

***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 <http://skillsupgrade.ntuc.org.sg>

Click on “ **Skills Upgrade Available** ” to search for approved UTAP Training Providers and Courses.



The image shows a screenshot of the NTUC Skills Upgrade Available website. At the top, the NTUC logo (National Trades Union Congress) is displayed. Below the logo is a navigation menu with the following items: Home, Skills Upgrade Available (highlighted with a blue border), Coaching, What Others Say, About Us, and Apply Now. The main banner features a teal background with the text "Rocket-fuel your Career Progression..." and "with Lifelong Learning!". The banner also includes an illustration of a person climbing a ladder next to a stack of colorful blocks, and another person sitting on a rocket ship. At the bottom of the banner, it says "Powered by:" followed by the logos for UTezi (Skills Upgrade Programme and Employability Index) and UTAP (Union Training Assistance Programme).

**ntuc**  
National Trades Union Congress

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

Rocket-fuel your  
Career Progression...

with Lifelong Learning!

Powered by: **Utezi** **UTAP**

**Step 2:** Click on “ [Search Courses](#) ” to search for approved UTAP Training Providers or Courses.



The image shows a screenshot of the National Trades Union Congress (ntuc) website. The header features the ntuc logo and the text "National Trades Union Congress". Below the header is a navigation bar with the following links: Home, Skills Upgrade Available, Coaching, What Others Say, About Us, and Apply Now. The "Skills Upgrade Available" link is highlighted in a dark red box. A dropdown menu is open under this link, showing two options: "UTAP & Member Benefits" and "Search Courses". The "Search Courses" option is highlighted with a blue border. Below the navigation bar is a large teal banner with the text "Rocket-tuel your Career Progression... with Lifelong Learning!". The banner features an illustration of a person climbing a ladder made of stacked blocks, and another person riding a rocket. At the bottom of the banner, it says "Powered by: UTezi" and "UTAP".

**ntuc**  
National Trades Union Congress

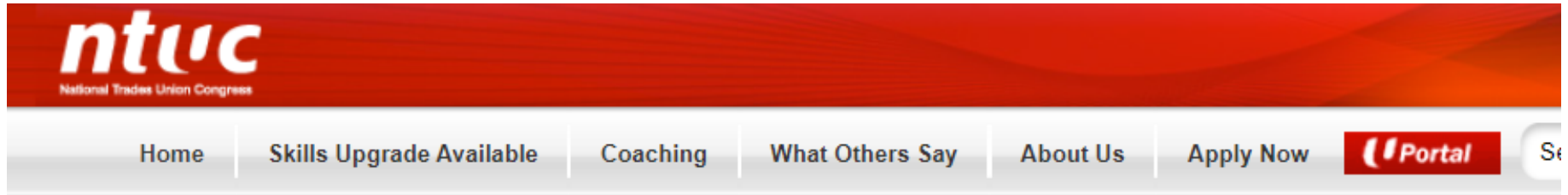
Home | **Skills Upgrade Available** | Coaching | What Others Say | About Us | Apply Now

UTAP & Member Benefits  
**Search Courses**

**Rocket-tuel your Career Progression... with Lifelong Learning!**

Powered by: **Utezi** **UTAP**

**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:

Course Title:

Industry:

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 <https://www.ntuc.org.sg>.

The screenshot shows the NTUC website homepage. The header is red with the NTUC logo and navigation links: ABOUT NTUC, PROGRAMMES, E-SERVICES, NEWS, EVENTS, and CONTACT US. A search icon is in the top right. A left sidebar contains dropdown menus for MEMBERSHIP, U NETWORK, COMMUNITIES, WORK, and INDUSTRIAL RELATIONS. The main banner features silhouettes of various workers and the text: **#EVERY WORKER MATTERS** and **MEMBERS FIRST WORKERS ALWAYS**. A dark overlay box in the bottom right of the banner contains the text: **NTUC60**, "Providing you with Care and Protection – For 60 years and beyond. Click here for more!", and a **READ MORE** button with a right-pointing arrow.

Step 2: Click on “  LOGIN ”.





- MEMBERSHIP ▾
- U NETWORK ▾
- COMMUNITIES ▾
- WORK ▾
- INDUSTRIAL RELATIONS ▾

# #EVERY WORKER MATTERS

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## MEMBERS FIRST WORKERS ALWAYS

  
 LOGIN

### NTUC60

Providing you with Care and Protection – For 60 years and beyond. Click here for more!

[READ MORE](#)



## Step 3: Choose your login method.

LOGIN



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.

Scan with Singpass app  
to log in



Don't have Singpass app? [Find out more here](#)

Click here if you  
prefer to login  
with your  
SingPass  
password

Scan with your  
SingPass Mobile  
App to perform  
the login

## Step 4b: Login with U Portal Account.

LOGIN (U PORTAL) ×

Key in your Login ID and Password. Click on "LOGIN" button.

User Login ID:

Password:

LOGIN

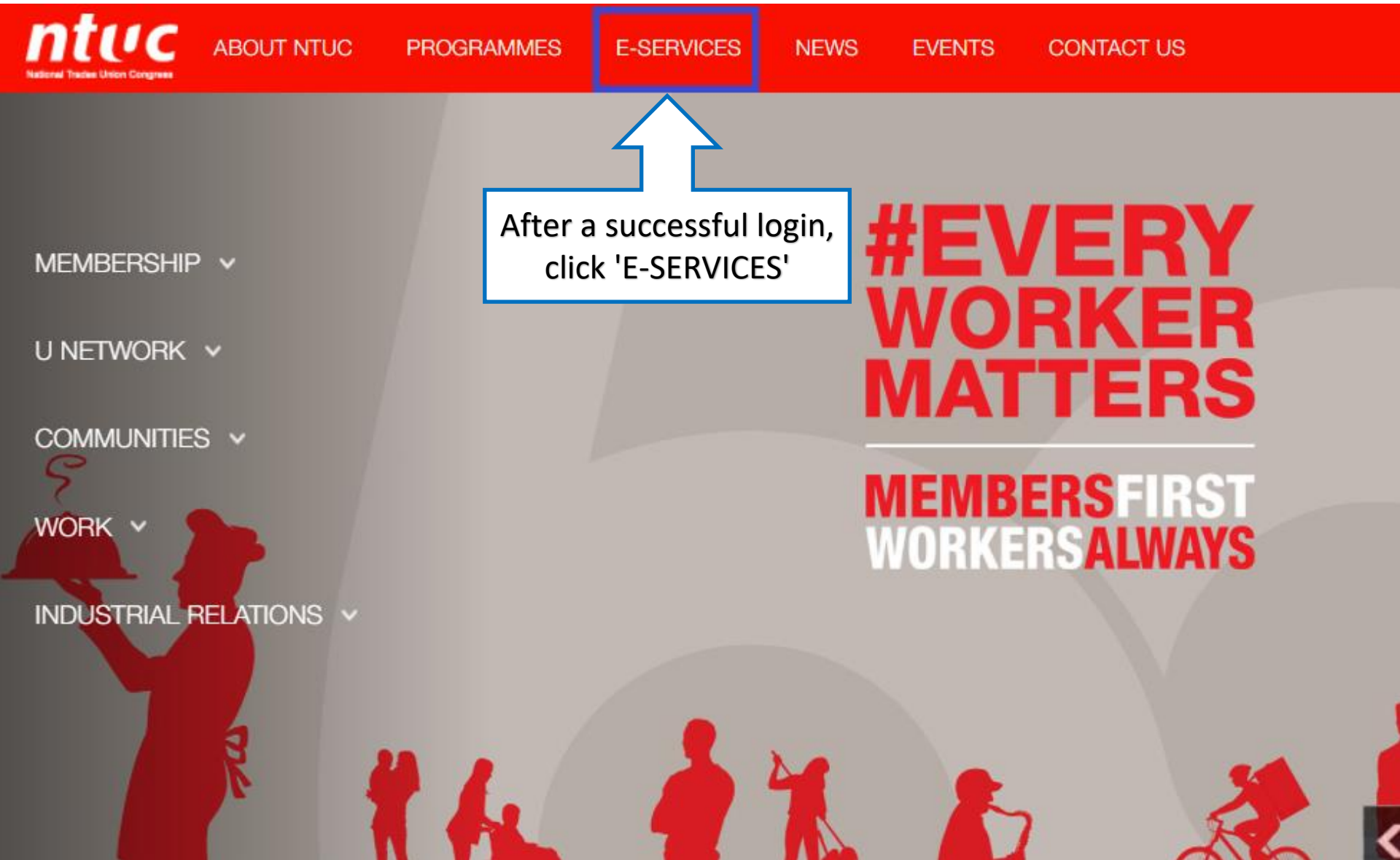
Forgot your password?

Portal Member yet? Register

Lost your password? Click to reset your password.

The image shows a login form titled "LOGIN (U PORTAL)" with a close button (X) in the top right corner. The form contains two input fields: "User Login ID:" and "Password:". Below these fields is a red "LOGIN" button. To the right of the "LOGIN" button is a link that says "Forgot your password?". Below the "Forgot your password?" link is a link that says "Portal Member yet?" and a grey "Register" button. There are two blue callout boxes with arrows pointing to the form. The first callout box, on the left, contains the text "Key in your Login ID and Password. Click on 'LOGIN' button." and has two arrows pointing to the "User Login ID:" and "Password:" fields. The second callout box, located below the "Forgot your password?" link, contains the text "Lost your password? Click to reset your password." and has two arrows pointing to the "Forgot your password?" link and the "Portal Member yet?" link.

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



After a successful login,  
click 'E-SERVICES'

**#EVERY  
WORKER  
MATTERS**

**MEMBERSFIRST  
WORKERSALWAYS**

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

The image shows a screenshot of the NTUC website's navigation menu and a page titled "UTAP Application".

**Navigation Menu (Left):**

- Membership Signup
- Refer A Friend
- Membership Renewal
- PDPA - Update Particulars
- PDPA - Access Report
- Care & Share Services
- Education Awards
- Consent to Marketing Messages
- Event Registration
- eStatement
- UTAP Application** (highlighted with a blue box and arrow)
- UTAP is a training benefit for NTUC members to defray their cost of training. Login to apply for courses supported under UTAP now!
- Workplace Advisory
- Change Password

**UTAP Application Page (Right):**

**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!

**READ MORE** (highlighted with a blue box and arrow)

**A) Click on**  
“ **UTAP Application** ”

**B) Click on**  
“ **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

Select “Yes” if you have existing NTUC Membership. Click “**Submit**” to proceed.

Are you holding on to this card?

Yes

No

**Submit**

**Cancel**

Select “No” if you do not have NTUC Membership. This will bring you to the membership sign-up page.

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

## Applicant Details

Name:

XXX XXX XXX

Email:

XXXX@XXX.XXX

Contact No:

XXXXXXXX

If you wish to update your email or other personal details, please visit [Link](#).

Click “[Link](#)” to navigate to your personal profile page to perform update.

## Step 8a: Fill in the Course Details.

All fields are mandatory to fill in.

### Course Details

Training Provider:\*

Select Training Provider

Course Name:\*

Select Course

Start Date:\*



End Date:\*




Nett Fee Paid (exclude MISC fees):\*



Application Type:\*

Select Application Type

Select your Training Provider and Course Name.

Input the fee amount (including GST) that you paid for this course. Click on the “” icon for more information.



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

### Upload Supporting Documents

Maximum 3 MB per file

Proof of Payment:  
(Course Invoice/Receipt)\*

Choose File No file chosen

Proof of Completion:  
(Certificate/Result Slip)\*

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 full name and the bank account number).

Please note that:

- 1) We do not credit monies into a third party's bank account.
- 2) 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.

Bank Name:\*

Bank Branch:\*

Account Holder Name:\*

Account Number:\*

\*Remove space and "-"

Bank Book Cover/Bank Statement:\*  No file chosen

\* To upload either bank statement or cover page of bank book containing account number and name.

Upload bank statement or cover page of bank book containing account number & name in the format of JPEG/ JPG/ PDF/ PNG. File size should be less than 3 MB.

Click on “  ” to proceed to Preview page.

Next

Reset

Cancel

**Step 8d:** If the bank details are auto-filled, please check the details are correct. Click on “**Edit**” 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 full name and the bank account number).

Please note that:

- 1) We do not credit monies into a third party's bank account.
- 2) 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.

Bank Name:*	7171-DBS BANK LTD/POST OFFICE SAI
Bank Branch:*	7171-121-BRAS BASAH (121)
Account Holder Name:*	XXX XXX XXX
Account Number:*	1111111111

**Edit**

Click on “**Edit**” to change the auto-filled bank account information.

Click on “**Next**” to proceed to Preview page.

**Next** **Reset** Cancel

**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**

Service Agreement on SkillsUpgrade

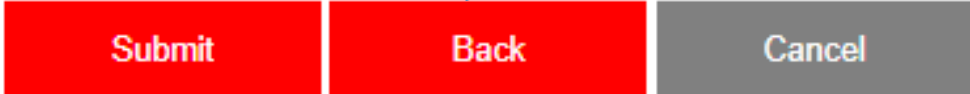
DEFINITIONS

Unless the context otherwise requires, the following definitions shall apply for the purposes of this Agreement:

This "Agreement" refers to these Terms and Conditions which may be amended, modified or varied by NTUC or e2i from time to time.

\* I hereby declare that all information provided is true and correct, and I am bound by the Terms and Conditions

Click on “ **Back** ” to edit any information you previously inputted.



Click on “ **Submit** ” to proceed to submit the application. **important note: you will not be able to modify the details after submission.**

Click on “ **Cancel** ” to abort the UTAP application.

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.



Please note that this E-service hosted by NTUC requires a minimum (or higher) Web browser of IE 9.0, Chrome 30 , Firefox 34 and Safari 7.0.

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.



Your UTAP application has been submitted successfully. Application ID: A123456

[Back to Home](#)

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

**Step 1:** Go to <https://www.ntuc.org.sg>.

**ntuc**  
National Trades Union Congress

ABOUT NTUC PROGRAMMES E-SERVICES NEWS EVENTS CONTACT US

MEMBERSHIP ▾  
U NETWORK ▾  
COMMUNITIES ▾  
WORK ▾  
INDUSTRIAL RELATIONS ▾

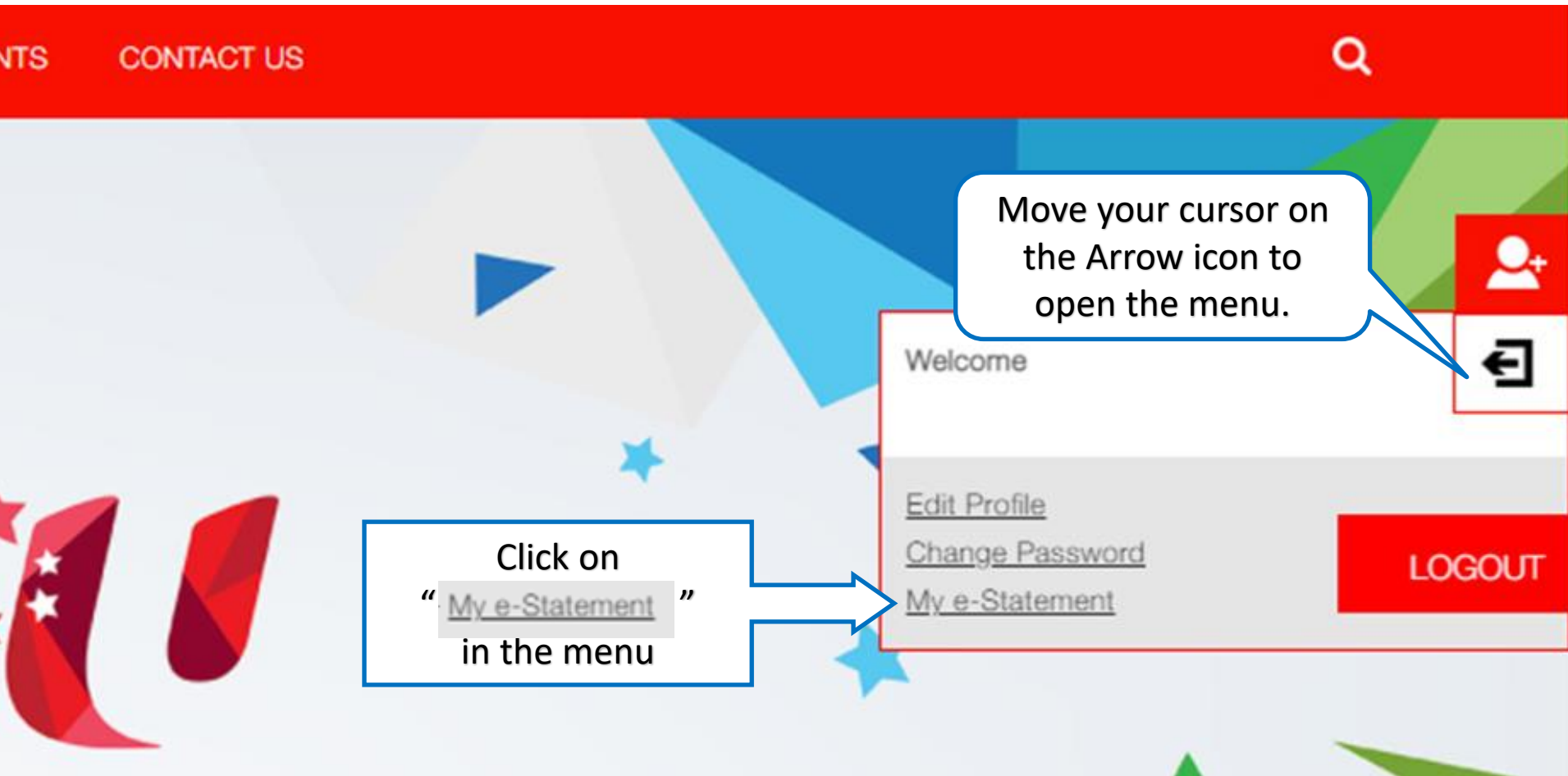
**#EVERY  
WORKER  
MATTERS**

**MEMBERS FIRST  
WORKERS ALWAYS**

**NTUC60**  
Providing you with Care and Protection – For 60 years and beyond. Click here for more!

READ MORE

**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.

**My Profile** 

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

**Union Membership**

Member of	Occupation	Income	Join D
NTUC General Branch (GB)	TESTER	\$4,501-\$4,999	01-10-2

+ Expand / - Collapse all

- + **LinkPoints**
- + **FairPrice Rebates Received**
- + **UTAP Balance: \$216.67**
- + **Events**
- + **NTUC Care Fund (e-Vouchers), Education Awards**
- + **Online Referral**

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
<b>A123456</b>	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:

- Live Chat or Online FAQ at <https://www.ntuc.org.sg>
- 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: [UTAP@e2i.com.sg](mailto:UTAP@e2i.com.sg)

## 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.