

## FREQUENTLY ASKED QUESTIONS FOR THE CAREER TRIAL [FOR PUBLIC INFORMATION]

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|          | <b>TABLE OF CONTENTS</b>                        |
| <b>A</b> | <b>General Questions</b>                        |
| <b>B</b> | <b>Eligibility Criteria</b>                     |
| <b>C</b> | <b>Registration for Jobseeker/Company</b>       |
| <b>D</b> | <b>Claims for Jobseeker/Company</b>             |
| <b>E</b> | <b>Part-Time Career Trial</b>                   |
| <b>F</b> | <b>Insurance and Excluded Occupations</b>       |
| <b>G</b> | <b>Others (New updates related to COVID-19)</b> |

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|          | <b>Questions and Answers</b>   |
| <b>A</b> | <b><u>General Questions</u></b>  |
| 1.       | <b>What is the Career Trial about?</b>   |
|          | <p>The Career Trial is part of the suite of career services offered by Workforce Singapore (WSG) and the Employment and Employability Institute (NTUC's e2i) under the Adapt and Grow initiative.</p> <p>Career Trial aims to encourage jobseekers and employers who are unsure about the job fit to go through a short-term trial before formal employment. To provide more opportunities for Singaporean jobseekers to try out jobs, Career Trial has been expanded, with effect from 15 May 2019 to include part-time jobs. This enhancement will cater to individuals who need part-time work arrangement to return to the workforce.</p> <p>With the expanded scope, Career Trial is targeted at full-time jobs paying at least \$1,500/month and part-time jobs paying at least \$750/month.</p> |
| 2.       | <b>What is the Adapt &amp; Grow Initiative about?</b>  |
|          | The Adapt and Grow initiative aims to enhance employment support to help Singaporeans adapt to changing job demands and to improve employment outcomes.  |
| 3.       | <b>What can unemployed jobseekers and employers benefit from the Career Trial?</b>   |
|          | <p>Unemployed Singapore Citizen jobseekers can benefit from:</p> <ul style="list-style-type: none"> <li>(i) Training Allowance that range from \$7.50/hour to \$15/hour. The quantum of the training allowance will be pegged to prevailing wages of these jobs;</li> <li>(ii) Retention Incentive of \$500 at the 3-month retention mark;</li> </ul>  |

|                  | <p>(iii) Additional Retention Incentive of \$1,000 at the 6-month retention mark for unemployed Singapore Citizens who have been actively looking for jobs for at least 6 months; and</p> <p>(iv) Additional Retention Incentive of \$1,000 to Singapore Citizens Persons with Disabilities regardless of unemployment duration.</p> <p>Employers can benefit from:</p> <p>(v) Salary Support (at 30% of monthly salary for 6 months) to employers who hire unemployed Singapore Citizens who have been actively looking for jobs for at least 6 months, capped at</p> <ul style="list-style-type: none"> <li>• \$900/month for full-time jobs;</li> <li>• \$450/month for part-time jobs; and</li> </ul> <p>(vi) Salary Support to employers hiring unemployed Singapore Citizens Persons with Disabilities, regardless of unemployment duration, at the above rates.</p>   |       |   |                 |  |                  |  |               |  |
|------------------|--|-------|---|-----------------|--|------------------|--|---------------|--|
| 4.               | <b>What is the Training Allowance (TA) and Retention Incentive (RI)?</b>   |       |   |                 |  |                  |  |               |  |
|                  | <p>The TA is offered as an incentive to help defray jobseekers' expenses incurred during the Career Trial.</p> <p>The RI is to incentivise jobseekers who have been employed after the Career Trial to stay in the same job for at least 3 consecutive months.</p>   |       |   |                 |  |                  |  |               |  |
| 5.               | <b>How can Jobseeker get higher TA under Career Trial?</b>   |       |   |                 |  |                  |  |               |  |
|                  | <p>Jobseekers (Singapore Citizens) will receive baseline TA of \$7.50/hour during Career Trial period. WSG/NTUC's e2i will top-up TA of up to \$11.25/hour or \$15/hour if the jobseeker is placed on full-time jobs with a monthly salary of \$2,000 (for part-time jobs \$1,000) or more after completion of Career Trial.</p> <p>There will be three (3) tiers of TA:</p> <table border="1" data-bbox="310 1514 1239 1822"> <thead> <tr> <th>Tiers</th> <th>Minimum Monthly Salary of Job offered to Jobseeker after Career Trial</th> </tr> </thead> <tbody> <tr> <td>\$7.50 per hour</td> <td>Full-Time: \$1,500 to &lt;\$2,000<br/>Part-Time: \$750 to &lt;\$1,000</td> </tr> <tr> <td>\$11.25 per hour</td> <td>Full-Time: \$2,000 to &lt;\$2,500<br/>Part-Time: \$1,000 to &lt;\$1,250</td> </tr> <tr> <td>\$15 per hour</td> <td>Full-Time: \$2,500 or more<br/>Part-Time: \$1,250 or more</td> </tr> </tbody> </table> | Tiers | Minimum Monthly Salary of Job offered to Jobseeker after Career Trial | \$7.50 per hour | Full-Time: \$1,500 to <\$2,000<br>Part-Time: \$750 to <\$1,000 | \$11.25 per hour | Full-Time: \$2,000 to <\$2,500<br>Part-Time: \$1,000 to <\$1,250 | \$15 per hour | Full-Time: \$2,500 or more<br>Part-Time: \$1,250 or more |
| Tiers            | Minimum Monthly Salary of Job offered to Jobseeker after Career Trial  |       |   |                 |  |                  |  |               |  |
| \$7.50 per hour  | Full-Time: \$1,500 to <\$2,000<br>Part-Time: \$750 to <\$1,000   |       |   |                 |  |                  |  |               |  |
| \$11.25 per hour | Full-Time: \$2,000 to <\$2,500<br>Part-Time: \$1,000 to <\$1,250   |       |   |                 |  |                  |  |               |  |
| \$15 per hour    | Full-Time: \$2,500 or more<br>Part-Time: \$1,250 or more   |       |   |                 |  |                  |  |               |  |
| <b>B</b>         | <b><u>Eligibility Criteria</u></b>   |       |   |                 |  |                  |  |               |  |

| 6.   | <b>Who can qualify for the Career Trial?</b>   |               |                |   |  |   |   |  |  |
|--|--|---------------|----------------|---|--|---|---|--|--|
| The companies and jobseekers are to meet all of the following criteria:  |  |               |                |   |  |   |   |  |  |
| <table border="1"> <thead> <tr> <th data-bbox="315 436 922 506">For Companies</th> <th data-bbox="922 436 1529 506">For Jobseekers</th> </tr> </thead> <tbody> <tr> <td data-bbox="315 506 922 701">Legally registered or incorporated in Singapore, with a Unique Entity Number (UEN) registered with ACRA</td> <td data-bbox="922 506 1529 701">Singapore Citizens who have been actively seeking employment on a permanent basis prior to commencing Career Trial</td> </tr> <tr> <td data-bbox="315 701 922 825">Actively hiring for full-time jobs paying \$1,500 or more, and/or part-time jobs paying \$750 or more</td> <td data-bbox="922 701 1529 825">Unemployed<sup>1</sup> during the period of Career Trial</td> </tr> <tr> <td data-bbox="315 825 922 982">Offer employment to suitable jobseekers on permanent terms or on contract terms that are no less than one (1) year after completion of Career Trial.</td> <td data-bbox="922 825 1529 982">At least 16 years old, have completed full-time studies and National Service (if applicable)</td> </tr> </tbody> </table> |  | For Companies | For Jobseekers | Legally registered or incorporated in Singapore, with a Unique Entity Number (UEN) registered with ACRA | Singapore Citizens who have been actively seeking employment on a permanent basis prior to commencing Career Trial | Actively hiring for full-time jobs paying \$1,500 or more, and/or part-time jobs paying \$750 or more | Unemployed <sup>1</sup> during the period of Career Trial | Offer employment to suitable jobseekers on permanent terms or on contract terms that are no less than one (1) year after completion of Career Trial. | At least 16 years old, have completed full-time studies and National Service (if applicable) |
| For Companies  | For Jobseekers   |               |                |   |  |   |   |  |  |
| Legally registered or incorporated in Singapore, with a Unique Entity Number (UEN) registered with ACRA  | Singapore Citizens who have been actively seeking employment on a permanent basis prior to commencing Career Trial       |               |                |   |  |   |   |  |  |
| Actively hiring for full-time jobs paying \$1,500 or more, and/or part-time jobs paying \$750 or more  | Unemployed <sup>1</sup> during the period of Career Trial  |               |                |   |  |   |   |  |  |
| Offer employment to suitable jobseekers on permanent terms or on contract terms that are no less than one (1) year after completion of Career Trial.   | At least 16 years old, have completed full-time studies and National Service (if applicable)                             |               |                |   |  |   |   |  |  |
| <p>* For <u>non-registered</u> WSG Careers Connect/ NTUC's e2i clients, <u>within one month of commencing Career Trial</u>, jobseeker must register with WSG Careers Connect or NTUC's e2i Career Service Centres for a <u>Career Trial Experience Review<sup>^</sup></u> by appointment through the WSG's hotline: 6883 5885, or NTUC's e2i hotline: 6474 0606 (unless jobseeker already a registered client).</p> <p><sup>^</sup>Phone/face-to-face review session is about 15-30mins.</p>   |  |               |                |   |  |   |   |  |  |
| 7.   | <b>What is the training duration of Career Trial to be eligible for funding support? Is there a minimum and maximum?</b> |               |                |   |  |   |   |  |  |
| <p>The minimum Career Trial duration is 16 hours for full-time and part-time Career Trial. The maximum duration for full-time positions is up to 480 hours (3 months).</p> <p>For part-time Career Trial, the maximum training duration is up to 80 hours per month for up to 3 months.</p> <p>The training duration eligible for funding will be determined based on the Career Trial activities plan submitted by the host employers and subjected to approval by WSG/ NTUC's e2i.</p>   |  |               |                |   |  |   |   |  |  |
| 8.   | <b>Why is there a cap of 80 hours per month for Part-Time Career Trial?</b>  |               |                |   |  |   |   |  |  |

<sup>1</sup> Not under any form of employment (also includes part-time/casual/temporary jobs), **and** have not received any CPF working contribution

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|     | <p>The usual hours worked per week under part time arrangement per employed resident is approximately 20 hours per week, which totals to 80 hours per month.</p> <p><i>*source: Ministry of Manpower (MOM)'s labour market statistical information</i></p>   |
| 9.  | <p><b>Can employers tap on Career Trial if the committed salary is below the minimum monthly salary of \$1,500 (full-time jobs) or \$750 (part-time jobs)?</b></p>   |
|     | <p>No, employers <u>should</u> offer jobs with a minimum monthly salary of \$1,500 or \$750 (sum of the jobseeker's monthly gross (basic pay and any fixed monthly allowance given on a monthly basis and attracts CPF contributions) and above to be eligible for Career Trial. WSG or NTUC's e2i have the discretion to recover from employers all funds disbursed under Career Trial as WSG or NTUC's e2i may deem fit in the event that the eventual offer is lower than the minimum monthly salary required under Career Trial.</p> |
| 10. | <p><b>What kind of organisations can apply for Career Trial?</b></p>   |
|     | <p>All companies legally registered or incorporated in Singapore can apply. This includes societies and non-profit organisations such as charities and social service agencies.</p> <p>Public organisations including Government, Organs of State, Ministries, Statutory Boards are not eligible for Career Trial.</p>   |
| 11. | <p><b>Who are those eligible for the RI?</b></p>   |
|     | <p>Jobseekers (Singapore Citizens) who fulfil the following requirements are eligible for the RI of \$500 if they:</p> <ul style="list-style-type: none"> <li>a) Completed the Career Trial;</li> <li>b) Employed by the same company for at least 3 consecutive months; and</li> <li>c) Have not claimed for the RI under the Career Trial.</li> </ul>  |
| 12. | <p><b>Who are eligible for the Additional Retention Incentive (ARI)?</b></p>   |
|     | <p>Unemployed Singapore Citizens who were actively seeking employment for at least 6 months, or Unemployed Singapore Citizens Person with Disabilities who were actively seeking employment, <u>regardless of unemployment duration</u>, and have completed Career Trial can receive Additional Retention Incentive (ARI) of \$1,000 if they stay in the same job for at least 6 consecutive months.</p>   |
| 13. | <p><b>Can eligible Career Trial jobseeker claim both RI and ARI?</b></p>   |
|     | <p>Yes. Please refer to question 32.</p>   |
| 14. | <p><b>Can eligible jobseekers qualify for the RI if he/she is not working full-time/permanent?</b></p>   |
|     | <p>Yes, eligible jobseekers will qualify for the RI if he/she is employed in permanent part-time positions or with at least one (1) year contract, after completion of Career Trial, with</p>  |

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|     | monthly fixed salary and CPF contributions for at least 3 consecutive months with the same employer.   |
| 15. | <b>Can eligible jobseekers qualify for the RI if he/she has resigned/ was terminated from the company and was not retained for at least 3 months of employment?</b>  |
|     | No, eligible jobseekers will not qualify for RI if he/she did not stay with the same employer for at least 3 consecutive months.   |
| 16. | <b>Can eligible jobseekers qualify for the RI if he/she was not offered a job by the host employer after completing the Career Trial?</b>  |
|     | Eligible jobseekers will qualify for the RI if he/she can find a job with another employer within six (6) months from the date of completion of Career Trial and stay in the job with the same employer for at least three (3) consecutive months.   |
| 17. | <b>I had completed and claimed TA / RI under Work Trial before, am I still eligible for Career Trial on and after 1 Apr 2018?</b>  |
|     | No. Jobseekers who have completed and claimed TA/RI under Work Trial before are not eligible for Career Trial.   |
| 18. | <b>I am a full-time student / individual enlisting into National Service, am I eligible for Career Trial?</b>  |
|     | No. Jobseekers must be at least 16 years old, unemployed and actively seeking employment on a permanent basis and have completed full-time studies or completed National Service (if applicable) to be eligible for Career Trial. Full-time students or jobseekers enlisting into NS are <u>not</u> allowed to come on board Career Trial. |
| 19. | <b>Can jobseekers who hold company shares or directorship in the host company be eligible for Career Trial?</b>  |
|     | No, jobseekers who have any financial interest with the host company would not be eligible for Career Trial in the same company.<br><br>WSG/NTUC's e2i reserve the right to reject jobseekers who are immediate family members of the business owner(s) of the host company.   |
| 20. | <b>Do employers need to offer the monthly salary as indicated during Career Trial application to suitable jobseekers after the Career Trial?</b>   |

Employers should offer the committed salary during application. Jobseekers (Singapore Citizens) will receive baseline TA of \$7.50/hour during Career Trial period. WSG/NTUC's e2i will top-up the TA to \$11.25/hour or \$15/hour if the jobseeker is placed by the employer placed on full-time jobs with a monthly salary of \$2,000 (for part-time jobs \$1,000) or more after completion of Career Trial.

WSG/NTUC's e2i reserve the rights to suspend host employers from the programme if the gross salary offered is below \$1,500(full-time job) or \$750(part-time job).

There will be three (3) tiers of TA:

| Tiers            | Minimum Monthly Salary of Job                                    |
|------------------|--|
| \$7.50 per hour  | Full-Time: \$1,500 to <\$2,000<br>Part-Time: \$750 to <\$1,000   |
| \$11.25 per hour | Full-Time: \$2,000 to <\$2,500<br>Part-Time: \$1,000 to <\$1,250 |
| \$15 per hour    | Full-Time: ≥\$2,500<br>Part-Time: \$1,250 or more                |

**21. Are host employers required to screen the eligibility of the jobseekers before recruiting under Career Trial?**

Yes, host employers are required to ensure the jobseeker meets the eligibility criteria and submit the Jobseeker's Details Form A1 to WSG/NTUC's e2i for acknowledgement prior to Career Trial commencement. Career Trial claims for Jobseekers and Employers without WSG/NTUC's e2i acknowledgement email will not be approved.

Jobseekers must be:

- A Singapore Citizen, who have been actively seeking employment on a permanent basis prior to commencing Career Trial;
- Unemployed at the point of commencement and during Career Trial; and
- At least 16 years old, have completed full-time studies and National Service (if applicable).

For non-registered WSG Careers Connect/ NTUC's e2i clients, within one month of commencing Career Trial, jobseeker must register with WSG Careers Connect or NTUC's e2i Career Service Centres for a Career Trial **Experience Review\*** by appointment through the WSG's hotline: 6883 5885, or NTUC's e2i hotline: 6474 0606 (unless jobseeker already a registered client).

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|          | <i>*Phone/face-to-face review session is about 15-30mins (during and after the Circuit Breaker period, until further notice, only phone review will be conducted).</i>  |
| 22.      | <b>What types of disabilities are considered Person with Disabilities?</b>  |
|          | Person with Disabilities refers to individuals with autism spectrum disorder, intellectual disability, physical impairment, hearing impairment and visual impairment. The proof of disability can be in the form of latest doctor's memorandum and/ or membership card of Voluntary Welfare Organisation (VWO) providing disability services.   |
| <b>C</b> | <b><u>Registration for Jobseeker/Company</u></b>  |
| 23.      | <b>How do companies/jobseekers participate in the Career Trial?</b>   |
|          | Companies and unemployed jobseekers who are keen to participate in Career Trial can refer to <a href="http://www.wsg.gov.sg/careertrial_employers">www.wsg.gov.sg/careertrial_employers</a> and <a href="http://www.wsg.gov.sg/careertrial_jobseekers">www.wsg.gov.sg/careertrial_jobseekers</a> , respectively for details. Alternatively, they can also call/ email WSG's Careers Connect or NTUC's e2i for assistance.<br><br><u>WSG's Careers Connect</u><br>Hotline: 6883 5885<br>Feedback Portal: <a href="https://portal.ssg-wsg.gov.sg">https://portal.ssg-wsg.gov.sg</a><br><br><u>NTUC's e2i</u><br>Hotline: 6474 0606<br>Email: <a href="mailto:followup@e2i.com.sg">followup@e2i.com.sg</a> |
| 24.      | <b>What supporting documents do employers need to submit at the point of application to prove they are hiring for the job position(s) which they have applied for under Career Trial?</b>   |
|          | Besides Form A2 and Form B2, employers also need to submit the MyCareersFuture.sg Job ID (MCF-XXXX-XXXXXXXX) to prove they are actively hiring for the job position(s) applied under Career Trial at the point of application.  |
| 25.      | <b>Are there appointed consultants to assist companies in their Career Trial application?</b>   |
|          | .WSG/ NTUC's e2i does not appoint nor endorse any service provider or consultant to help companies/ individuals to apply for Career Trial. WSG/ NTUC's e2i would not be liable for any services rendered by any company which markets and charges consultancy fees in relation to any Career Trial application or other submission.<br><br>Please contact Workforce Singapore or NTUC's e2i for any assistance/ query regarding Career Trial.   |
| 26.      | <b>What is MyCareersFuture.sg?</b>  |

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|     | <p><b>MyCareersFuture.sg</b> (MCF) which replaces the old Jobs Bank, is a portal that aims to provide Singapore Citizens and Permanent Residents with a free job search experience that matches them to relevant jobs based on the jobseeker's skills.</p> <p>For more information, please refer to:<br/> <a href="https://www.mycareersfuture.sg/docs/mycareersfuture_sg_user_faqs.pdf">https://www.mycareersfuture.sg/docs/mycareersfuture_sg_user_faqs.pdf</a></p>  |
| 27. | <p><b>Is it a requirement to post the Career Trial position on MyCareersFuture.sg portal? Why?</b></p>   |
|     | <p>Yes, it is a requirement to post the Career Trial position on MyCareersFuture.sg portal as proof of active hiring, as well as the number of vacancies for the position. Refer to these steps to create a job posting:</p> <ol style="list-style-type: none"> <li>i. Click on "Create job posting"</li> <li>ii. Key in the information needed (job description, skills, key information and workplace details)</li> <li>iii. Review job posting</li> <li>iv. Click "Submit"</li> </ol>   |
| 28. | <p><b>When will employers be notified of the status of their Career Trial application?</b></p>   |
|     | <p>Employers will be notified within 5 working days on the receipt of application. Employers will receive an email approval informing them of their successful application once all submitted documents and verifications are completed.</p>   |
| 29. | <p><b>Do jobseekers need to be registered with the WSG's Careers Connect /NTUC's e2i to be eligible for the Career Trial?</b></p>  |
|     | <p>Eligible jobseekers can enroll in the Career Trial directly with any participating host employers based on the list of job position openings at WSG website on <a href="http://www.wsg.gov.sg/careertrial_jobseekers">www.wsg.gov.sg/careertrial_jobseekers</a>.</p> <p>Jobseekers must register with WSG Careers Connect or NTUC's e2i Career Centres within one month of commencing trial by making appointment through the WSG's hotline: 6883 5885, or NTUC's e2i hotline: 6474 0606, unless jobseeker is already a registered client of WSG/NTUC's e2i in the past 6 months before commencement of Career Trial.</p> |
| 30. | <p><b>Can jobseekers drop out from Career Trial before completing the training?</b></p>  |
|     | <p>Yes, jobseekers must inform the host employer and WSG/NTUC's e2i with reason(s) before he/she chooses to drop out from the Career Trial.</p>  |
| 31. | <p><b>Do employers need to wait for the Career Trial Activities Plan to be approved by WSG/NTUC's e2i before accepting jobseekers for the Career Trial?</b></p>  |
|     | <p>Yes, employers need to obtain approval from WSG/NTUC's e2i on the Career Trial activities plan before accepting jobseekers and commencing the Career Trial.</p>   |



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|          | <p>After approval, employers must also submit a copy of the Jobseeker's Details Form A1 (available in Info-kit for Jobseeker) and copy of CPF contribution statement to WSG/NTUC's e2i for acknowledgement of your intention to start the career trial activities with the suitable jobseeker <u>before</u> commencement of Career Trial.</p>  |
| 32.      | <p><b>Do employers need to wait for the jobseeker to be approved by WSG/NTUC's e2i before commencing them on Career Trial?</b></p>   |
|          | <p>Yes, employers need to submit the Jobseeker's Details Form A1 and a copy of the CPF contribution statement. They need to receive acknowledgment email from WSG or NTUC's e2i before commencing jobseeker on Career Trial.</p>   |
| <b>D</b> | <p><b><u>Claims for Jobseeker/Company</u></b></p>  |
| 33.      | <p><b>How do eligible jobseekers claim for the Career Trial TA and RI, and what are the documents required for claim?</b></p>  |
|          | <p>To submit claims, eligible jobseekers can login with SingPass to upload the documents via <a href="https://portal.ssg-wsg.gov.sg">https://portal.ssg-wsg.gov.sg</a>. Please refer to the <u>Infokit for Jobseekers</u> available at <a href="http://www.wsg.gov.sg/careertrial_jobseekers">www.wsg.gov.sg/careertrial_jobseekers</a> for more details. For those who need assistance with submission of claims documents, they can call or approach WSG Careers Connect or NTUC's e2i Career Centres.</p> <p>To claim for the TA, eligible jobseekers must furnish the following documents to WSG/NTUC's e2i within 3 months from the end of the Career Trial period:</p> <ol style="list-style-type: none"> <li>1. Copy of NRIC (front and back);</li> <li>2. Jobseeker's Details Form A1;</li> <li>3. Signed copy of the TA claim Form B1;</li> <li>4. Copy of WSG/NTUC's e2i acknowledgement email on Jobseeker's Details Form A1;</li> <li>5. Copy of completed Direct Credit Authorisation (DCA) Form C1;</li> <li>6. Copy of first page of the jobseeker's Bank Book/Bank Statement; and</li> <li>7. Copy of jobseeker's employment contract for the final TA claim, if offered employment after Career Trial.</li> </ol> <p>To claim for the RI, eligible jobseeker must furnish the following documents to WSG/NTUC's e2i within 3 months after the third month of consecutive employment:</p> <ol style="list-style-type: none"> <li>1. Signed copy of the RI claim Form D1;</li> <li>2. Salary slips for the 3 consecutive months (or 6 consecutive months if qualify for Additional RI) from the start date of the employment; and</li> <li>3. Copy of signed official employment letter/contract;</li> <li>4. CPF contribution statement for the past 12 months (from completion of 3 months retention).</li> </ol> |

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| 34. | <b>Can jobseekers submit multiple claims for the TA and/or RI?</b>  |
|     | For jobseekers whose Career Trial duration is more than one (1) month, claims can be submitted on a monthly basis. Eligible jobseekers can only receive the RI if he/she has stayed on the job for at least 3 consecutive months.   |
| 35. | <b>After completion of the Career Trial, will WSG/NTUC's e2i prompt eligible jobseekers to submit their claim?</b>  |
|     | No, there is no notification from WSG/NTUC's e2i to remind eligible jobseekers to submit their claim. The responsibility is on the jobseekers to submit the complete Career Trial claim documents to WSG/NTUC's e2i. Please refer to question 32 or the <a href="#">Infokit for Jobseekers</a> for information on claims submission.  |
| 36. | <b>If jobseekers missed the timeline for submission for the TA, can they still make the claims?</b>   |
|     | Yes, eligible jobseekers can combine both claims for the TA and RI and submit it to WSG/NTUC's e2i concurrently. Claims should be submitted within 3 months after the third month of consecutive employment.  |
| 37. | <b>The jobseeker commenced job on 15 May 2018 and stayed in the same company for at least 3 consecutive months. How should the jobseeker submit his/her salary slip to claim for RI?</b>  |
|     | <p>The jobseeker should submit four (4) consecutive months of salary slips for the period 15 May 2018 to 14 Aug 2018 (3 months retention period). For instance,</p> <ul style="list-style-type: none"> <li>● 1<sup>st</sup> month: 15 May 2018 to 31 May 2018</li> <li>● 2<sup>nd</sup> month: 1 Jun 2018 to 30 Jun 2018</li> <li>● 3<sup>rd</sup> month: 1 Jul 2018 to 31 Jul 2018</li> <li>● 4<sup>th</sup> month: 1 Aug 2018 to 14 Aug 2018</li> </ul> |
| 38. | <b>For eligible host employer who offered employment to eligible jobseekers (i.e. unemployed for 6 months or more and actively looking for jobs) after completion of Career Trial, how is the Salary Support being computed?</b>  |
|     | <p>Fixed monthly salary means the sum of the jobseeker's fixed monthly salary and any fixed monthly allowance which attracts CPF contributions.</p> <p>Employers must issue itemised monthly payslips to all employees, including unpaid leaves, overtime pay, fixed allowances etc. Further verification such as submission of jobseeker's employment contract will be required.</p>   |

The Salary Support is computed based on the gross fixed monthly salary, including any fixed allowances which attracts CPF contributions.

**Table 1: Fixed Monthly Salary Components**

|                   | Fixed Monthly Salary Components<br>(Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances)   |  | * <u>Excluded</u> from Fixed Monthly Salary  |
|-------------------|---|--|--|
|                   | (A) Basic Monthly Salary  | (B) Fixed Monthly Allowance  |  |
| <b>Definition</b> | 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 | <ul style="list-style-type: none"> <li>- Variable allowances</li> <li>- Overtime payments, bonus, commission or annual wage supplements</li> <li>- In-kind payments</li> <li>- Any form of reimbursements, including for expenses incurred by employee in the course of employment</li> <li>- Productivity incentive payments</li> <li>- Contributions payable by the employer to any pension or provident fund, including any contributions made on the employee's behalf</li> <li>- Gratuity payable on discharge, retrenchment or retirement of employee</li> </ul> |

**\*Note:** Employers may visit CPF's website [here](#) to check what type of payments attract CPF contributions.

39. **Will eligible jobseekers be paid CPF for the TA and RI under the Career Trial?**

No, eligible jobseekers must not receive CPF contributions for the TA under the Career Trial as the jobseekers are not formal employees of the host employer. They will also not receive CPF contributions for the RI.

|     |  |
|-----|--|
| 40. | <b>Can jobseekers claim TA for requisite courses such as WSQ Basic Food Hygiene course (if the F&amp;B company requires them to handle food) or security related courses such as WSQ Perform Guard and Patrol Services / WSQ Handle Security Incidents and Services which the employer send them to attend the training?</b>   |
|     | No. Any training hours under any course are not claimable for TA under Career Trial.   |
| 41. | <b>Is the employer eligible for the Salary Support if the eligible jobseeker leaves the company at less than 3 months period?</b>  |
|     | No. Eligible jobseeker must stay with the same employer for at least 3 consecutive months to qualify for Salary Support.   |
| 42. | <b>Will WSG/NTUC's e2i prompt employers eligible for Salary Support to submit their claims?</b>  |
|     | No, there is no notification from WSG/NTUC's e2i to remind eligible employers to submit their claims. The responsibility is on the employers to submit the complete Career Trial Salary Support claim documents to WSG.  |
| 43. | <b>How can eligible employers claim for the Salary Support under the Career Trial, and what are the documents required for claim?</b>  |
|     | <p>Eligible employers can submit a copy of Salary Support Claim Form C2 to WSG after the Career Trial in two tranches. Employers will be reimbursed based on the actual gross monthly salary paid to the employee during the employment period.</p> <p>Please refer to the <a href="#">Infokit for Company</a> for more details.</p> <p><b>1<sup>st</sup> tranche:</b> To claim for Salary Support for the first 3 months of employment, claims could be made between the 4<sup>th</sup> and 6<sup>th</sup> month from the job commencement date (first 3 months retention) of the new hire, together with the employee's RI Form D1.</p> <p><b>2<sup>nd</sup> tranche:</b> To claim for Salary Support for the next 3 month of employment, claims could be made between the 7<sup>th</sup> and 9<sup>th</sup> month (next 3 months retention) from the job commencement date of the new hire, with the employee's RI Form D1 for Singapore Citizens who are eligible for the additional \$1,000 RI.</p> <p>Employers can submit by logging in with their CorpPass to upload employee's salary slips of at least 3 or 6 consecutive months and employee's RI Form D1 corresponding to the claim period of the employee via <a href="https://portal.ssg-wsg.gov.sg">https://portal.ssg-wsg.gov.sg</a> to claim for the 1<sup>st</sup> and 2<sup>nd</sup> tranche of the Salary Support.</p> <p>Further verification such as submission of employee's employment contract may be required.</p> |

|                               |   |
|-------------------------------|---|
| 44.                           | <b>If employers missed the timeline for submission for the 1<sup>st</sup> tranche of claims, can employers still submit the claim?</b>  |
|                               | Yes, the employers can combine both claims for 1 <sup>st</sup> and 2 <sup>nd</sup> tranches and submit it concurrently to WSG/NTUC's e2i. Submission of claims should not be later than 3 months from the end of the employee's 6 <sup>th</sup> month retention.  |
| 45.                           | <b>Can employers qualify for the Salary Support if the jobseeker has resigned / was terminated from the company and did not complete the first 3 months of employment?</b>  |
|                               | No, employers can only qualify for the Salary Support if the jobseeker stays on the job for at least 3 consecutive months.  |
| <b>Part-Time Career Trial</b> |   |
| 46.                           | <b>What is Part-Time employment?</b>  |
|                               | <p>Part-time employment is an arrangement which allows your employees to work fewer hours as compared to a full time employee, on a regular basis. Part-time employees normally work less than 35 hours a week.</p> <p>A part-time employee is one who is under a <b><u>contract of service</u></b> to work <b>less than 35 hours</b> a week.</p>   |
| 47.                           | <b>What is a contract of service?</b>   |
|                               | <p>Based on MOM's guidelines, the contract of service for part-time employees must specify:</p> <ul style="list-style-type: none"> <li>• Hourly basic rate of pay.</li> <li>• Hourly gross rate of pay (the hourly basic rate plus allowances).</li> <li>• Number of working hours per day or per week.</li> <li>• Number of working days per week or per month.</li> </ul> <p>Please refer to MOM's website for more information on part-time employment:<br/> <a href="https://www.mom.gov.sg/employment-practices/part-time-employment#contract">https://www.mom.gov.sg/employment-practices/part-time-employment#contract</a></p> |
| 48.                           | <b>What are common types of Part-Time work arrangements?</b>  |
|                               | <ul style="list-style-type: none"> <li>• Shorter work days (e.g. half-day work week)</li> <li>• Fewer work days (e.g. fewer work days based on full day work hours each day)</li> </ul>   |

|          |   |
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| 49.      | <b>What working arrangements are excluded from Part-Time Career Trial?</b>  |
|          | Part-time positions exclude temporary, casual work arrangements, and positions on compressed workweek or flexi-time schedule.   |
| 50.      | <b>How is Salary Support calculated for Part-Time Career Trial?</b>   |
|          | <p>The Salary Support is computed based on the gross fixed monthly salary, including any fixed allowances which attracts CPF contributions. Refer to question 37 for salary component details.</p> <p>WSG reserves the right to reject salary support claims where employment contract and payslips with insufficient details of fixed and variable salary components; and/or hourly rates. Overtime and working hours exceeding the Employment Act for part-time work will not be funded.</p> <p>Companies can refer to MOM's website: <a href="https://www.mom.gov.sg/employment-practices/employment-act/employer-assistance-package">https://www.mom.gov.sg/employment-practices/employment-act/employer-assistance-package</a> for templates and resources for Key Employment Terms and pay slips.</p> |
| <b>F</b> | <b><u>Insurance and Excluded Occupations</u></b>  |
| 50.      | <b>Will eligible jobseekers be covered by insurance under the Career Trial?</b>   |
|          | <p>Yes, eligible jobseekers undergoing the Career Trial will be covered by insurance<sup>^</sup> paid for by WSG/NTUC's e2i except for the following occupations (refer to Exclusion List of Occupations in Annex A).</p> <p><sup>^</sup><i>The Group Personal Accident insurance provides coverage for <u>accidental bodily injury</u>.</i></p>  |
| 51.      | <b>Does the insurance provided by WSG/NTUC's e2i covers all kinds of occupations?</b>   |
|          | No. Refer to Exclusion List of Occupations in Annex A for the list of occupations which are excluded from the insurance under Career Trial. For these excluded occupations, the employer must provide insurance coverage for the jobseekers during the period of Career Trial as WSG/NTUC's e2i does not provide the insurance coverage.  |
| <b>G</b> | <b><u>Others</u></b>  |
| 52.      | <b>Is Career Trial applicable for all hiring positions?</b>   |
|          | Career Trial is applicable where there is a need for a trial period for the employer and jobseeker to assess job fit, considering factors such as the occupation, industry and jobseeker profile.   |
| 53.      | <b>Can employers vary the Career Trial duration for the job position?</b>   |

|     |  |
|-----|--|
|     | Yes, employers have the flexibility to customise the Career Trial duration between 16 hours and 480 hours i.e. up to 3 months according to the needs of the job trial, subject to WSG/NTUC's e2i approval.   |
| 54. | <b>How many Career Trial positions can employers offer under the Career Trial?</b>   |
|     | Companies registered under the Career Trial can offer up to 5 Career Trial vacancies per position, capped at 5 job positions subject to WSG/NTUC's e2i approval.   |
| 55. | <b>How do employers update Career Trial vacancies after approved vacancies are utilised?</b>   |
|     | Companies are to return to the original approving authority, WSG / NTUC's e2i, to close vacancies upon full utilisation of approved number of vacancies.   |
| 56. | <b>Is there an expiry date for approved Career Trial positions?</b>  |
|     | Yes. The approved Career Trial position will expire <u>six</u> months from the approval date and removed from WSG's Career Trial Listing. Employers who wish to reactivate their expired Career Trial position will need to post their vacancy on MyCareersFuture.sg and inform WSG/NTUC e2i of the new Job ID before they can shortlist new jobseekers on Career Trial.   |
| 57. | <b>If employers have more than one Career Trial position, can employers submit multiple Career Trial Activities to WSG/NTUC's e2i concurrently?</b>  |
|     | Yes, employers can submit multiple Career Trial Activities customised for each position to WSG/NTUC's e2i for approval.  |
| 58. | <b>Do employers need to offer employment to jobseekers after the Career Trial?</b>   |
|     | Employers should offer employment (on permanent terms or on contract terms that are no less than one (1) year) to suitable jobseekers (with monthly fixed salary and CPF contributions) or to inform the jobseeker(s) if employment is not offered. Employers are required to inform the jobseeker whether he/she is to be offered employment, <u>within five working days</u> after completion of the Career Trial. |
| 59. | <b>Can probation period be considered under Career Trial?</b>  |
|     | No. Career Trial is to allow employers who are unsure about the jobseekers' job fit to assess them before offering employment. There should be no employer-employee relationship (i.e. with a formal employment contract/letter) prior to and during the Career Trial.   |
| 60. | <b>If employers do not qualify for the Career Trial, are there any similar programmes?</b>   |

|             | <p>There are currently other existing schemes such as WSG and NTUC's e2i's Place and Train (PnT) programmes that help employers recruit locals.</p> <p>Under the PnT programmes, including Professional Conversion Programmes, are geared to help jobseekers to re-skill themselves through a structured training. Employers will interview and hire the potential jobseekers before commencing the training. Employers can contact WSG/NTUC's e2i for more information on the PnT programmes.</p> <p><u>WSG's Careers Connect</u></p> <p>Hotline: 6883 5885</p> <p>Feedback Portal: <a href="https://portal.ssg-wsg.gov.sg">https://portal.ssg-wsg.gov.sg</a></p> <p><u>NTUC's e2i</u></p> <p>Hotline: 6474 0606</p> <p>Email: <a href="mailto:followup@e2i.com.sg">followup@e2i.com.sg</a></p>   |                      |                      |                      |
|-------------|--|----------------------|----------------------|----------------------|
| 61.         | <p><b>Is it a requirement for host employer to provide CPF to the jobseekers under the Career Trial?</b></p>   |                      |                      |                      |
|             | <p>No, the host employer must not provide CPF to the jobseekers as they are not considered employees of the company and there are no employment relationships between the host company and the jobseekers during the Career Trial period.</p>  |                      |                      |                      |
| 62.         | <p><b>What is CorpPass and how do I register for CorpPass?</b></p>   |                      |                      |                      |
|             | <p>CorpPass, which stands for Singapore Corporate Access, is a corporate digital identity for businesses and other entities (such as non-profit organisations and associations) to transact with Government agencies online. CorpPass enables a single corporate digital identity to be created to allow more services and transactions to be provided online conveniently and securely.</p> <p>To register, please visit the link at <a href="http://www.corppass.gov.sg">www.corppass.gov.sg</a>. For more information on CorpPass role assignment for SSG-WSG e-Services, please go to <a href="http://www.ssg-wsg.gov.sg/eservice-guides.html">www.ssg-wsg.gov.sg/eservice-guides.html</a></p> <p>To <b>submit applications via WSG Feedback portal</b>, companies' CorpPass admin would need to authorize the company representative with the following administrative access:</p> <table border="1" data-bbox="406 1835 1516 1898"> <thead> <tr> <th data-bbox="406 1835 846 1898">Agency Name</th> <th data-bbox="846 1835 1177 1898">Digital Service Name</th> <th data-bbox="1177 1835 1516 1898">Digital Service Role</th> </tr> </thead> </table> | Agency Name          | Digital Service Name | Digital Service Role |
| Agency Name | Digital Service Name   | Digital Service Role |                      |                      |



|     |   |                    |                 |
|-----|---|--------------------|-----------------|
|     | SkillsFuture Singapore and Workforce Singapore (SSG&WSG)  | SSG-WSG E-services | FMS FEEDBACKAPP |
|     | <p>To <b>access and post jobs on MyCareersFuture.sg</b>, the CorpPass admin would need to select the relevant e-Service for CorpPass users.</p> <ul style="list-style-type: none"> <li>• Digital service Name- MyCareersFuture Employer Portal</li> <li>• Digital Service Role – JOB ADMIN</li> </ul>   |                    |                 |
| 63. | <b>Where can I get help if I require assistance on CorpPass?</b>  |                    |                 |
|     | <p>To find out more about the functions or seek assistance on CorpPass, please go to <a href="http://www.ssg-wsg.gov.sg/eservice-guides.html">www.ssg-wsg.gov.sg/eservice-guides.html</a></p> <p>Alternatively, you may contact the CorpPass Helpdesk at:<br/>         Hotline: 6643 0577<br/>         Email: <a href="mailto:support@corppass.gov.sg">support@corppass.gov.sg</a></p> <p>The operating hours of the CorpPass Helpdesk are:</p> <ul style="list-style-type: none"> <li>• Monday to Friday: 8am to 8pm</li> <li>• Saturday: 8am to 2pm</li> <li>• Closed on Sunday and public holiday</li> </ul> |                    |                 |
| 64. | <b>If the employer hires a jobseeker who is suspended from SSG/WSG/e2i funding, can they still continue to hire/retain him/her?</b>   |                    |                 |
|     | <p>Yes, the employer may continue to hire/ retain the jobseeker who has been suspended from WSG/SSG/NTUC's e2i's programmes/funding. However, the employer will not be eligible for salary support under Career Trial.</p>  |                    |                 |
| 65. | <b>What kinds of action will lead to such suspensions?</b>  |                    |                 |
|     | <p>There are a few reasons why jobseekers may be barred from receiving further grants from SSG/WSG/NTUC's e2i, such as jobseekers did not fulfil their programme obligations with SSG/WSG/NTUC's e2i without valid reasons, or jobseekers have exhibited improper conduct.</p>  |                    |                 |
| 66. | <b>Due to the COVID-19 situation, can companies and jobseekers suspend their Career Trial activities?</b>   |                    |                 |

|     |   |
|-----|---|
|     | <p>During and after the Circuit Breaker period, until further notice, businesses that are not offering essential services or in key economic sectors will have to implement telecommuting fully or stop work altogether.</p> <p>Affected companies and jobseekers will be allowed to suspend their Career Trial and complete the remaining hours at a later time. Claims can only be submitted after the approved hours are completed.</p>  |
| 67. | <p><b>Due to COVID-19 situation and telecommuting arrangements, do applicant companies need to include company stamp and signature in the Career Trial application Form A2 or DCA form?</b></p>   |
|     | <p>During and after the Circuit Breaker period, until further notice, WSG will allow:</p> <ul style="list-style-type: none"> <li>- <b>Form A2</b> to be submitted without the company stamp and signature. WSG may request for a softcopy of the ACRA Bizfile for verification purposes.</li> <li>- DCA form to be signed and submitted without company stamp and bank's endorsement.</li> </ul>  |
| 68. | <p><b>For jobseekers to claim training allowance and retention incentive, what are the endorsement alternative to the employer's signature and company stamp?</b></p>   |
|     | <p>During and after the Circuit Breaker period, until further notice, in lieu of employer's signature and company stamp, jobseekers can obtain <b>email endorsement</b> from the host companies on the completed career trial hours for training allowance claims, and employment period for retention incentive claims. The email endorsement from company should include company representative's (e.g. HR manager or director) designation and email address, and be submitted together with Forms A1, B1 and D1.</p> <p>For payment through GIRO, the signature is still a requirement in the DCA form.</p> |
| 69. | <p><b>My company is able to carry out business operations via full telecommuting. Can we apply for Career Trial?</b></p>  |
|     | <p>Yes. The documents required for applications and claims submissions as well as the terms and conditions would be the same for all Career Trial applications.</p>   |

## EXCLUSION LIST OF OCCUPATIONS

## Annex A

The below occupations are not insured under Career Trial:

| S/N | Occupations                                   | Job Description   |
|-----|---|---|
| 1   | Electrical Wiring Installer                   | <ul style="list-style-type: none"> <li>Minor repairs on electrical wirings and electrical parts replacements.</li> <li>To carry out inspection of all electrical installation</li> <li>Change and repair lightings</li> <li>Troubleshooting electrical panels and control switch boards of high voltage</li> </ul>  |
| 2   | Plumber / Pipe-fitter                         | <ul style="list-style-type: none"> <li>Install, repair and maintain plumbing systems and components</li> <li>Plan, install and service plumbing systems, fixtures, piping equipment and controls</li> </ul>   |
| 3   | Sprinkler & Fire Protection Systems Installer | <ul style="list-style-type: none"> <li>Perform preventive/ad-hoc maintenance, facilities and building works, such as minor handyman repairs</li> <li>Repair and troubleshooting AV systems, mechanical and electrical systems</li> </ul>  |
| 4   | Timber Doors & Windows Installer              | <ul style="list-style-type: none"> <li>Install doors and windows</li> <li>Perform other installation works including laying/trucking of wire, drilling ceiling holes</li> </ul>   |
| 5   | Interior Drywall Installer                    | <ul style="list-style-type: none"> <li>Trims rough edges from wallboard to maintain even joints, using knife.</li> <li>Assembles and installs metal framing and decorative trim for windows, doorways, and vents.</li> <li>Cuts openings into board for electrical outlets, windows, vents, or fixtures, using keyhole saw or other cutting tools.</li> </ul>   |
| 6   | Crane Operators (Saddle Jip)                  | <ul style="list-style-type: none"> <li>To operate the assigned vehicle, e.g. hydraulic mobile/crawler crane to perform various tasks, e.g. lifting, delivery and/or deployment of materials and equipment in construction site</li> <li>Carry out regular preventive maintenance for the crane</li> <li>To operate the assigned vehicle in line with proper safety procedures and operations regulations</li> </ul> |
| 7   | Luffing Jib Crane Operator                    |   |
| 8   | Crawler Crane Operators                       |   |
| 9   | Mobile Crane Operators                        |   |

Occupational Class 4 - Persons engaged in occupations with exposure to highly hazardous environment.

Please note the excluded occupations listed below are not exhaustive, some examples are:

| Type of Excluded Occupation   |  |  |
|---|--|--|
| Fireman   | Policeman  | Woodworking machinist etc.   |
| Construction site workers or unskilled workers at construction site   | Armed security guard   | Occupations or work involving exposure to oil rig platform and/or offshore work  |
| Occupations or work involving fire fighters, police, military, naval or air force service and operations  | Divers or occupations involving deep sea diving  | Occupations or work involving wood or timber working, welding, working at heights 30 feet above ground level, underground & Handling hazardous chemical or explosive materials |
| Occupations or work requiring use of heavy machinery (cranes, forklifts, bulldozers and the like, vehicles requiring Class 4 license and above) | Occupations involving manual work in hazardous places (construction site, dock, hangar, oil refinery, shipyard and the like) | Ship breakers  |
| Ship crew or workers on board vessels (stationery or offshore)  | Pilots, air stewards, stewardesses or air crew   |  |
| Stevedores  |  |  |