



FAQ about

SKILLSFUTURE

Credit

ABOUT SKILLSFUTURE CREDIT

SkillsFuture Credit is only available to Singaporeans aged 25 and above. The SkillsFuture Credit is targeted at Singaporeans who have generally completed their full-time education and are in the workforce or preparing to join the workforce. It encourages working adults to invest in their continued learning journey and be active learners.

Source: www.myskillsfuture.sg

Please visit website at: www.myskillsfuture.sg

How do I check what is my available SkillsFuture Credit balance?

You may follow these steps to log in to check your available SkillsFuture Credit:

- i. Go to MySkillsFuture at: www.myskillsfuture.sg
- ii. Click on "Login"
- iii. Upon login, click on "SkillsFuture Credit"

If this is the first time that you are applying to use your credit, you will be prompted to update your profile information.

How do I check if the SCI course/examination that I am registering for is eligible for SkillsFuture Credit?

Please visit SCI website at: https://www.scicollege.org.sg/docs/STS_FTS.pdf to see the list.

Do I need to inform SCI that I am going to use my SkillsFuture Credit to fully or partially offset the portion of the fees that is not funded by the IBF under the Enhanced Support Scheme?

You are not required to inform SCI that you are going to use your SkillsFuture Credit. You will have to pay the full amount of the qualifying course fee first to SCI even if the course is eligible for SkillsFuture Credit.

How should I submit my SkillsFuture credit claim?

You may follow these steps to log in:

- i. Go to MySkillsFuture at: www.myskillsfuture.sg
- ii. Click on "Login"
- iii. Upon login, click on "SkillsFuture Credit"

Before logging into your account, you will need to have your SingPass ID, password, name of Training Provider, course title and course start date.

Please note that it is mandatory for you to submit supporting documents (detailing the course fee, government subsidy, receipt/net course fee payable [inclusive of GST] and your name as per your NRIC) for your claim.

You are required to submit supporting documents (detailing the course fee, government subsidy, receipt/net course fee payable [inclusive of GST], your name as per your NRIC and proof of payment such as registration confirmation, acknowledgement slips or official receipts) at the point of claim submission. You may upload up to 10 documents with a maximum file size of 5MB per document. The supported file types are PDF, DOC, XLS, TIF, JPG and PNG.

If you face issues, please call SkillsFuture Credit hotline at: 6785 5785

When should I submit my SkillsFuture Credit claim?

You should submit your claim via MySkillsFuture immediately after you have registered and paid up for the SCI course that you are applying SkillsFuture Credit for. You must submit the claim **BEFORE THE COURSE START DATE.**

NOTE: It is not SCI's responsibility to submit SkillsFuture credit claims for candidates. If your claim should be rejected by SSG for whatever reasons, SCI will not be able to refund you the qualifying course fees.

What documents will SCI furnish me to submit to SkillsFuture Credit before my SCI course starts?

You will receive a course notification e-mail stating that we have received your registration. You will also receive an invoice/receipt.

Please note that your course commencement date reflected on your Invoice / Receipt is NOT EARLIER than your Invoice / Receipt date.

Please note that it is mandatory for you to submit supporting documents (detailing the course fee, government subsidy, receipt/net course fee payable [inclusive of GST] and your name as per your NRIC) for your claim.

When will SCI refund to me the qualifying course fees that I successfully claimed from SkillsFuture Credit?

SCI will refund you the qualifying course fees based on the approved amount by SSG, within one month from the course start date.

How will SCI refund me?

SCI will refund you the amount to your credit card, which is the same mode of payment you have used in paying your course fee to SCI.

How will SCI inform me that it has received a successful notification from SkillsFuture credit regarding my claim and will be refunding to me?

SCI will inform you via e-mail before your course end date.

What happens if I withdraw from SCI's course for which I have submitted a claim for SkillsFuture Credit?

You will need to inform the SCI in writing that you wish to withdraw from the course and you should cancel your claim submission in MySkillsFuture no later than 1 day before the course start date. The funding agency for SkillsFuture Credit will not deduct your SkillsFuture credit from your account. In that regard, SCI will not process any refund to you as there is no refund or cancellation after registrations have been submitted.

Note : You will not be able to cancel your SkillsFuture credit claim submission after the course commencement date.

Can I get a refund for the credit that I have used for a course, which has been cancelled by SCI?

Where a course has been cancelled by SCI due to unforeseen circumstances, SCI will notify you in a timely fashion of the cancellation. You should also cancel your claim submission in MySkillsFuture no later than 1 day before the course start date. SCI will refund to your credit card company the amount that was paid to the SCI for the course that was cancelled by the SCI.

IMPORTANT NOTE: SCI does not administer the SkillsFuture Credit scheme. For enquiries on SkillsFuture Credit, please contact SSG at 6785 5785 or through their website at: <https://portal.ssg-wsg.gov.sg/feedback>