

Union Training Assistance Programme

UNION TRAINING ASSISTANCE PROGRAMME (UTAP)

Frequently Asked Questions

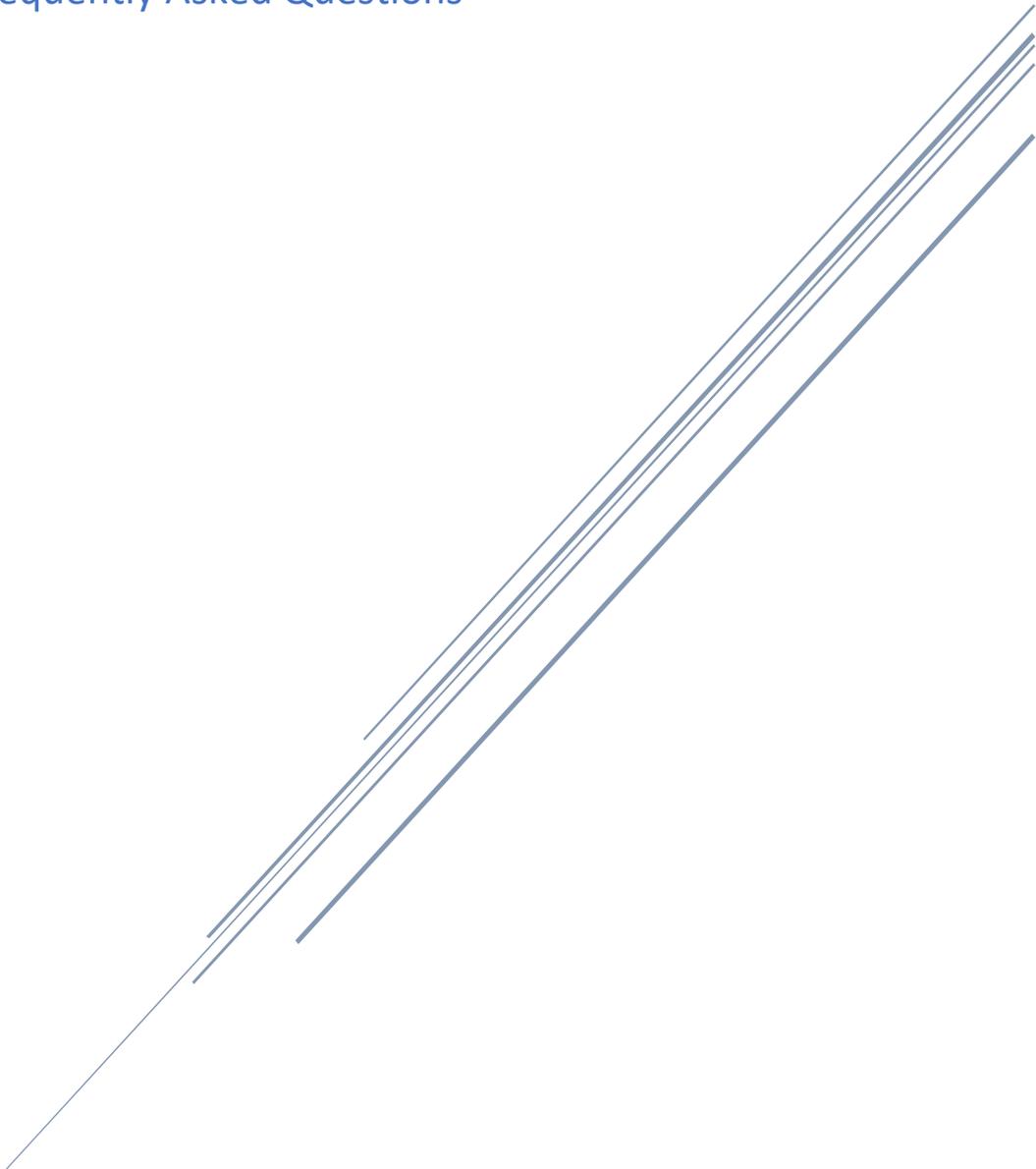


Table of Contents

| | |
|--|---|
| About UTAP | 2 |
| Q1: What is UTAP? | 2 |
| Q2: How much is the training benefit under UTAP?..... | 2 |
| Q3: What is Enhanced UTAP? | 2 |
| Q4: Is there any criteria to claim UTAP? | 2 |
| Courses supported by UTAP | 3 |
| Q5: What are the courses that are supported under UTAP?..... | 3 |
| Q6: Can I sign up for the course via U Portal? | 3 |
| Q7: Where can I get more information for a course that I am interested in? | 3 |
| Q8: I took a course by an approved training provider under UTAP, but I’m not able to find it on your website?..... | 3 |
| Q9: I am interested in a course, but the course is not listed on NTUC Skillsupgrade website. How can this course be supported by UTAP? | 3 |
| Q10: Why are NTUC LearningHub courses not found on the website? | 4 |
| Applying for UTAP | 5 |
| Q11: How do I apply for UTAP? | 5 |
| Q12: Is there a limit to the number of courses that I can apply under UTAP?..... | 5 |
| Q13: Can I choose the amount I want to claim from UTAP? | 5 |
| Q14: What is the amount I should fill in for “Nett Course Fee Paid” during online application? | 5 |
| Q15: What are the documents required for UTAP claim?..... | 6 |
| Q16: If my course start date is on the previous year but will end this year, which year will my UTAP balance be taken? | 6 |
| Q17: How can I check the status of my UTAP application? | 6 |
| Q18: What should I do if I received email notifications that my application is not processed? | 6 |
| Q19: When can I receive my claims? | 7 |
| Q20: What does the UTAP application status reflected on the “Status Remarks” mean?..... | 7 |
| Q21: How do I fill up Bank Details for UTAP? | 8 |
| Troubleshooting | 9 |
| Q22: Having difficulty logging in at U Portal or applying for funding online? | 9 |
| Q23: How can I reset my login password?..... | 9 |
| Q24: I have other / general questions on UTAP. Where can I get assistance?..... | 9 |
| Q25: Where can I get more help?..... | 9 |

About UTAP

Q1: What is UTAP?

Union Training Assistance Programme (UTAP) is a training benefit for NTUC members to defray their cost of training. This benefit is to encourage more NTUC members to go for skills upgrading.

Q2: How much is the training benefit under UTAP?

UTAP supports NTUC Members with 50% reimbursement of the course fee paid out-of-pocket, capped at \$250 per calendar year. Course fees includes GST and excludes materials, registration fees, other miscellaneous fees, etc.

NTUC members aged 40 and above can enjoy Enhanced UTAP for courses attended between 1st July 2020 to 31st December 2022.

Q3: What is Enhanced UTAP?

NTUC Members aged 40 & above can enjoy enhanced funding via Enhanced UTAP where the UTAP cap is increased to \$500 per calendar year. It is only applicable to courses attended between 1st July 2020 to 31st December 2022.

Q4: Is there any criteria to claim UTAP?

Yes. The following criteria must be met:

- 1) Maintained paid-up NTUC membership throughout the entire 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) The course must not be fully sponsored by the company or other types of funding;
- 4) Member must achieve a minimum of 75% attendance for each application and sat for all prescribed examination(s), if any;
- 5) UTAP application must be submitted within 6 months after course completion

Courses supported by UTAP

Q5: What are the courses that are supported under UTAP?

UTAP supports courses that help NTUC Members strengthen their employability skills. You may search for course of your interest at <http://skillsupgrade.ntuc.org.sg/wps/portal/skillsupgrade/home> → click 'Skills Upgrade Available' → 'Search Courses' to view the list of courses supported under UTAP. Do note only courses taken within the supported period (i.e. between Effective Date & Expiry Date) are eligible for UTAP.



Q6: Can I sign up for the course via U Portal?

U Portal is for NTUC Members to claim for funding support from UTAP after course completion. You may sign up for the eligible courses directly with the Training Providers. To know which are the eligible courses, refer to Question 5 and navigate to 'Search Courses'.

Q7: Where can I get more information for a course that I am interested in?

You may contact the training providers directly or visit their websites for more information about the courses.

Q8: I took a course by an approved training provider under UTAP, but I'm not able to find it on your website?

Not all courses by an approved training provider are supported by UTAP. If you are unable to find the course, we would recommend that you enquire with training provider for relevant course support. Alternatively, you may write in to UTAP@e2i.com.sg for advice on courses eligible for UTAP reimbursement.

Q9. I am interested in a course, but the course is not listed on NTUC Skillsupgrade website. How can this course be supported by UTAP?

UTAP supports courses that enhance members' employment and/or employability. The Training Provider can get in touch with e2i to list course(s) if they meet all the UTAP criteria, subjected to evaluation and approval for UTAP support. Training Provider may write in to followup@e2i.com.sg.

Q10: Why are NTUC LearningHub courses not found on the website?

If you are an NTUC Member, NTUC LearningHub will offer UTAP support at the point of course registration thus saving you the trouble of applying for UTAP reimbursement after course completion. You may enquire directly with NTUC LearningHub at their sales sites or visit website <https://www.ntuclearninghub.com> on the courses available and supported by UTAP.

Applying for UTAP

Q11: How do I apply for UTAP?

Please refer to the following steps

- Login to <http://www.ntuc.org.sg>
- Select “E-services”
- Select “UTAP Application” and follow the steps thereafter

A step-by-step user guide is also available at “Welcome to SKILLSUPGRADE Portal (ntuc.org.sg), under UTAP & Member Benefits”. Or click “Downloads” at the bottom of the page.

Please note that UTAP application shall be made within 6 months after the course completion, for example, if your course end date is 2 Nov 2021, the application must be made by 1 May 2022. Please note that late applications will be rejected.

Q12: Is there a limit to the number of courses that I can apply under UTAP?

You may apply for more than one course, for reimbursements up to the maximum cap allowed. The maximum claimable is capped annually at:

- \$250 for members below 40 years old
- \$500 for members aged 40 and above, where training must have commenced within 1st July 2020 to 31st December 2022

Q13: Can I choose the amount I want to claim from UTAP?

UTAP reimbursement is fixed at 50% of the course fees paid out-of-pocket, capped at \$250 or \$500 per calendar year (depending on member’s eligibility). Please refer to the payment amount made as indicated in the proof of payment (e.g. invoice or receipt) and key in accordingly.

Q14: What is the amount I should fill in for “Nett Course Fee Paid” during online application?

Nett Course Fee Paid refers to the out-of-pocket amount paid for course fee after deduction of all other subsidies (including SFC). This should be found in the proof of payment (e.g. invoice or receipt).

| For Illustration Purpose Only: | |
|---|-----------|
| (a) Full Course Fees (before Subsidy): | \$2,000 |
| (b) 7% GST | \$140 |
| (c) Less Government Subsidy (e.g. 90%) | (\$1,800) |
| (d) Course Fee Payable (after Subsidy): | \$340 |

| | |
|---|--------------|
| (d) SkillsFuture Credit: | (\$200) |
| (e) NTUC member pays (Nett Course Fee Paid): | \$140 |
| (f) UTAP Funding (50% calculated by system) | \$70 |

Q15: What are the documents required for UTAP claim?

You are required to upload 2 documents to support the claim. These documents are essential as proof of course fee payment and completion before e2i can process any reimbursement:

- i. Proof of payment (e.g.: Course Invoice / Receipt)
- ii. Proof of completion (e.g.: Certificate / Result Slip)
 - *max file size to upload is 3MB per file*
 - *file type – PDF, JPEG, JPG, PNG*

Q16: If my course start date is on the previous year but will end this year, which year will my UTAP balance be taken?

UTAP utilization is calculated based on the year the course commenced. If your course commencement date was in the previous year, you would be utilizing previous year's UTAP balance.

Q17: How can I check the status of my UTAP application?

- Login in to <http://www.ntuc.org.sg>
- Select "E-Services" and log in with Singpass or U Portal account.
- Click on 'eStatement' - you will be directed to a page where you can view your UTAP balance and UTAP transaction.

Q18: What should I do if I received email notifications that my application is not processed?

This could happen due to membership issues. You are either not an NTUC member at the point of application, or you could have membership arrears, or your membership could have expired.

Kindly follow the instructions from the email notification. If your application is not processed due to membership issues, please contact your respective union or NTUC Membership Hotline at [6213-8008](tel:6213-8008). You may also email 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.

Q19: 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 weeks after the submission of the relevant information. An email notification will be sent to you upon successful disbursement.

Q20: What does the UTAP application status reflected on the “Status Remarks” mean?

Please refer to the table below:

| ‘Status Remarks’ | What does it mean? | What should you do? |
|-------------------------|---|--|
| Pending Approval | Application is pending approval. | You may check your application status 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 the submission date. Please call our NTUC membership hotline at 62138008 to settle your arrears or approach your union for assistance. |
| Endorsed | Application submitted successfully. | Application has been submitted successfully and moved into processing. |
| Processing L1 / L2 | Application is being checked. | You may check your application status again in 2-3 weeks’ time. |
| Pending Disbursement | Application has been approved and is in the process of disbursement. | Please wait for the disbursement to reach your bank account. You will receive an email notification upon disbursement. |
| Disbursement Success | UTAP has been disbursed to you | Please check your bank account for the amount credited (thru GIRO) and your email for the disbursement notification. Should you find discrepancies or if you have not received payment, please write in to UTAP@e2i.com.sg to check. |
| Disbursement Fail | The GIRO crediting was unsuccessful. | You may be contacted by UTAP team to verify your bank details. |
| Auto-Rejected | The application was automatically rejected due to failure to meet criteria. | Please refer to the reason stated on the rejection email. For further clarification, please email to UTAP@e2i.com.sg . |
| Rejected | UTAP application was rejected by UTAP officer. | Please refer to the reason stated on the rejection email. For further clarification, please email to UTAP@e2i.com.sg . |

Q21. How do I fill up Bank Details for UTAP?

If there is no bank account information displayed on UTAP, please key in your bank details. Please refer to the table below for reference on the account number format for the following banks.

| Bank Name | Bank Branch | Account Number | Remarks |
|-----------|-----------------|---|--|
| POSB | 7171 <u>081</u> | 123456789 | All POSB Account Bank Branch is 7171 081 Account Number is total 9 digits |
| DBS | 7171 <u>120</u> | <u>120</u>1234567 | All Bank Branch is 7171 and first 3 digits of the Account No. Account Number is total 10 digits |
| OCBC | 7339 <u>591</u> | <u>591</u>123456789 – input 123456789 as Account Number or <u>591</u>1234567 – input 1234567 as Account Number | All Bank Branch is 7339 and first 3 digits of the Account No. Account Number is total 7 digits or 9 digits Please do not include 591 (first 3 digits) in the Account Number field |

Troubleshooting

Q22. Having difficulty logging in at U Portal or applying for funding online?

If you encounter problems logging in or applying for funding while online, please feel free to contact our Membership hotline at 6213 8008 (Mon - Fri 9.00am to 5.30pm and Sat 9.00am to 12.30pm).

Q23. How can I reset my login password?

- Login in to <http://www.ntuc.org.sg>
- Select “E-Services”
- Click on ‘Change Password’ and follow the instructions thereafter

Alternatively, you may contact NTUC membership hotline at 6213 8008 for assistance.

Q24: I have other / general questions on UTAP. Where can I get assistance?

For any enquiry related to UTAP, you may write in to UTAP@e2i.com.sg. For application matters, please provide us the following information in the email:

- Last 4 characters of your NRIC (last 3 digits and alphabet)
- Full Name (as printed on NRIC)
- Full Course Title
- Name of Training Institution
- Course Start and End dates

Q25: Where can I get more help?

General Enquiry

You may contact NTUC Membership through the following channels:

1. [Live Chat](#)
2. [Online FAQ](#) or write-in to us
3. Membership Hotline: 6213 8008
(Monday - Friday 9.00am to 5.30pm and Saturday 9.00am to 12.30pm)

Counter Appointment @ NTUC Member's Hub only by Request

Our counter services at One Marina Boulevard, #B1-03, Singapore 018989, are available by appointments only.

Please call our hotline at **6213 8008** for NTUC membership assistance. Should you prefer our assistance in person, please contact our hotline to request for an appointment and you will receive an SMS upon confirmation of the appointment at our Member's Hub. We thank you for your understanding.