

[SSG CIRCULAR/LIMD/2023/1]: Compliance with Revised Timeline for Submission of Payout Request for SkillsFuture Credit Claims

1 Dec 2023

[This circular applies to all Registered Training Providers.]

Circular (For Compliance)

Dear Registered Training Providers,

This is a Circular issued pursuant to the SkillsFuture Singapore Agency Terms for Training Providers ("Terms"), and it applies to all Registered Training Providers offering SkillsFuture Credit ("SFC") eligible courses. All capitalised terms which are undefined herein shall bear the same meaning as they do in the Terms.

Timeline for submission of Payout Request for SFC Claims

2. With effect from 1 January 2024, Training Providers are required to submit a payout request for approved SFC claims in TPGateway within 12 months from the claim's 'Ready for Payout' date. Failure to submit payout requests within this timeline will result in the lapsing of the claim and forfeiture of the claim amount.
3. The 'Ready for Payout' date of an approved SFC claim is 20 days after the course start date, or 1 day after the claim approval date, whichever is later (see Annex A for illustration). The submission of the payout request is for Training Providers to confirm that (i) the details in the SFC application submitted by trainees are correct, (ii) trainees use their SFC for the payment of the training costs and (iii) trainees have attended the training of the SFC claim submitted by them.
4. Training Providers are to attend to their aging 'Ready for Payout' SFC claims by 31 December 2023 (see Annex B for actions required).
5. Should you require any further clarification, please contact us at 6785 5785 or our feedback portal at <https://service-portal.skillsfuture.gov.sg/s/feedback>.
6. Thank you.

Annex A

The status of an SFC claim will be updated from 'Approved' to 'Ready for Payout' 20 days after the course start date (see Illustration 1), or 1 day after the claim approval date (see Illustration 2), whichever is later. Training Providers are to submit payout request within the 12-month timeline or cancel the claim in TPGateway.

Illustration 1: SFC claim is ready for payout 20 days after course start date (i.e. 21 Dec 2023) and will lapse on 21 Dec 2024



Illustration 2: SFC claim is ready for payout 1 day after claim approval date (i.e. 1 Jan 2024) and will lapse on 1 Jan 2025



Annex B

Training Providers are to attend to all claims that are in 'Ready for Payout' status before the claims' lapse date. The actions required include:

- i. Check the validity and accuracy of claims in 'Ready for Payout' status and submit a payout request if the claims are in order, or
- ii. Cancel invalid claims that contain incorrect course or claim details, or where the individual did not attend the course.