SKILLS*future* SG

SkillsFuture Employer Awards Frequently Asked Questions

Category

A. Questions on Eligibility Criteria

1. **Can an Organisation receive the SkillsFuture Employer Awards more than once?**
    Yes, past awardees can re-apply which will allow them to achieve the higher tier.

2. **Do I need to specify the tier of award that my organisation is applying for during application?**
    No. You will be awarded either the Silver or Gold tier based on the judging criteria. SSG will confer the Platinum tier upon exceptional companies and is not awarded via the application process.

3. **How does SSG decide between awarding the Silver or Gold tier?**
    Gold tier awardees would have made greater achievements in skills development in their organisation and/or industry. Examples are having contributed to the skills development of industry and not just within their organisation and implemented the Skills Framework or equivalent.

4. **Can a main company and its subsidiaries apply for the SkillsFuture Employer Awards?**
    Yes, all Singapore-registered business entities are welcomed to apply. Applications from a main company and its subsidiaries will be evaluated based on their own merits.

5. **Does the Organisation need to subsidise Employees' training in order to be eligible for the SkillsFuture Employer Awards?**
    Applications will be evaluated holistically based on the eligibility criteria provided on the SkillsFuture Employer Awards website.

6. What are the judging criteria for the SkillsFuture Employer Awards?
The SkillsFuture Employer Awards are open to all Singapore registered entities. The company should participate in SkillsFuture and/or other efforts in building a lifelong learning culture in the workplace, recognise skills and mastery when hiring and in the career development of their employees and align employee development efforts with other national manpower objectives.

B. Questions on Application Submission

1. I encountered difficulties filling in/submitting the application form. Who can I contact for assistance?
For any advice in filling the application form, please approach the Programme Manager administering the awards at sfa@snef.org.sg.

If you encounter technical issues (e.g. unable to upload attachments, error page, etc.), please contact SSG at https://service-portal.skillsfuture.gov.sg or call 6785 5785.

2. Can I save my application form as a draft?
Yes. Please click on "Save and Exit" at the bottom of the application page.

3. Where can I retrieve my saved draft application?
Please click here to retrieve your saved draft application. You can also click here for the user guide for more information.

4. Why am I unable to find my saved draft application in the "My Applications" page?
Your draft application is automatically deleted from the system when the application window is closed.

5. How do I know my application is submitted successfully?
Upon submission of your application, a confirmation page with your application details (e.g. Application ID, Date of Application) will be displayed. You will not receive any acknowledgement email.

6. Can I update my application after submission?
No. Please approach the Programme Manager administering the SkillsFuture Employer Awards at sfa@snef.org.sg if you need to edit your application form.

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7. **Can I withdraw my application after submission?**
    You can log in with Singpass at https://go.gov.sg/skillsfutureemployerawards to access the "My Applications" page to check on the status of your application.

    If the status of your application is 'submitted', you will be able to withdraw your submitted application. However, if the status of your application has been updated to 'under evaluation', please approach the Programme Manager administering the SkillsFuture Employer Awards at sfa@snef.org.sg for assistance.

8. **I have withdrawn my application earlier; can I resubmit a new application?**
    Yes. You can resubmit a new application if the application window is still open.

9. **Can I retrieve my withdrawn application?**
    No. Withdrawn applications are deleted permanently.

10. **How long is the application window? When will I be able to submit an application?**
    The application window is generally open from December to February. Please visit this website for information - www.skillsfuture.gov.sg/employerawards.

11. **What do I need to prepare for my application?**
    You will need to prepare your company information such as employment size, annual sales turnover, shareholding information and contact information of your Organisation's CEO or equivalent.

    You may also wish to prepare supporting documents that highlight your Organisation's achievements in championing Employees' skills development and building a culture of lifelong learning in the workplace.

12. **How do I retrieve my application reference number?**
    Steps to retrieve application reference number:
    a) Go to https://go.gov.sg/skillsfutureemployerawards
    b) Click on "My Applications" box
    c) Log in with **Singpass**
    d) You will be directed to the "Application Listing page" where you will be able to retrieve your application ID

    *Note: From 11 Apr 2021, you will be required to log in to government digital services for businesses (G2B) using **Singpass** instead of **Corppass**. Find out more: https://go.gov.sg/corporate-login.*

13. Where can I find out more on the application process for the SkillsFuture Employer Awards?
You can visit www.skillsfuture.gov.sg/employerawards for more information, or approach the Programme Manager administering the SkillsFuture Employer Awards at sfa@snef.org.sg for assistance.

C. Questions on Application Status/ Outcome

1. Who can I approach to enquire about the status of my application?
You can click here to check the status of your application for your Organisation. For further enquiries, please approach the Programme Manager administering the SkillsFuture Employer Awards at sfa@snef.org.sg.

2. I received an email notification requesting for additional information. What should I do?
Click here to access "My Applications" Page. Under the "Action" column, select "Provide Additional Information" to view the comments left by the agency and update relevant sections of your application form.

3. How will I know if my application is successful?
The Programme Manager administering the SkillsFuture Employer Awards will contact you if your application is successful.

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D. Questions on Corppass

1. **How do I access the SkillsFuture Employer Awards application form?**
   To access the SkillsFuture Employer Awards application form, you will need a Corppass account with the correct digital service role assigned.

   Steps:
   1) If you do not have a **Corppass** account, you should ask your **Corppass** Admin to create one for you.
      Click here to find out who your **Corppass** Admin is.
   2) You will need to activate your **Corppass** account before your **Corppass** Admin can assign you with the correct digital service role.
   3) Ask your **Corppass** Admin to assign your **Corppass** account with:
      • e-Service = **SSG-WSG E-Service**
      • Role = **SFEA Applicant**

   *Note: From 11 Apr 2021, you will be required to log in to government digital services for businesses (G2B) using **Singpass** instead of **Corppass**. Find out more:*
   https://go.gov.sg/corporate-login.

2. **My Corppass is not assigned with the correct digital service role. What should I do?**
   You should ask your **Corppass** Admin to assign your **Corppass** account with:
      • e-Service = **SSG-WSG E-Service**
      • Role = **SFEA Applicant**

   Please click here to find out who your **Corppass** Admin is.

E. Other Questions

1. **Are there circumstances that will require my Organisation to return the award?**
   Award recipients will be required to return the award if they are found to have provided false or inaccurate information in their application form.