# **UTAP**

Union Training Assistance Programme

# Step-by-Step Application Guide for Union Members

1 November 2021



# Steps on how to check for *UTAP* approved Training Providers and Courses

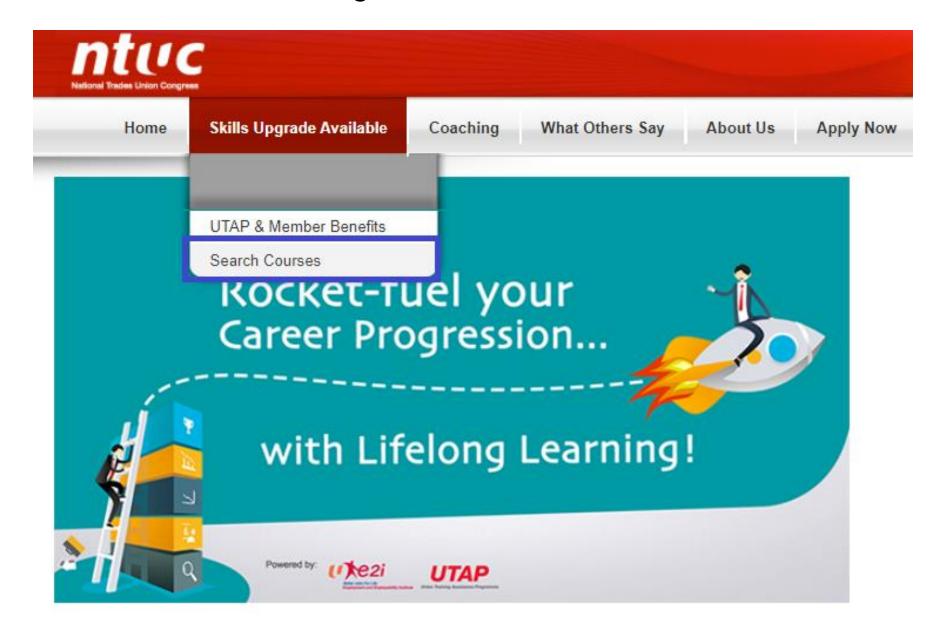


# Step 1: Go to <a href="http://skillsupgrade.ntuc.org.sg">http://skillsupgrade.ntuc.org.sg</a>

Click on "Skills Upgrade Available" to search for approved UTAP Training Providers and Courses.



Step 2: Click on "Search Courses" to search for approved UTAP Training Providers or Courses.



# Step 3: You may select or type the fields as shown and click "Search" to search for related courses.



### Search Course

Please contact the training provider for more information about the course

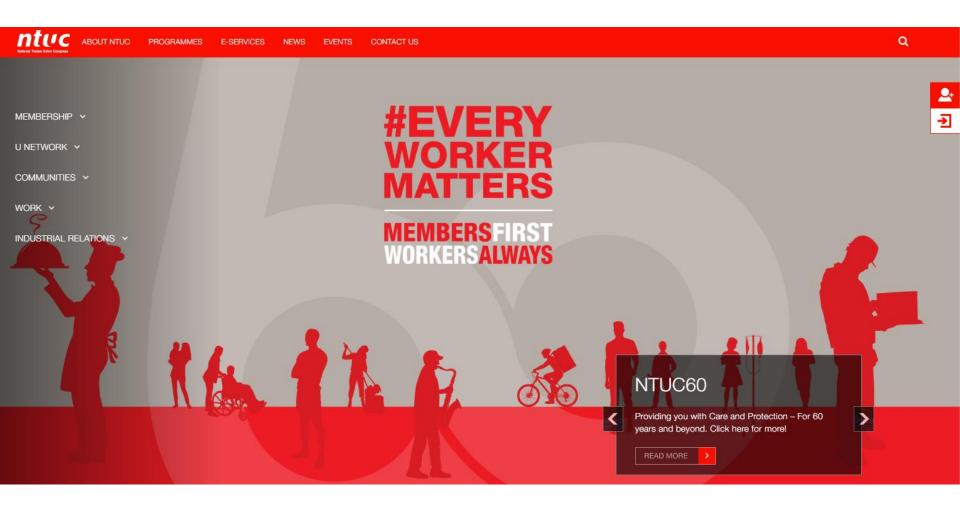
Training Provider:	Select Training Provider		
Course Title:			
Industry:	Select Industry	~	
Funding Type:	Select Funding Type	~	
		Search	

From 1 Apr 2020 onwards, for UTAP-funded courses under NTUC LearningHub, union members are to refer to this link instead of the listing on this website.

# Steps for *UTAP* application



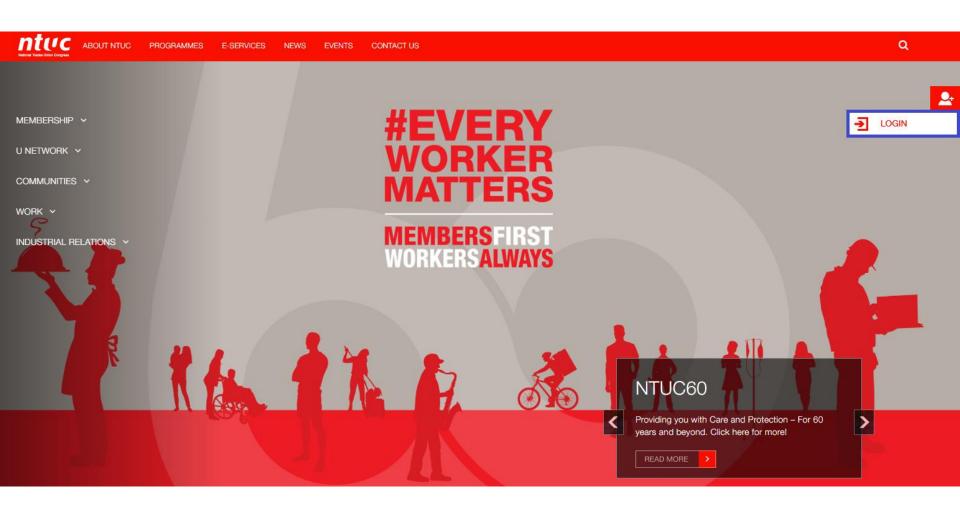
# Step 1: Go to <a href="https://www.ntuc.org.sg">https://www.ntuc.org.sg</a>.





Step 2: Click on " **∃** 







# **Step 3:** Choose your login method.

LOGIN

X

To access our e-services:

Click here to login with SingPass

LOG IN WITH YOUR SINGPASS MOBILE APP

# LOG IN WITH YOUR U PORTAL ACCOUNT

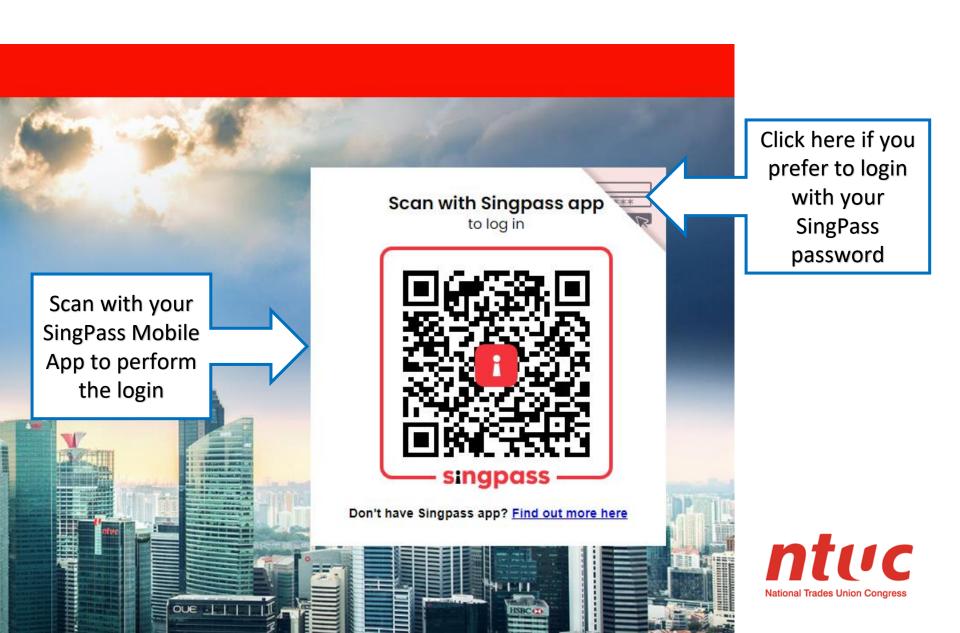
Click here to login with U Portal Account

Not a U Portal Member yet?

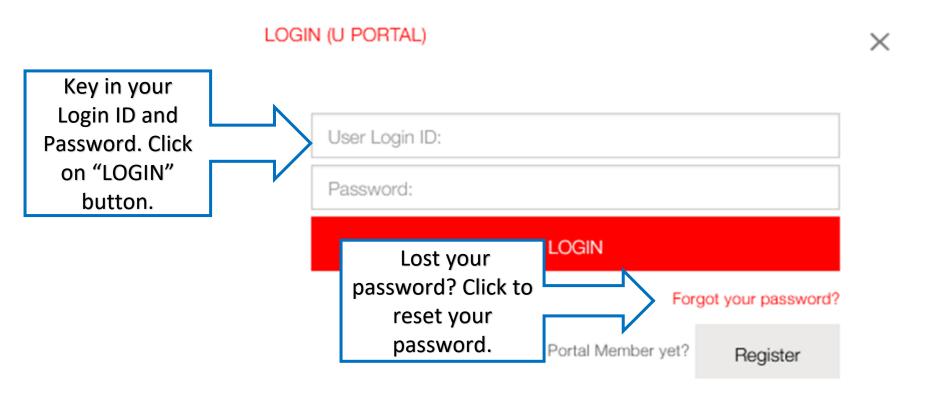
Click here to register an account if you do not have an account.



# Step 4a: Login with SingPass.

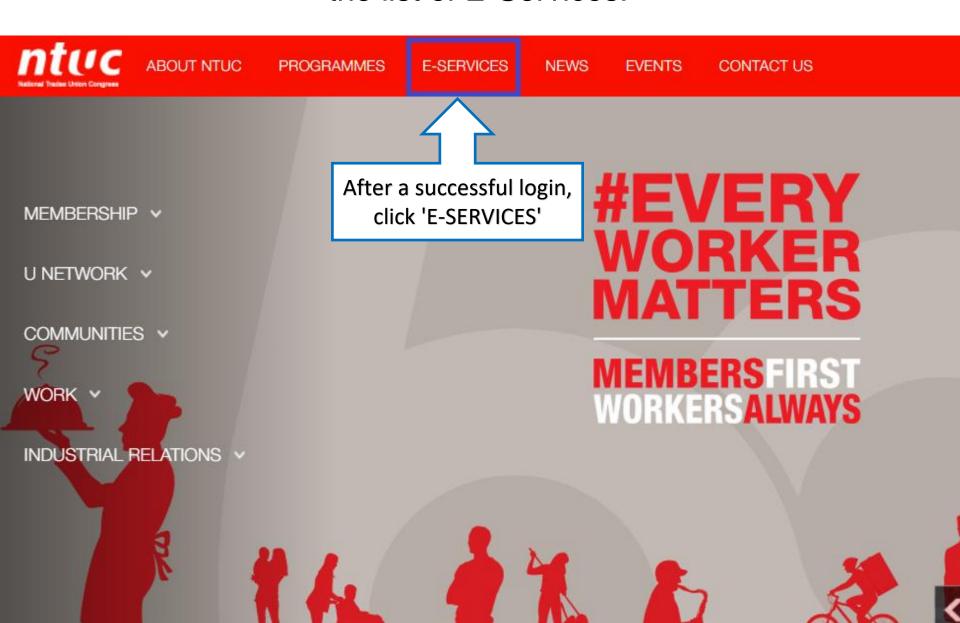


# Step 4b: Login with U Portal Account.

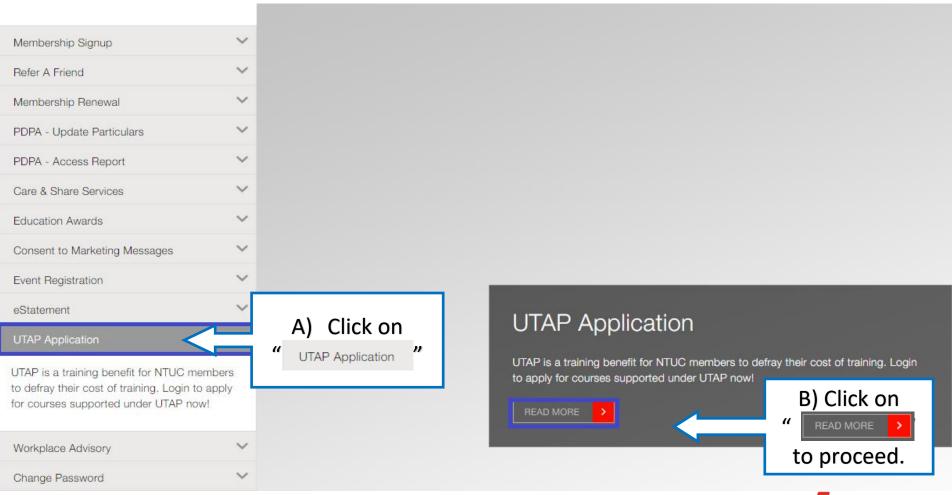




Step 5: After login successfully, click on "E-SERVICES" to display the list of E-Services.



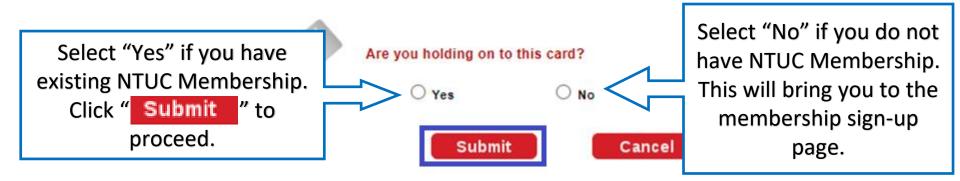
Step 6: Click on "UTAP Application" from the side menu and "READ MORE" to proceed.





Step 7: Declare membership status before proceeding. Check on either box and click "Submit". If non-member, you will be directed to membership sign up page.

# Membership Declaration





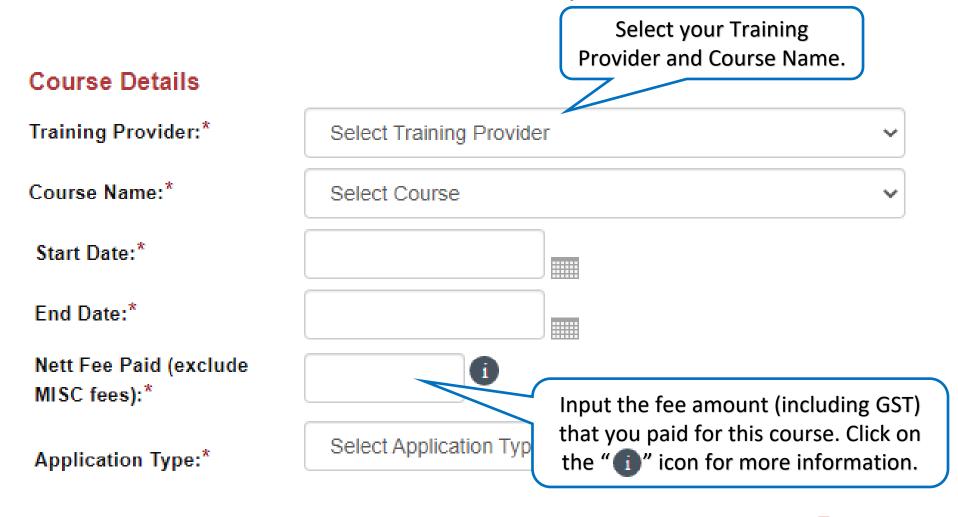
# Step 8: Please check your contact details in NTUC membership records.

# **Applicant Details**

Name:	XXX XXX XXX		
Email:	XXXX@XXX.XXX		
Contact No:	XXXXXXXX		Click " Link" to navigate to your
If you wish to update your email o	or other personal details, plea	ase visit Link.	personal profile  page to perform  update.



# Step 8a: Fill in the Course Details. All fields are mandatory to fill in.





# **Step 8b:** Upload supporting documents related to the course.

# Upload Supporting Documents

Maximum 3 MB per file

Proof of Payment:

(Course Invoice/Receipt)\*

Proof of Completion:

(Certificate/Result Slip)\*

Choose File No file chosen

Choose File No file chosen

Upload supporting documents in the format of JPEG/ JPG/ PDF/ PNG. Each file size should be less than 3 MB.



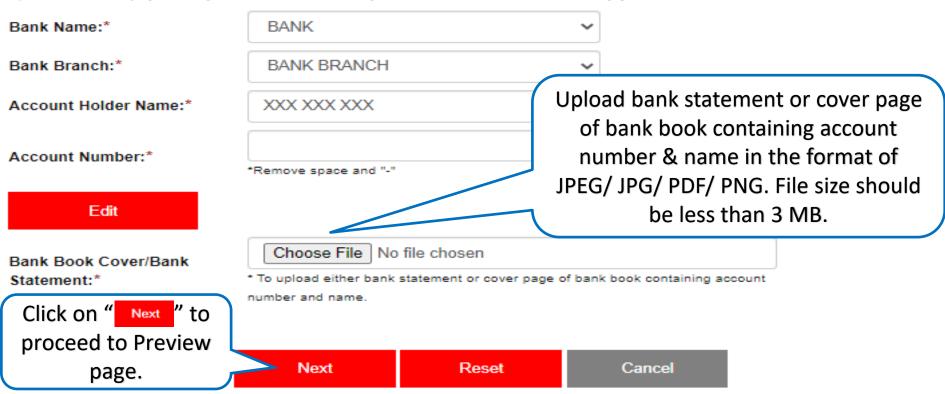
# Step 8c: If your bank details are not auto-filled by the system, please input all mandatory fields.

### Bank Account Information

Please review your bank account details as displayed. If there is a change in bank account or no information displayed, you are required to update your bank account details and upload a copy of your bank statement (clearly showing both your <u>full name</u> and the <u>bank account number</u>).

### Please note that:

- We do not credit monies into a third party's bank account.
- You are required to provide a valid bank account number that belongs to you. It is your responsibility to ensure that the bank details entered in the application are correct.
- 3) We will credit payment by Interbank GIRO into your bank account as declared by you.



Step 8d: If the bank details are auto-filled, please check the details are correct. Click on "

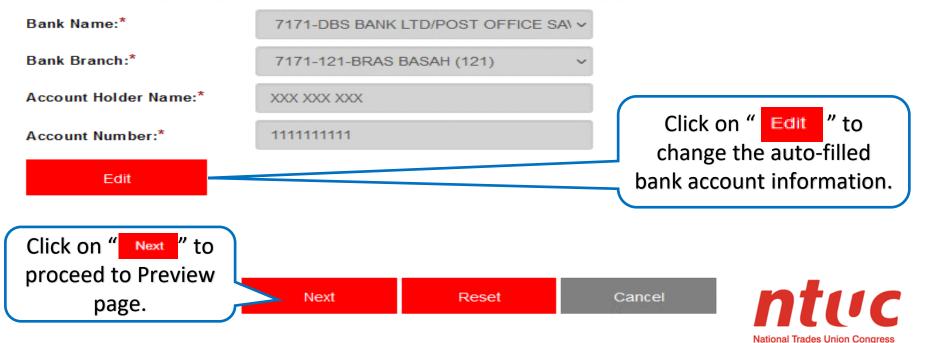
"If you wish to update the details."

### Bank Account Information

Please review your bank account details as displayed. If there is a change in bank account or no information displayed, you are required to update your bank account details and upload a copy of your bank statement (clearly showing both your <u>full name</u> and the <u>bank account number</u>).

### Please note that:

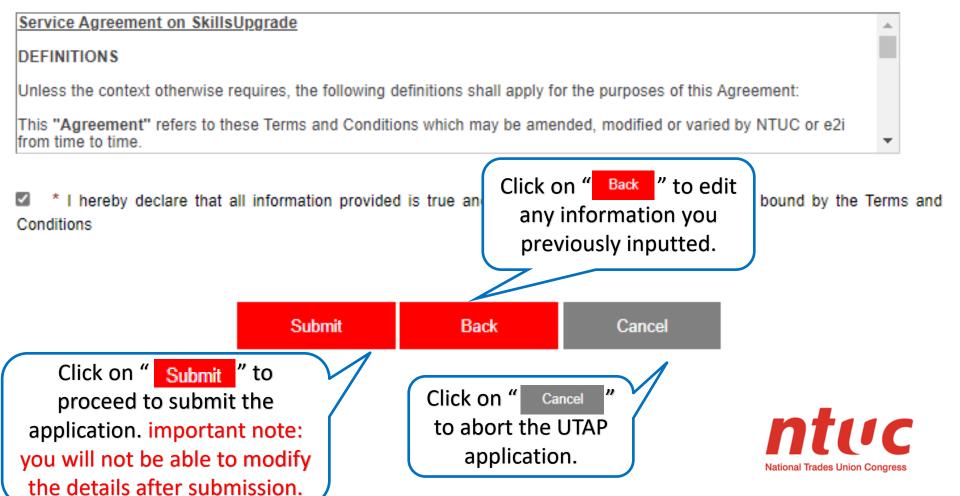
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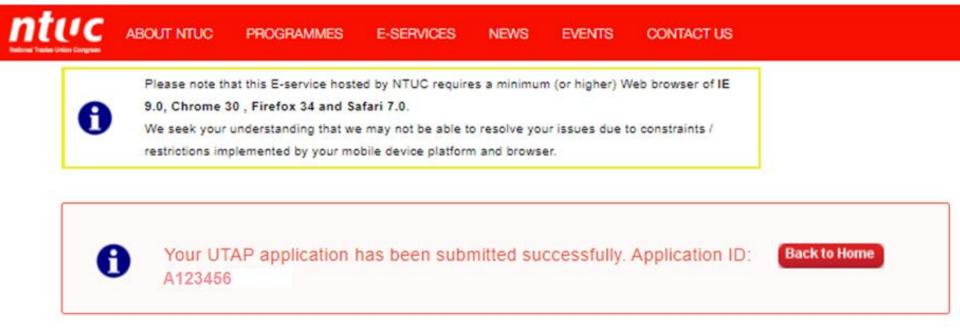
Step 8e: Check all information displayed on the preview page to ensure it is accurate. Read the Terms and Conditions displayed at the bottom of the Preview page and check on the box to agree.

Click on "Submit" button to submit the application.

## Terms and Conditions



Upon successful submission, an acknowledgment message will be displayed on the screen. Please take note of the Application ID generated for you. This will be the reference ID for this UTAP Application you have just submitted.

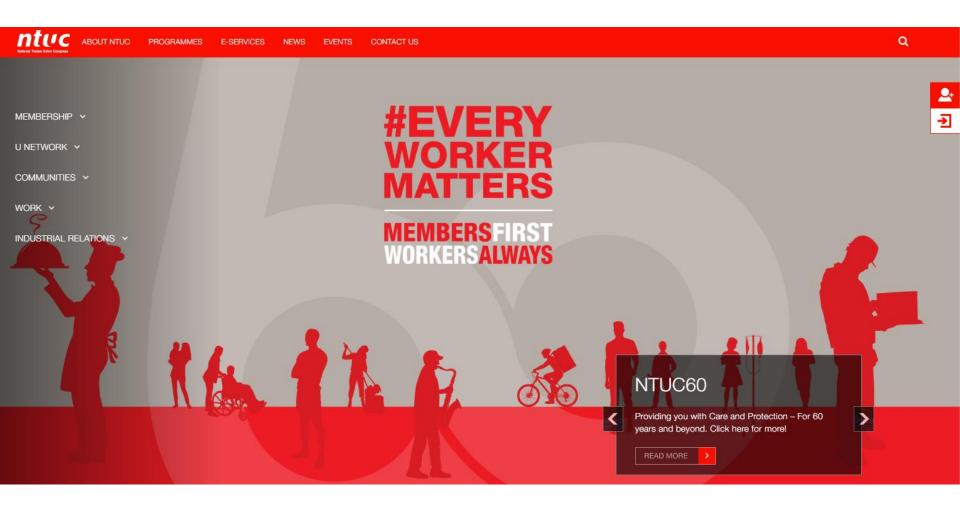




# How do you check your *UTAP* balance and application history?

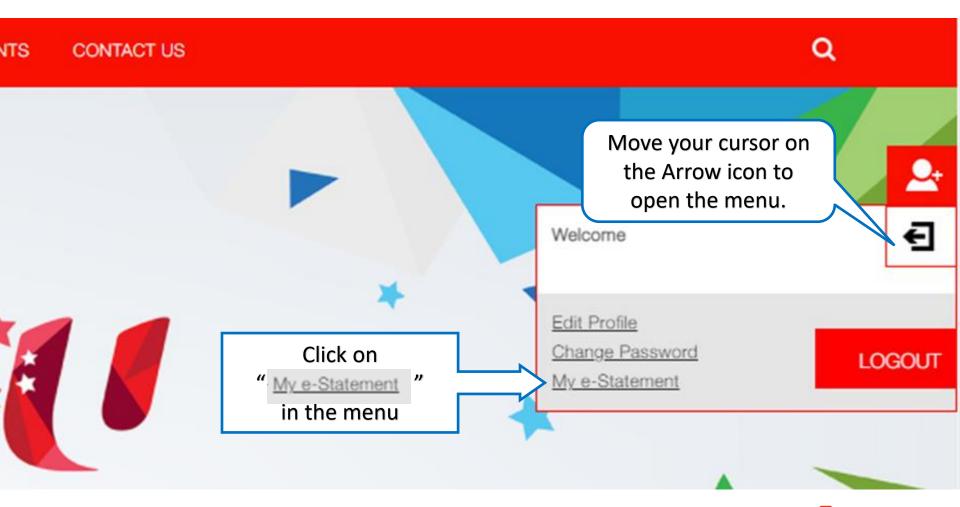


# Step 1: Go to <a href="https://www.ntuc.org.sg">https://www.ntuc.org.sg</a>.





Step 2: After login, mouse-hover the "Arrow" icon and click on "My e-Statement" link.





# **Step 3:** List of UTAP Applications that you have applied previously will be displayed in Application History table.



Date of birth: 01-01-1985 Marital status: SINGLE

# Union Membership

NTUC General Branch (GB)	TESTER	\$4.501-\$4.999	01-10-2
Member of	Occupation	Income	Join D

- + Expand / Collapse all
- FairPrice Rebates Received
- UTAP Balance: \$216.67
- 🗗 Events
- NTUC Care Fund (e-Vouchers), Education Awards
- Online Referral

LinkPoints

This is your remaining **UTAP** Balance for the current year.

Click on the "+" symbol to see your **UTAP Application** records

Step 4: You can see your UTAP balance displayed on the e-Statement page. UTAP Balance is the remaining credit that you can utilize on current year.

+ Expand / - Collapse all

**⚠** LinkPoints

FairPrice Rebates Received

There are no records found.

UTAP Balance: \$216.67

# Application History

Application ID	Course Name	Application Date	Application Status	UTAP Fund Claimed
A123456	XXX XXX XXXX Course	20-10-2021	Endorsed	\$33.33

Click on the Application ID to view the application details.



# For more information, please contact

# **Membership Enquiries:**

- <u>Live Chat or Online FAQ at https://www.ntuc.org.sg</u>
- Write-in to us at https://www.ntuc.org.sg/wps/portal/up2/home/feedback
- Membership Hotline: 6213 8008

(Monday - Friday 9.00am to 5.30pm and Saturday 9.00am to 12.30pm)

Ordinary Branch members can contact your respective union for assistance.

# **Course Funding Enquiries:**

Email: <u>UTAP@e2i.com.sg</u>

# **Counter Appointment-only Requests**

NTUC Member's Hub: One Marina Boulevard, #B1-03, Singapore 018989, are available by appointments only.

Please call our hotline at **6213 8008** for NTUC membership assistance. Should you prefer our assistance in person, you may contact our hotline to request for an appointment. You will receive an SMS upon confirmation of the appointment at our Member's Hub.

Thank you.