

UNION TRAINING ASSISTANCE PROGRAMME (UTAP)

FREQUENTLY ASKED QUESTIONS (FAQ)

ABOUT UTAP (UNION TRAINING ASSISTANCE PROGRAMME)

Q1: What is UTAP?

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

Q2: How much funding can I get under UTAP?

As an NTUC member, you can enjoy 50% *unfunded course fee support, capped at \$250 per calendar year. This excludes GST, registration fees and other miscellaneous fees etc. Please note that the *unfunded course fee must have a minimum of \$20 and above to be eligible 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 : If my course start date is on the previous year but will end in this year, which year will my UTAP balance be taken?

For UTAP balance, the utilisation will be based on the year of the course commencement. If your course commencement is in the previous year, you will be utilising your previous year's UTAP balance.

Q6: Do I need to fulfil any criteria to be eligible for UTAP?

Yes. The following criteria must be met:

- a) Maintained paid-up NTUC membership throughout the whole course duration and at the point of claim;
- b) Course by training provider must be supported under UTAP and training must commence within the supported period
- c) The course must not be fully sponsored by the company or other types of funding
- d) *Unfunded course fee must be S\$20.00 and above; and
- e) Member must achieve a minimum of 75% attendance for each application and sat for all prescribed examination(s) if any
- f) UTAP application must be submitted within 6 months after course completion

Q7: How can I apply for UTAP?

Apply UTAP via our website at <https://skillsupgrade.ntuc.org.sg> within 6 months after the course completion. Late application exceeding 6 months from course end date will be rejected. Please refer to *UTAP Step-by-Step Application Guide* should you require assistance.

Q8: 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.

Q9: 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 NTUC 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 [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.

Q10: 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. 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.

Q11: What are the courses that are supported under UTAP?

Please refer to 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.

Q12: I took a course by an approved training provider under UTAP, but I'm not able to find it on your website?

There are some training providers whose courses are submitted by e2i (Employment and Employability Institute). 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 for our follow up with training provider and further advice.

Q13: Where can I get more information for a course that I am interested in?

Courses listed on the website (<http://skillsupgrade.ntuc.org.sg>) are strictly for UTAP funding purposes. To find out more details on the various courses, please contact the training providers directly.

Q14. I am interested in signing up for a course but the course is not listed on the website (<http://skillsupgrade.ntuc.org.sg>). How can this course be supported by UTAP?

The Training Provider can get in touch with e2i to list course(s) that enhance members' employment and/or employability for support under UTAP. Training Provider and their course(s) must meet all the

UTAP criteria in order to be eligible for UTAP funding and subjected to e2i's officer course evaluation outcome.

Q15: I would like to find out more about my UTAP application status.

Please refer to the table below:

'Status Remarks' in UTAP system	What does it mean?	What should you do?
Pending Approval	You submitted UTAP manual claim form via email. The UTAP team is 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 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 submitted successfully and pending processing. You will receive a 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	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 UTAP@e2i.com.sg . Upon receiving documents, you may check your application status via U Portal within 4 weeks.
Pending Disbursement	Application has been approved and pending disbursement.	Application has been approved and pending disbursement of UTAP grants. Please write in to UTAP@e2i.com.sg if you do not receive a payment within 3 working days of value date.
Disbursement Success	The 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 UTAP@e2i.com.sg 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 UTAP@e2i.com.sg 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 UTAP@e2i.com.sg a copy of your bank account statement (bearing your full name, bank 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 UTAP@e2i.com.sg .
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 UTAP@e2i.com.sg . Appeal is subject to management approval.

Note:

*Unfunded course fee refers to the balance course fee payable after applicable government subsidies including SkillsFuture Credit, Mid-Career Enhanced Subsidy, Workfare Training Support, Skills Development Fund, etc.

Q16) How to fill up Bank Details for UTAP?

If there is no bank account information displayed on UTAP, please input your bank details.

Please refer to the table below for reference when inputting the bank details for the followings bank.

Bank Name	Bank Branch	Account Number	Remarks
7171 POSB	7171 081	123456789	All POSB Account Bank Branch is 7171 081 Account Number is total 9 digits
7171 DBS	7171 120	1201234567	All Bank Branch is 7171 and first 3 digits of the Account No. Account Number is total 10 digits
7339 OCBC	7339 591	591123456789 – input 123456789 as Account Number or 5911234567 – 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

Q17: Where can I get more help?

NTUC Members' Hub

NTUC Centre, 1 Marina Boulevard
#B1-03
Singapore 018989

Operating Hours:

Monday - Friday: 9.00am to 6.00pm
Last Queue Ticket will be issued at 5.30 pm
Closed on Saturdays, Sundays & Public Holidays

Enquiry on Membership Matters

Hotline: 6213 8008 (Mon - Fri 9.00am to 5.30pm and Sat 9.00am to 12.30pm)

Enquiry on Union Training Assistance Programme (UTAP)

Email: UTAP@e2i.com.sg

Website: <http://skillsupgrade.ntuc.org.sg>

Q18: For any enquiry related to your UTAP claim status, you may write in to UTAP@e2i.com.sg. For us to serve you better, please provide the following information in the email :

- Last 3 digit + last alphabet of your NRIC number
- Full Name (as printed on NRIC)
- Full Course Title
- Name of Training Institution
- Course Start and End dates
- Copy / screenshot of Tax Invoice
- Copy / screenshot of Certificate / Transcript / Result Slip

Q19. Having Difficultly logging in Uportal or applying for funding online?

If you encounter problem logging in Uportal or applying funding while online, please feel free to contact our Membership hotline at 62138008 (Mon - Fri 9.00am to 5.30pm and Sat 9.00am to 12.30pm).

Q20. How can I reset my login password?

Please download and refer to our step by step guide.

Alternatively, you may contact NTUC membership hotline at 62138008 for assistance.