

SKILLSFUTURE CREDIT

**LIFELONG LEARNING
BEGINS WITH ME**

**未来技能培训补助
终身学习从我做起**



I CAN
empower
myself with
SKILLS



What is SkillsFuture Credit?

SkillsFuture Credit aims to encourage individual ownership of skills development and lifelong learning. All Singaporeans aged 25 and above will receive an opening credit of S\$500 from January 2016. Your credit will not expire and the government will provide periodic top-ups, so you may accumulate your credit.



**Singapore
Citizen**



**Aged 25 years
and above**



**Receive S\$500
initial credit**

How to view my SkillsFuture Credit account?


You can log in to your account at www.skillsfuture.sg/credit with your SingPass.




What can I use my SkillsFuture Credit for?

Your SkillsFuture Credit can be used on top of existing government course subsidies to pay for a wide range of approved skills-related courses:


- 1




Courses subsidised or approved by the Singapore Workforce Development Agency (WDA), including online courses
- 2



Selected courses offered by Ministry of Education (MOE)-funded institutions*
- 3



Courses supported by public agencies
- 4



SkillsFuture@PA courses offered by the People's Association, courses offered by the Infocomm Development Authority's participating Silver Infocomm Junctions and selected courses under the National Silver Academy^

* Institute of Technical Education, polytechnics, autonomous universities, SIM University, LASALLE College of the Arts and Nanyang Academy of Fine Arts.

^ Will be available from the second quarter of 2016.

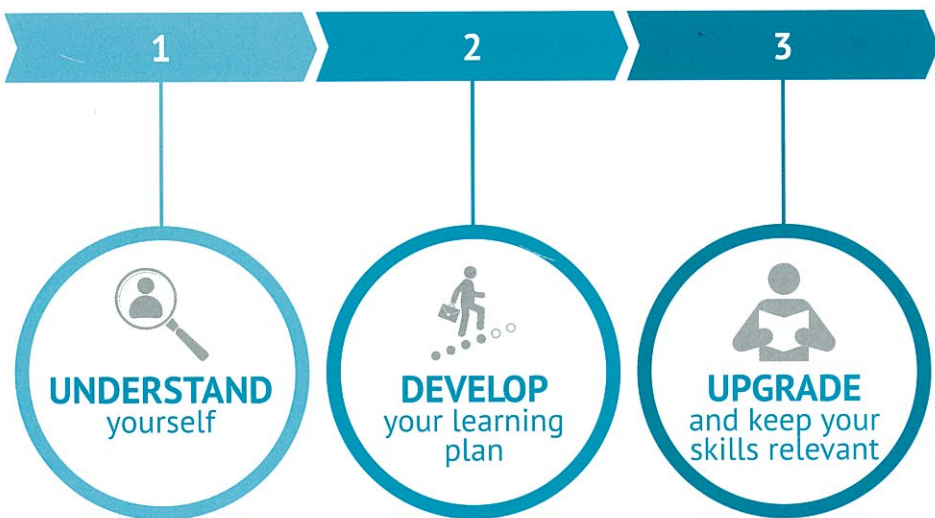
A full list of the approved courses can be found at www.skillsfuture.sg/credit.

I CAN

plan my
learning
JOURNEY



Take ownership of your self-development and career progression by planning your learning journey in 3 simple steps.





Understand yourself

Take some time to plan your career path.

Think about:

- ☐ What are your strengths?
- ☐ What are your skills?
- ☐ Where are you now in your career and where do you want to be?

Seek feedback on your strengths and weaknesses from your current or former supervisors, or colleagues.



Develop your learning plan

Identify the steps to take towards achieving your goals.

- ☐ Prepare an action plan and chart your journey.
- ☐ List the resources that can help you achieve these goals.



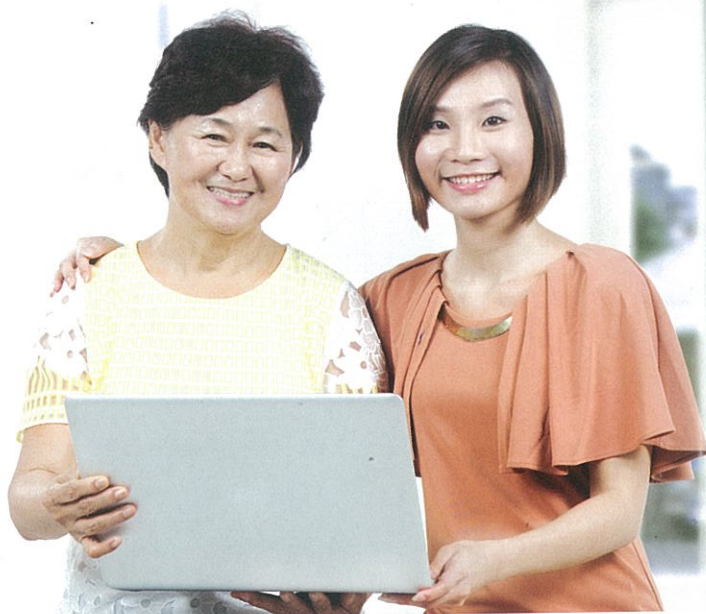
Upgrade and keep your skills relevant

Lifelong learning and continual skills upgrade will keep you relevant in today's dynamic workforce.

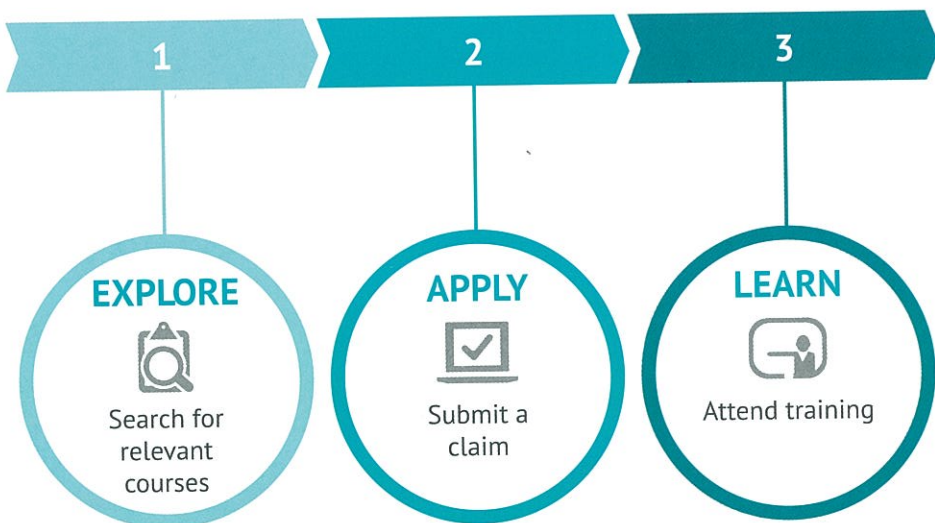
Acquiring and refreshing skills do not necessarily come from formal courses alone. You can also upgrade work-related skills via hands-on experience.

After reviewing your career development plan, read on and learn how SkillsFuture Credit enables you to pursue your goals.

I CAN learn ANYTIME





It's easy to start your learning journey and to use your SkillsFuture Credit.



Step 1: Explore courses

How do I find an approved course?

1. Go to www.skillsfuture.sg/credit, enter your course title and click on  to begin your search.
If you do not have a course title in mind, click on  to proceed.



2. You will be redirected to the SkillsFuture Credit Course Directory. If you have entered a course title on the previous page, the Course Title field will be populated.
You may enter more information to update your course search by:
 - ▶ Courses Starting From (to search for courses from the entered date and onwards)
 - ▶ Area of Training
 - ▶ Course Title
 - ▶ Training Provider

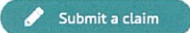

3. After you have reviewed and selected the course that you would like to attend, please register for the course directly with the training provider before applying to use your credit.

Step 2: Apply to use my credit

You can apply to use your credit from 30 days before the course start date, and up to 90 days after the course start date. Before logging in to your account, you will need to have your SingPass ID, password, name of training provider, course title and course start date.

PLEASE NOTE:


You will need to register directly with the training provider to enrol for the course. Applying to use your credit does **NOT** register you for the course.

1. Log in to your account at www.skillsfuture.sg/credit with your SingPass.
- ❗ If you need help with your SingPass, please visit www.singpass.gov.sg.
2. Click on  Submit a claim
3. If this is your first time applying to use your credit, please update your information including your bank account details under My Profile.
4. On the claim submission page, click on  Select A Course
5. Fill in your Course Start Date. You may also fill in your Course Title and/or Training Provider to refine your search results.

Select a Course

* Indicates required fields. ✕

Please search for your course using one or more fields below.

* Course Start Date:	<input type="text" value="01/03/2016"/>	
Course Title:	<input type="text" value="Service with a Vision"/>	
Training Provider:	<input type="text"/>	<input type="button" value="Search"/>

Step 2: Apply to use my credit (continued)

6. Select the course from the search results.

Search results for courses starting on 01/03/2016 * Indicates required fields.

Please search for your course using one or more fields below.

* Course Start Date:

Course Title:

Training Provider: 1 course(s) found.

Course ID	Course Title	Training Provider
✓ CRS-Q-0022000-ES	Service with a Vision	Competency Academy Pte. Ltd.

7. Enter your payment details.

Example:

You would like to use your credit to pay for your course, which costs S\$300 (inclusive of GST).

☒ Step 2 Of 2: Enter Your Payment Details

Available Credit: S\$ 500.00

* Fees Payable by You (incl. GST):

* Amount of Credit to Claim: S\$

* Pay to: ☐ Training Provider ☒ My Bank Account (123456789)

If you have already paid the training provider, you should select 'Pay to: My Bank Account' instead.

If you are submitting your claim after your course start date, you can only select 'Pay to: My Bank Account'.

! You may be asked to upload supporting documents for audit checks.

Step 2: Apply to use my credit (continued)

- Accept the declaration to complete your submission.
- You will see the following confirmation that your submission has been received.

SUBMIT A CLAIM [?]



Thank you for your submission.

Please find the details of your submission below:



Claim ID: 2000000002



Claim Amount: \$300.00



Date Submitted: 15/02/2016 at 6:00pm



Your submission will be processed within one working day.

How do I view my claim status and history?

- Log in to your account at www.skillsfuture.sg/credit with your SingPass.
- You will be able to view your claim status and history.

\$ MY SKILLSFUTURE CREDIT [?]

Account Summary

 \$200.00 Available Credit [?]	 \$300.00 Open Claims [?]	Submit a claim
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Accurate as of 20 February 2016

CLAIM APPLICATIONS

CREDIT TRANSACTION HISTORY

Date of Application	Claim ID	Course Title	Claim Amount	Pay To	Status	Action
15/02/2016	2000000002	Service with a Vision	\$300.00	TP	Approved	Select Action [?]
						View Claim Cancel Claim Upload Supporting Documents

Step 2: Apply to use my credit (continued)

How do I cancel my claim?

You can only cancel your claim before the course start date.

1. Under Claim Applications, click on **Select Action** ▼
2. Select **Cancel Claim**
3. Select a cancellation reason from the drop-down list.
4. You will see the following confirmation that your claim cancellation has been received.



Your claim has been cancelled.

Please find the details of your cancellation below:



Claim ID: 2000000002



Claim Amount: \$300.00



Date Cancellation: 20/02/2016 at 6:00pm

You may view a summary of your application in [Claim Applications](#).

Step 3: Learn and gain lifelong skills mastery

You are all set to attend the course. Through lifelong learning, you can deepen and master skills that will give you more opportunities to fulfil your potential in life.

I CAN maximise my POTENTIAL



Meng Soon, logistics technician

**“With SkillsFuture
Credit, I CAN
invest in my future
by learning
new skills.”**

Meng Soon is a logistics technician. He likes interacting with people and widening his social network. He wants to challenge himself and grow further.

He is considering staying in his current role and deepening his skills or exploring a different role.

He consults a Career Coach who helps him evaluate his interests and strengths. Together, they identify his preferred career path of switching to a sales role. Meng Soon starts to engage in more networking events to meet different types of people.

He wants to use his SkillsFuture Credit to attend courses on sales and negotiation skills.

Jonathan, software programmer

“With SkillsFuture Credit, I CAN deepen my skills.”

Jonathan is a software programmer who thrives in a dynamic working environment. He is highly motivated and constantly keeps himself up-to-date with the latest in technological advances.

With a solid basic knowledge of coding and programming languages, he is keen to progress up the career ladder in information technology by deepening his technical skills to cover emerging areas such as Big Data and Analytics.

To pursue his goal, Jonathan is using his SkillsFuture Credit to sign up for relevant courses.

Aruna, former finance manager

“With SkillsFuture Credit, I CAN learn and contribute back.”

Aruna is a former finance manager. She wants to continue to stay active in society and to impart her years of experience and expertise in financial management. She wants to pursue a role in teaching.

She intends to improve her soft skills and her knowledge on curriculum design so as to deliver meaningful lessons to students.

Aruna wants to use her SkillsFuture Credit to attend courses on communication skills and curriculum development.

Rohani, homemaker

“With SkillsFuture Credit, I CAN upgrade my skills to remain relevant.”

Rohani has been a homemaker for several years. Now that her children are older, she wishes to return to work. She likes to help those in need and wants to return to her previous job as a nurse.

She wants to refresh and update her clinical skills in the healthcare industry, so she speaks with some former colleagues on current job requirements.

She wants to use her SkillsFuture Credit to take up a course for returning nurses.



Frequently asked questions (FAQ)

1. Is the SkillsFuture Credit a cash account?

SkillsFuture Credit is not a cash account, and will not earn any interest. The credit can be used to pay for out-of-pocket course fees for attending approved courses. You cannot withdraw cash from this account to pay your training provider as the transactions will be made directly through the SkillsFuture Credit Portal.

2. Is S\$500 in credit enough to cover my training costs?

Many skills-related courses are already highly subsidised by the government to ensure that training costs are affordable. The credit can be used on top of existing course fee subsidies provided by the government. The government will make periodic top-ups to Singaporeans' SkillsFuture Credit accounts.

3. Why is SkillsFuture Credit only available to Singaporeans aged 25 and above?

SkillsFuture Credit is for Singaporeans who have already completed their full-time education and are ready to start their careers, or who are already in the workforce. It allows them to invest in their continual learning journey.

4. Can I transfer my credit to my family members or friends?

The credit is non-transferable.

5. Can my employer tap on my SkillsFuture Credit?

No. SkillsFuture Credit supports individual-initiated training. It is not intended to pay for job-related training provided by your employer, which should continue to be borne by your employer. Many skills-related courses are already highly subsidised by the government.

6. Do I have to use my SkillsFuture Credit now?

The credit does not expire. You can use it now or later. You can also accumulate your credit when periodic top-ups are made.

7. If my training provider cancels the course, can I get a refund of the credit that I have used to pay for the course?

You should cancel your claim submission by logging in to your SkillsFuture Credit account at www.skillsfuture.sg/credit before the course start date and WDA will return the credit to your SkillsFuture Credit account. If you encounter technical problems cancelling your claim submission, please contact the SkillsFuture Hotline for further assistance.

8. Can I use my SkillsFuture Credit to pay for a course which I have already attended?

Yes. However, you can only submit a claim for courses that start from 1st January 2016 and onwards.

For more FAQ, please visit www.skillsfuture.sg/credit.

Where to get assistance

You may approach the following help avenues for queries on SkillsFuture Credit and guidance in making your SkillsFuture Credit claims.

WDA's feedback portal

Submit your queries via My Feedback at www.skillsfuture.sg/credit. Please note that you will need to log in to your account to submit queries.

WDA Career Centres

Telephone: 6883 5885

Operating hours of Career Centres:

Mondays to Fridays: 9:00 am to 5:00 pm

Saturdays: 9:00 am to 1:00 pm

Closed on Sundays & Public Holidays

- @ JURONG EAST** 8 Jurong Town Hall Road #03-11 The JTC Summit Singapore 609434
- @ PAYA LEBAR** 11 Eunos Road 8, #02-02 Lifelong Learning Institute Singapore 408601
- @ TAMPINES** 300 Tampines Avenue 5 #06-01 NTUC Income Tampines Junction Singapore 529653
- @ TOA PAYOH** 490 Lorong 6 Toa Payoh #07-11 HDB Hub Bizthree (Lift Lobby 1) Singapore 310490
- @ WOODLANDS** 900 South Woodlands Drive #04-07 Woodlands Civic Centre Singapore 730900

e2i (Employment and Employability Institute) Career Services Centre

Telephone: 6474 0606

Operating hours:

Mondays to Fridays: 9:00 am to 6:00 pm

Saturdays: 9:00 am to 1:00 pm

Closed on Sundays & Public Holidays

Devan Nair Institute for Employment and Employability
80 Jurong East St 21, Level 2, Singapore 609607

Where to get assistance

Self-help groups



Association of Muslim Professionals

Telephone: 6416 3966
www.amp.org.sg



Chinese Development Assistance Council

Telephone: 6841 4889
www.cdac.org.sg



The Eurasian Association, Singapore

Telephone: 6447 1578
www.eurasians.org.sg



Yayasan MENDAKI

Telephone: 6245 5555
www.mendaki.org.sg



Singapore Indian Development Association (SINDA)

Telephone: 1800 295 4554
www.sinda.org.sg

Training providers and MOE-funded institutions

You may refer to www.skillsfuture.sg/credit for more information on training providers and MOE-funded institutions with eligible courses.

People's Association Community Clubs

You may approach selected Community Clubs (CCs) as listed below:



Central Singapore

- Bishan
- Tanjong Pagar
- Teck Ghee

North East

- Aljunied
- Sengkang
- Tampines West

North West

- Bukit Panjang
- Fuchun
- Nee Soon South

South East

- Bedok
- MacPherson
- Potong Pasir

South West

- Boon Lay
- Clementi
- Gek Poh Ville

Please refer to www.pa.gov.sg for details of the above community clubs.

SkillsFuture Hotline: 6883 5885
www.skillsfuture.sg/credit