1) **What types of organisations could be allowed to submit funding support for IBF administered funding schemes in Training Partners Gateway (TPGateway)?**

All IBF accredited or recognised Training Providers (TPs) would be given access to TPGateway for funding support submission. Eligible Financial Institutions (FIs) / FinTech Firms sponsoring their employees for IBF accredited or recognised courses will only need to pay the nett course fee (full course fee after IBF-STS or FTS funding) and hence they are not required to access the TPGateway to submit funding support.

However, to facilitate the funding support submission by the TPs, FIs and FinTech Firms need to provide the personal particulars, such as NRICs, D.O. B. of their employees to the TPs and ensure that the employees complete the attendance and assessment requirements (if applicable). For trainee details to be provided, please refer to question 14). Should the funding be denied or rejected due to the non-fulfilment of these funding requirements, the TPs would have the right to request for full course fees payment from the sponsoring companies.

For Financial Institution / FinTech firms with IBF accredited or recognised In-house courses, similar access rights as a TP would be given for funding support submission in TPGateway.

2) **Who are eligible for the IBF-STS course fee subsidy?**

a) A company-sponsored trainee and a self-sponsored trainee who fulfil the following eligibility criteria:
   (i) A Singapore citizen or Singapore permanent resident;
   (ii) Physically based in Singapore
   (iii) Not MAS or IBF employees, civil or public servant; and
   (iv) Not an employee attending a training programme as an instructor or facilitator, e.g. presenter, speaker or panellist.

b) In addition to the above, a company sponsor should be Singapore-based financial sector entities including:
   - Singapore-based Financial Institutions regulated by MAS (licensed or exempt from licensing by MAS)
   - FinTech firms certified by Singapore FinTech Association (SFA)

c) A company sponsored trainee also comprises of:
   - Licensed representatives of FIs, who are not employees, but are agents of these FIs, if the FI principal contributes CPF and SDL (Skills Development Levy) for their representatives and supports the course enrolment by furnishing the TP with a support letter.
   - General insurance agents that are neither licensed nor exempted from licensing but are registered with the GIA Agent Registration Board.

d) Self-sponsored individuals attending courses under the Critical Core Skills and Future-Enabled Skills categories, should be employed by eligible entities as described above in the financial services sector with effect from 3rd October 2022

To qualify for FTS/IBF-STS funding, a trainee must successfully complete the programme (including achieving at least 75% attendance and passing all relevant assessments and examinations)

3) **Who is eligible for FTS course fee subsidy?**

This scheme is only available for company-sponsored individuals.

a) Eligible Companies:
    - Singapore-based Financial Institutions regulated by MAS (licensed or exempt from licensing by MAS)
    - FinTech firms certified by Singapore FinTech Association (SFA)

b) A company-sponsored trainee and a self-sponsored trainee who fulfil the following eligibility criteria:
    (i)   A Singapore citizen or Singapore permanent resident;
    (ii) Physically based in Singapore;
    (iii) Not MAS or IBF employees, civil or public servant; and
    (iv) Not an employee attending a training programme as an instructor or facilitator, e.g. presenter, speaker or panellist.

c) In addition to the above, a company sponsor should be Singapore-based financial sector entities including:
    - Singapore-based Financial Institutions regulated by MAS (licensed or exempt from licensing by MAS)
    - FinTech firms certified by Singapore FinTech Association (SFA)

d) A company sponsored trainee also comprises of:
    - Licensed representatives of FIs, who are not employees, but are agents of these FIs, if the FI principal contributes CPF and SDL (Skills Development Levy) for their representatives and supports the course enrolment by furnishing the TP with a support letter.
    - General insurance agents that are neither licensed nor exempted from licensing but are registered with the GIA Agent Registration Board.

To qualify for FTS/IBF-STS funding, a trainee must successfully complete the programme (including achieving at least 75% attendance and passing all relevant assessments and examinations)

4) For training courses under the Critical Core Skills and Future-Enabled Skills categories, how should Training Providers ascertain if a self-sponsored individual is from a Financial Institution or SFA Certified FinTech firm?

Training Providers must verify the trainee is employed by a Singapore-based Financial Institutions regulated by MAS or FinTech firms certified by Singapore FinTech Association during the whole programme duration should perform the verification by checking one of the following documents from the trainee,

- CPF statement
- Payslip
- Physical staff pass
- Any evidence that proves the trainee's employment with the Singapore-based Financial Institutions regulated by MAS or FinTech firms certified by Singapore FinTech Association
- Letter of support (only applicable to trainees who are licensed representatives of Insurance companies or securities firms)

5) Will a trainee be eligible for course fee subsidies for taking the same course again within the same calendar year?

With effect from 3 October 2022, trainee is only eligible for the course fee subsidies once for the same course within the same calendar year.

6) Are Goods and Services Tax (GST) supported under the IBF-STS or FTS course fee subsidy?

With effect from 3 October 2022, the GST amount is no longer supported under IBF-STS or FTS .

7) What will happen to the existing claims submitted in IBF portal after the launch of Training Partners Gateway (TPGateway) on 10 October 2022?

IBF will continue to process the existing claims submitted through the IBF portal for courses commenced before 10 October 2022.

8) When will claims be submitted using the Training Partners Gateway (TPGateway)?

All courses with commencement dates on and after 10 October 2022 must be submitted via TPGateway. For more information on the submission for funding support (Enrolment, Attendance and Assessment), you may refer to the self-help guides at https://www.tpgateway.gov.sg/who-we-are/self-help-guides.

For course commencement dates before 10 October 2022, claims must be submitted using IBF Portal.

9) **What is the difference between the claim submission on IBF Portal and funding support submission on Training Partners Gateway (TPGateway)?**

	IBF Portal	TPGateway
Submission Process	5 Step Process Step 1: Funding Administrator complete claim worksheet Step 2: Funding Administrator upload claim worksheet Step 3: Funding Administrator upload trainees supporting documents Step 4: Funding Administrator verify claim submission details and submit Step 5: Management Representative verifies claim and submit	4 Step Process Step 1: Create course run and course sessions Step 2: Submit trainee's Enrolment Step 3: Upload trainee's Attendance[1] Step 4: Upload trainee's Assessment
Submission Deadline	FTP & FI Claim must be submitted within 3 months from the course completion date	FTP • Enrolment **must be** submitted within 45 calendar days after course run start date • Attendance records and Assessment results **must be** submitted within 45 calendar days after course run end date[1] In-house courses for FI • Enrolment **must be** submitted within 105 calendar days after course run start date • Attendance records and Assessment results **must be** submitted within 105 calendar days after course run end date[1]

[1] Applicable to manual attendance submission, otherwise all attendance should be taken digitally during the course run.

10) **What is the deadline to submit the funding support submission (enrolment, attendance, and assessment) on Training Partners Gateway (TPGateway)?**

⏰ **Submission Deadline**

	Course Run and Course Session	Enrolment	Attendance	Assessment
Financial Training Providers	Before **course start date**[1]	Enrolment must be submitted before or **within 45 calendar days** after **course run start date**	Attendance records and Assessment results must be submitted **within 45 calendar days** after **course run end date**[2]	
In-house Courses for Financial Institutions / FinTechs	Before **course start date**[1]	Enrolment must be submitted before or **within 105 calendar days** after **course run start date**	Attendance records and Assessment results must be submitted **within 105 calendar days** after **course run end date**[2]	

[1] A course run, and session must be created before its course start date for the link to the QR code for attendance taking to be sent to the Course Administrator and Trainer.

[2] Applicable to manual attendance submission, otherwise all attendance should be taken digitally during the course run.

11) Are there guides, FAQs or briefing on the submission for funding support for Training Partners Gateway (TPGateway)?

For more information on the submission for funding support using Training Partners Gateway (TPGateway), you may refer to the self-help guides at https://www.tpgateway.gov.sg/who-we-are/self-help-guides and the FAQs at https://www.tpgateway.gov.sg/faq. More information will be release in September and October 2022 to Financial Training Providers.

12) What are the supporting documents to be submitted as part of the funding support submission in TPGateway?

	Supporting Documents
FTP	You are only required to upload enrolment, attendance and assessment records The other supporting documents, such as the invoices, attendance sheets, assessment marking sheets and certificates of completion should be retained for a minimum period of 3 years and submitted upon IBF's request for audit purposes.
FI / FinTech Firms with IBF accredited/recognised In-house Courses	You are only required to upload enrolment, attendance and assessment records via the TPGateway. The following documents should be submitted to IBF via email (auditqueries@ibf.org.sg). a) Invoice issued by external consultant (if applicable) b) Audit Certification Submission The following documents must be submitted to IBF if your total grant submissions (based on course run end date) for each half-year period (January to June, and July to December) ≥ S$30,000: • Internal Audit / External Audit / Compliance Certification • Form B (In-house Developed Programme Form) The audit certificates must be submitted to IBF via email within 3 months from the end of June (submission latest by end September) and end of December (submission latest by end March) for the respective period. Submission after these prescribed deadlines will not be accepted and might result in rejection of future claims.

13) How should the Nett fee invoices be reflected?

All invoices should reflect the following mandatory details:

• Self-sponsored trainees - Trainees' full name (as per NRIC)
• Company-sponsored trainees – Trainees' full name (as per NRIC), Financial Institution's name and Name of whom the invoice is attention to
• Course Title and Code (as per course accreditation)

- Course start and end date
- Full course fee breakdown comprising of full course fee, funding amount, amount after funding, GST on full course fee (if applicable) and currency exchange rate based on date of invoice (if applicable)
- Invoice number
- Invoice date

14) What are the trainees' details we would need to collect for the funding claims submission?

IBF Portal	TPGateway
Self-sponsored Trainee Full name (as per NRIC) NRIC Nationality Email address Contact number Company-sponsored Trainee Full name (as per NRIC) NRIC Nationality Financial Institution's / FinTech's name & UEN Company course representative email address and contact number	Self-sponsored Trainee Full name (as per NRIC) Date of Birth (Actual details in DDMMYYYY) NRIC ID Type (NRIC, FIN, Others) Email address Contact number with country code[1] Company-sponsored Trainee Full name (as per NRIC) Date of Birth (Actual details in DDMMYYYY) NRIC ID Type (NRIC, FIN, Others) Email address Contact number with country code[1] Financial Institution's / FinTech's name & UEN Company course representative name, email address and contact number with country code[1]

[1] Country code is required for enrolment bulk submission

15) What if Financial Institutions / FinTechs are not prepared to furnish their staff's personal details such as NRIC to the Training Provider?

IBF will require NRIC records and other personal data for the purpose of administering the course fee subsidies. You may refer to the IBF Circular on the "Advisory Guidelines on the Personal Data Protection Act (PDPA) for NRIC and other National Identification Numbers" for more information.

16) What will happen if a trainee (a) drops out halfway through the course; or (b) does not pass the assessment for the course?

For IBF accredited courses commencing on or after 10 October 2022, training providers should upload the trainee's assessment and select failed if the trainee does not pass the assessment. No further action will be required if the trainee drops out halfway through the course.

Training providers are expected to make clear policies on recovery of fees or penalties for such cases, which they could rely upon to claw back the fees from such trainees separately.

17) If a trainee is ineligible for funding, do we need to submit enrolment, attendance, and assessment in TPGateway?

It is not mandatory to submit the trainees' details who are ineligible for funding.

18) The trainees have to attend make-up classes and/or sit for make-up assessments. How do I administer make-up classes and assessment in TPGateway?

Scenario	Steps for make-up classes / assessments
• Trainee has met attendance requirements but did not sit for assessment; • Trainee enrolled in Assessment-Only Pathway (AOP) programme	If trainee is attending assessment from another *existing* course run ("make-up course run") with "Assessment" session: 1. Do NOT submit another enrolment for the trainee or re-tag the enrolment to the make-up course run 2. Ensure trainee's attendance is captured for the "Assessment" session within the attendance submission deadline for the make-up "Assessment" session 3. Upload trainee's assessment record(s) within the assessment submission deadline for the make-up course run
Trainee has <u>not</u> met attendance requirements and did not sit for assessment	If trainee is attending make-up session(s) from another *existing* course run ("make-up course run"): 1. Do NOT submit another enrolment for the trainee or re-tag the enrolment to the make-up course run 2. Ensure trainee's attendance is captured for the session(s) including "Assessment" session (if applicable) within the attendance submission deadline for each make-up session. The attendance record(s) will be added to the attendance that was recorded in the initial course run the trainee was enrolled in 3. Upload trainee's assessment record(s) within the assessment submission deadline for the make-up course run (if applicable) Note: If there is no existing course run for trainee to attend make-up session(s) for, please create a *new* course run and session(s) and follow the steps listed above.

	The course start and end date of the *new* course run should correspond with the start and end date of the make-up session(s) required from the trainee.
Trainee did not attend original course run he/she was enrolled in and requested to defer to another course run	If trainee is attending session(s) from a deferred course run: 1. Cancel the trainee's enrolment in the original course run 2. Create a new course run and session(s) (if applicable) 3. Submit a new enrolment for the trainee in the deferred course run 4. Ensure trainee's attendance is captured for the session(s) including "Assessment" session (if applicable) within the attendance submission deadline for each session 5. Upload trainee's assessment record(s) within the assessment submission deadline for the deferred course run (if applicable)

Source: https://www.tpgateway.gov.sg/faq/course-runs

Please note for funding support submissions to be processed:

- Ensure to conduct and submit the attendance and assessment records for the make-up session(s)/assessment(s) within the submission deadline and **within 120 calendar days from the initial course run end date** which the trainee was enrolled in.

⏰ **Submission Deadline**

	Course Run and Course Session	Enrolment	Attendance	Assessment
Financial Training Providers	Before **course start date**[1]	Enrolment must be submitted before or **within 45 calendar days** after **course run start date**	Attendance records and Assessment results must be submitted **within 45 calendar days** after **course run end date**[2]	
In-house Courses for Financial Institutions / FinTechs	Before **course start date**[1]	Enrolment must be submitted before or **within 105 calendar days** after **course run start date**	Attendance records and Assessment results must be submitted **within 105 calendar days** after **course run end date**[2]	

[1] A course run, and session must be created before its course start date for the link to the QR code for attendance taking to be sent to the Course Administrator and Trainer.

[2] Applicable to manual attendance submission, otherwise all attendance should be taken digitally during the course run.

19) How do I determine which enrolment IDs are for the disbursement amount received from IBF?

To search for the enrolment IDs for the disbursement amount received in your bank statement:
a) Login to TPGateway.
b) Select the 'Financial Transaction Tile' in your workspace.
c) Click on 'Excel view' on the top right-hand side of the page to download the excel file containing the list of enrolment ids and bank reference ids.
d) Filter the 'bank reference ID' column with the bank reference ID shown in the bank statement.
e) The list of enrolment IDs and status for the disbursement amount will be displayed.

20) How long will IBF take to process the funding support submission in TPGateway?

IBF will take approximately 6 to 8 weeks to process the funding support submission upon complete and accurate submission after the submission deadline for Attendance and Assessment records. Longer processing time may be required in certain cases (e.g. incomplete or inaccurate submissions, Direct Credit Authorisation form not submitted to IBF or nonstandard cases).

Example for FTP submission
Course run end date: 17 October 2022
Submission deadline for attendance and assessment records: 1 December 2022 (45 calendar days after course run end date)
IBF processing timeline: from 2 December 2022 (approximately 6 to 8 weeks after the attendance and assessment submission deadline)

Example for FI In-house submission
Course run end date: 17 October 2022
Submission deadline for attendance and assessment records: 30 January 2023 (105 calendar days after course run end date)
IBF processing timeline: from 31 January 2023 (approximately 6 to 8 weeks after the attendance and assessment the submission deadline)