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MEDIA RELEASE

REVISION TO SKILLSFUTURE CREDIT CLAIMS PROCESSES

SINGAPORE, 26 April 2017 – With effect from 19 May 2017, SkillsFuture Singapore (SSG) will revise the SkillsFuture Credit (SFC) claims processes to reduce the risk of abuse. Under the new process, while individuals will continue to submit SFC claims, all SFC payments by SSG will be made to training providers instead of individuals. Training providers will collect net fees from individuals, after offsetting the SFC that will be used.

Revision to SkillsFuture Credit Claims Process

2. In end January 2017, SSG uncovered more than 4,400 individuals who had submitted false SFC claims. A Process Review Committee, comprising SSG Board Members, was formed to review the policies and procedures relating to training grants. The Committee recognised that to encourage skills upgrading and lifelong learning, the SFC claim process should continue to be simple and easy. However, steps can be taken to reduce the risk of fraudulent claims. In response to the review, SSG will make the following change.

3. Currently, when an individual submits a SFC claim, payments from SSG may be made to either the training provider or the individual. From 19 May 2017, SFC payments will be disbursed directly to only training providers. Training providers that offer SkillsFuture Credit-eligible courses will collect net fees from individuals, after offsetting the SFC that will be used. The change to the claims process will therefore not inconvenience learners. At the same time, by channelling the SFC through training providers, the risk of fraudulent claims will be significantly reduced.

4. SSG will continue to make an exception for selected overseas Massive Open Online Courses (MOOC) where SFC payments to these training providers are currently unavailable. Individuals who sign up for such programmes will be required to provide supporting payment documents as part of the claims submission process.

Update on Recovery of Monies

5. Since the discovery of the fraudulent claims, SSG has issued letters to recover monies from the individuals involved. As of 25 April 2017, more than 85% of these individuals have returned the monies or taken steps to return the monies.

6. Final Letters of Demand will be sent to all the remaining individuals who have not returned the monies, failing which SSG will take the appropriate legal action against them. An individual who provides false information to SSG in relation to his/her application may be prosecuted under Section 58 of the SkillsFuture Singapore Agency Act 2016 and be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 12 months or to both.

7. “Drawing from our experience in implementing the SkillsFuture Credit over the past one year, we will continue to review and improve our policies and procedures, while keeping the claims process user-friendly to encourage Singaporeans to use their SkillsFuture Credit. For individuals and organisations that abuse the SkillsFuture Credit, we take a stern view and will not hesitate to act against the parties involved,” said Mr Ng Cher Pong, Chief Executive of SSG.

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About SkillsFuture Singapore

SkillsFuture Singapore (SSG) drives and coordinates the implementation of the national SkillsFuture movement, promotes a culture of lifelong learning and strengthens the ecosystem of quality education and training in Singapore. Through a holistic system of national SkillsFuture initiatives, SSG enables Singaporeans to take charge of their learning journey in their pursuit of skills mastery. SSG also works with key stakeholders to ensure that students and adults have access to high quality and industry-relevant training that meet the demands of different sectors of the economy for an innovative and productive workforce. For more information, visit www.ssg.gov.sg.

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