FAQ on TPGateway Funding Support Submission

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General Enquiries

1) Are there guides and FAQs on the submission for funding support in Training Partners Gateway (TPGateway)?

For information on the submission for funding support in 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.

2) What are the trainees' details that we would need to collect for the funding claims submission in TPGateway?

TPGateway
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 / Singapore FinTech Association certified FinTech firm'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

3) Are sponsoring companies required to furnish their staff's personal details such as NRIC to the Training Provider?

Yes, NRIC records and other personal data of the eligible trainee are required to be furnished to the training provider for application of 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.

4) Is it mandatory to indicate email address and mobile number for grant submissions in Training Partners Gateway (TPGateway)?

For trainee enrolment, both email address and phone number are mandatory fields to be indicated for trainee enrolment. For trainee attendance, either email address or mobile number is mandatory.

For mobile numbers, please note that system only accepts Singapore-registered number. The mobile number must be 8 digits and start with the digit 8 or 9.

5) Why do I need to indicate 'Date of Birth' and 'Contact Number' when submitting trainee enrolment in TPGateway?

Please note that the 'Date of Birth' field is for the system to determine the trainee's eligibility for funding and the collection of 'Contact Number' is for audit notification purposes.

For more information on IBF's policy on Personal Data Protection, please visit our privacy policy page https://www.ibf.org.sg/Pages/Privacy-Policy.aspx or email dpo@ibf.org.sg for further enquiries.

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) I am a Financial Institution and have sponsored my staff for an IBF accredited course offered by an external training provider. How do I submit claims in TPGateway?

Please note that Financial Institutions no longer need to submit claims for funding support for external courses **that commence from 10 October 2022** as all external courses are offered on a nett fee model. Training providers will be submitting the claims in TPGateway for the external courses attended by the trainees. Kindly refer to the table below for reference.

Financial institutions will only need to use TPGateway if they have grants to submit for their own accredited in-house courses.

External courses		
	Submission platform	**Submission by**
Courses commencing **on or after** 10 October 2022 **Courses should all be on nett fee model*	TPGateway	Financial Training Provider (FTP)

Financial Institutions In-house courses		
	Submission platform	**Submission by**
Courses **commencing on or after** 10 October 2022	TPGateway	Financial Institution (FI)

8) What is the trainee cap for IBF accredited courses?

The number of trainees for classroom and synchronous e-learning mode of training is capped at maximum 40 trainees per session.

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

Training providers are required to upload the trainee's assessment and select "Fail" if the trainee does not pass the assessment. No further action will be required if the trainee drops out halfway through the course.

The trainee would not be eligible for the IBF Standards Training Scheme (IBF-STS) / Financial Training Scheme (FTS) funding as the availability of the funding is subjected to the trainee's successful completion of the IBF-STS / FTS course (including passing all relevant assessments and examinations). Training providers are expected to have clear and transparent policies on recovery of fees for such cases, which you can rely upon for claw back of the course fees from such trainees (where applicable).

10) 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 did not sit for assessment; • Trainee enrolled in Assessment-Only	If the trainee is attending assessment from another ***existing*** course run ("make-up course run") with "Assessment" session: Note that course run start date of make-up course run should not be earlier than that of the initial

Pathway (AOP) programme	course run start date which the trainee was enrolled in. 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 Note that course run start date of make-up course run should not be earlier than that of the initial course run start date which the trainee was enrolled in.
• Trainee missed course session(s) and did not sit for assessment	If the trainee is attending make-up session(s) from another ***existing*** course run ("make-up course run"): Note that course run start date of make-up course run should not be earlier than that of the initial course run start date which the trainee was enrolled in. 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	If the trainee is attending session(s) from a deferred course run: Note that course run start date of make-up course run should not be earlier than that of the initial

and requested to defer to another course run	course run start date which the trainee was enrolled in. 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

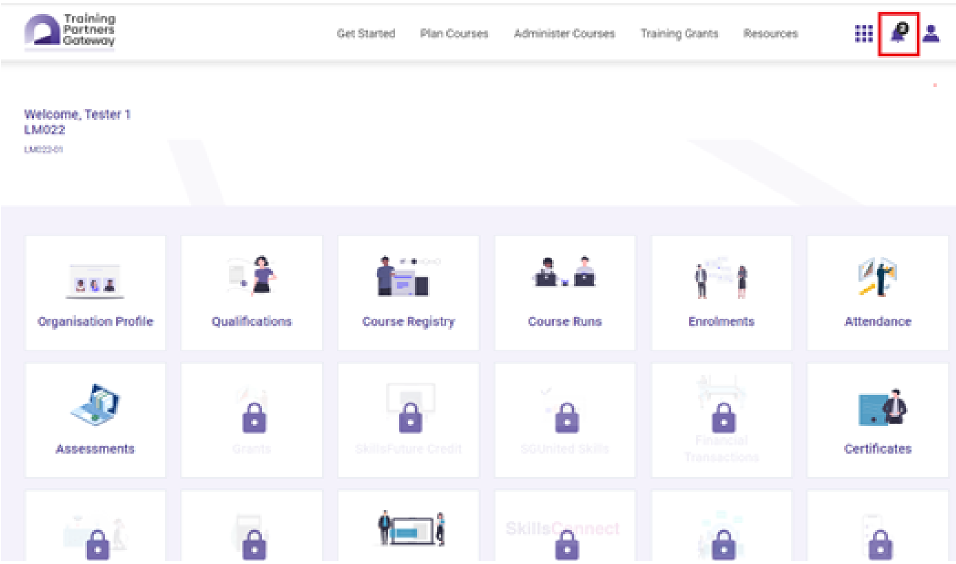
Please note that for funding submissions to be processed, the training provider is required to ensure the below requirements are fulfilled:

- The make-up session(s)/assessment(s) must be conducted **within 120 calendar days from the initial course run end date** which the trainee was enrolled in.
- The trainee's attendance and assessment records must be captured within the submission deadlines.

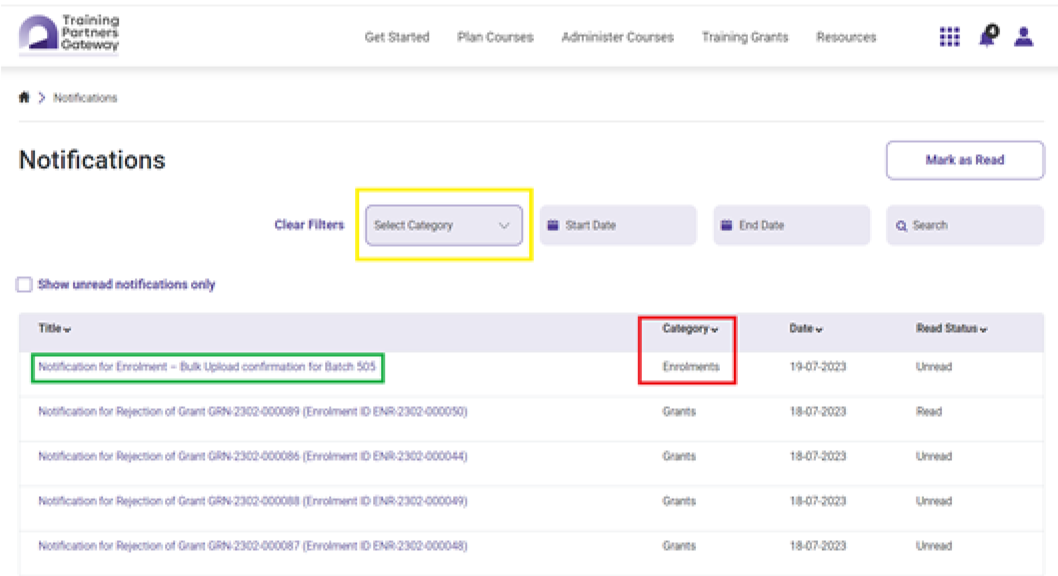
11) I did a bulk upload for course run/ enrolment/ attendance/ assessment in TPGateway but it was not reflected in the system.

You may wish to refer to the guide below to check if there are any errors/failure messages for your uploads.

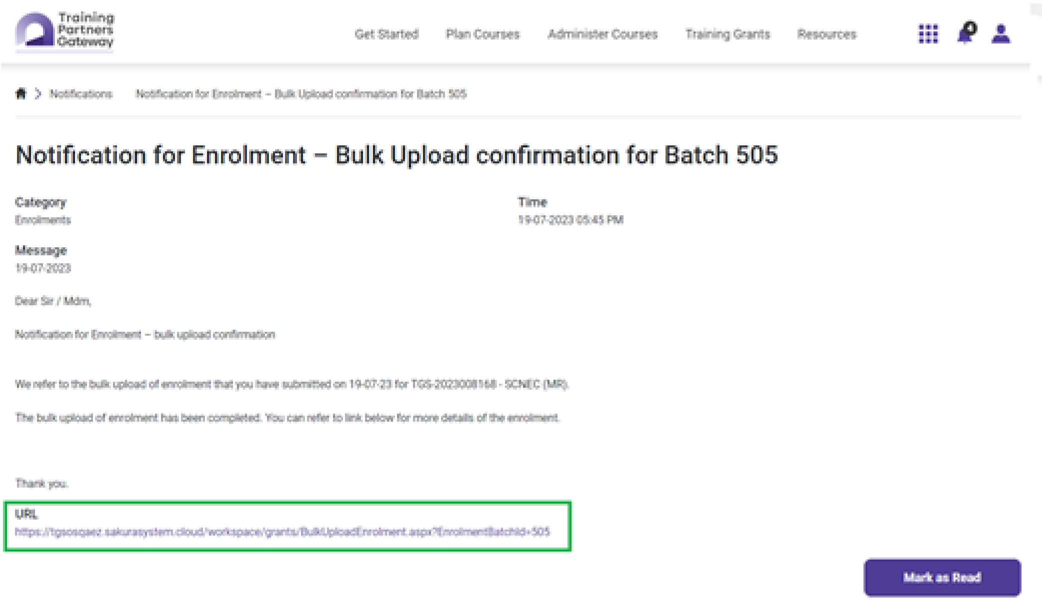
1. Click the bell icon.



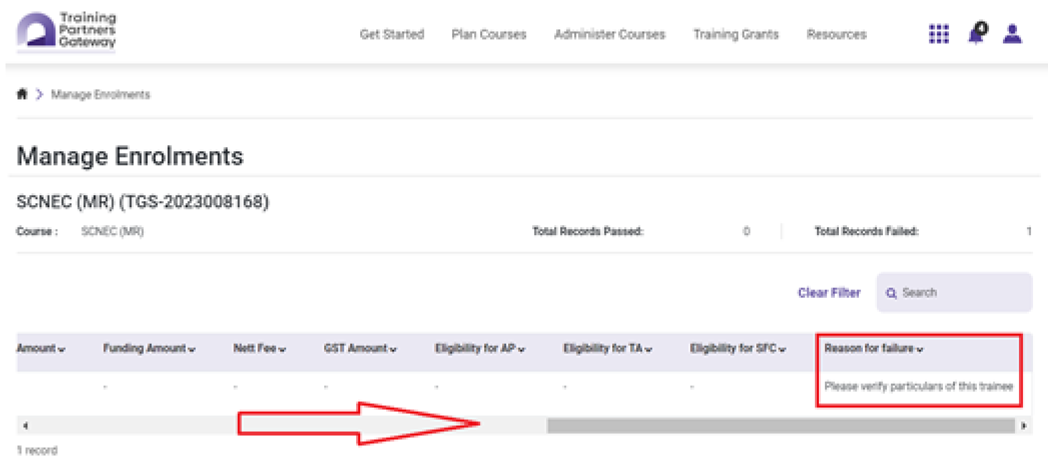
2. Select the category of the upload using the filter function highlighted with yellow box. Then click into the hyperlink highlighted with the green box.



3. Click into the URL highlighted with the green box.



4. Lastly scroll the task bar all the way to the right to see the "Reason for failure".



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

IBF will take approximately 6 to 8 weeks after the submission deadline for attendance and assessment records to process the funding support upon complete and accurate submission. Longer processing time may be required in certain cases (e.g. incomplete or inaccurate submissions, Corporate PayNow not linked or nonstandard cases).

<u>Example for FTP submission</u>
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: approximately 6 to 8 weeks from 2 December 2022

<u>Example for FI In-house submission</u>
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: approximately 6 to 8 weeks from 31 January 2023

13) What payment modes are acceptable for the trainee's portion of course fees not funded by IBF-STS / FTS?

Trainees for whom IBF-STS / FTS funding is sought must make digital payment directly to the Training Provider for the portion of the course fees not funded by IBF-STS / FTS. For employer-sponsored trainees, the digital payment may be made by the trainee's employer.

The payment must not originate, whether directly or indirectly, from the Training Provider or any of its related and/or associated companies. Cash payments are not allowed under any circumstances.

Eligibility

14) What types of organisations are 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) / Singapore FinTech Association (SFA) certified 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). Whilst such sponsoring companies are not required to access the TPGateway to submit funding support, the companies are required to provide the personal particulars, such as NRICs and date of birth of their employees to the TPs and ensure that the employees complete the attendance and assessment requirements (if applicable) to facilitate the funding support submission by the IBF accredited or recognised TPs.

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

15) Who are eligible for the IBF Standards Training Scheme (IBF-STS) course fee subsidy?

<table>
<tr><th colspan="2">IBF Standards Training Scheme (IBF-STS) course fee subsidy eligibility criteria</th></tr>
<tr><th>Company Sponsored Trainee</th><th>Self-sponsored Trainee</th></tr>
<tr><td colspan="2">(i) A Singapore citizen or Singapore permanent resident;

(ii) Physically based in Singapore

(iii) Not an employee attending a training programme as an instructor or facilitator, e.g. presenter, speaker or panellist; and

(iv) Not employees of IBF and MAS.</td></tr>
<tr><td>Company Sponsored Trainee Includes:

• Licensed representatives of Financial Institutions, who are not employees, but are agents of these Financial Institutions.

• General insurance agents, where both the agent and the principal company (corporate agent) are registered with the GIA Agent Registration Board (with effect from 26 May 2020).

The trainee under the above categories is eligible for funding if the Financial Institution principal:
(i) supports their application by

(a) signing them up for the course directly with the Financial Training Provider (FTP) and
(b) paying for the unsubsidised portion of the course fees;

or

(ii) furnishes the FTP with a support letter for each licensed representative.</td><td rowspan="2">Self-sponsored individuals attending courses under the Critical Core Skills and Future-Enabled Skills categories, should be employed by eligible entities as outlined below with effect from 3rd October 2022.

• Financial institutions based in Singapore [1]
• FinTech firms certified by Singapore FinTech Association (SFA)

[1] Entities regulated by the Monetary Authority of Singapore (either licensed, approved, registered or recognised; or exempted from being licensed, approved, registered or recognised), as listed on MAS FI Directory.</td></tr>
<tr><td>Eligible Sponsoring Companies:
• Financial institutions based in Singapore [1]
• FinTech firms certified by Singapore FinTech Association (SFA)

[1] Entities regulated by the Monetary Authority of Singapore (either licensed, approved, registered or recognised; or exempted from being licensed, approved, registered or recognised), as listed on MAS FI Directory.</td></tr>
<tr><td colspan="2">To qualify for IBF-STS funding, a trainee must successfully complete the programme (including achieving at least 75% attendance and passing all relevant assessments and examinations).</td></tr>
</table>

16) Who are eligible for Financial Training Scheme (FTS) course fee subsidy?

Financial Training Scheme (FTS) course fee subsidy eligibility criteria
Company Sponsored Trainee
(i) A Singapore citizen or Singapore permanent resident; (ii) Physically based in Singapore (iii) Not an employee attending a training programme as an instructor or facilitator, e.g. presenter, speaker or panellist.
Eligible Sponsoring Companies: • Financial institutions based in Singapore [1] • FinTech firms certified by Singapore FinTech Association (SFA) [1] Entities regulated by the Monetary Authority of Singapore (either licensed, approved, registered or recognised; or exempted from being licensed, approved, registered or recognised), as listed on MAS FI Directory.
Company Sponsored Trainee Includes: • Licensed representatives of Financial Institutions, who are not employees, but are agents of these Financial Institutions. • General insurance agents, where both the agent and the principal company (corporate agent) are registered with the GIA Agent Registration Board (with effect from 26 May 2020). The trainee under the above categories is eligible for funding if the Financial Institution principal: **(i)** supports their application by (a) signing them up for the course directly with the Financial Training Provider (FTP) and (b) paying for the unsubsidised portion of the course fees; **or** **(ii)** furnishes the FTP with a support letter for each licensed representative.
To qualify for FTS funding, a trainee must successfully complete the programme (including achieving at least 75% attendance and passing all relevant assessments and examinations).

17) For training courses under the Critical Core Skills and Future-Enabled Skills categories, how should Training Providers ascertain if a self-sponsored individual is employed with an eligible Financial Institution or Singapore FinTech Association (SFA) certified FinTech firm?

Training Providers must first verify that the trainee is employed by a Singapore-based Financial Institutions regulated by MAS or FinTech firms certified by Singapore FinTech Association before proceeding with the registration and enrolment of eligible trainees in TPGateway for IBF funding support. Training Providers must perform the verification of 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)

Please note that a copy of the trainee's employment records and all supporting documents used for verification for the duration of the whole programme must be retained and provided upon audit purposes.

18) Will a trainee be eligible for course fee subsidies for the same course completed and funding received 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 completed and funding received within the same calendar year.

Example:
If a trainee has already received funding for a course which ended in 2023, they are ineligible for further course fee subsidy in the same calendar year. However, if the trainee enrols in a course with an end date in 2024, the trainee is eligible for course fee subsidy for 2024.

19) 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 details of trainees who are ineligible for funding.

Submission Timeline

20) When should I create course runs and course sessions?

Course runs and course sessions must be created before course start date for the link to the QR code for attendance taking to be sent to the Course Administrator and Trainer.

21) When should I submit trainee enrolments?

Public courses: Trainee enrolment must be submitted before or within 45 calendar days from course run start date.

In-house courses: Trainee enrolment must be submitted before or within 105 calendar days from course run start date.

22) When should I submit attendance and assessment?

Public courses:

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.

Assessment results must be submitted within 45 calendar days from course run end date.

In-house courses:

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.

Assessment results must be submitted within 105 calendar days from course run end date.

23) When should I update the fee collection status of trainee enrolments?

The deadline to update the fee collection status is within 120 calendar days from course run end date. Funding will not be disbursed for failure to update the fee collection status to "Full Payment" within the stipulated timeline.

24) What happens if I miss a submission deadline for one of the funding criteria?

Disbursement criteria will not be met if a submission deadline is missed, hence funding will not be disbursed.

Course Run and Course Session

25) Are course runs and course sessions the same?

Course runs refers to the period that the course is available for. Course sessions are then created within the course run period with the specific course time and date.

26) Is it mandatory to add course sessions?

Yes. Course run sessions are required to facilitate attendance taking.

You can add course run sessions in the "Course Runs" tile via the following steps:

1. From the "Course Runs" tile, find the course run you would like to add sessions for
2. Click on the "Edit" button
3. Go to the "Course Run Schedule" tab
4. Click on the "Add Sessions" button

Upon creating course run and session(s), the link containing the attendance code and QR code will be generated. The link can be obtained from "Course Runs" tile via the "Maintain Course Run" function. Only trainer(s) indicated under the course run will receive an automatically generated email from MySkillsFuture containing the aforementioned link 3 days before the course start date.

However, the attendance code and QR code itself will only be active from 30 minutes before the session start time to 30 minutes after the session end time. For example: The session starts at 9am and ends at 12pm. The attendance code and QR code will be active from 8.30am to 12.30pm.
When creating the course run, you may choose not to add the individual course run sessions. However, you will need to update the course run to include course run sessions later on to facilitate attendance taking.

Notes:
- For examinable courses, trainees' attendance has to be captured for **all** course run sessions, including the "Assessment" *course run session.*
- Backdated course runs and course run sessions can only be created via the "Upload Course Runs" function using the **Excel** Template. You may refer to the Course Run Self-Help Guide for more information.

27) How many sessions should I create for my course runs with different mode of training (MoT)?

You should create sessions that correspond to the course run start and end dates for the course run. Further, a session should be created for each Mode of Training (MoT).

- For **blended learning programme** (e.g. classroom training component and asynchronous e-learning component), separate sessions should be created for each MoT.

- For **course runs with an assessment component**, a separate session with MoT "Assessment" should be created. Trainee's attendance has to be captured for the "Assessment" session.

Please refer to the following tables for detailed guidelines on creating sessions and attendance-taking for the various MoTs.

- **MoT: Classroom; Synchronous e-learning; In-house; Practical (Practicum); Supervised Field; Traineeship.**

Session Creation	Attendance Taking
• Create 2 sessions (1 for AM session and 1 for PM session) for each day of training and exclude lunch hours, if applicable. • Do not create sessions for days defined as breaks/holidays (more information below). • Create a separate session with MoT "Assessment" if there is an assessment to be conducted.	• Trainees need only take attendance using the QR code or attendance code once for each session. • Trainees need to take attendance when attending the "Assessment" session (if applicable). Note: Refer to Attendance FAQ, for more information on digital attendance taking.

- **MOT: On-the-Job Training (OJT)**

Session Creation	Attendance Taking
• Create 1 session for the entire course run period. • Create a separate session with MoT "Assessment" if there is an assessment to be conducted.	• Trainees need to take attendance using the QR code or attendance code each time they commence OJT for the course run **and** input the number of training hours during attendance taking. • Trainees need to take attendance when attending the "Assessment" session (if applicable).

- **MOT: Asynchronous e-learning**

Session Creation	Attendance Taking
• Create 1 session for the entire course run period*. • Create a separate session with MoT "Assessment" if	• Trainees need to take digital attendance once using the QR code or attendance code during the course session period to meet

there is an assessment to be conducted.	the asynchronous e-learning attendance requirement. • Trainees need to take attendance when attending the "Assessment" session (if applicable).

*The course run start date for asynchronous e-learning refers to the *earliest* date the trainee is able to obtain online access to the webspace or portal where the trainee is meant to have the first training session (e.g. the date on which the trainee is given the necessary online user ID and password). If the trainee is allowed to continue accessing the training programme after the course run has ended, this is considered a separate arrangement between you and the trainee; the course run end date should not be extended due to this arrangement.

For in-house accredited courses, do note that the MoT for course runs should be indicated as 'In-house' and the actual MoT of the course conducted in should be indicated under course sessions.

28) For in-house courses, what mode of training should I indicate in the TPG claim submission?

Please indicate the actual mode of training (Asynchronous e-learning, Synchronous e-learning, Classroom etc.) for the course sessions.

29) What programme dates should I indicate for e-learning courses?

Asynchronous e-learning courses:
Programme start date: Commencement date of the asynchronous e-learning period.
Programme end date: Last date of the asynchronous e-learning period.

**Note: Actual course completion/end date for asynchronous e-learning courses captured in Certificate of Completion (CoC) will likely be of an earlier date compared to the course run end date set up in TPGateway.*

Synchronous e-learning courses:
Programme start date: Commencement date of the synchronous e-learning period.
Programme end date: The "programme final assessment date".

30) How should I create course runs and course sessions for asynchronous e-learning courses?

Course run period: Indicate the e-learning period as the course run period. For example, if the e-learning course is open to trainees for access from 1 January 2023 to 31 January 2023, indicate 1 January 2023 as the course run start date and 31 January 2023 as the course run end date.

Course session: Create 1 session for the entire course run period. Using the same example above, create 1 course session with start date 1 January 2023 and end date 31 January 2023.

Assessment session: For courses with assessment component, please create a separate session for the assessment component and indicate the last day of the e-learning period as the assessment date. Using the same example above, indicate 31 January 2023 as the assessment start and end date.

Please note that attendance must be taken for each course session and assessment session created.

31) Can I still create course run and course sessions for a course that has been conducted and completed?

For creation of course runs and sessions for backdated courses, please upload the course runs and sessions using the Course Runs excel template via 'Upload Course Runs' function in TPGateway before the enrolment submission deadline. Please see below for enrolment submission deadline.

Enrolment submission deadline:

Public courses: Trainee enrolment must be submitted before or within 45 calendar days from course run start date.

In-house courses: Trainee enrolment must be submitted before or within 105 calendar days from course run start date.

Enrolment

32) How should I indicate the course fees in TPGateway under trainee enrolment stage if (a) I am a training provider and had accorded course fee discount to trainees; or (b) I am a financial institution and the in-house course fee per trainee is lower than the accredited course fee?

Under the 'Course Fee Grants' section in trainee enrolment stage, please indicate the discount amount accorded under the 'Less Course Fee Discount' section. The final amount reflected under 'Discounted Course Fee' section will be the actual amount charged per trainee.

For financial institutions with accredited in-house courses, please ensure that the 'Discounted Course Fee' amount tallies with the 'Direct In-house Cost per Tranee' and 'Fee charged by External Training Provider per Trainee' in the Doc (B) In-house Developed Programmes Declaration Form.

33) How should I enrol employer-sponsored trainees who are licensed representative or general insurance agent, secondee, interns and contract staff or employees from subsidiaries?

From 23 March 2024, enrolment fields on TPGateway have been updated to facilitate grants administration processes for the following employer-sponsored trainee profiles:

a. Licensed Representative (e.g. Financial Advisor, Insurance Agent, Remisier) or General Insurance Agent;
b. Secondee from Financial Institution (FI);
c. FI's Intern and Contract Staff Administered by Agencies; and
d. Employees from FI's subsidiaries e.g. FI's trustees.

34) What are the new enrolment fields for employer-sponsored trainee on TPGateway?

From 23 March 2024, IBF Training Partners will be required to select the appropriate response for the following questions to enrol an employer-sponsored trainee:

- Did the trainee receive CPF contribution from his/her FI employer during the course run period?
- Please select the employment profile of the trainee.
- Is the trainee employed within the financial sector during the course run period?
- Date of Issuance of Letter of Support (LOS) *

[*Note: For Secondee from FI, FI's Intern and Contract Staff Administered by Agencies and Employees from FI's subsidiaries, LOS is not applicable. Please select enrolment date].

35) How should I fill up the new enrolment fields in the bulk upload enrolment template for employer-sponsored trainees?

When filling up Columns S to V (these 4 columns refers to the 4 questions mentioned above) in the bulk upload enrolment template, please refer to the table below for acceptable permutations for bulk enrolment. All other unacceptable variations/permutations will be prompted with error message(s) and re-submission will be required after amendment(s) are made correctly.

Column S **[Did the trainee receive CPF contribution from his/her FI employer during the course run period? (mandatory if sponsorship type = employer)]**	**Column T** **[Employment profile of the trainee (mandatory if did the trainee receive CPF contribution from his/her FI employer during the course run period = NO)]**	**Column U** **[Is the trainee employed within the financial sector during the course run period? mandatory if did the trainee receive CPF contribution from his/her FI employer during the course run period = NO)]**	**Column V** **[Date of Issuance of Letter of Support (DD-MM-YYYY or DD/MM/YYYY format, mandatory if did the trainee receive CPF contribution from his/her FI employer during the course run period = NO)]**
Select "Yes"	Select "N/A"	Select "N/A"	<Leave it blank>
Select "No"	Select one of the following profiles: • Licensed Representative (e.g.	Select only "Yes" or "No"	<Input the date of Letter of Support (LOS)>. For profiles listed in Q2b – 2d, LOS is not applicable.

Column S [Did the trainee receive CPF contribution from his/her FI employer during the course run period? (mandatory if sponsorship type = employer)]	**Column T** [Employment profile of the trainee (mandatory if did the trainee receive CPF contribution from his/her FI employer during the course run period = NO)]	**Column U** [Is the trainee employed within the financial sector during the course run period? mandatory if did the trainee receive CPF contribution from his/her FI employer during the course run period = NO)]	**Column V** [Date of Issuance of Letter of Support (DD-MM-YYYY or DD/MM/YYYY format, mandatory if did the trainee receive CPF contribution from his/her FI employer during the course run period = NO)]
	Financial Advisor, Insurance Agent, Remisier) or General Insurance Agent • Secondee from Financial Institution (FI) • FI's Intern and Contract Staff Administered by Agencies • Employees from FI's subsidiaries e.g. FI's trustees		Please select enrolment date.

36) Which employer-sponsored trainee profile is required to provide a Letter of Support (LOS)?

For employer-sponsored trainee that falls under the profile "Licensed Representative (e.g. Financial Advisor, Insurance Agent, Remisier) or General Insurance Agent", you are required to provide LOS. Please select the date of LOS.

For employer-sponsored trainee that falls under the following profiles, LOS is not applicable. Please input the enrolment date for the following profiles:

- Secondee from Financial Institution (FI)
- FI's Intern and Contract Staff Administered by Agencies
- Employees from FI's subsidiaries e.g. FI's trustees

37) How do I submit trainee enrolment and download the latest bulk upload enrolments template?

Please refer to the Trainee Enrolment Quick Reference Guide (QRG) on the guide to submit trainee enrolment and steps to download the bulk upload enrolment template.

38) Do I need to edit or re-submit existing enrolments for my employer-sponsored trainees due to the implementation of new enrolment fields?

You are not required to edit enrolment records created on/before 22 March 2024 in TPGateway. For enrolment records that have been created for one of the four (4) profiles, please notify IBF at funding@ibf.org.sg if you have not previously done so.

39) I require further assistance on the new enrolment fields for employer-sponsored trainees. Where can I find help?

Should you require further assistance regarding the new enrolment fields for employer-sponsored trainees, please contact us at funding@ibf.org.sg.

Attendance Taking

40) For the mandatory use of Singpass for e-attendance taking, does it apply to all Mode of Training (MoT)?

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, Training Providers are required to keep the screenshot (if any) and take the trainees' attendance manually. Training Providers are required to submit an appeal to SSG (with appeal reasons, affected course runs and trainee's information clearly indicated) via the Service Portal selecting "Singpass e-attendance – Appeal" as Feedback Category within 14 days from the course run session date. Please refer to this circular for more information.

41) How many attendance taking links will I receive for my course runs with multiple course sessions?

Only one email will be sent with single Link 1 for attendance taking, even if the course run consists of multiple sessions. The system will determine which session it is when the link is opened.

When there are more than one session happening at the same time, the system will list down the sessions for the trainee to choose which session to take attendance for. The link only works 30 mins before the session start time till 30 mins after the session end time.

42) The dynamic QR code for Singpass e-attendance taking (a) did not work during the course or (b) Trainee does not have Singpass.

Trainees must have Singpass at the onset to be able to enrol and attend IBF-funded courses.

If Singpass e-attendance fails due to technical reasons*, you are required to retain the error screenshot and take the trainees' attendance manually. Please submit an appeal to SSG (with appeal reasons clearly indicated) via the SSG Service Portal within 14 days from the course run session date. SSG will update you on the appeal outcome within 14 days from the date of receiving your appeal.

*Technical reasons:
- Network down at Training Providers' premises
- Singpass service disruption
- Trainees not able to utilize Singpass (e.g. not able to log-in to Singpass despite several tries)

In the event of an island wide Singpass service disruption, you will be allowed to upload manual attendance records for the affected sessions in TPGateway. No appeal is required.

43) Are trainers required to take e-attendance via Singpass from 1 Oct 2025?

Yes, trainers are mandated to record their identities and attendances for each training session (as stipulated under clauses 7.1 and 7.2 of SSG Terms for TPs).

44) How does foreign trainers take e-attendance as they do not have a Singpass account?

Foreign trainers who do not have a FIN number are ineligible for a Singpass account. You may continue to manually record and maintain their attendance records.

45) Where can I find out more information and resources about Singpass e-attendance taking?

Please refer to the links below.

User Guide for Training Provider: https://www.tpgateway.gov.sg/docs/default-source/default-document-library/updates-library/ppd-tgs/user-guide-for-tp.pdf?sfvrsn=5bd29298_3

User Guide for Trainee: https://www.tpgateway.gov.sg/docs/default-source/default-document-library/updates-library/ppd-tgs/user-guide-for-trainee.pdf?sfvrsn=37d12e9_3

User Guide for Trainer: https://www.tpgateway.gov.sg/docs/default-source/default-document-library/updates-library/ppd-tgs/user-guide-for-trainer.pdf?sfvrsn=b58560fe_5

FAQs for e-attendance taking: https://www.tpgateway.gov.sg/docs/default-source/default-document-library/updates-library/ppd-tgs/faqs-on-mandate-on-singpass-e-attendance-final.pdf?sfvrsn=621c8abd_3

Supporting Documents

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

	Supporting Documents
Financial Training Providers	You are only required to upload enrolment, attendance and assessment records The other supporting documents, such as those listed below should be retained for a minimum period of 5 years and submitted upon IBF's request for audit purposes. • Exchange rate records for expenses paid in foreign currency other than SGD • Documents to verify personal particulars of trainees • Full video recordings of synchronous online training sessions • LOS - Letter of Support (Only applicable for licensed representative and registered agent) • Invoice • Registration Forms • Certificate of Completion (if the course run consists of assessment component) • Manual attendance records (applicable when technical issues are encountered during digital attendance taking) • Assessment records signed or acknowledged by the trainers and trainees (if applicable) • Documentation showing any digital payment of qualifying fees made directly to training providers by trainees or trainee's sponsoring employer for the course run. For self-sponsored trainees attending courses under the Critical Core Skills and Future-Enabled Skills categories, a copy of the trainee's employment records and all supporting documents used for verification for the duration of the whole programme must be retained. Retained records must include at least one of the following: • CPF statement • Payslip • Physical staff pass • Any other evidence proving the trainee's employment with a Singapore-based Financial Institution regulated by MAS or an SFA-certified FinTech firm.
IBF accredited / recognised In-house Courses offered by Financial Institutions / FinTech Firms	You are only required to upload enrolment, attendance and assessment records via the TPGateway. The following documents should be submitted to IBF via email (funding@ibf.org.sg):

	a) Invoice issued by external consultant (if applicable) b) Audit Certification Submission 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 Programmes Declaration Form) Click here to download the template for Internal Auditors (IA) / Compliance (CC) certification. Click here to download the template for External Auditors (EA) certification. Click here to download the Terms of Reference for Auditors and Internal Compliance Departments. Click here to download the Doc (B) In-house Developed Programmes Declaration 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 may result in rejection of the claims.

47) 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 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

48) For trainees who fall under the below categories, what are the supporting documents to be verified by Training Providers (TPs) at the point of trainee's course registration?

Trainee Profiles	Supporting documents to verify
1) Licensed representatives (e.g. financial advisors, insurance agents, remisiers) of Financial Institutions; 2) General insurance agents registered with the General Insurance Association's (GIA) Agent Registration Board	Any of the following: • Letter of Support issued by Financial Institution (FI) Principal. • Invoice reflecting unsubsidised portion of the course fee is billed to sponsoring company.
3) Secondees from Financial Institutions 4) Interns and contract staff of Financial Institutions administered by agencies 5) Staff employed from Trustees of Financial Institutions' subsidiaries	Any of the following: • 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 • Invoice reflecting unsubsidised portion of the course fee is billed to sponsoring company.

Grant Status

49) What are the types of notifications I would receive on a monthly basis?

There are two types of notifications that you would receive on a monthly basis:

- **Grant Lapsing Notification** – This will notify Training Providers on the grants approaching their lapse dates for the current and following month, with a hyperlink to the consolidated list.

- **Grant Lapsed Notification** – This will notify Training Providers on the grants that had lapsed in the past two months, with a hyperlink to the consolidated list.

You may wish to refer to this circular for more information.

50) What do the different grant statuses in Training Partners Gateway mean?

- **Grant Processing:** This status means that the course run has yet to be completed or grants are still processing as at least one of the pre-disbursement criteria has not been met. Please ensure that attendance and assessment records (where applicable) have been submitted and fee collection status has been updated to 'full payment'.

- **Completed:** This status means that the grant has been reviewed and disbursed successfully.

- **Cancelled:** This status means that the grant is no longer valid or has been rejected due to:
    - Enrolment has been cancelled; or
    - Disbursement criteria have not been met; or
    - Course fees have not been paid.

Disbursement

51) I have made a claim submission in TPGateway but did not receive the disbursement.

Training Providers 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 trainee.
- All required information is submitted in the TPGateway within the stipulated timeframe.

Training Providers 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.

52) 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 account:

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.

The disbursement reference number will appear in TPGateway within 5 working days from the payment receipt date.

53) How do I update my company's PayNow details in Training Partners Gateway (TPGateway)?

<u>For Training Providers with PayNow Corporate</u>

1. Login to TPGateway
2. From "Organisation Profile" tile, click on "Update Profile" button
3. Key in PayNow account details under "PayNow Account" section
4. Click on "Validate" button
5. Click on "Submit" button

<u>For Training Providers without PayNow Corporate</u>

You will be required to set up a valid PayNow Corporate account with the bank. For more information on PayNow, visit https://www.abs.org.sg/consumer-banking/pay-now or contact your local bank. Please refer to the below links for more information.

- Existing Training Providers and/or Programme Partners
- New Training Providers
- New Programme Partners

Kindly ensure that your company's PayNow is updated to facilitate grant disbursement.