

## FAQS FOR ENHANCED TRAINING SUPPORT PACKAGE (ETSP)

### Scheme parameters

#### **1. What is the Enhanced Training Support Package (ETSP)?**

The ETSP was first introduced by DPM Heng Swee Keat in the Stabilisation and Support Package and Resilience Budget to help sectors which were directly and severely affected by COVID-19. Enterprises (SMEs and non-SMEs) in the tourism, air transport, retail, food and beverage (F&B), point-to-point transport and private hire bus transport, arts & culture, aerospace, and marine & offshore sectors would be eligible for the Enhanced Training Support Package (ETSP), comprising enhanced AP funding rate and enhanced Course Fee subsidy. This is to support these enterprises who send their workers for selected sector-specific training programmes by SSG-appointed training partners for courses starting before 1 Jan 2021. AP funding is not applicable to self-employed persons (SEPs), as there are other government schemes supporting SEPs e.g. COVID-19 Recovery Grant (CRG). From 1 May 2020, the enhanced absentee payroll rates was also further extended to cover all sectors.

In Oct 2020, the ETSP was extended by six months to cover eligible courses starting before 1 July 2021. During COS 2021, it was announced that ETSP will be further extended for another six months to cover eligible courses starting before 1 January 2022. Companies in the selected sectors will continue to enjoy enhanced course fee subsidy at up to 90% of course fees for selected sector-specific programmes. Companies in all sectors will be eligible for absentee payroll funding at 80% of hourly basic salary, capped at \$7.50 per hour\*.

\*This applies to all courses that are eligible for absentee payroll funding today, e.g. selected courses by SSG-appointed CET Centres or certifiable courses by other SSG-approved training providers. Employers are advised to check with the training providers on the courses that are eligible for absentee payroll funding.

#### **2. Why is there a need to extend the Enhanced Training Support Package (ETSP)?**

As the economic recovery is gradual and uneven across sectors, the further extension will allow more firms to continue sending their workers for industry-relevant training to support their ongoing business restructuring and transformation, help their workforce become more resilient in the face of disruptions, and emerge stronger post-COVID.

#### **3. What is the duration of the Enhanced Training Support Package (ETSP)?**

**The ETSP will be time-limited** to cover eligible courses starting before 1 Jan 2022. Enterprises (both SMEs and non-SMEs) are eligible for funding under the ETSP if they send their employees for training courses which commence within the following periods:

Sectors	Funding period (course start dates) for ETSP	Eligible for enhanced course fee subsidy?	Eligible for enhanced absentee payroll (AP) funding#?
Tourism*	1 Mar 2020 to 31 Dec 2021	Yes, for selected sector-specific programmes	Yes
Air Transport			
Food & Beverage			
Retail			
Point-to-Point and Private Hire Bus Transport*	1 Apr 2020 to 31 Dec 2021		
Arts & Culture*			

Aerospace	1 Sep 2020 to 31 Dec 2021		
Marine & Offshore	5 Oct to 31 Dec 2021		
All other sectors	1 May 2020 to 31 Dec 2021	No	Yes

\* Includes tourist guides and point-to-point drivers who are self-employed persons. AP funding is not applicable to tourist guides and point-to-point drivers.

#For course commencement before 1 Jan 2021, the absentee payroll funding rate is at 90% of hourly basic salary, capped at \$10 per hour. For course commencement between 1 Jan 2021 to 31 Dec 2021, absentee payroll funding is at 80% of hourly basic salary, capped at \$7.50 per hour.

#### 4. Are there any changes to the sectors eligible for enhanced course fee subsidy?

There are no changes to the sectors eligible for enhanced course fee subsidy.

#### 5. Why are only employers in the Tourism, Air Transport, F&B, Retail, point-to-point transport and private hire bus transport, Arts & Culture, Aerospace and Marine & Offshore sectors eligible for enhanced course fee subsidy?

The enhanced course fee subsidy is meant to support these selected sectors which have been most directly and severely affected by the economic impact of COVID-19. Companies across all sectors can continue to benefit from the enhanced absentee payroll funding, in recognition of the economy-wide impact of the outbreak.

#### 6. Why is the absentee payroll funding provided to all sectors reduced from 1 January 2021? Why is the enhanced course fee subsidy not reduced?

Enhancements to course fee subsidies and absentee payroll funding were introduced in March 2020 as part of the Stabilisation and Support Package, to support employers in sending their employees for training during the downtime. In tandem with the projected recovery of the economy, the ETSP is being correspondingly adjusted as we move towards the new normal.

Enhanced Absentee payroll funding will now be at 80% of hourly basic salary, capped at \$7.50 per hour for all companies when they send their employees to eligible courses commencing from 1 Jan 2021 to 31 Dec 2021. This is still higher than the pre-COVID rates for some companies.

The Government recognises that it is still important to sustain the enhanced training support for the more badly affected sectors to retain core capabilities and encourage restructuring. Thus, the enhanced course fee subsidies for these sectors will continue for eligible courses starting before 1 January 2022.

#### 7. Will enterprises that receive additional wage support from Government (such as Jobs Support Scheme and Senior Employment Credit) be eligible for the enhanced absentee payroll (AP) funding?

Yes, enterprises will be eligible for enhanced absentee payroll (AP) funding if they send their employees for SSG-supported certifiable training, except for funded programmes which already provided wage support. One example is Professional Conversion Programmes (PCPs) which provide salary support.

#### 8. What is the difference between the Enhanced Training Support Package (ETSP) and SkillsFuture Enterprise Credit (SFEC)?

The Enhanced Training Support Package (ETSP) is part of the Stabilisation and Support Package and supplementary Resilience Budget announced by DPM Heng Swee Keat. The ETSP is time-

limited to cover eligible courses starting before 1 Jan 2022. It aims to help sectors tide over the economic impact of the COVID-19 outbreak and position themselves for subsequent recovery.

The SkillsFuture Enterprise Credit (SFEC) aims to encourage employers to invest in enterprise and workforce transformation. Eligible employers will receive additional support for their enterprise and workforce transformation efforts, over and above the support levels of existing schemes.

The ETSP is rolled out in response to the COVID-19 outbreak and serves to alleviate enterprises' training needs in the near-term, while the SFEC serves the medium to long term needs of companies by encouraging employers to invest in enterprise and workforce transformation.

**9. Can enterprises tap on both Enhanced Training Support Package (ETSP) and SkillsFuture Enterprise Credit (SFEC) for the same eligible course?**

For the same eligible course, enterprises may tap on SFEC to cover up to 90% of the remaining out of pocket course fees if they are eligible for SFEC and embark on training from 1 April 2020. However, enterprises may wish to note that the SFEC will only be reimbursed to employers from 1 Apr 2021. More details on the claims process and requirements will be made available in due course.

**Eligibility criteria**

**10. Is enhanced Course Fee Subsidy and enhanced Absentee Payroll funding only for Singapore Citizens and Permanent Resident employees?**

Yes, enhanced Course Fee Subsidy and enhanced AP funding is only for SC and PR employees.

**11. Is the Enhanced Course Fee Subsidy and Enhanced Absentee Payroll funding extended to self-employed persons?**

Eligible specific self-employed persons e.g. tourist guides, and private hire drivers are eligible for the Enhanced Course Fee Subsidy when they attend sector-specific training programmes by SSG-appointed training partners. However, they are not eligible for enhanced AP.

Other self-employed persons can continue to qualify for course fee subsidies at SSG's prevailing rates:

Type of Course	Course Level	SCs and PRs	SCs ≥ 40 years old (SkillsFuture Mid-career Enhanced Subsidy (MCES))
Courses offered by SSG-appointed CET Centres	Non-PMET	Up to 90% of course fees	Up to 90% of course fees
	PMET	Up to 70% of course fees	Up to 90% of course fees
Certifiable courses approved by SSG (SCs and PRs must be ≥ 21 years old)	Non-PMET	80% of course fees, capped at \$17 per hour	90% of course fees, capped at \$25 per hour
	PMET	50% of course fees, capped at \$15 per hour	90% of course fees, capped at \$50 per hour

**12. Can employers claim the enhanced funding under ETSP each time they send their workers for training?**

Yes, employers can claim the enhanced funding under ETSP each time they send their workers for training, subject to the eligibility requirements. However, the enhanced funding does not extend to repeated training activity (i.e. same trainee attending the same course by the same provider).

**There is no cap on the number of workers that each employer can send for training.**

**13. If enterprises had sent their staff on No Pay Leave, are the staff eligible for Enhanced Absentee Payroll funding?**

Enhanced Absentee Payroll (AP) funding is intended to compensate the employer for the opportunity costs of sending the employee for training. AP should not be paid where the employer incurs no salary opportunity costs.

**14. Are permanent part-time staff eligible for enhanced Absentee Payroll funding?**

Yes, and they must be Singapore Citizens or Permanent Residents.

**Course eligibility**

**15. What types of training/courses can enterprises claim the Enhanced Training Support Package (ETSP) for?**

All employers are advised to check with the training providers on the courses that are eligible for funding under ETSP. All employers can tap on the enhanced absentee payroll funding for eligible courses. Employers in the eight selected sectors (Tourism, Air Transport, F&B, Retail, point-to-point transport and private hire bus transport, Arts & Culture, Aerospace and Marine & Offshore sectors) can also enjoy the enhanced course fee funding for selected sector-specific courses.

The training will focus on priority and emerging skills that each sector requires. Examples of these courses include:

a. Training in **sector-specific priority skills** such as:

Tourism	Foster Service Innovation, Quality Visitor Experience through Immersive Technology, Cultural Savviness & Diversity Service Inclusion and Understanding Visitors
Air Transport	Dangerous Goods Handling, Perishables Handling, International Travel Regulations
Retail	Customer Experience Innovation, Productivity Management, Digital Marketing, Immersive Technology
Food & Beverage	Culinary Arts, Process Innovation, Managing Cost and Quality Control, Search Engine Advertising
Arts & Culture	Pedagogy for Performing Arts Instructors, Digital Media (art-making and outreach), Audience Engagement, e-Commerce Campaign Management
Point-to-Point Transport and Private Hire Bus Transport	Understanding of Electric Vehicles, Vehicle Safety and Maintenance, Safe & Defensive Driving
Aerospace	Quality & Safety Management System in Aerospace, WSQ Perform Aircraft General Maintenance
Marine & Offshore	Electrical Power Engineering, Liquefied Natural Gas (LNG) Bunkering, and Shipyard Safety

b. Training in **sector-specific emerging digital skills**, such as:

Tourism	<ul style="list-style-type: none"> <li>Analytics for the Hospitality Industry</li> <li>SkillsFuture for Digital Workplace</li> </ul>
Air Transport	<ul style="list-style-type: none"> <li>Introduction to Behavioral Insights</li> <li>Robotic Process Automation for Beginners</li> </ul>
Food & Beverage	<ul style="list-style-type: none"> <li>Fundamentals of Data Analytics</li> <li>Customer Experience 4.0</li> </ul>
Retail	<ul style="list-style-type: none"> <li>Digital Marketer Essentials</li> <li>Customer Experience 4.0</li> </ul>
Point-to-Point Transport and Private Hire Bus Transport	<ul style="list-style-type: none"> <li>Staying Relevant in the Digital Economy</li> <li>Digital Marketer Essentials</li> </ul>
Arts & Culture	<ul style="list-style-type: none"> <li>Staying Relevant in the Digital Economy</li> <li>Event Branding and Social Media Marketing</li> </ul>
Aerospace	<ul style="list-style-type: none"> <li>Analytics in Industry 4.0</li> <li>Robotics Operation &amp; Adaptation (SkillsFuture Series)</li> </ul>
Marine & Offshore	<ul style="list-style-type: none"> <li>Sensors and Instrumentation for Automation</li> <li>Cyber Security Essentials</li> <li>Digital and Agile Transformation</li> </ul>
<b>16. How are the sector-specific courses that are eligible for the enhanced course fee subsidy selected?</b>	
Selection of sector-specific courses was done in consultation with the sectoral agencies to meet the needs of companies in sectors that are directly and severely affected by the economic impact of COVID-19.	
<b>17. SSG mentioned that it will work with training providers to ramp up training capacity. Does this apply to all training providers and how are training providers selected?</b>	
The appointed training partners are selected based on their proven track record in delivering quality CET programmes, and their ability to customise and ramp up training capacity. The selection of industry-relevant programmes was done in consultation with the sectoral agencies, to meet the long-term needs of affected enterprises in the sector. SSG will continue to monitor the training demand and progressively bring onboard other suitable training partners as needed.	

### **Application Process and Notification**

<b>18. How can enterprises apply?</b>	
Enterprises with registered business activities in the 8 sectors listed above can sign up for courses with the appointed training partners and apply for enhanced AP. These companies only need to pay the net course fees (i.e. course fees after the enhanced SSG subsidy) and the appointed training partners will disburse the enhanced AP to eligible companies once their employees have completed the training and passed the assessment.	
Interested enterprises may approach the following training providers for more information.	
<b>Sector</b>	<b>Appointed Training Partners (as at 5 Oct 2020)</b>
Tourism (i.e. Hotel & Accommodation Services, MICE, Attractions, Tour & Travel and Tourist Guides)	<ol style="list-style-type: none"> <li>Ascott Centre for Excellence</li> <li>Nanyang Polytechnic</li> <li>Nanyang Technological University</li> </ol>

	<ol style="list-style-type: none"> <li>4. National University of Singapore</li> <li>5. Ngee Ann Polytechnic</li> <li>6. NTUC LearningHub Pte Ltd</li> <li>7. Republic Polytechnic</li> <li>8. SHATEC Institutes</li> <li>9. Singapore Institute of Hospitality</li> <li>10. Singapore Polytechnic</li> <li>11. Temasek Polytechnic</li> </ol>
Air Transport	<ol style="list-style-type: none"> <li>1. Airbus Asia Training Centre</li> <li>2. National University of Singapore (NUS)</li> <li>3. NTUC LearningHub Pte Ltd</li> <li>4. SATS Academy</li> <li>5. Singapore Airline</li> <li>6. Singapore Aviation Academy</li> <li>7. Singapore CAE Flight Training (SCFT)</li> <li>8. Temasek Polytechnic</li> </ol>
Food & Beverage	<ol style="list-style-type: none"> <li>1. Asian Culinary Institute</li> <li>2. Nanyang Polytechnic</li> <li>3. Nanyang Technological University</li> <li>4. National University of Singapore</li> <li>5. Ngee Ann Polytechnic</li> <li>6. NTUC LearningHub Pte Ltd</li> <li>7. Republic Polytechnic</li> <li>8. SHATEC Institutes</li> <li>9. Singapore Polytechnic</li> <li>10. Temasek Polytechnic</li> </ol>
Retail	<ol style="list-style-type: none"> <li>1. Nanyang Polytechnic</li> <li>2. Nanyang Technological University</li> <li>3. National University of Singapore</li> <li>4. Ngee Ann Polytechnic</li> <li>5. NTUC LearningHub Pte Ltd</li> <li>6. Republic Polytechnic</li> <li>7. Singapore Institute of Retail Studies</li> <li>8. Singapore Polytechnic</li> <li>9. Temasek Polytechnic</li> </ol>
Arts & Culture	<ol style="list-style-type: none"> <li>1. Nanyang Polytechnic</li> <li>2. Nanyang Technological University</li> <li>3. Ngee Ann Polytechnic</li> <li>4. NTUC LearningHub Pte Ltd</li> <li>5. Republic Polytechnic</li> <li>6. Singapore Polytechnic</li> <li>7. Temasek Polytechnic</li> </ol>
Point-to-Point and Private Hire Bus Transport	<ol style="list-style-type: none"> <li>1. Ngee Ann Polytechnic</li> <li>2. NTUC LearningHub Pte Ltd</li> <li>3. Republic Polytechnic</li> <li>4. Singapore Polytechnic</li> </ol>

Aerospace	<ol style="list-style-type: none"> <li>1. National University of Singapore</li> <li>2. NTUC LearningHub Pte Ltd</li> <li>3. SIA Engineering Company Ltd</li> <li>4. ST Engineering Aerospace Ltd</li> <li>5. Temasek Polytechnic</li> </ol>
Marine & Offshore	<ol style="list-style-type: none"> <li>1. National University of Singapore</li> <li>2. Ngee Ann Polytechnic</li> <li>3. NTUC LearningHub Pte Ltd</li> <li>4. Singapore Polytechnic</li> </ol>

Enterprises in all other sectors may apply for the enhanced AP via the Enterprise Portal for Jobs & Skills (EPJS). **(See also s/n 19)**

**19. My Enterprise does not fall in the identified sectors which can tap on ETSP through the appointed Training Providers. We have submitted our claim through the SkillsConnect system. How and when will we receive our EAP grant?**

If you have submitted a claim through the SkillsConnect system for courses which commence up to 31 October 2020, SSG will first pay out a base AP grant to this claim through the system within 20 working days of your claim submission. A separate top-up to the EAP will follow soon after. You will also be receiving a notification containing details about this top-up payment.

For courses which commence from 1 November 2020, you can apply for AP grants through the Enterprise Portal for Jobs & Skills (EPJS). You will receive a notification to apply for AP after the course has been completed. The EAP grant will be disbursed in whole and through PayNow, when approved.