SKILLSfuture **SG**

SkillsFuture Work-Study Programme Frequently Asked Questions for Employers

Category

A. General Questions

1. **What is the SkillsFuture Work-Study Programme?**
   The SkillsFuture Work-Study Programme (WSP) was first launched at the Institutes of Higher Learning (IHLs) in 2015, in the form of SkillsFuture Earn and Learn Programme (ELP). The work-study modality of learning facilitates a stronger linkage between the curriculum taught in school, and the needs of the workplace.

   Since 2015, demand from Individuals and Employers for various work-study programmes has been healthy. We have also launched a range of new work-study modalities, such as the Work-Study Post-Diploma (WSPostDip), Work-Study Diploma (WSDip) and Work-Study Certificate (WSCert) programmes, to cater to increasingly diverse Individual and Employer needs.

2. **How is the SkillsFuture Work-Study Programme different from the SkillsFuture Earn-and-Learn Programme?**
   The "SkillsFuture Earn-and-Learn Programme" was rebranded in 2019 to "SkillsFuture Work-Study Programme", such as the Work-Study Post-Diploma (WSPostDip), Work-Study Diploma (WSDip) and Work-Study Certificate (WSCert) programmes, based on the qualification that the programme culminates in and the target audience.

3. **What is the duration of the Work-Study Programmes?**
   The duration of Work-Study Programmes range from 6 weeks to 4 years, depending on the level of study, sector, job and training requirements:
   - WSCert: 6 weeks – 18 months;
   - WSDip: 12 – 36 months;
   - WSPostDip: 9 – 18 months

4. **Who is eligible to participate in the SkillsFuture Work-Study Programme?**
   Most Work-Study Programmes are available to Singaporeans and Singapore Permanent Residents who are within three years of either graduation from the ITE and Polytechnics or the Operational Ready Date for full-time National Servicemen. Exceptions apply to some WSCerts. Refer to the respective programme detail page for more information.

5. **What is the total number of Participants that will be accepted into the programme?**
   The total number of Participants accepted may vary from sector to sector depending on the number of Employers and vacancies available.

6. **Who are the Employers under Work-Study Programmes, and how are they selected?**
   Partner companies must be Singapore-registered or -incorporated. These companies are selected based on their ability and commitment to providing quality workplace training and meaningful career development opportunities for Participants. Partners come from various sectors and include both MNCs and SMEs.

7. **Will Participants be allowed to choose their preferred Employer?**
   Participants may indicate their preferred Employer on the application form when they submit their application. Subject to the hiring and interview processes of each Employer, Participants may receive offers from more than one Employer and may then select their preferred Employer.

8. **Is there a restriction on the number of Participants each Employer can take in?**
   The number of Participants that each Employer can take in is dependent on various factors such as the programme intake size, vacancies available for the job role, the number and type of participating Employers for the programme.

9. **Will Participants be bonded to their Employers?**
   Generally, there is no bond imposed on the Participant. However, for certain programmes, Employers may impose a bond due to the high cost of training.

10. **Can Employers terminate the employment of their programme Participant?**
    Within the first year of placement, the Employer should notify the training provider on the termination of employment with the reason for the termination.

B. Questions on WSDip

1. **What is the SkillsFuture Work-Study Diploma?**
   The SkillsFuture Work-Study Diploma (WSDip) is part of the suite of SkillsFuture Work-Study Programmes offered by Institute of Higher Learning (IHLs) and appointed private providers by SSG, as well as the industry. Targeting at fresh graduates* from the Institute of Technical Education (ITE), WSDip provides them with a head-start in their careers related to their discipline of study and more opportunities to build on the skills and knowledge they acquired in school through a work-study arrangement.

   * Fresh graduates within three years of graduation or Operational Ready Date for National Servicemen

2. **How will fresh ITE graduates benefit from the programme?**
   ITE graduates will:
   - Receive a competitive starting salary and full-time employment with participating companies
   - Deepen skills through structured workplace learning, mentorship, and facilitated learning
   - Acquire relevant work experience and skills valued by the industry
   - Attain an industry-recognised Diploma qualification
   - Receive a sign-on incentive of S$5,000*
   - Potentially enjoy skills-based wage increments and career advancement pathways upon programme completion, depending on factors such as satisfactory job performance and job scope expansion

   * For fresh graduates who are Singapore Citizens and within three years of graduation or Operational Ready Date for full-time National Servicemen only

3. **What is the duration is the programme?**
   The duration ranges from 12 to 36 months depending on the programme, sector, job and training requirements.

4. **Will Participants be paid a salary during the programme?**
   Yes. To be on this programme, applicants need to be shortlisted and interviewed by participating Employer(s). Successful candidates will be offered a job with competitive industry starting salaries and relevant staff benefits. The starting salary is dependent on the job role/position, as well as the Employer.

5. **Who is eligible to participate in the programme?**
   Targeted at ITE graduates who are Singaporeans or PRs and are within three years of graduation (based on the graduation date as stated on the NITEC/Higher NITEC certificates) or Operationally Ready Date for full-time National Servicemen may participate in the programme.

6. **Are employed ITE graduates eligible to participate in the programme?**
   Yes, those who are already employed are eligible to participate in the programmes if they are within five years of graduation from ITE, and if their Employer is a participating company. However the sign-on incentive will only be applicable for Participants within three years upon graduation.

7. **Will Participants be required to pay any fees?**
   Participants will not be required to pay any course fees for the programme, as this will be borne jointly by the Government and Employers.

8. **How much is the sign-on incentive?**
   Each eligible Singaporean who is successfully placed on the programme will receive a sign-on incentive of S$5,000, which will be disbursed in two tranches, subject to fulfillment of terms and conditions.

9. **Will Participants be allowed to withdraw from the programme?**
   Yes, Participants who withdraw from the programme will be required to return the sign-on incentive. Participants are strongly encouraged to complete the programme so that they can realise its benefits. Participants who join another participating company in the same sector and are able to complete the Programme are eligible for the full sign-on incentive. Please contact your respective Programme Manager for assistance.

10. **Will Participants have to return the sign-on incentive if they are asked to leave, or if their employment has been terminated by the Employer?**
    Participants who are asked to leave, or have their employment terminated by the Employer, will be required to return the sign-on incentive. Exceptions may be granted on a case-by-case basis, based on considerations of the extent of the individual's commitment to the programme, conduct during the programme, control over the withdrawal etc.

11. **Will Participants have to return the sign-on incentive if they join another firm which is also on the programme?**
    Participants who join another participating company in the same sector and are able to complete the Programme may be eligible for the full sign-on incentive. The Programme Manager will assess each case, taking into account the impact on the Employer and the Participant's ability to complete the programme.

C. Questions on WSPostDip

1. **What is the SkillsFuture Work-Study Post-Diploma?**
   The SkillsFuture Work-Study Post-Diploma (WSPostDip) is part of the suite of SkillsFuture Work-Study Programmes offered by Institute of Higher Learning (IHLs) and appointed private providers. Targeting at fresh graduates* from the Polytechnics, WSPostDip provides them with a head-start in their careers related to their discipline of study and more opportunities to build on the skills and knowledge they acquired in school through a work-study arrangement. In addition, articulation pathways into degree programmes at Autonomous Universities are also available for selected WSPostDip.

   * Fresh graduates within three years of graduation or Operationally Ready Date for full-time National Servicemen

2. **How will fresh Polytechnic graduates benefit from the programme?**
   Polytechnic graduates will:
   - Receive a competitive starting salary and full-time employment with participating companies
   - Deepen skills through structured workplace learning, mentorship, and facilitated learning
   - Acquire relevant work experience and skills valued by the industry
   - Attain an industry-recognised Post-Diploma qualification or professional certification
   - Receive a sign-on incentive of S$5,000*
   - Potentially enjoy skills-based wage increments and career advancement pathways upon programme completion, depending on factors such as satisfactory job performance and job scope expansion
   - Receive advanced standing or credit exemption for the relevant degree programmes for selected WSPostDip, subject to meeting the course entry requirements

   * For fresh graduates who are Singapore Citizens and within three years of graduation or Operationally Ready Date for full-time National Servicemen only

3. **How long is the programme?**
   The duration ranges from 12 to 18 months depending on the programme, sector, job and training requirements.

4. **Will Participants be paid a salary during the programme?**
   Yes. To be on this programme, applicants need to be shortlisted and interviewed by participating Employer(s). Successful candidates will be offered a job with competitive industry starting salaries and relevant staff benefits. The starting salary is dependent on the job role/position, as well as the Employer.

5. **Who is eligible to participate in the programme?**
   Polytechnic graduates who are Singaporeans or PRs and are within three years of graduation based on the graduation date as stated on the Diploma certificates) or Operationally Ready Date for full-time National Servicemen may participate in the programme.

6. **Are employed Polytechnic graduates eligible to participate in the programme?**
   Yes, those who are already employed are eligible to participate in the programmes if they are within five years of graduation from Polytechnic, and if their Employer is a participating company. However the sign-on incentive will only be applicable for Participants within three years upon graduation.

7. **Will Participants be required to pay any fees?**
   Participants will not be required to pay any course fees for the programme, as this will be borne jointly by the Government and Employers.

8. **How much is the sign-on incentive?**
   Each eligible Singaporean who is successfully placed on the programme will receive a sign-on incentive of S$5,000, which will be disbursed in two tranches, subject to the fulfillment of the terms and conditions.

9. **Will Participants be allowed to withdraw from the programme?**
   Yes, Participants who withdraw from the programme will be required to return the sign-on incentive. Participants are strongly encouraged to complete the programme so that they can realise its benefits. Participants who join another participating company in the same sector and are able to complete the Programme are eligible for the full sign-on incentive. Please contact your respective Programme Manager for assistance.

10. **Will Participants need to return the sign-on incentive if they are asked to leave, or if their employment has been terminated by the Employer?**
    Participants who are asked to leave, or have their employment terminated by the Employer, will be required to return the sign-on incentive. Exceptions may be granted on a case-by-case basis, based on considerations of the extent of the individual's commitment to the programme, conduct during the programme, control over the withdrawal etc.

11. **Will Participants need to return the sign-on incentive if they join another firm which is also on the programme?**
    Participants who join another participating company in the same sector and are able to complete the Programme may be eligible for the full sign-on incentive. The Programme Manager will assess each case, taking into account the impact on the Employer and the Participant's ability to complete the programme.

D. Questions on WSCert

1. **What are the SkillsFuture Work-Study Certificates (Modular Certificates and WSQ Certificates) about?**
   The SkillsFuture Work-Study Certificate (WSCert) is part of the suite of SkillsFuture Work-Study Programmes (WSPs) offered by Institute of Higher Learning (IHLs) and appointed private training providers. WSCert provide individuals with more opportunities, to develop new skills and knowledge, and build on what they have acquired in school, through a work-study arrangement. All WSCerts with the exception of the WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate are between 12 to 18 months in duration.

   Participating Employers can recruit local graduates and prepare them to take up suitable job roles. The programme is designed in collaboration with industry to ensure relevance to Employers in the sector.

2. **What are the SkillsFuture WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate about?**
   The SkillsFuture WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate are new work-study programmes that will equip individuals with the relevant job-role specific behavioural, mind-set and technical skills in sectors with acute demand. This pilot programme is developed in partnership between SSG, the five polytechnics, ITE and Generation. Generation is a US-based non-profit organisation founded by McKinsey & Company.

   Participants will undergo an 6 to 12 weeks of intensive institutional training before seeking employment. These programmes involve Employers extensively throughout the process, from developing industry-relevant curriculum to identifying suitable Participants for the programme and recruitment. As an illustration, the polytechnics and ITE, together with Generation, will work with Employers to identify skills found in peak performers in the specific job role, and design a bootcamp-style programme to train Participants in those skills.

3. **Who is Generation?**
   Generation is a US-based global non-profit organisation founded by McKinsey & Company. It develops and implements youth employment programmes that train and place young people in jobs using its unique methodology which has proven to be scalable and effective.

   Generation's youth employment programs target sectors with acute skills and manpower demands, by incorporating short training for youths developed in tight collaboration with industries and working with Employers to place suitable youths into their companies.

4. **How will individuals benefit from the programme?**

   WSCert (Modular Certificate and WSQ Certificate)
   - Receive a competitive starting salary and full-time employment with participating companies
   - Deepen your skills through structured workplace learning, mentorship, and facilitated learning
   - Acquire relevant work experience and skills valued by the industry
   - Attain an industry-recognised certificate
   - Receive a sign-on incentive of S$5,000
   - Potentially enjoy skills-based wage increments and career advancement pathways upon programme completion, depending on factors such as satisfactory job performance and job scope expansion

   WSCert in Digital Marketing & Branding / for Engineer 4.0 / for Customer Service Associate

   - Acquire relevant behavioural, mind-set and technical skills related to a specific job role through a short training programme before seeking employment with a company in sectors with jobs in acute demand
   - Receive a training allowance upon completion of training
   - Receive guidance from mentors within the company

5. **How will Employers benefit from the programme?**

   WSCert (Modular Certificate and WSQ Certificate)
   - Groom and retain suitable talent with the relevant skills and aptitude to meet the needs of your company
   - Receive a grant of up to $15,000 per individual placed in the programme to defray the costs of developing and providing structured on-job-training (Terms and Conditions apply)

   WSCert in Digital Marketing & Branding / for Engineer 4.0 / for Customer Service Associate
   - Work closely with the Polytechnics and ITE to design a training programme that caters to the specific job role in the company
   - Recruit job-ready individuals equipped with the relevant skills and aptitude for the job
   - Receive a mentorship grant of $5,000 per individual placed to provide mentorship for the individual (Terms and Conditions apply)

6. **Will Participants be paid a salary during the programme?**
   Yes, for all WSCerts with the exception of the WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate, Participants will be offered a job with competitive starting salaries as part of the programme. Salaries will vary between companies, job roles, and industries.

   For WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate, Participants will not be paid a salary during the 6 to 12 weeks of training. However, Participants will receive a training allowance upon completion of the training.

   After the training, graduates will go through an interview process with the participating Employer(s). Successful candidates will be offered a job with competitive industry starting salary and relevant staff benefits. The starting salary of the Participant depends on the company and job role/position.

7. **Can Participants pursue a part-time degree/part-time work during the course of the programme?**
   While we do not restrict Participants from doing so, it is useful to note that the WsCert is a rigorous training programme that requires Participants to attend lessons over the stipulated duration. As such, it may be difficult for Participants to pursue other qualifications/work during the course of the programme.

8. **Are there any costs that Employers need to pay upfront for WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate?**
   Employers will have to bear the nett course fees payable for every graduate of WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate that they hire. To defray the costs of providing mentorship, a Mentorship Allowance of $5,000 will be provided per eligible graduate hired.

9. **What kind of mentorship commitment is required from the Employers participating in WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate?**
   Employers are expected to provide mentorship for a period of 12 months upon placement. Employers will need to share a brief log of their conversation with their mentees with the training providers on a regular basis. Please contact the individual training provider for more details.

10. **When can Employers make a claim request for the Mentorship Allowance if they hire a graduate of WSCerts in Digital Marketing and Branding / for Engineer 4.0 / for Customer Service Associate?**
    Employers can submit the claim request once the graduate is placed in the company and a mentor has been assigned to the employee.

E. Questions on Application Submission

1. **How do I register for the programme?**
    Award recipients will be required to return the award if they are found to have provided false or inaccurate information in their application form.

    Steps to apply:
    i.   Click here to nagivate to the programme summary and listing
    ii.   Select the programme you are interested in
    iii.   You must be given the relevant digital e-services role by your organisation's **Corppass** Admin. Click here for more details
    iv.   Click on the "Click here to Apply" button
    v.   Log in with **Singpass**
    vi.   You will be directed to the application form upon successful log in

    *Note: From 11 Apr 2021, you will be required to login to government digital services for businesses (G2B) using **Singpass** instead of **Corppass**. Find out more: https://go.gov.sg/corporate-login.*

2. **Can I save my application form as a draft?**
    Yes. Please click on "Save and Exit" at the bottom of the application page.

3. **Where can I retrieve my saved draft application?**
    i.   Navigate to: https://skillsfuture.gobusiness.gov.sg/e-services
    ii.   Scroll down to the section on "Programmes and Courses" and click on "Manage application(s) for Work-Study Programme"
    iii.   Log in with **Singpass**. You must be given the relevant digital e-services role by your organisation's **Corppass** Admin. Click here for more details
    iv.   Choose the "My Applications" Tab
    v.   Under the "Action" column, select "Edit" to continue your application form

    *Note: From 11 Apr 2021, you will be required to login to government digital services for businesses (G2B) using **Singpass** instead of **Corppass**. Find out more: https://go.gov.sg/corporate-login.*

4. **Why am I unable to find my saved draft applications in the My Application page?**
    Your draft applications are automatically deleted from the system 12 months from the last modified date or when the application window of the particular award is closed.

5. **Will I be able to submit multiple applications?**
    Yes, you will be able to submit multiple applications across Work-Study Programmes, limited to one application per programme and subject to approval.

6. **Will the programme managers, administering my application, able to view my draft applications?**
    No, programme managers will not be able to view your saved applications in draft status.

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7. **Can I submit my application through a hardcopy application form?**
    No, you will only be able to submit your application online.

8. **I have been rejected. Can I reuse the same application to re-apply?**
    No, you will not be able to reuse the previously submitted application for a new application. However, to help you in completing your new application, you will be able to retrieve the details of your past applications by navigating to the Applications page.

9. **Can I update my application after submission?**
    No. Please approach the contact person(s) listed in the particular programme webpage that you have applied to if you need to edit your application form.

10. **How do I know my application is submitted?**
    Upon submission of your application, a confirmation page with your application details (e.g. Application ID, Date of Application) will be displayed. You will not receive any acknowledgement email.

11. **Can I withdraw my application after submission?**
    If the status of your applicaton is 'Submitted' or 'Additional Info. Required', you will be able to withdraw your submitted application. Otherwise, please approach the contact person(s) listed in the particular programme webpage for assistance.

12. **I have withdrawn my application earlier on, can I resubmit a new application?**
    Yes. You can resubmit a new application if the application window is still open.

13. **Can I retrieve my withdrawn application?**
    No. Withdrawn applications are deleted permanently.

14. **What if Name of Job Role does not match the position my company is offering?**
    The position and more details can be filled under the Job Description in the application form. The Job Description will be visible to the individuals applying the programme.

15. **What should I do when the web page (Programme Detail or Application Form) is not responding?**

    Try the following steps:
    - Clear cache
    - Use incognito mode
    - Use a different browser
    - Change to a different network (avoid workplace networks and use home WiFi/4G)
    - Use a different device (PC, mobile, tablet etc.)

    If the above does not work, contact SSG via https://service-portal.skillsfuture.gov.sg/.
    Log in with **Singpass** to feedback the issue with:
    - Details of incident (e.g. website navigation sequence, etc)
    - A clear screenshot of page
    - Date/Time of incident
    - Applicant's full name, NRIC, contact details (mobile / email address), Application ID

    *Note: From 11 Apr 2021, you will be required to login to government digital services for businesses (G2B) using **Singpass** instead of **Corppass**. Find out more: https://go.gov.sg/corporate-login.*

F. Questions on Application Status / Outcome

1. **How do I retrieve my organisation's application reference number or check the status of my application?**
   To retrieve application reference number, follow these steps:
   i.   Navigate to: https://skillsfuture.gobusiness.gov.sg/e-services
   ii.   Scroll down to the section on "Programmes and Courses" and click on "Manage application(s) for Work-Study Programme"
   iii. Log in with **Singpass**. You must be given the relevant digital e-services role by your organisation's **Corppass** Admin. Click here for more details
   iv.   Choose the "My Applications" Tab
   v.   You will then be brought to your applications page to view the status and be able to retrieve your application ID

   *Note: From 11 Apr 2021, you will be required to login to government digital services for businesses (G2B) using **Singpass** instead of **Corppass**. Find out more: https://go.gov.sg/corporate-login.*

2. **I received an email notification requesting for additional information. What should I do?**
   Click on the link provided in the email to login to access the My Applications page. Under the "Action" column, select "Provide Additional Information" to view the comments left by programme managers and update relevant sections of your application form.

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3. **How will I know if my application is successful?**
   The programme managers administering your application will contact you if your application is successful.

G. Questions on Corppass

1. **How do I access the SkillsFuture Work-Study Programme application form?**
   To access the application form, you will need a Corppass account with the correct digital service role assigned.

   Steps:
   - If you do not have a **Corppass** account, you should ask your **Corppass** Admin to create one for you.
   - Click here to find out who is your **Corppass** Admin
   - You will need to activate your **Corppass** account before your **Corppass** Admin can assign you with the correct digital service role.
   - Ask your **Corppass** Admin to assign your **Corppass** account with:
     a. e-Service = **SSG-WSG E-Service**
     b. Role = **WSP Employer**

   Click here for the guides.

2. **My Corppass is not assigned with the correct digital service role. What should I do?**
   You should ask your **Corppass** Admin to assign your **Corppass** account with:
   - e-Service = **SSG-WSG E-Service**
   - Role = **WSP Employer**

   Please click here to find out who is your **Corppass** Admin.

H. Questions on Employer Administration

1. **How do I view individual's application and invite them for interview?**
   To see application shortlisted to your organisation, follow these steps:
   a. Navigate to: https://skillsfuture.gobusiness.gov.sg/e-services
   b. Scroll down to the section on "Programmes and Courses" and click on "Manage application(s) for Work-Study Programme"
   c. Log in with **Singpass**. You must be given the relevant digital e-services role by your organisation's **Corppass** Admin. Click here for more details
   d. Choose the "Administration" Tab
   e. You will be able to see individual's application if they are shortlisted by the processing officer

   For more assistance, please approach the contact person(s) listed on the particular programme webpage.

2. **My organisation is interested to invite an individual for interview. What should I do?**
   Once your application is approved, you will be able to view individual's application shortlisted to your organisation. Within the individual's application form, click on the "Edit" button to update the status to "Request for interview" and contact the individual separately for an interview.

3. **My organisation has interviewed an individual and will like to offer the individual a position in our company for the programme. What should I do?**
   Within the individual's application form, click on the "Edit" button to update the interview status to "Offered". The programme managers will follow-up with your organisation and the individual before programme commencement.

   For more assistance, please approach the contact person(s) listed on the particular programme webpage.