



# User Guide for UTAP Application

**UTAP**

Union Training Assistance Programme

To apply for UTAP (Union Training Assistance Programme)  
**Step 1:** Go to <http://skillsupgrade.ntuc.org.sg>. Click 'Apply Now' to log in



The main banner features a dark background with a yellow curved border on the left. The text 'Progress with Knowledge' is written in a yellow, stylized font. To the right of the text are three small images of 'ntuc' cards. Below the main text, it says 'Over 1,000 professional courses with up to \$250\* in Union Training Assistance Programme (UTAP)'. A smaller line of text reads '\*Conditions apply.' At the bottom, there is a link that says 'Click here to find out more about UTAP'.



*Please apply online within 6 months from course end*

## Step 2: Log in by entering your NRIC and Password.

The image shows a login interface with two tabs: "LOGIN (U PORTAL)" in red text and "LOGIN (ONE KEY)" in grey text. Below the tabs are two input fields: "NRIC:" and "Password:". A prominent red button labeled "LOGIN" is positioned below the fields. To the right of the "LOGIN" button is a red link that says "Forgot your password?". Below the "Forgot your password?" link is the text "Not a U Portal Member yet?" followed by a grey button labeled "Register". At the bottom of the form, there is a message: "To access our e-services, please login to U Portal using either your U Portal or OneKey account".

LOGIN (U PORTAL) LOGIN (ONE KEY)

NRIC:

Password:

LOGIN

[Forgot your password?](#)

Not a U Portal Member yet? [Register](#)


To access our e-services, please login to U Portal using either your U Portal or OneKey account

## Step 3: Click on the red arrow beside 'Read More'

Membership Signup	▼
Refer A Friend	▼
Membership Renewal	▼
PDPA - Update Particulars	▼
PDPA - Access Report	▼
Care & Share Services	▼
Education Awards	▼
Consent to Marketing Messages	▼
Event Registration	▼
Holiday Facilities	▼


### UTAP Application

UTAP is a training benefit for NTUC members to defray their cost of training. Login to apply for courses supported under UTAP now!

[READ MORE](#) 

# Step 4: Declare membership status before proceeding

Check on either box and click 'Submit'. If non-member, you will be led to membership sign up page

 Please note that this E-service hosted by NTUC requires a minimum (or higher) Web browser of IE 9.0 and Chrome 30. We seek your understanding that we may not be able to resolve your issues due to constraints / restrictions implemented by your mobile device platform and browser.

## Membership Declaration



Are you holding on to this card?

Yes

No

Submit

Cancel

1  
If you click Yes: Proceed with UTAP application  
If you click No: You will be re-directed to sign-up for NTUC Membership

2  
Clicking on "Cancel" will bring you to NTUC U Portal Homepage

# Step 5: Select 'Training Provider' & 'Course Name'

Select the 'Course Start Date', 'Course End Date', employment status  
Indicate 'UTAP' as funding type

## Online Application

- Click 'Cancel' to return to Membership declaration page
- Click 'Submit' will go to online detail form page

Nric: \*

Name: \*

Date of Birth: \*   (dd-mm-yyyy)

**Course Details**

Training Provider: \*

Course name \*

*\*If you are unable to find your UTAP/WTS SCHEME, SUPPORTED BY UTAP approved course, you may refer to this link to contact the respective training provider*

1  
Select your course details & employment status

Start Date: \*

End Date: \*

Employment Status: \*

2  
Please select UTAP

Funding Type: \*

# Step 6: Fill up the remaining information required (Part 1)

## Applicant Details

Application ID:

Nric:

Name:

Date of Birth:  (dd-mm-yyyy)

Status:

1

Please ensure your address & contact is updated. If not, kindly update your particulars before submitting a new application.

## Applicant Address and Contact Details

Postal Code: \*

BLK/House No:  Floor/Unit No #:

Street:

Building Name:

Contact No: \*

Email: \*

If your address/contact is incorrect please click [here](#) to update

## Course Details

Training Provider:

Course name:

Start Date:  (dd-mm-yyyy)

End Date:  (dd-mm-yyyy)

Latest Gross Monthly Salary: \*

2

It is compulsory to enter your salary information

# Step 7: Fill up the remaining information required (Part 2)

Click 'Submit' once you have completed all compulsory fields

### Bank Account Information

Please update the bank account details and upload a copy of your bank statement if:

- 1) You wish to change the existing bank account information or
- 2) If there is no bank account information displayed

Please note the following:

- 1) We do not pay to third party's bank account
- 2) This bank account update will not replace your existing bank details if you are paying your union membership

It is compulsory to upload your bank statement/passbook bearing your full name and account no. (only PDF/JPG allowed). File size be no larger than 2MB.

To credit to another bank account, please enter the account number.

Bank Name: \* 7171-THE DEVELOPMENT BANK OF SINGAPORE LTD (DBS)

Bank Branch: \* 7171-081-Post Office Savings Bank ▼

Account Holder Name: \*

Account Number: \*

Copy of Bank Account Number: \*  Browse...

Please submit a copy of your course certificate/tax invoice/statement of attendance to [UTAP@e2i.com.sg](mailto:UTAP@e2i.com.sg) with application ID as subject title: e.g. (A123456)  
Disclaimer: Funding amount is an estimate of the subsidy provided and may differ from actual funding amount

**Submit** **Reset** **Cancel**



Note: If you have exceeded the 6 months time frame to apply, you will be prompted with this message:



Sorry, you are unable to proceed because you have exceeded the time frame to apply for UTAP (within 6 months after course ends). For assistance, please contact NTUC Membership Hotline at (65) 6213 8008 or e-mail to [UTAP@e2i.com.sg](mailto:UTAP@e2i.com.sg)

Click 'Cancel' to bring you back to NTUC U  
Portal home page

**Note:** If you have membership arrears or inactive membership, you will be prompted with a message:



Sorry, you are unable to proceed. Our records show you have membership arrears. Please contact NTUC Membership Hotline at (65) 6213 8008 for assistance

Continue

Cancel

You can click “Continue” to proceed with the application.

In the meantime, please contact NTUC Membership at [membership@ntuc.org.sg](mailto:membership@ntuc.org.sg) or your respective union (Ordinary Branch members) to check on your membership status.

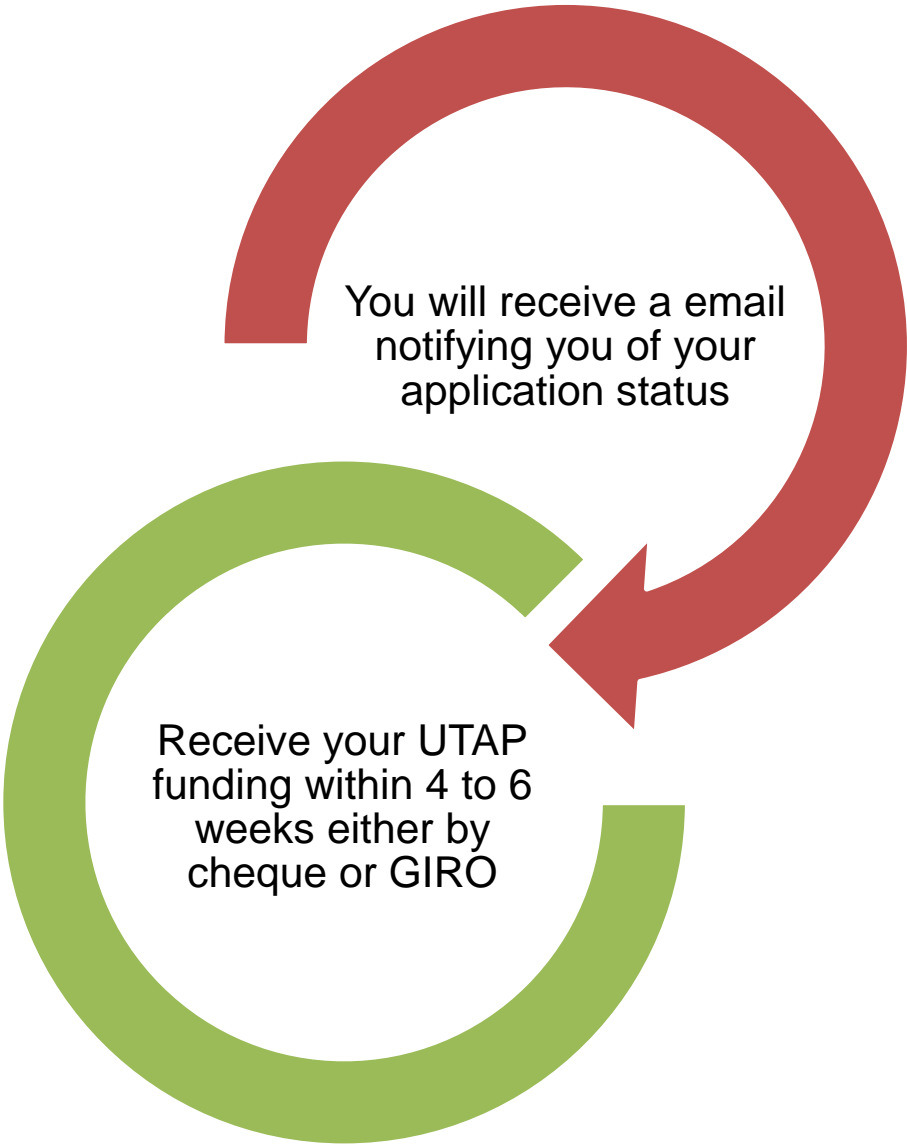
Clicking on “Cancel” will bring you to NTUC U Portal Homepage.  
No application will be submitted.

**Note:** Once submitted successfully, you will see the following message:



Successfully Submitted

[Back to Home](#)



You will receive a email  
notifying you of your  
application status

Receive your UTAP  
funding within 4 to 6  
weeks either by  
cheque or GIRO

**For more information, please contact:**

**Membership Enquiries:**

Email: [membership@ntuc.org.sg](mailto:membership@ntuc.org.sg)

Hotline: (65) 6213 8008

**Course Funding Enquiries**

Email: [UTAP@e2i.com.sg](mailto:UTAP@e2i.com.sg)

You may visit:

**NTUC Members' Hub**

NTUC Centre, 1 Marina Boulevard  
#B1-03

Singapore 018989

Monday - Friday: 9.00am to 6.00pm

Saturday: 9.00am to 12:30pm

Closed on Sundays & Public Holidays.