

# ***UTAP***

## Step-by-Step Application Guide

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

**Step 1:** Go to <http://skillupgrade.ntuc.org.sg>

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

**ntuc**  
National Trades Union Congress

Home **Skills Upgrade Available** Coaching What Others Say About Us Apply Now Portal

Progress  
with  
Knowledge

Over 1,000 professional courses with up to \$250\* in  
Union Training Assistance Programme (UTAP)

\*Conditions apply.

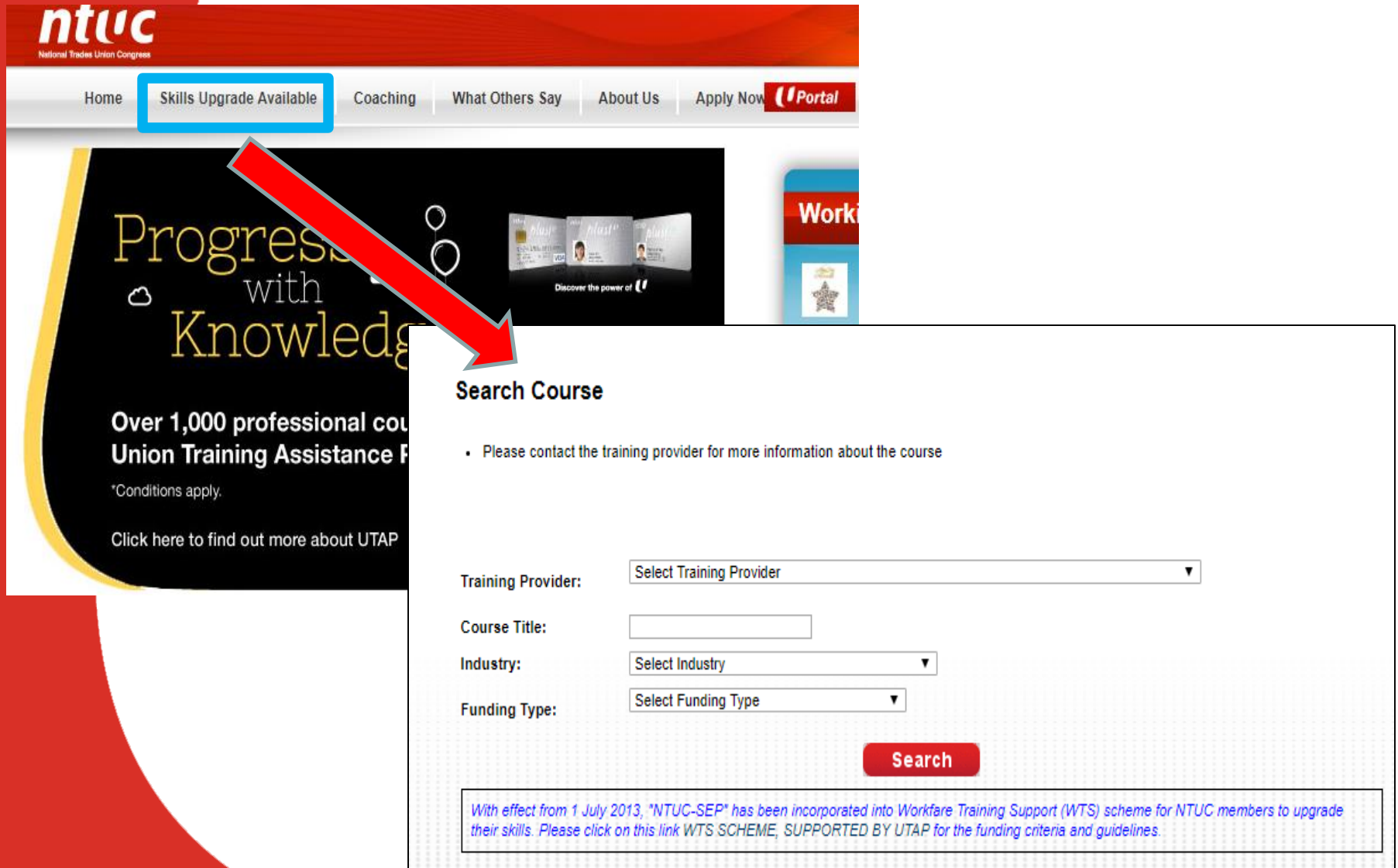
Click here to find out more about UTAP

Work

National Trades Union Congress

*Please apply online within 6 months from course end date*

# Step 2: Go to “Search Course” to search for approved UTAP Training Providers or Courses.



The screenshot shows the NTUC website interface. The top navigation bar includes 'Home', 'Skills Upgrade Available' (highlighted with a blue box), 'Coaching', 'What Others Say', 'About Us', and 'Apply Now' with a 'Portal' icon. A large red arrow points from the 'Skills Upgrade Available' menu item to a 'Search Course' form. The form contains the following fields:

- Training Provider:
- Course Title:
- Industry:
- Funding Type:

A red 'Search' button is located below the form fields. Below the form, a note states: "With effect from 1 July 2013, 'NTUC-SEP' has been incorporated into Workfare Training Support (WTS) scheme for NTUC members to upgrade their skills. Please click on this link [WTS SCHEME, SUPPORTED BY UTAP](#) for the funding criteria and guidelines."

Steps to apply for ***UTAP***  
(Union Training  
Assistance Programme)

**Step 1:** Go to <http://skillsupgrade.ntuc.org.sg>  
Click 'Uportal' to log in

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National Trades Union Congress

Home | Skills Upgrade Available | Coaching | What Others Say | About Us | Apply Now | **Uportal**

**Progress with Knowledge**

Over 1,000 professional courses with up to \$250\* in Union Training Assistance Programme (UTAP)

\*Conditions apply.

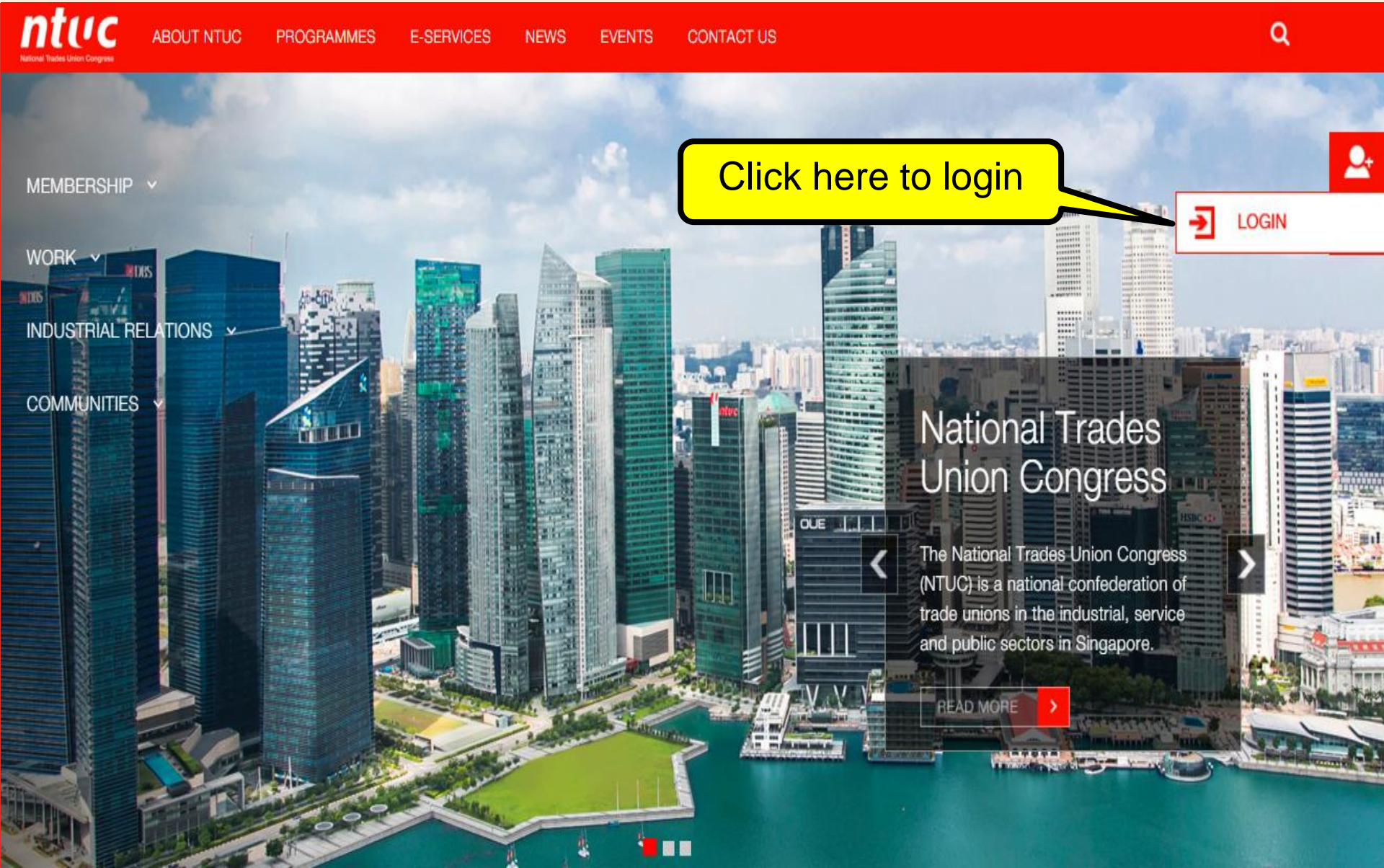
Click here to find out more about UTAP

Work

National Trades Union Congress

*Please apply online within 6 months from course end*

# Step 2: Login to your U Portal account



Click here to login

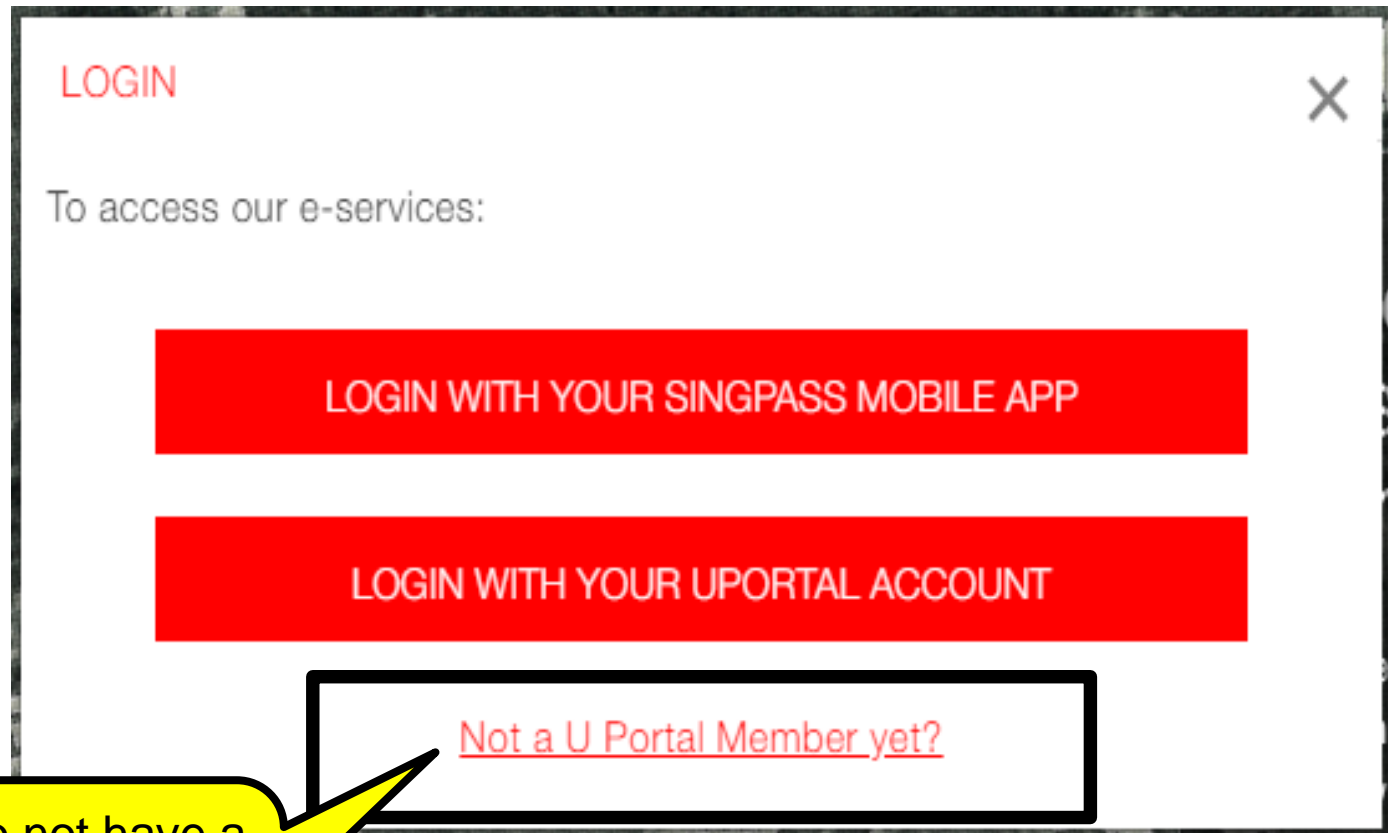
 LOGIN

## National Trades Union Congress

The National Trades Union Congress (NTUC) is a national confederation of trade unions in the industrial, service and public sectors in Singapore.

READ MORE 

## Step 3: Choose either SingPass Mobile or Uportal Account to login.



LOGIN ✕

To access our e-services:

LOGIN WITH YOUR SINGPASS MOBILE APP

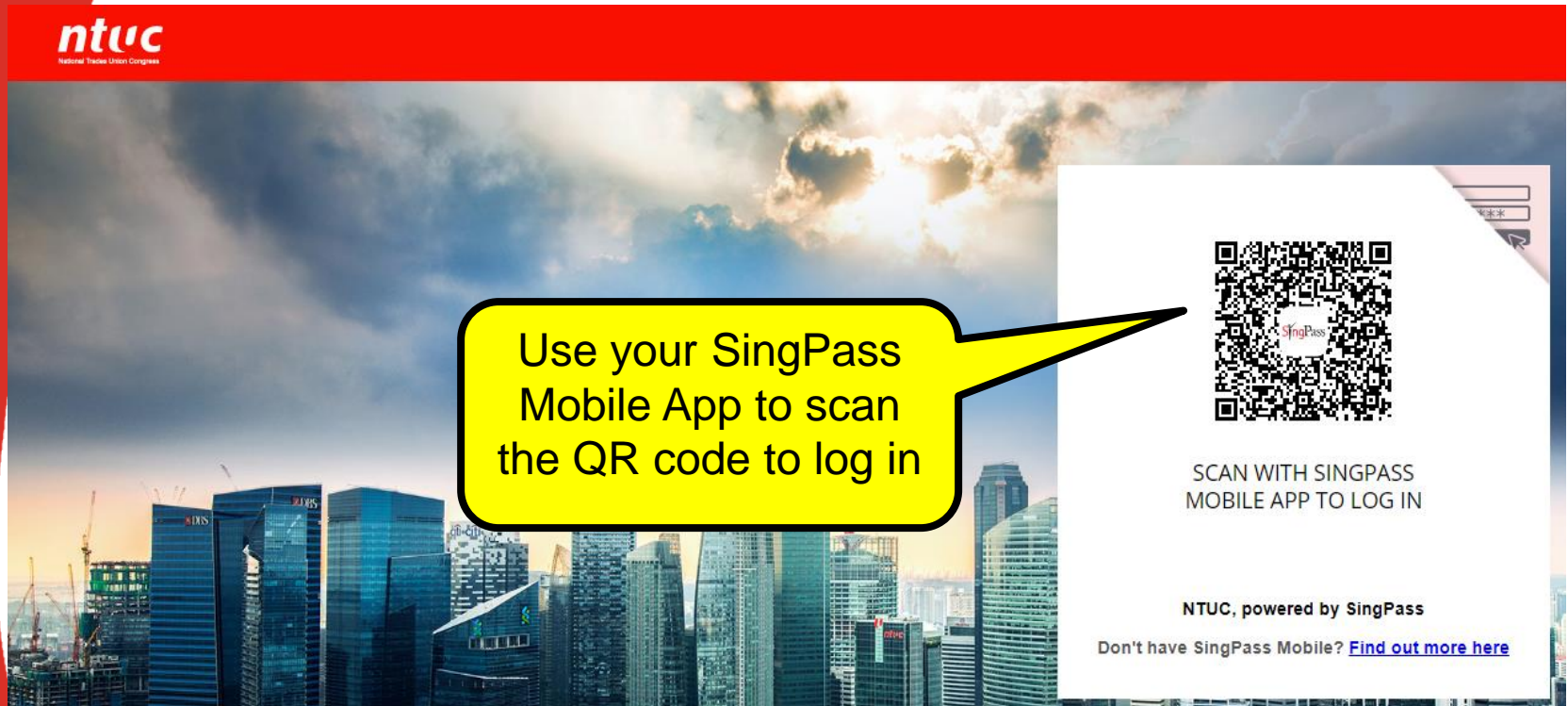
LOGIN WITH YOUR UPORTAL ACCOUNT

[Not a U Portal Member yet?](#)

If you do not have a U Portal account, you may click on this link to register



# Step 3a: Login via SingPass Mobile App



The image shows a screenshot of the NTUC website's login page. At the top left, the NTUC logo is displayed with the text "National Trades Union Congress" below it. The background of the page is a cityscape with modern buildings under a cloudy sky. A white rectangular box is overlaid on the right side of the page, containing a QR code with the SingPass logo in the center. Below the QR code, the text reads "SCAN WITH SINGPASS MOBILE APP TO LOG IN". At the bottom of this box, it says "NTUC, powered by SingPass" and "Don't have SingPass Mobile? [Find out more here](#)". A yellow callout box with a black border and a pointer to the QR code contains the text: "Use your SingPass Mobile App to scan the QR code to log in".

**ntuc**  
National Trades Union Congress

Use your SingPass Mobile App to scan the QR code to log in

SCAN WITH SINGPASS MOBILE APP TO LOG IN

NTUC, powered by SingPass

Don't have SingPass Mobile? [Find out more here](#)

# Step 3a: Login in with Uportal Account

LOGIN (U PORTAL)



User Login ID:

Password:

LOGIN

[Forgot your password?](#)

Not a U Portal Member?

[Register](#)

To access our e-Services, please login to U Portal using your U Portal account.

Key in your valid email address and password

If you forget your password, you can reset the password by choosing "Forgot your password?"

# Step 4: Click on e-Services, UTAP Application

## E-SERVICES

- Membership Signup ^
- Refer A Friend v
- Membership Renewal v
- PDPA - Update Particulars v
- PDPA - Access Report v
- Care & Share Services v
- Consent to Marketing Messages v
- Event Registration v
- Holiday Facilities v
- LinkPoints / Rebates / UTAP Balance v
- UTAP Application** v

Sign up as a member and enjoy workplace protection, career placement and progression support as well as indulge in a wide range of exciting privileges today!

### BE A MEMBER

NTUC Membership is open to anyone above 16 years of age, except personnel from Singapore Police Force, Singapore Prisons, Auxiliary Police bodies, foreign domestic workers and full-time students. **Please note that the NTUC membership fee is \$117 per annum** (\$9 per month from Jan-Nov & \$18 in Dec)

NRIC/FIN*	FULL NAME*		
Mobile Number*			
Date of Birth:*	Day <span style="float: right;">v</span>	Month <span style="float: right;">v</span>	Year <span style="float: right;">v</span>

All fields with (\*) are mandatory.

**Submit**

Click here to apply for UTAP



# Step 5 : Click “Read More” to proceed

The image shows a screenshot of a website interface. On the left, there is a vertical menu with the following items, each with a downward-pointing chevron icon:

- Membership Signup
- Refer A Friend
- Membership Renewal
- PDPA - Update Particulars
- PDPA - Access Report
- Care & Share Services
- Education Awards
- Consent to Marketing Messages
- Event Registration
- Holiday Facilities

To the right of the menu is a large grey rectangular area containing a dark grey card. The card has the following text:

## UTAP Application

UTAP is a training benefit for NTUC members to defray their cost of training. Login to apply for courses supported under UTAP now!

At the bottom of the card is a button with the text "READ MORE" and a red square containing a white right-pointing chevron icon.

Click 'Read More' to proceed

# Step 6 : Declare membership status before proceeding. Check on either box and click “Submit”. If non-member, you will be directed to membership sign up page.



Please note that this E-service hosted by NTUC requires a minimum (or higher) Web browser of IE 9.0 and Chrome 30.

We seek your understanding that we may not be able to resolve your issues due to constraints / restrictions implemented by your mobile device platform and browser.

## Membership Declaration



Are you holding on to this card?

Yes

No

Submit

Cancel

Click 'Yes' to proceed

Click 'No' if you are not an NTUC member. You will be re-directed to the membership sign up page

Clicking on “Cancel” will bring you to NTUC U Portal Homepage

# Step 7: Fill in your course information

## Course Details

Training Provider:

Provider:\*

Course name\*

*\*With effect from 1 Oct 2015, we only accept applications for training allowance under the 'Employment and Employability Institute' scheme, supported by UTAP'. Refer to <http://skillsupgrade.ntuc.org.sg/> for more information.*

Start Date:\*

End Date:\*

Employment Status:

Status:\*

Funding Type:\*

Select your training provider and course . If the training provider's name is not in the drop-down list, try looking under 'Employment and Employability Institute'.

Select your employment status, followed by 'UTAP' as funding type.

## Terms and Conditions

"National Trades Union Congress", "NTUC" or words importing a similar effect refers to the National Trades Union Congress, a federation of trade unions in the republic of Singapore and registered under the Trade Unions Act, Cap 333.

"Employment And Employability Institute Pte Ltd", "e2i", or words importing a similar effect refers to a company incorporated in the Republic of Singapore and is appointed by the National Trades Union Congress ("NTUC") to administer the UTAP.

"Union Training Assistance Program", "UTAP" or words importing a similar effect or meaning refers to the awards or funding scheme administered, run or managed by NTUC.

\* I hereby declare that all information provided is true and correct and agree to abide and be bound by the Terms and Conditions

Submit

Reset

Cancel

# Step 8: Check that your particulars are correct

## Applicant Details

Application ID:

Nric:

Name:

Date of Birth:   (dd-mm-yyyy)

Status:

Please ensure your address & contact is updated. If not, kindly update your particulars before submitting a new application.

## Applicant Address and Contact Details

Postal Code: \*

BLK/House No:  Floor/Unit No #  -

Street:

Building Name:

Contact No: \*

Email: \*

If your address/contact is incorrect please click [here](#) to update

## Course Details

Training Provider:

Course name:

Start Date:  (dd-mm-yyyy)

End Date:  (dd-mm-yyyy)

It is compulsory to enter your salary information

Latest Gross Monthly Salary: \*

# Step 9: Ensure your bank account information is correct. Click “Submit” once you have completed all compulsory fields

## Bank Account Information

Please update the bank account details and upload a copy of your bank statement if:

- 1) You wish to change the existing bank account information or
- 2) If there is no bank account information displayed

Please note the following:

- 1) We do not pay to third party's bank account
- 2) This bank account update will not replace your existing bank details if you are paying your university membership fees via monthly GIRO.

It is compulsory to upload your bank statement/passbook with your full name and account no. (only PDF/JPG allowed). File size should not be bigger than 2MB.

To credit to another bank account, please enter the account number.

Bank Name:\*

Bank Branch:\*

Account Holder Name:\*

Account Number:\*

Copy of Bank Account Number:\*

Please submit a copy of your course certificate/tax invoice/statement of attendance to [UTAP@e2i.com.sg](mailto:UTAP@e2i.com.sg) with application ID as subject title: e.g. (A123456)

Disclaimer: Funding amount is an estimate of the subsidy provided and may differ from actual funding amount

Submit

Reset

Cancel



# Step 10: When you're ready, click 'Submit'



Please note that this E-service hosted by NTUC requires a minimum (or higher) Web browser of IE 9.0 and Chrome 30.

We seek your understanding that we may not be able to resolve your issues due to constraints / restrictions implemented by your mobile device platform and browser.



Successfully Submitted

[Back to Home](#)

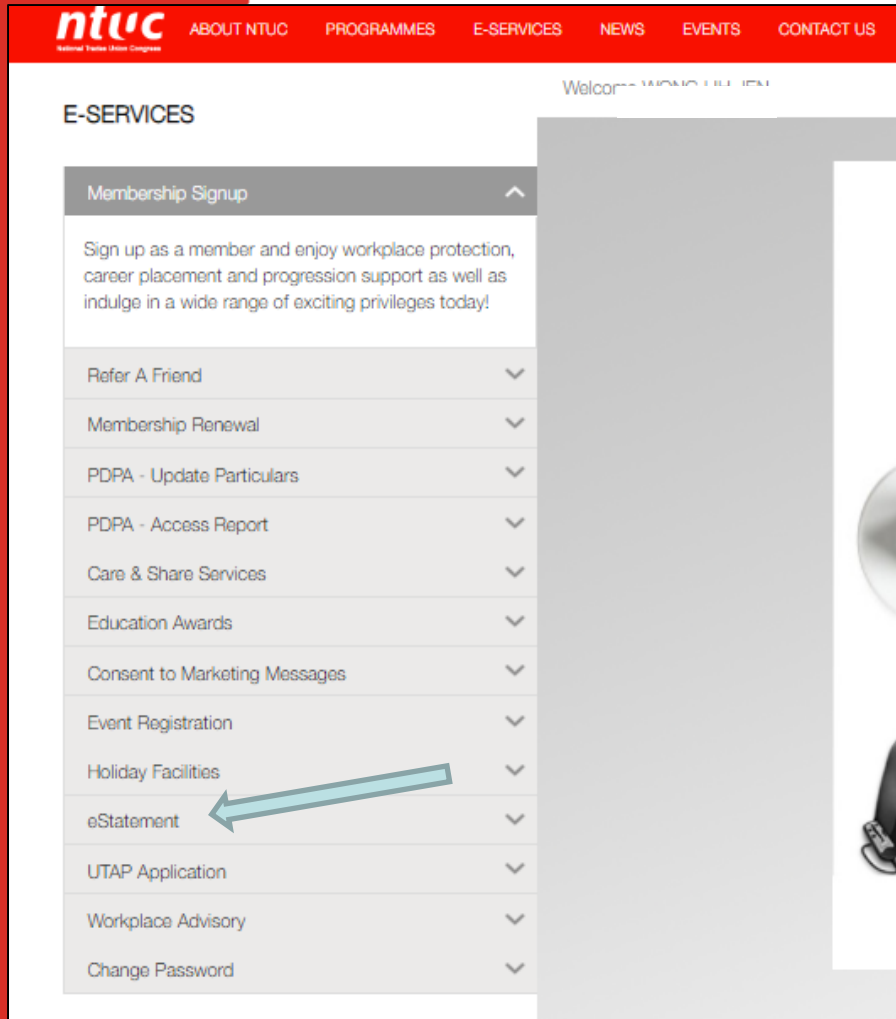
Upon successful submission, you will receive an e-mail notification on your application status.

You may be required by NTUC/e2i to submit supporting documents.

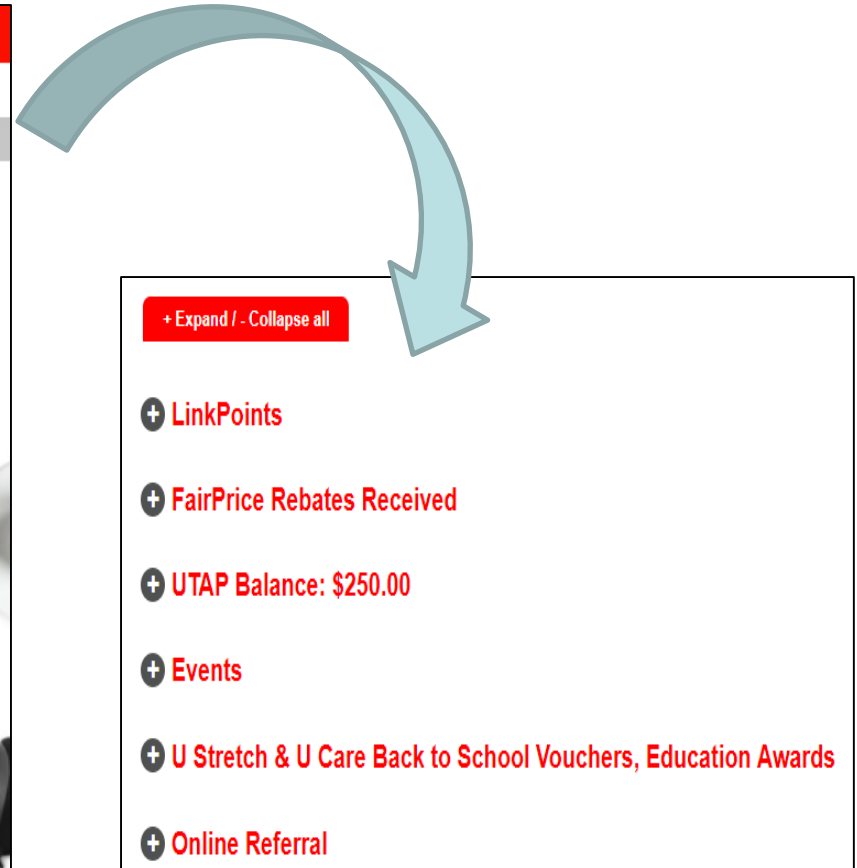
If all in order, you will receive your UTAP funding within 4 to 6 weeks by GIRO or cheque (if your bank account information cannot be verified).

# To check the status of your claim:

- Go to the 'E-SERVICES' tab at Home Page.
- Click on 'eStatement' and select "UTAP Balance"



The screenshot shows the NTUC website's navigation menu. The 'E-SERVICES' tab is selected. The menu items are: Membership Signup, Refer A Friend, Membership Renewal, PDPA - Update Particulars, PDPA - Access Report, Care & Share Services, Education Awards, Consent to Marketing Messages, Event Registration, Holiday Facilities, eStatement, UTAP Application, Workplace Advisory, and Change Password. A blue arrow points to the 'eStatement' option.



The screenshot shows the expanded 'eStatement' menu. The menu items are: + Expand / - Collapse all, + LinkPoints, + FairPrice Rebates Received, + UTAP Balance: \$250.00, + Events, + U Stretch & U Care Back to School Vouchers, Education Awards, and + Online Referral. A blue arrow points to the 'UTAP Balance: \$250.00' option.

# Note 1: Error Messages



Sorry, you are unable to proceed because you have exceeded the time frame to apply for UTAP (within 6 months after course ends). For assistance, please contact NTUC Membership Hotline at (65) 6213 8008 or e-mail to [UTAP@e2i.com.sg](mailto:UTAP@e2i.com.sg)

**Late Applications that has exceeded 6 months time frame will be rejected. Click 'Cancel' to bring you back to NTUC U Portal home page**

# Note 2: If you have membership arrears or inactive membership, you will be prompted with a message



Sorry, you are unable to proceed. Our records show you have membership arrears. Please contact NTUC Membership Hotline at (65) 6213 8008 for assistance

You can click “**Continue**” to proceed with your UTAP application, which will be on-hold until you have cleared your membership arrears.

In the meantime, please contact NTUC Membership at [membership@ntuc.org.sg](mailto:membership@ntuc.org.sg) or your respective union (Ordinary Branch members) to check on your membership status.

Clicking on “**Cancel**” will bring you back to Home Page. No application will be submitted.

**For more information, please contact:**

**Membership Enquiries:**

Email: [membership@ntuc.org.sg](mailto:membership@ntuc.org.sg)

Hotline: (65) 6213 8008

*Ordinary Branch members can contact your respective union for assistance.*

**Course Funding Enquiries**

Email: [UTAP@e2i.com.sg](mailto:UTAP@e2i.com.sg)

You may visit:

**NTUC Members' Hub**

NTUC Centre, 1 Marina Boulevard  
#B1-03, One Marina Boulevard  
Singapore 018989

Operating Hours:

Monday - Friday: 9.00am to 6.00pm

*Last Queue Ticket Time will be issued at 5.30pm*

*Closed on Saturdays, Sundays & Public Holidays.*