

UNION TRAINING ASSISTANCE PROGRAMME (UTAP) / ENHANCED UTAP

FREQUENTLY ASKED QUESTIONS (FAQ)

ABOUT UTAP (UNION TRAINING ASSISTANCE PROGRAMME)

Q1: What is UTAP?

Union Training Assistance Program (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: What is Enhanced UTAP?

Enhanced UTAP is an extension of UTAP to provide extra support to members aged 40 and above by increasing their funding cap from \$250/pax to \$500/pax in year 2020 till 2022. It is only applicable to courses attended between 1st July 2020 to 31st December 2022.

Q3: 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. NTUC members aged 40 and above can enjoy 50% of unfunded course fees capped at higher funding support of \$500 per calendar year, for courses commenced between 1st July 2020 to 31st December 2022. This excludes GST, registration fees, and other miscellaneous fees, etc. Please refer to footnote at Page 6 for more information on definition of unfunded course fee.

Q4: Who manages UTAP funding for individuals?

NTUC's e2i (Employment and Employability Institute) is the programme manager for NETF (NTUC-Education and Training Fund) that supports all UTAP courses.

Q5: Is there a limit to the number of courses that I can apply for UTAP?

Depending on the course duration, if you are an NTUC member, you may apply for more than one course from the UTAP course listing. 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

Q6: 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 or \$500 per calendar year. Please note that \$500 is only eligible for members aged 40 and above, with courses commenced between 1st July 2020 to 31st December 2022.

Q7 : If my course start date is on the previous year but will end this year, which year will my UTAP balance be taken?

For UTAP balance, the utilization will be based on the year of the course commencement. If your course commencement date was in the previous year, you will be utilizing your previous year's UTAP balance.

Q8: Do I need to fulfill any criteria to be eligible for UTAP?

Yes. The following criteria must be met:

- 1) Maintained paid-up NTUC membership throughout the 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) 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

Q9: How can I apply for UTAP?

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

Q10: 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: Go to "e-Services" – you can find it on top or when you scroll to the bottom of the page.

Step 4: Click on 'eStatement', you will be directed to a page where you can view your UTAP balance and UTAP transaction.

Q11: 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 an 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.

Q12: What is UTAP Upfront?

From 1 April 2020, instead of claiming UTAP funding after course completion, NTUC Union Members can claim from UTAP upfront at the point of application for the selected courses with NTUC LearningHub (LHUB).

Click [here](#) to find out more about Upfront UTAP with LHub, or click [here](#) to view their full list of UTAP Eligible Courses.

Q13: 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 purposes, 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.

Q14: What are the courses supported under UTAP?

Please refer to <http://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.

Q15: 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 through 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 the training provider and further advice.

Q16: 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.

Q17. I am interested in signing up for a course but the course is not listed on the website (<http://skillupgrade.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 Providers and their course(s) must meet all the criteria in order to be eligible for UTAP funding, and eligibility outcome is subjected to e2i's assessment and course evaluation.

Q18: 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 I 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 it, 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 clarifications, please e-mail to UTAP@e2i.com.sg .
Rejected	UTAP application was rejected	Please refer to the reason stated on the rejection letter sent to you via e-mail. For clarifications or appeals, kindly e-mail to UTAP@e2i.com.sg . Appeals are subjected 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.*

Q19. 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 following banks.

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	120 1234567	All Bank Branch is 7171 and first 3 digits of the Account No. Account Number is total 10 digits
7339 OCBC	7339 591	591 123456789 – input 123456789 as Account Number or 591 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

Q20. Having difficulty logging in Uportal or applying for funding online?

If you encounter problems with login on [U Portal](#) or at any stage of UTAP application, 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).

Q21. 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 6213 8008 for assistance.

Q22: 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 4 characters of your NRIC
- 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

Q23: Where can I get more help?

Enquiry on Membership Matters

As we are currently experiencing high volume of enquiries, we seek your kind understanding and patience when contacting us. We will attend to you as soon as we can.

We care for the health and well-being of our members and staff.

For your safety and convenience, you may contact us through the following channels:

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

Counter Appointment-only Requests

Our counter services at One Marina Boulevard, #B1-03, are available **from 3 August 2020 onwards** by appointments only. Our operating hours are from 10 am to 4 pm, from Monday to Friday (exclude Public Holidays).

Should you still require union membership assistance in person, please call our hotline, **6213 8008** at least **2 working days** in advance to request for an appointment.

You will receive an sms upon confirmation of the appointment.

Click [here](#) to find out more.

Enquiry on Union Training Assistance Programme (UTAP)

Email: UTAP@e2i.com.sg

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