

[IBF CIRCULAR/2026/01]

2 January 2026

Dear IBF Training Partners,

[REMINDER] KEY COMPLIANCE REQUIREMENTS FOR IBF STANDARDS TRAINING SCHEME (IBF-STTS) AND FINANCIAL TRAINING SCHEME (FTS) FUNDING SUPPORT

This circular seeks to highlight the best practices and reinforce Training Providers' (TPs) responsibility in ensuring accurate and timely IBF Standards Training Scheme (IBF-STTS) and Financial Training Scheme (FTS) claim submissions.

IBF approved Training Providers (TPs) are required to comply with the following key requirements when administering courses funded under the IBF-STTS and FTS, as well as when submitting funding claims via the Training Partners Gateway (TPGateway).

1. Verify Trainee Eligibility During Course Registration

For self-sponsored trainees enrolled for Critical Core Skills (CCS) and Future-Enabled Skills (FES) courses, TPs must verify trainee's employment in the Singapore-based Financial Institutions regulated by MAS or FinTech firms certified by Singapore FinTech Association. This verification should include sighting of documents to establish trainee's active employment in the eligible financial institution at the point of registration and, where applicable, check the MAS Register, GIA Agent Register, or obtain a Letter of Support (only applicable for licensed representative and general insurance agent).

TPs must ensure that the course registration form includes a mandatory declaration requiring trainees to confirm their Singapore Citizen or Permanent Resident status and that they are physically based in Singapore. TPs are responsible for highlighting this clause to trainees during the registration process and obtaining their signed or endorsed confirmation.

For employer-sponsored trainees, TPs must ensure that CPF contributions are made by the sponsoring company and that the sponsoring company's Unique Entity Number (UEN) provided during enrolment is accurate. Such information would be used to validate the employer-employee relationship. In addition, TPs are strongly encouraged to include a clause in the course registration form for the sponsoring company or trainee to confirm the CPF contributions made for the trainee.

2. Ensure Accurate Course Setup in Training Partners Gateway

Course runs and course run sessions creation are mandatory in the Training Partners Gateway (TPGateway). TPs must ensure that the course runs and sessions are accurately created in TPGateway before course run commencement, to facilitate the grant submission process.

TPs need to ensure that key information such as the course dates, times, and mode of training are correctly updated as any incorrect setup will lead to inaccurate attendance records to be captured, resulting in grant rejection.

3. Proper Attendance Taking

TPs are strongly encouraged to enrol trainees in the respective course runs before the course commencement to facilitate proper attendance taking.

From 1 Oct 2025, attendance must be captured digitally via SingPass for every session across all training modes. Attendances taken via other manual methods will no longer be accepted.

If SingPass e-attendance fails due to technical reasons, TPs are required to keep the screenshot (if any) and take the trainees' attendance manually. TPs are required to submit an appeal to SSG (with appeal reasons, affected course runs and trainee information clearly indicated) via the Service Portal selecting "SingPass e-attendance – Appeal" as Feedback Category within 14 days from the course run session date

4. Timely Upload of Assessment Results (Applicable for Approved Courses with Assessment Component)

TPs must upload assessment results within the stipulated timelines and ensure assessment results for all skill codes are uploaded accurately.

5. Maintain Accurate Course Fee Information

TPs must ensure that any course fee discount is accurately captured during each trainee's enrolment submission in TPGateway. GST must be excluded from all self-sponsored and company sponsored grant submissions.

For company-sponsored individuals, invoices must be billed to the trainee's sponsoring company, and the unsubsidized course fee amount is to be borne by the company.

6. Ensure Complete and Accurate Claims

TPs should conduct a self-review to ensure eligibility of their claims:

- Trainee's eligibility has been verified.
- Attendance records are complete, accurate, and submitted on time.
- Assessment results (where applicable) for all skill codes have been submitted within stipulated timelines.
- Fee collection status is updated in TPGateway.
- Course fee discounts have been correctly declared during enrolment.
- No outstanding issues (e.g., missing or late attendance, unpaid fees, incomplete assessments, CPF discrepancies) observed for the claim

Funding will only be processed when all the following grant disbursement criteria are met:

- Trainee met 75% of the attendance requirement.
- Trainee passed the required assessments (where applicable).
- Course fees have been fully paid and fee collection status have been updated.
- There is employer-employee relationship and CPF contribution for employer-sponsored trainees.
- All required information are submitted in the TPGateway within the stipulated timeframe.

TPs can use the Enrolment Funding Analyser (EFA) feature in TPGateway to review trainees' enrolment status and confirm grant eligibility.

IBF reserves the right to impose an administrative fee of \$100 per course run (excluding GST) for appeal to review or reinstate any unsupported grants by IBF. Please note that payment of the administrative fee does not guarantee approval of appeals to reinstate any previously unsupported grants.

7. Additional Resources and Support

For more details on funding claims submission, please refer to the links below.

- [Funding Support for TPGateway for Training Providers \(TPs\)](#)
- [Funding Support for TPGateway for Financial Institutions \(FIs\)](#)
- [FAQ on TPGateway Funding Support Submission](#)
- [TPGateway FAQ](#)

If you require further clarification, please contact IBF via the [Contact Us Form](#). We appreciate your continued cooperation in maintaining high standards in training delivery and governance.

Thank You.