

FREQUENTLY ASKED QUESTIONS FOR CAREER SUPPORT PROGRAMME (CSP)

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S/N	Questions and Answers								
	A. General Questions								
1.	<p>What is the Career Support Programme (CSP) about?</p> <p>The Career Support Programme (CSP) is a salary support programme offered by Workforce Singapore (WSG) and the Employment and Employability Institute (NTUC's e2i) to encourage employers to hire eligible Singapore Citizen Professionals, Managers, Executives and Technicians (PMETs).</p> <p>As part of the Adapt and Grow initiative to help Singapore Citizens adapt to changing job demands and enhance their employability, the CSP will be extended for two (2) years. The programme period will be from 1 Apr 2019 to 31 Mar 2021.</p>								
2.	<p>How will the CSP benefit PMET individuals and employers?</p> <p>Individual CSP provides Jobseekers PMET level job opportunities by incentivising employers to offer employment to individuals who are unemployed and actively looking for jobs for 6 months or more <u>OR</u> 40 years and above and made redundant.</p> <p>Employers Employers can receive salary support of up to a maximum of 18 months for every eligible Singapore Citizen PMET employed (see <u>Table 1</u>). This will help defray a portion of their salary bill as employers tap on the pool of experienced and skilled PMETs</p> <p style="text-align: center;"><u>Table 1: Salary* Support for Companies (w.e.f. 01 Apr 2017)</u></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Salary Support for Singapore Citizen PMETs</th> <th><u>First 6 months of employment</u></th> <th><u>Second 6 months of employment</u></th> <th><u>Third 6 months of employment</u></th> </tr> </thead> <tbody> <tr> <td>≥40 years unemployed and actively looking for jobs for ≥12 months</td> <td style="text-align: center;">50%</td> <td style="text-align: center;">30%</td> <td style="text-align: center;">20%</td> </tr> </tbody> </table>	Salary Support for Singapore Citizen PMETs	<u>First 6 months of employment</u>	<u>Second 6 months of employment</u>	<u>Third 6 months of employment</u>	≥40 years unemployed and actively looking for jobs for ≥12 months	50%	30%	20%
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<p>≥40 years unemployed and actively looking for jobs for 6 months to <12 months OR made redundant</p>	<p>40%</p>	<p>20%</p>	<p>N.A.</p>
<p><40 years unemployed and actively looking for jobs ≥6 months</p>	<p>20%</p>	<p>10%</p>	<p>N.A.</p>
<p>Gross* monthly salary: Offering at least \$3,600/month for SME^ (capped at \$7,000/month) Offering at least \$4,000/month for Non-SME^ (capped at \$7,000/month)</p>			
<p><i>* The sum of the New Hire's basic monthly salary and any fixed monthly allowance ^Companies must be legally registered or incorporated in Singapore, with a Unique Entity Number (UEN)</i></p>			
<p>Note: Companies <u>will not</u> be eligible for absentee payroll support from (SSG) and other wage support from any other government funding as they would have already received salary support under the CSP</p>			

B. ELIGIBILITY CRITERIA												
3.	<p>What are the eligibility criteria for the CSP?</p> <p>Employers are able to receive salary support under the CSP if the following eligibility criteria are met:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #f4b084;">For Employers</th> <th style="background-color: #f4b084;">For individuals</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Companies must be legally registered or incorporated in Singapore, <u>with a Unique Entity Number (UEN)</u> Employs eligible PMET individual(s) by offering a gross monthly salary* of at least \$4,000 (\$3,600 for SMEs) Employs eligible PMET individual(s) on a permanent job or employment contract for at least 12 months </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Singapore Citizens aged 40 years and above who has been made redundant <u>OR</u> is unemployed and actively looking for jobs for 6 months or more <p style="text-align: center;"><u>OR</u></p> <ul style="list-style-type: none"> Singapore Citizens aged below 40 years who has been unemployed and actively looking for jobs for 6 months or more </td> </tr> </tbody> </table> <p><i>* The sum of the New Hire's monthly basic monthly salary and any fixed monthly allowance</i></p>	For Employers	For individuals	<ul style="list-style-type: none"> Companies must be legally registered or incorporated in Singapore, <u>with a Unique Entity Number (UEN)</u> Employs eligible PMET individual(s) by offering a gross monthly salary* of at least \$4,000 (\$3,600 for SMEs) Employs eligible PMET individual(s) on a permanent job or employment contract for at least 12 months 	<ul style="list-style-type: none"> Singapore Citizens aged 40 years and above who has been made redundant <u>OR</u> is unemployed and actively looking for jobs for 6 months or more <p style="text-align: center;"><u>OR</u></p> <ul style="list-style-type: none"> Singapore Citizens aged below 40 years who has been unemployed and actively looking for jobs for 6 months or more 							
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4.	<p>What does the gross salary of \$4,000 (\$3,600 for SME) comprise?</p> <p>Gross monthly salary refers to the sum of the New Hire's basic monthly salary and any fixed monthly allowance.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="2" style="background-color: #cccccc;">Gross salary</th> </tr> <tr> <th style="background-color: #cccccc;">Basic salary</th> <th style="background-color: #cccccc;">Fixed Allowances</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">Definition</td> <td>Pay that does not vary from month to month, regardless of employee or company performance, and regardless of whether the employee takes medical or personal leave.</td> <td>Monthly allowances that do not vary from month to month e.g. fixed transport allowance and fixed phone allowance</td> </tr> <tr> <td style="background-color: #cccccc;">What is excluded</td> <td colspan="2"> <ul style="list-style-type: none"> Variable allowances Overtime payments, bonus, commission or annual wage supplements In-kind payments </td> </tr> </tbody> </table>		Gross salary		Basic salary	Fixed Allowances	Definition	Pay that does not vary from month to month, regardless of employee or company performance, and regardless of whether the employee takes medical or personal leave.	Monthly allowances that do not vary from month to month e.g. fixed transport allowance and fixed phone allowance	What is excluded	<ul style="list-style-type: none"> Variable allowances Overtime payments, bonus, commission or annual wage supplements In-kind payments 	
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What is excluded	<ul style="list-style-type: none"> Variable allowances Overtime payments, bonus, commission or annual wage supplements In-kind payments 											

		<ul style="list-style-type: none"> • Any form of reimbursements, including for expenses incurred by employee in the course of employment • Productivity incentive payments • Contributions payable by the employer to any pension or provident fund, including any contributions made on the employee's behalf • Gratuity payable on discharge, retrenchment or retirement of employee 	
5.	<p>What are the criteria to be considered as an SME?</p> <p>SMEs must meet the following criteria:</p> <ul style="list-style-type: none"> • Be registered or incorporated in Singapore; • At least 30% local shareholding; • Company's Group annual sales turnover of not more than S\$100 million OR employment size not exceeding 200 employees 		
6.	<p>What kind of organisations can apply for CSP?</p> <p>All companies legally registered or incorporated in Singapore can apply. This includes societies and non-profit organisations such as charities and voluntary welfare organisations.</p> <p>Public organisations including Government, Organs of State, Ministries and Statutory Boards are not eligible for CSP.</p>		
7.	<p>Can foreign-owned companies based in Singapore apply for the CSP?</p> <p>Yes, provided the company has an active Unique Entity Number (UEN).</p>		
8.	<p>If an employer hires an individual who is suspended from SSG/WSG/e2i funding, can they still continue to hire/retain him/her?</p> <p>Yes, the company may continue to hire/ retain him/her, notwithstanding that he/she is suspended from WSG/SSG/e2i's programmes/funding for a limited time. However, the company will not be eligible for CSP salary funding support.</p>		
9.	<p>What kinds of action will lead to such suspensions?</p> <p>There are a few reasons why individuals may be barred from receiving further grants from SSG/WSG/e2i, such as individuals did not fulfil their programme obligations with SSG/WSG/e2i without valid reasons, or individuals have exhibited improper conduct.</p>		

10. If the employer does not qualify for the CSP, are there other similar schemes?

There are currently other existing schemes that help employer manage cost when hiring Singapore Citizen and mature workers.

- **Wage Credit Scheme (WCS)** - WCS helps company to manage rising labour costs, while allowing them to retain and train their Singapore Citizen workers by investing in productivity. Employer can receive a subsidy on wage increases (i.e. the salary increment and not the total salary) given to a Singapore Citizen employee earning a gross monthly salary of \$4,000 and below. WCS has been extended to 2020 to give firms more time to adjust to rising wages in the tight labour market.
- **Special Employment Credit (SEC)** – SEC provides company with continuing support to hire older Singapore Citizen workers. Company who hire Singapore Citizen employees above 55 years old and earning up to \$4,000 a month, may receive SEC of up to 8% of the employee's monthly wages. The government has committed to provide the SEC and has extended it for one (1) more year until end-2020.

Employer may like to contact IRAS and MOM for more information about WCS and SEC respectively.

WCS	SEC
IRAS Email: wcs@iras.gov.sg Tel: 1800-3524-727 8am to 5pm Monday to Friday	MOM Email: sec@mom.gov.sg Tel: 1800-2222-888 8am to 5.30pm Monday to Friday

11. Are employers who are sole proprietors or self-employed, able to claim the salary support under CSP for themselves as new hires?

No, as the New Hire (employee) and Employer will have to be unique individuals with each fulfilling the respective CSP criteria as stated in Qn.3 to qualify.

C. Notification Process	
12.	<p>How can employers go about applying for the CSP?</p> <p>Employers may submit notification for CSP through WSG Feedback portal (https://portal.ssg-wsg.gov.sg/feedback).</p> <p>Please follow the steps below:</p> <ol style="list-style-type: none"> i. Under 'For Company Representatives' enter your Organisation UEN no. ii. Company representative to login using CorpPass via the Organisation Login iii. Click on 'My Feedback' (on the left side of the page) iv. Click on 'Submit New Feedback' v. Select "Others" for type vi. Select "Career Support Programme" for category vii. Type "CSP Notification" in subject title viii. Provide requisite information and supporting documents (see Qn.13) <p><i>Note: Organisations must first register a CorpPass account before they can apply for CSP via the WSG Feedback Portal</i></p>
13.	<p>What documents are required for notification submission and timeline for approval?</p> <p>The following supporting documents are required to be submitted within <u>3 calendar months</u> from work commencement date:</p> <ol style="list-style-type: none"> i. Scanned copy of acknowledged CSP notification form ii. Scanned copy of employment letter / contract showing company's letterhead, company's stamp for the New Hire; and iii. Scanned copy of New Hire's NRIC, front and back iv. <i>[Upon request]</i> Last 15months of CPF contribution statement and/or latest Notice of Assessment (NOA) <p>An acknowledgement email will be sent within 10 working days upon receipt of complete set of documents.</p>
14.	<p>How can employers register for a CorpPass if they do not currently have one?</p> <p>Employers may refer to the user guide listed on the CorpPass website www.corppass.gov.sg/corppass/common/userguides for more information.</p>

15.	<p>After getting the CorpPass access, which user access should be granted to enable the CSP Notification submissions?</p> <p>Employers may select the following below to be granted access:</p> <table border="1" data-bbox="274 452 1439 638"> <thead> <tr> <th data-bbox="274 452 753 526">Agency Name</th> <th data-bbox="753 452 1114 526">Digital Service Name</th> <th data-bbox="1114 452 1439 526">Digital Service Role</th> </tr> </thead> <tbody> <tr> <td data-bbox="274 526 753 638">SkillsFuture Singapore and Workforce Singapore (SSG & WSG)</td> <td data-bbox="753 526 1114 638">SSG-WSG E-services</td> <td data-bbox="1114 526 1439 638">FMS FEEDBACKAPP</td> </tr> </tbody> </table>	Agency Name	Digital Service Name	Digital Service Role	SkillsFuture Singapore and Workforce Singapore (SSG & WSG)	SSG-WSG E-services	FMS FEEDBACKAPP
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SkillsFuture Singapore and Workforce Singapore (SSG & WSG)	SSG-WSG E-services	FMS FEEDBACKAPP					
16.	<p>Do individuals need to be registered with the WSG's Careers Connect or NTUC's e2i centres to be eligible for the CSP?</p> <p>No, individuals need not be pre-registered. For those who have secured employment, they can ask their hiring employer to complete the 'CSP Notification Form' found on www.wsg.gov.sg/csp_employers <i>no later than 3 calendar months</i> from the date of CSP work commencement . WSG's Careers Connect or NTUC's e2i centers will assess the individual's eligibility for CSP.</p> <p><i>For individuals who are also on PCP, the employers can submit the CSP notification at the start of PCP or at the end of the PCP (i.e. no later than 3 calendar months after the completion date of PCP).</i></p>						
17.	<p>If individual has already commenced work but employer have not applied for CSP, will the employer still be eligible for the CSP?</p> <p>Yes, the hiring employer can still proceed to complete the 'CSP Notification Form' on www.wsg.gov.sg/csp_employers and submit <i>no later than 3 calendar months</i> from the date of CSP work commencement. WSG's Careers Connect or NTUC's e2i centres will assess the individual's eligibility for CSP.</p> <p><i>For individuals who are also on PCP, the employers can submit the CSP notification at the start of PCP or at the end of the PCP (i.e. no later than 3 calendar months after the completion date of PCP).</i></p>						
18.	<p>How many times can an individual apply for CSP? What if the individual was previously approved on CSP?</p> <p>There is no limit to the number of times an individual can participate in CSP as long as the individual fulfills the eligibility criteria each time.</p>						

<p>19.</p>	<p>What is the individual's age based on in order to be eligible for CSP funding?</p> <p>The age is based on the calendar year of the birth date, with respect to the work commencement date.</p> <p><u>Example:</u> Mr. Tan who is unemployed for 8 months is born on 31 Dec 1977. He was hired by an employer and commenced work on 1 Jan 2017. Based on work commencement date in the calendar year, his age is 40. Hence, he is eligible for the salary support for aged 40 and above with qualifying CSP eligibility.</p>
<p>20.</p>	<p>If an employer is employing more than one eligible PMET, can the employer submit registration for multiple hires concurrently?</p> <p>Yes, the employer is able to submit the 'CSP Notification Form' for multiple hires provided all the new hires meet the eligibility criteria</p>
<p>21.</p>	<p>If an employer found a prospective new hire from his own source can the employer still be eligible for salary support under the CSP?</p> <p>Yes, the employer would need to complete the 'CSP Notification Form' on www.wsg.gov.sg/csp_employers <i>no later than 3 calendar months</i> from the date of CSP work commencement. The new hire is not required to visit WSG's Careers Connect or NTUC's e2i centre to register.</p> <p><i>For individuals who are also on PCP, the employers can submit the CSP notification at the start of PCP or at the end of the PCP (i.e. no later than 3 calendar months <u>after</u> the completion date of PCP).</i></p>

D. Claims Process	
22.	<p>When can employers make claims under the CSP?</p> <p>Employers can submit claims for salary support under the Career Support Programme (CSP) in three (3)* tranches. Employers will be reimbursed based on the stipulated proportion of the actual gross monthly salary paid during the employment period claimed for.</p> <ul style="list-style-type: none"> • 1st tranche: To claim for salary support for <u>the first 6 months of employment</u>, claims should be made between the 7th and 12th month from the work commencement date of the new hire. • 2nd tranche: To claim for salary support for <u>the next 6 months of employment</u>, claims should be made between the 13th and 18th month from the work commencement date of the new hire. • 3rd tranche* (<i>for claims up to 18 months</i>): To claim for salary support for <u>the next additional 6 months of employment</u>, claims should be made between the 19th and 24th month from the work commencement date of the new hire. <p><i>* Effective 1 April 2017, 3rd tranche is eligible to unemployed PMETs aged ≥40 years unemployed and actively looking for jobs for ≥12 months.</i></p>
23.	<p>If the employer missed the timeline for submission for the 1st tranche of claim, can the employer still submit claims?</p> <p>Should the employer miss the timeline for the 1st tranche, he is able to combine both claims for 1st and 2nd tranches concurrently for the 12 months of employment.</p> <p>For those claiming the 3rd tranche, submission of claims must be made within 24 months from the start date of employment.</p>
24.	<p>How can the employer go about claiming for the CSP?</p> <p>Please submit claims for CSP through WSG Feedback portal (https://portal.ssg-wsg.gov.sg/feedback).</p> <p>Please follow the steps below:</p> <ol style="list-style-type: none"> i. Under 'For Company Representatives' enter your Organisation UEN ii. Company representative to login using CorpPass via Organisation Login iii. Click on 'My Feedback' (on the left side of the page) iv. Click on 'Submit New Feedback' v. Select "Others" for type vi. Select "Career Support Programme" for category vii. Type "CSP Claims" in subject title

	<p>viii. Provide requisite information and supporting documents in the Feedback section (see Qn. 25)</p> <p>Note: Organisations must first register a CorpPass account before they can apply for claims via the WSG feedback portal.</p>
<p>25.</p>	<p>What documents are required for the CSP claims submission?</p> <p>Companies would be required to submit the following supporting documents:</p> <ol style="list-style-type: none"> i. Completed Claims Request form (Annex A) ii. Completed Direct Credit Authorisation Form (Annex B) iii. On-The-Job (OJT) training plan <i>(For individuals commencing work prior 01 Sep 2017)</i> iv. Payslips / Salary Records corresponding with the claim period with the following details: <ul style="list-style-type: none"> ▪ Name of employee and NRIC number ▪ Monthly gross salary of at least \$4,000 (\$3,600 for SME) (basic salary including fixed allowances) <p>Note: Annex B is only applicable to employers who do not have existing vendor account with WSG.</p>
<p>26.</p>	<p>The PMET has resigned / was terminated from the company and did not complete the 12 months of employment. Can the employer still qualify for salary support under the CSP?</p> <p>Yes, the employer can still claim for salary support. Reimbursement is based on proration of the actual gross monthly salary* paid out by the company for the employment period which the PMET was hired for.</p> <p>Note: The CSP claims tranche in Q.22 would still apply * The sum of the New Hire's basic monthly salary and any fixed monthly allowance</p>

E. Bundling with Professional Conversion Programme (PCP) and P-Max					
27.	<p>Can the employer tap on both CSP and Professional Conversion Programmes (PCPs) at the same time?</p> <p>Yes, if both employer and the PMET individual are able to fulfill the CSP eligibility criteria (refer to Qn.3), companies may tap on CSP (<u>only applicable for PCP with funding duration ≤12 months</u>).</p>				
28.	<p>How can the employer go about tapping on both PCP and CSP?</p> <p>Employer is eligible to apply for CSP if candidates meet the eligibility criteria as indicated below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #e1f5fe; width: 20%; text-align: center; vertical-align: middle;">When to apply</td> <td> <p>At <u>start</u>[^] or <u>completion</u> of PCP</p> <ul style="list-style-type: none"> New Hire that is paid a gross monthly salary* of at least \$4,000/month (\$3,600 for SMEs) and willing to commit to hiring candidate for another 12 months after PCP ends <p><i>*The sum of the New Hire's basic monthly salary and any fixed monthly allowance</i></p> <p><i>[^]To ensure that PCP is confirmed i.e. with the start and end dates before submitting with CSP</i></p> </td> </tr> <tr> <td style="background-color: #e1f5fe; text-align: center; vertical-align: middle;">Eligibility criteria</td> <td> <p>Prior <u>commencement</u> of PCP</p> <ul style="list-style-type: none"> Singapore Citizens aged ≥40 years unemployed and actively looking for jobs for ≥6 months or made redundant <p style="text-align: center;"><u>OR</u></p> <ul style="list-style-type: none"> Singapore Citizens aged <40 years who is unemployed and actively looking for jobs for ≥6 months </td> </tr> </table> <p>Note: Duration of PCP funding to be 12months or less to qualify</p>	When to apply	<p>At <u>start</u>[^] or <u>completion</u> of PCP</p> <ul style="list-style-type: none"> New Hire that is paid a gross monthly salary* of at least \$4,000/month (\$3,600 for SMEs) and willing to commit to hiring candidate for another 12 months after PCP ends <p><i>*The sum of the New Hire's basic monthly salary and any fixed monthly allowance</i></p> <p><i>[^]To ensure that PCP is confirmed i.e. with the start and end dates before submitting with CSP</i></p>	Eligibility criteria	<p>Prior <u>commencement</u> of PCP</p> <ul style="list-style-type: none"> Singapore Citizens aged ≥40 years unemployed and actively looking for jobs for ≥6 months or made redundant <p style="text-align: center;"><u>OR</u></p> <ul style="list-style-type: none"> Singapore Citizens aged <40 years who is unemployed and actively looking for jobs for ≥6 months
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29.	<p>Having tapped on both CSP and PCP, how would the salary disbursement schedule be like?</p> <p>Employers can submit claims for salary support under the Career Support Programme (CSP) in three (3)* tranches after completion of PCP. Employers will be reimbursed based on the stipulated proportion of the actual gross monthly salary paid during the employment period claimed for. The CSP claims tranches stated in Q.22 would still apply.</p> <p><i>*Effective 1 April 2017, 3rd tranche is eligible to unemployed PMETs aged 40 years and above and actively looking for jobs for ≥12 months.</i></p>				

30. What are the differences between the P-Max and CSP?

The difference is shown in the table below:

	CSP (employed in any enterprise)	P-Max (employed in SMEs)
Objective	To place PMETs into middle-level jobs	To place PMETs into SMEs
Target Audience	Singapore Citizen PMETs	Singapore Citizen and Permanent Resident (PR) PMETs
Target Job Level	Mid-level jobs that pays a monthly gross salary [^] of at least \$4,000/month (\$3,600 for SMEs)	Entry to mid-level PMET jobs in demand
Training	N.A.	Structured 2-3 days PMET workshop
Support	Salary support of up to 50% of monthly salary for up to 18 months	One-time assistance grant of \$5,000 (successful retention of newly-hired for at least 6-months & completed PMET(s) 6-months Post-Workshop Resource Kit)

[^] The sum of the New Hire's basic monthly salary and any fixed monthly allowance

31. Is the employer eligible to tap on CSP whilst on the P-Max programme?

Yes, if both company and the PMET individual fulfills the CSP eligibility criteria. CSP and P-Max may commence at the same time.

Abbreviation:

WSG: Workforce Singapore

SSG: SkillsFuture Singapore