

## FAQ for SSI's SGUnited Skills (SGUS) Programmes Applicants

### When will the SGUS programmes conducted by SSI commence?

The first run of the SGUS programme conducted by SSI will commence on 11 Jan 2021 while the second run of the programme will commence in early Mar 2021.

The application period for intake one of the SGUS programme by SSI will be from 12 Dec 2020 – 20 Dec 2020.

Please note that the registration may close earlier than 20 Dec 2020 should the application received reach the maximum class size of the abovementioned intake.

### How does the SGUS programmes differ from the SGUnited Traineeship and SGUnited Mid-Career Pathways traineeship programmes launched by Workforce Singapore (WSG)?

The SGUS programmes are designed to:

- Help individuals who are currently unemployed acquire industry-relevant skills that can improve their employability.
- Provide successful applicants with a monthly training allowance from SkillsFuture Singapore (SSG) for the duration of their training to cover their basic expenses.
- Provide successful applicants with assistance regarding career and employment advisory during their job search.

On the other hand, the SGUnited Traineeship and SGUnited Mid-Career Pathways Programmes:

- Are hosted by employers and will help fresh graduates and mid-career individuals gain meaningful work experience.
- Boosts the employability of successful applicants for future job opportunities.
- Provides a training allowance to trainees through co-funding by host employers and the government.

### How does the SGUS programmes differ from the Career Transition Programmes (CTPs) under SkillsFuture Singapore's (SSG) Mid-Career Support Package?

The SGUS programmes are:

- Targeted at jobseekers who have lost their jobs due to COVID-19.
- Aimed at providing full-time reskilling courses that last between six and 12 months.
- Able to provide successful applicants with a monthly training allowance to cover their basic expenses.
- Able to provide highly subsidised course fees.

On the other hand, the CTPs are:

- Aimed at mid-career individuals aged 40 to 60 to help them remain employable.
- Catered to trainees who are seeking to reskill themselves to take on new or enhanced job opportunities.
- Shorter in duration and do not provide trainees with a training allowance.
- Able to provide subsidised train fees but at a lower level than the SGUS programmes.

### **What is the duration of the SSI SGUS programmes?**

There are three different tracks for the SGUS programmes offered by SSI. The programme durations are as follows:

No.	Programme Title	Duration (months)
1	SGUS Social Service Accelerator Programme	6 Months
2	SGUS Volunteer Management Programme	6 Months
3	SGUS Social Service Assistant Programme	8 Months

### **Why are the programme durations so long?**

The SGUS programmes are intended to help trainees acquire industry-relevant skills and enhance their employability to take on job roles in the sector as the economy recovers. Trainees will also obtain industry-recognised certifications as part of the programme. While the programme durations are between six to 12 months, the training will be conducted in a modular format so that participants can have the flexibility to exit the programme once they find jobs.

Upon successful completion of the SGUS programmes conducted by SSI, participants will be issued with a Certificate of Completion.

### **Will the SGUS programmes come with job placements?**

As the SGUS programme operates on a Train-and-Place model, SSI will work with the Employment and Employability Institute (E2i) to provide career advisory and employment assistance for trainees during their job search in the social service sector. However, there is no guarantee of a job placement and trainees would need to be open to the job opportunities available. The programme is also conducted in a modular format which provides trainees with the flexibility to leave the programme should they find a job before the end of the full programme.

### **How will the SGUS programmes offered by SSI be conducted?**

The training modality will vary according to the different programmes, but generally includes a combination of face-to-face trainings/assessments conducted either online or in a physical classroom setting as well as online self-directed e-learning and/or project work/internships with Social Service

Agencies (SSAs). For more details, please refer to the programme outline for the different tracks on [SSI's website](#).

Please note that in view of the COVID-19 situation and as per advisory from SSG, online learning remains the default delivery mode wherever feasible. Hence, applicants are required to ensure that they have a fully operational desktop or laptop with them, with a built-in or external webcam for videoconferencing, stable internet connection at home and an earphone/headphone with microphone in good working condition

As SGUS is a full-time training programme, classes will mostly be conducted on a full day basis.

## Programme Fees

### What are the course fees for the SGUS programmes offered by SSI?

The nett fee after government subsidies for the different programmes are as follows:

No.	Programme Title	Course fee (inclusive of GST)
1	SGUS Social Service Accelerator Programme	\$500
2	SGUS Volunteer Management Programme	\$500
3	SGUS Social Service Assistant Programme	\$666.67

Fees for SGUS programmes have been kept affordable as the programmes are targeted at unemployed individuals. In most cases, government subsidies for each programme covers more than 95% of the programmes fees. Trainees can offset the nett course fees using their SkillsFuture Credit, including the top-ups announced in the 2020 Unity Budget.

### Do individuals pay the full amount of the nett fees upfront or at the end of the programme?

Successful applicants will be required to pay the nett fees upfront. Applicants can make their payment online via credit or debit card, PayNow or Internet Banking. Applicants will be required to provide the payment reference number/payment details, for SSI to check and confirm the receipt of their payment.

## Programme Eligibility

### Who are eligible to enrol in the SGUS Programmes?

The SGUS programmes are open to Singapore Citizens and Permanent Residents (PRs) aged 21 years and above, who meet the eligibility criteria. It is designed to cater to mid-career jobseekers who are unemployed and require support. Please refer to the [programme outlines](#) for more details on the different tracks and their eligibility criteria

Participants can enroll in the SGUS programmes only once. If an applicant had previously enrolled for the SGUS programme with another training provider and has received subsidies from SSG beforehand, they will not be eligible to apply for SGUS programmes conducted by SSI.

### **Why are fresh graduates' ineligible for the SGUS?**

Fresh graduate jobseekers are encouraged to consider the jobs and traineeship opportunities available under the SGUnited Jobs & Skills Package, as these initiatives provide fresh graduates with the opportunity to apply their skills in job-specific roles. In particular, the SGUnited Traineeship positions are reserved for those who graduated or completed their full-time National Service in 2020 or 2019.

Fresh graduates who are Singapore Citizens or PRs from autonomous universities, polytechnics and Institutes of Technical Education (ITE) who wish to upskill should consider the free Continuing Education and Training (CET) modules offered by their alma maters, of which some modules can be stacked into micro-credentials.

The SGUS programmes are designed to cater to mid-career unemployment jobseekers who require support in seeking employment.

### **Will trainees have to possess certain academic qualifications to sign up for the SGUS programmes?**

Trainees will be assessed on their suitability for their chosen track prior to enrolment based on the information provided in their application form. Academic qualifications are one of the several assessment criteria.

### **Will existing trainees under other programmes be allowed to join the SGUS programmes?**

As the SGUS is a full-time training programme, existing trainees and jobseekers should not apply for the programme if they are unable to commit to full-time training over a six to 12month training duration.

### **Will trainees, who drop out of the programme midway, be penalised or required to refund the course fee subsidy?**

The programmes allow trainees to exit without penalty if they are successfully placed into a job or have secured a job on their own accord while undergoing training. However, trainees who exit the programme without a valid reason may be asked to return the course fee subsidy that they have received.

### **Will trainees who fail the programme be required to refund the course fee subsidy?**

Similar to existing requirements for other training grants administered by SSG, trainees must fulfill the minimum attendance requirements and pass the assessments to qualify for course fee subsidies. Trainees who are unable to meet these requirements may be asked to return the course fee subsidies that they have received.

## **Will SSG allow trainees, who did not manage to find a job after completing a course, take up another course under the SGUS programmes?**

In order to provide opportunities for as many Singapore Citizens and PRs as possible, individuals can only enroll in the SGUS programmes once.

## **Training Allowance**

### **How is the training allowance determined?**

The training allowance under the SGUS programmes are intended to help cover basic expenses incurred by trainees over the duration of training. The rates of other schemes that provide income relief support, such as the COVID-19 Support Grant (CSG) and the Self-Employed Person Income Relief Scheme (SIRS), were considered in determining the SGUS training allowance amount. The allowance quantum is higher than that provided under the CSG and SIRS in recognition of the training commitment involved.

### **How do trainees apply for the training allowance? What are the supporting documents needed?**

Successful trainees will be guided on the training allowance application process, requirements/ conditions for receiving training allowance and the supporting documents needed upon confirmation of their enrolment. This will occur before the programme commencement.

### **Will trainees be eligible for a training allowance if they do not complete the programmes?**

Trainees will only be eligible for training allowances for the months in which they attend training and if they meet the minimum attendance required. The training allowance will be discontinued once the trainee leaves the programme, including the situation whereby the trainee has an early exit due to a job placement.

There will be no pro-ration of the training allowance for trainees who leave after completing a partial month of training.

### **When and how will trainees receive their monthly training allowance?**

Trainees will receive their training allowance at the beginning i.e. by the 7<sup>th</sup> of the subsequent month via PayNow. Trainees will need to have a PayNow account linked to their NRIC to receive their monthly training allowance. Prior to the payment, SSI will also need to verify that the trainees have fulfilled the minimum attendance required for each month.

Trainees will be required to download the MySF mobile app in order to receive the notification related to the pay-out of the training allowance.

More information on PayNow could be found [here](#).

## **Will recipients of existing subsidies and grants such as the SIRS be allowed to take part in the SGUS programmes?**

Recipients of the CSG and the SIRS are also encouraged to participate in the programmes to enhance their employability. Trainees who are concurrently receiving CSG or SIRS payouts will receive a lower training allowance as they are already receiving income relief.

## **Will trainees on the SGUS programmes be eligible to apply for the CSG or SIRS?**

Individuals who are already enrolled in the SGUS programmes will not be eligible for the CSG and SIRS.

## **Will trainees on the SGUS programmes be eligible for the hourly training allowance under the NTUC Training Fund (SEPs) (previously known as Self-Employed Person Training Support Scheme) and Workfare Skills Support Scheme (WSS) for the modules taken under the programmes?**

As monthly training allowances are already provided to trainees under the SGUS programmes, trainees will not be eligible for the hourly training allowance under the SEPs or the WSS.

## **Hiring Placement**

### **Is the Enhanced Hiring Incentive applicable to the SGUS programmes?**

Yes, the SGUS programmes are eligible for the Enhanced Hiring Incentive, which was first introduced as part of the SkillsFuture Mid-Career Support Package in the Feb 2020 Unity Budget and which was expanded under the Fortitude Budget.

The incentive has been expanded to cover workers of all ages, with higher support for those aged 40 and above. Employers who hire SGUS trainees aged below 40, can receive 20% salary support for six months (capped at \$6,000 in total), while those who hire trainees aged 40 and above can receive 40% salary support for six months (capped at \$12,000 in total).

## **Application Process**

### **How do I apply for the SGUS programmes conducted by SSI?**

The enrollment for intake one of the SGUS programmes conducted by SSI is now open. The registration period is from 12 Dec 2020-20 Dec 2020.

The registration might however, close earlier should the applications received reach the maximum class size before the registration closing period of 20 Dec 2020.

Interested applicants can register for the programme via the e-services page on [SSI website](#).