

UNION TRAINING ASSISTANCE PROGRAMME (UTAP)

Frequently Asked Questions



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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?

NTUC Members enjoy 50% unfunded course fee support for up to \$250 per calendar year when you sign up for courses supported under UTAP. Unfunded course fees includes GST, miscellaneous fees, registration fees, examination fees, insurance fee, statutory license fee (CLASS) and excludes student union subscription fee, reschedule/transfer fee, other miscellaneous fees, etc.

Q3: What is Enhanced UTAP?

NTUC members aged 40 and above can enjoy Enhanced UTAP support of \$500 per member per calendar year for courses attended.

Q4: Is there any criteria to claim UTAP?

Yes. The following criteria must be met:

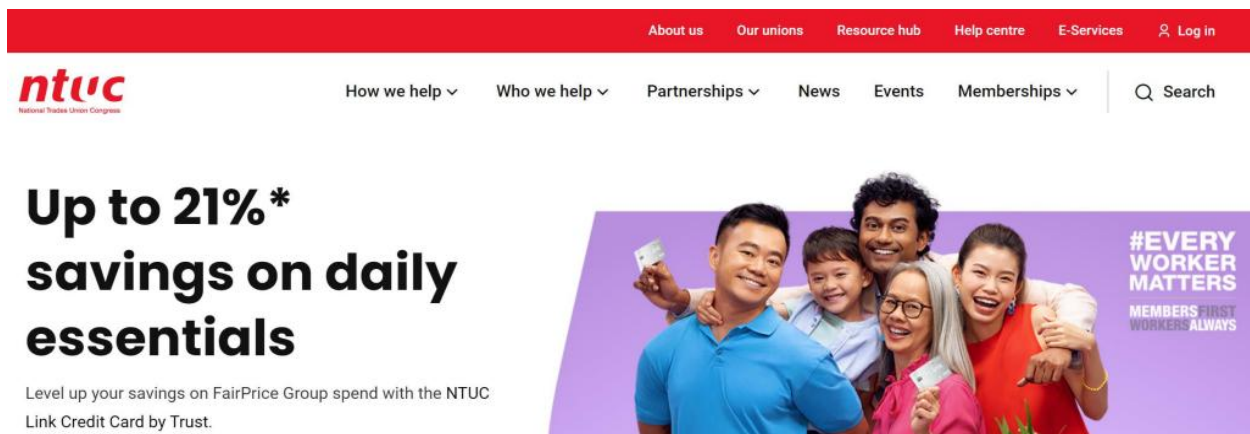
- 1) Maintained paid-up NTUC membership throughout the entire course duration and at the point of claim;
- 2) Course by training provider must be supported under UTAP and training must commence within the supported period;
- 3) The course must not be fully sponsored by the company or other types of funding;
- 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

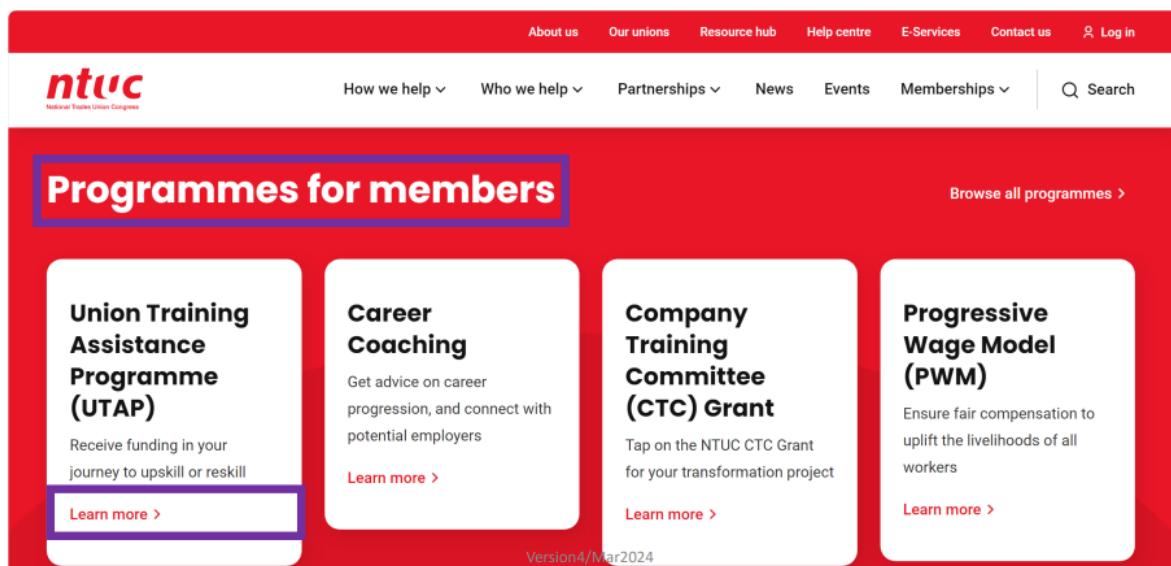
Q5: What are the courses that are supported under UTAP?

UTAP supports courses that help NTUC Members strengthen their employability skills. You may search for course of your interest at <https://www.ntuc.org.sg>

Step 1: Go to <https://www.ntuc.org.sg>



Step 2: Scroll down the page to “Programmes for members” section. Click on “Learn more” under the Union Training Assistance Programme (UTAP)



Step 3: Scroll down the page to “How to apply?” section and click “Find a course”

Overview Who can apply **How to apply** FAQ Become a member

How to apply?

Step 1: Find a course that is supported by UTAP.

Step 2: Register for a course with a training provider and attend training. For course information and enrolment, please contact the training provider.

Step 3: Log in to the U Portal account to submit the UTAP application. NTUC members should apply for their UTAP claim within 6 months after the course ends. Late applications will be rejected.

Step 4: Select or type the fields and click “Search”.

Find a course

Search Course

Please contact the training provider for more information about the course.

Training Provider

Course Title

Industry

Funding Type

Kindly note that for your claim to be eligible for UTAP, your course start date must fall within the supported period (between the Effective Date and the Expiry Date).

Course Title	Training Provider	Effective Date	Expiry Date	Funding Type	Industry
2-Day Professional Scrum Master Course	CuriousCore	09-Oct-2023	31-Mar-2025	UTAP	Financial And Insurance Activities
2024 Key Transfer Pricing Practices in Asia	ACCA Singapore Pte Ltd	21-Feb-2024	31-Mar-2025	UTAP	Financial And Insurance Activities
2024 Technical Update on SFRS(I), IFRS Accounting Standards	Institute of Singapore Chartered Accountants (ISCA)	17-Apr-2024	31-Mar-2025	UTAP	Financial And Insurance Activities
A Beginner's Introduction to Blockchain Technology with Ethereum & Solidity Smart Contracts	TEMASEK POLYTECHNIC	12-May-2020	31-Mar-2025	UTAP	Financial And Insurance Activities
A Comparison of FRS for SMEs vs IFRS	Institute of Singapore Chartered Accountants (ISCA)	01-Apr-2023	31-Mar-2025	UTAP	Financial And Insurance Activities

Q6: Can I sign up for the course via UPortal?

UPortal 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 am 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.

Q9: I am interested in a course, but the course is not listed on the 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 utap_tp_support@ntuc.org.sg. Or, you may write in to UTAP@e2i.com.sg for advice on courses eligible for UTAP.

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 <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

- Go to <https://www.ntuc.org.sg>
- Click on “E-services”
- Click on “Apply here” under Union Training Assistance Programme (UTAP)
- Log in with your Singpass

A step-by-step user guide is also available at <https://www.e2i.com.sg/union-training-assistance-programme-utap>. Click “[Download the UTAP Application Guide](#)” 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 Jan 2024, the application must be made by 1 June 2024. 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

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 claim?

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 fee (before GST)	\$1,200

(b) Less 70% SkillsFuture (SSG) subsidy on full course fee	(\$840)
(c) Less SkillsFuture credit available	(\$100)
(d) Add GST @ 9% based on full course fee	\$108
(e) You pay (<i>key this amount into the UTAP claim page</i>)	\$368

UTAP eligible for this claim would be 50% of the net amount you paid (i.e. item e), calculated as \$184.

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*

If there is a change in bank account or no information displayed, you are also required to enter your bank account details and upload a copy of your bank statement or cover page of bank book showing your full name, bank name, and bank account number.

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 claim?

- Go to <https://www.ntuc.org.sg>
- Select "E-Services"
- Select "Membership E-Statement"
- Log in with your Singpass

Q18: What should I do if I received email notifications that my claim 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.

For further assistance, please connect with us through these channels.

Membership Enquiries:

- Chat with NTUC Virtual Assistance – Nicole at <https://www.ntuc.org.sg/uportal/contact-us> or click [here](#).
- Call Membership Hotline: **6213 8008** (Monday – Friday 9.00am to 5.30pm and Saturday 9.00am to 12.30pm).
- In-person service is strictly by appointment only. Please book a time through [Online NTUC Membership Appointment Booking](#) and you will receive an email confirmation of the date, time and venue. Ordinary Branch members can contact your respective union or union reps for assistance.

UTAP-related Enquiries:

Please email to UTAP@e2i.com.sg or visit our website at <https://www.ntuc.org.sg> for more information.

Q19: When can I receive my claim?

If you have completed your claim successfully and fulfilled the claim criteria, you should receive your claim(s) within 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 claim 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	Claim is pending approval.	You may check your claim status again in 2-3 weeks' time.
On-Hold	Claim is put on-hold due to outstanding arrears or invalid membership status.	Your claim 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	Claim submitted successfully.	Claim has been submitted successfully and moved into processing.
Processing L1	Claim is being reviewed.	You may check your claim status again in 2-3 weeks' time.
Processing L2	Claim is under further review.	You may check your claim status again in 1-2 weeks' time.
Pending Disbursement	Claim 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 (through 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 claim 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 claim 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	Account Number	Remarks
POSB	123456789	Account Number is all 9 digits
DBS	1201234567	Account Number is all 10 digits
OCBC	501 1234567890 input 1234567890 as Account Number or 501 123456789987 input 123456789987 as Account Number	Account Number is total 10 digits or 12 digits , please do not include 501 (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 to <https://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)
- Date of Birth
- Full Course Title
- Name of Training Institution
- Course Start and End dates

Q25: Where can I get more help?

You may contact NTUC Membership through the following channels:

1. Click [here](#) to chat with us.
2. Membership Hotline: 6213 8008
(Monday - Friday 9.00am to 5.30pm and Saturday 9.00am to 12.30pm)

We thank you for your understanding.