

SKILLSFUTURE QUALIFICATION AWARD
FREQUENTLY ASKED QUESTIONS

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S/N	Question and Answer
A	General Questions on SkillsFuture Qualification Award
1.	<p>What is the SkillsFuture Qualification Award?</p> <p>The SkillsFuture Qualification Award encourages Singaporeans to attain WSQ full qualifications, which equip them with comprehensive and robust sets of skills to perform their jobs competently, pursue career progression and explore new job opportunities.</p>
2.	<p>On average, how many modules make up a WSQ full qualification? What is the typical training duration?</p> <p>Depending on the level and the sector, a WSQ full qualification can consist of 6 to 12 modules and take from 3 months to 2 years of full-time training to complete.</p>
3.	<p>Who are the training providers conducting the courses leading to the WSQ full qualifications that are eligible for the SkillsFuture Qualification Award?</p> <p>WSQ programmes are typically conducted by accredited Approved Training Organisations (ATOs) and Continuing and Education Training Centres (CET Centres). You may wish to check with the CET Centres on the modules that make up the qualifications. Please visit SSG's website (www.ssg.gov.sg/cetcentres) to find out more about CET Centres.</p>
4.	<p>What are the WSQ courses eligible for the SkillsFuture Qualification Award?</p> <p>A list of courses is available on the MySkillsFuture portal at http://www.myskillsfuture.gov.sg/trainingexchange. You will need to complete a WSQ full qualification to be eligible for the SkillsFuture Qualification Award. The accredited Approved Training Organisations (ATOs) and Continuing and Education Training Centres (CET Centres) can also advise you on courses that stack up to a WSQ full qualification. Please visit SSG's website (www.ssg.gov.sg/cetcentres) to find out more about CET Centres.</p>

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B	Questions on Eligibility Criteria
1.	<p>What are the eligibility criteria for SkillsFuture Qualification Award?</p> <ul style="list-style-type: none">• You must have attained a WSQ full qualification within the specified qualifying period based on date of attainment.• You must be a Singapore Citizen when you attained the qualifying WSQ qualification.• You are not a full-time student at the Polytechnics or ITE at the time of attainment of the WSQ qualification. This condition does not apply to adults who are in the workforce. <p><i>Note: To apply, you need the following:</i></p> <ol style="list-style-type: none">1) Singpass account (for more information on Singpass, go to https://www.ifaq.gov.sg/SINGPASS/apps/Fcd_faqmain.aspx)2) PayNow account linked to your NRIC (not just your mobile number)
2.	<p>Why have I received the error message: “Based on our records, you have not attained any qualification eligible for the SkillsFuture Qualification Award” even though I have already achieved a WSQ qualification?</p> <p>There are 2 possible reasons why you see this error message:</p> <ol style="list-style-type: none">1) You do not fulfil the eligibility criteria for the SkillsFuture Qualification Award; or2) Your WSQ qualification has not been uploaded by your training provider. <p><i>Note:</i></p> <ul style="list-style-type: none">• <i>If qualification attainment date is less than 2 weeks ago, please wait for the qualification to be uploaded. The qualification will be updated in SSG’s system at least 2 weeks after qualification attainment date.</i>• <i>If qualification attainment date was more than 2 weeks ago, please check with your training provider if results have been uploaded first before applying online again.</i>

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C	Questions on PayNow
1.	What is PayNow? PayNow is a peer-to-peer funds transfer service available to retail customers of nine participating banks in Singapore – Bank of China, Citibank Singapore Limited, DBS Bank/POSB, HSBC, Industrial and Commercial Bank of China Limited, Maybank, OCBC Bank, Standard Chartered Bank, and UOB. PayNow, launched on 10 July 2017 is provided free to retail customers and is available 24/7, 365 days. Click here to find out more.
2.	Why must the payout be via PayNow? Can I opt for payment via Interbank GIRO or cheque? Why must PayNow be linked to NRIC and not just my mobile number? In line with the Smart Nation Singapore Initiative, SkillsFuture Singapore will tap on the PayNow infrastructure to disburse SkillsFuture Qualification Awards to eligible applicants for their convenience. PayNow offers an enhanced funds transfer experience. It adopts the same high security standards established by the banking industry in Singapore for funds transfer. To ensure that money is credited to the correct recipient, only PayNow accounts linked to NRICs will be used for government payments via PayNow.
3.	How do I create a PayNow account linked to my NRIC? You can create a PayNow account linked to your NRIC via: 1) SMS (selected banks) 2) Internet banking 3) Mobile banking app Should you have any problems, contact your bank directly. Click on the following participating banks for more details. <ul style="list-style-type: none">• Bank of China• Citibank Singapore Limited• DBS Bank/POSB• HSBC• Industrial and Commercial Bank of China Limited• Maybank• OCBC Bank• Standard Chartered Bank• UOB

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D	Questions on Application Submission
1.	<p>What happens when I click on the “Retrieve Myinfo with Singpass” button?</p> <p>Your contact number and email address will be auto populated in the application form when you click the “Retrieve Myinfo with Singpass” button.</p> <p>Click here for more details on Myinfo.</p> <p><i>Note: The contact number and email address that you submit in your application will be auto populated in your subsequent interactions with SSG/WSG e-services.</i></p>
E	Questions on Application Status / Outcome
1.	<p>When will I receive my SkillsFuture Qualification Award after submitting my application?</p> <p>For successful applications, you will receive the payment for the award within 7 days from submission. A notification will be sent to you when the payment is disbursed to you.</p>
2.	<p>How do I check on the status/details of my SkillsFuture Qualification Award application?</p> <p>For applications submitted after 29 July 2019, follow these steps:</p> <ol style="list-style-type: none"> 1) Login to MySkillsFuture portal at http://www.myskillsfuture.gov.sg/ 2) Click on “Applications” in the dropdown list next to your name 3) View a list of all applications and their corresponding statuses 4) Click on the application ID for details <p>For applications submitted before 29 July 2019, follow these steps:</p> <ol style="list-style-type: none"> 1) Login to SkillsConnect portal at www.skillsconnect.gov.sg/sop/portal/ 2) Click on SkillsFuture QA Enquiry 3) View your application list 4) Click on the application ID for details
3.	<p>When checking my application status, it said “Unsuccessful”. What should I do?</p> <p>The disbursement of your award has been rejected by the bank. Please ensure that you have a valid PayNow account linked to your NRIC. Contact your bank to resolve the payment rejection.</p> <p>You can resubmit your application for SkillsFuture Qualification Award subsequently.</p>