



User Guide on SkillsFuture Credit
(Individuals)

Table of Contents

3	Submit a Claim	3
3.1	Submitting a Claim for Training Exchange Courses	3
3.2	Submitting a Claim for Overseas Massive Open Online Courses (Mooc) ...	10

3 SUBMIT A CLAIM

You can submit claims for Training Exchange courses offered by local Training Providers or overseas Massive Open Online Courses (MOOC), such as Udemy and Coursera.

3.1 SUBMITTING A CLAIM FOR TRAINING EXCHANGE COURSES

<p>1. Login at www.myskillsfuture.sg using your SingPass.</p>	
<p>2. After logging in, click the Dashboard Access button to display a drop-down list of personalised MySkillsFuture features. Click the “SkillsFuture Credit” link.</p>	
<p>3. On your SkillsFuture Credit Account Summary page, click the “Submit a Claim” button.</p>	




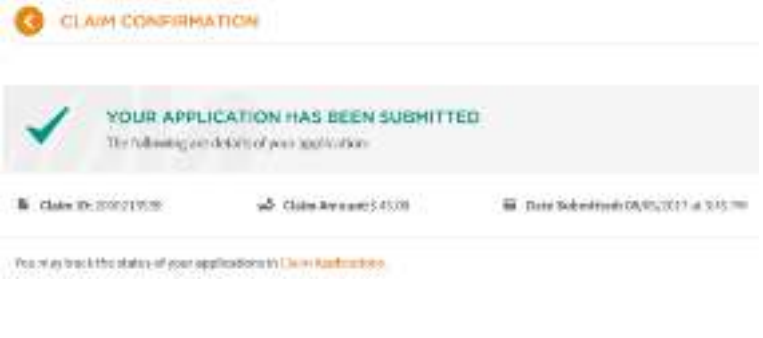
<p>4. If this is the first time you are submitting a claim, you will need to provide your contact, education and employment information.</p> <p>Click the “Proceed” button to go to the “Profile” section and update this information.</p>	
<p>5. This is your Profile page. To submit a claim, you will need to provide your contact, education and employment information.</p> <p>Edit each section by clicking “Edit” on the right.</p> <p>If you have submitted a claim before, you may want to go through the information on this page to ensure that your details are updated before submitting a new claim.</p>	

6. Example: Educational Qualifications
- Enter your education details and, if you would like to enter multiple qualifications, click the “Add Educational Qualification” button to add a new section.
- Click the “Save” button when you are done.

7. Once you have entered the requisite information, click the “Proceed to Submit Claim” button to return to the SkillsFuture Credit section.

<p>8. You will be directed to the “Submit a Claim” page.</p>																
<p>9. Step 1: Select your Course</p> <p>Select your course by keying in the Course Title OR Training Provider in the respective fields provided.</p> <p>Course Title – type in the name of the course</p> <p>Training Provider – type in the name of the training organisation</p> <p>As you type, a list of matches for your keyword(s) will be displayed. You can click the Course Title or Training Provider from the respective lists or click the “Search” button.</p>																
<p>10. A list of search results will be displayed. If required, click the “Load More” button to display more results.</p> <p>When you have identified the course you want to claim for, click the corresponding button, then click the “Enter Payment Details” button to proceed.</p>	<table border="1"> <thead> <tr> <th>COURSE CODE</th> <th>COURSE TITLE</th> <th>TRAINING PROVIDER</th> </tr> </thead> <tbody> <tr> <td>2016-1101</td> <td>SECURITY GUARD TO ENTRYPOINT</td> <td>SGMP</td> </tr> <tr> <td>2016-1102</td> <td>LEADERSHIP COURSE FOR PMO STAFF</td> <td>SGMP</td> </tr> <tr> <td>2016-1103</td> <td>FREEFRESH: LEARN HOW TO HANDLE DIFFICULT JOBS</td> <td>MY COMPANY TRAINING COURSE LTD</td> </tr> <tr> <td>2016-1104</td> <td>FREEFRESH: LEARN HOW TO HANDLE DIFFICULT JOBS</td> <td>SGMP</td> </tr> </tbody> </table>	COURSE CODE	COURSE TITLE	TRAINING PROVIDER	2016-1101	SECURITY GUARD TO ENTRYPOINT	SGMP	2016-1102	LEADERSHIP COURSE FOR PMO STAFF	SGMP	2016-1103	FREEFRESH: LEARN HOW TO HANDLE DIFFICULT JOBS	MY COMPANY TRAINING COURSE LTD	2016-1104	FREEFRESH: LEARN HOW TO HANDLE DIFFICULT JOBS	SGMP
COURSE CODE	COURSE TITLE	TRAINING PROVIDER														
2016-1101	SECURITY GUARD TO ENTRYPOINT	SGMP														
2016-1102	LEADERSHIP COURSE FOR PMO STAFF	SGMP														
2016-1103	FREEFRESH: LEARN HOW TO HANDLE DIFFICULT JOBS	MY COMPANY TRAINING COURSE LTD														
2016-1104	FREEFRESH: LEARN HOW TO HANDLE DIFFICULT JOBS	SGMP														

<p>11. Step 2: Enter your Payment Details</p> <p>Enter your payment details for Claim Application:</p> <p>Course Start Date – the date on which the course begins</p> <p>Fees Payable by you (including GST) – the total course fees that you have to pay, excluding subsidies or grants</p> <p>Amount of Credit to Claim – the amount of SkillsFuture Credit to be claimed.</p> <p>For “Pay To”, the claim amount will be disbursed directly to the Training Provider</p>	
<p>12. To upload Supporting Documents, click the Upload icon. This opens a window from which you can select the file you want to upload from your computer. Select the file and click “Open”.</p> <p>You can upload PDF, Microsoft Word, Microsoft Excel, and Image files (tif, jpg, png). You cannot upload ZIP files. The system can accept a maximum of 10 attachments. Each file must not exceed 5MB in size.</p>	

<p>Once a file has been uploaded, its name will appear below the Upload field. You can delete the file by clicking the “x” icon.</p>	<p>SUPPORTING DOCUMENTS(EG. OFFICIAL RECEIPTS, INVOICES ETC)</p> <p>Up to 10 files may be uploaded(maximum 5MB each). File types supported: pdf, doc, docx, xls, xlsx, tiff, tif, jpg, jpeg, png.</p> 
<p>13. Declaration</p> <p>Before you submit your claim, please read the SkillsFuture Credit Terms and Conditions by clicking the “SKILLSFUTURE CREDIT TERMS AND CONDITIONS” link.</p> <p>Click the checkbox to accept the SkillsFuture Credit Terms and Conditions.</p> <p>Then, click “Submit” to submit your claim.</p> <p><i>An email/SMS notification will be sent to you 3 days before the Course Start Date.</i></p> <p><i>This serves to remind you that a claim has been submitted for this course. If there is a change in course registration, please cancel the claim and submit a new claim (if required).</i></p>	
<p>14. A Disclaimer dialog box will be displayed. Please ensure you have read the notice and declaration. Click the “Agree” button to proceed.</p>	
<p>15. You will be brought to the confirmation page, with the following details:</p> <ul style="list-style-type: none"> • Claim ID – the claim reference number. Quote this number if you need to contact SSG regarding this claim • Claim Amount – the amount of credit that 	

	<p>you are claiming in this application</p> <ul style="list-style-type: none"> • Date Submitted – the date of claim submission <p><i>Most claims will be approved within a day.</i></p> <p><i>If a claim is rejected, you will receive an email/ SMS notification.</i></p>													
<p>16. On the SkillsFuture Credit Account Summary page, your “Available Credit” and “Open Claims” will be updated. The course that you have submitted a claim for will also appear in the Claim Applications list.</p>		<p>The screenshot shows the SkillsFuture Credit Account Summary page. At the top, there are navigation links for Home, My SkillsFuture, My SkillsFuture Credit, My SkillsFuture Courses, My SkillsFuture Claims, My SkillsFuture Courses, My SkillsFuture Claims, My SkillsFuture Courses, and My SkillsFuture Claims. Below the navigation, there are two circular indicators: "Available Credit \$455.00" and "Open Claims \$45.00". A "VIEW ACCOUNT" button is visible. Below this, there are sections for "CLAIM APPLICATIONS (1)" and "CREDIT TRANSFER FROM HISTORY (0)". The "CLAIM APPLICATIONS (1)" section contains a table with the following data:</p> <table border="1"> <thead> <tr> <th>IDENTIFY</th> <th>APPLICATION DATE</th> <th>COURSE TITLE</th> <th>CLAIM INFO</th> <th>COURSE</th> <th>ACTION</th> </tr> </thead> <tbody> <tr> <td>APPLICATION INFO FROM NEW-BET</td> <td>10/10/2017</td> <td>BOSTON COLLEGE BUSINESS TO SINGAPORE CHANGING OVER</td> <td>10/10/2017</td> <td>10/10/2017</td> <td>VIEW CLAIM</td> </tr> </tbody> </table>	IDENTIFY	APPLICATION DATE	COURSE TITLE	CLAIM INFO	COURSE	ACTION	APPLICATION INFO FROM NEW-BET	10/10/2017	BOSTON COLLEGE BUSINESS TO SINGAPORE CHANGING OVER	10/10/2017	10/10/2017	VIEW CLAIM
IDENTIFY	APPLICATION DATE	COURSE TITLE	CLAIM INFO	COURSE	ACTION									
APPLICATION INFO FROM NEW-BET	10/10/2017	BOSTON COLLEGE BUSINESS TO SINGAPORE CHANGING OVER	10/10/2017	10/10/2017	VIEW CLAIM									

3.2 SUBMITTING A CLAIM FOR OVERSEAS MASSIVE OPEN ONLINE COURSES (MOOC)

<p>1. Login at www.myskillsfuture.sg using your SingPass.</p>	
<p>2. After logging in, click the Dashboard Access button to display a drop-down list of personalised MySkillsFuture features. Click the “SkillsFuture Credit” link.</p>	
<p>3. On your SkillsFuture Credit Account Summary page, click the “Submit a Claim” button.</p>	
<p>4. The “Submit a Claim” page is displayed.</p>	

5. Step 1: Select your Course

You can select your course by keying in the Course Title OR Training Provider in the fields provided.

Course Title – type in the name of the course

Training Provider – type in the name of the training organisation

As you type, a list of matches for your keyword(s) is displayed. You can click the Course Title or Training Provider from the respective lists or click the “Search” button.

OR

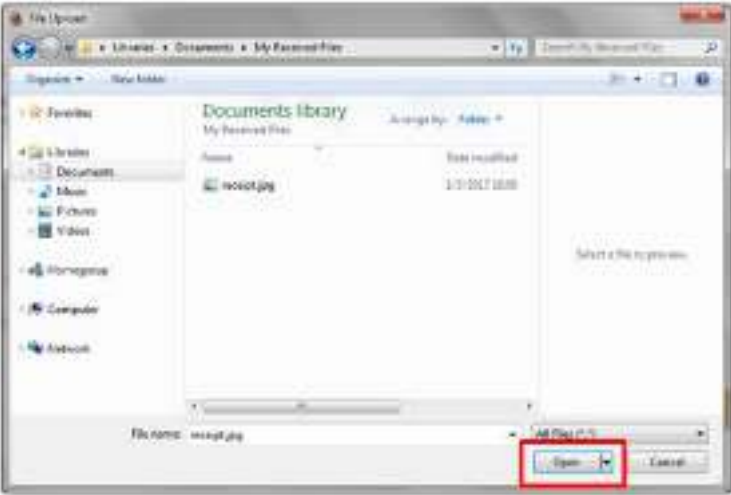


As you type, a list of matches for your keyword(s) is displayed. You can click the Course Title or Training Provider from the respective lists or click the “Search” button.

6. A list of search results is displayed. If required, click the “Load More” button to display more results.

When you have identified the Massive Open Online Course (MOOC) you want to claim for, click the corresponding button, then click the “Enter Payment Details” button to proceed.

COURSE CODE	COURSE TITLE	TRAINING PROVIDER
MOOC-1234	SECURITY CERTIFICATE COURSE	MOOC
MOOC-5678	LEARN TO MANAGE YOUR OWN BUSINESS	MOOC
MOOC-9012	POSTGRADUATE DIPLOMA IN SOFTWARE DEVELOPMENT	MOOC (MASSIVE OPEN ONLINE COURSE) LTD.
MOOC-3456	THE FUTURE OF FINANCE AND INVESTMENT	MOOC

<p>7. Step 2: Enter your Payment Details</p> <p>Enter your payment details for Claim Application:</p> <p>Course Start Date – the date on which the MOOC begins.</p> <p>Fees Payable by you (including GST) – the total course fees that you have to pay, excluding subsidies or grants.</p> <p>Amount of Credit to Claim – the amount of SkillsFuture Credit to be claimed.</p> <p>For “Pay To”, the claim amount will be disbursed directly to your verified bank account.</p>	
<p>8. If you have not previously provided your bank account details in your Profile page, you will be required to do so here. Please note that your bank account will need to be verified before it can be used for both current and future applications.</p>	
<p>9. To upload Supporting Documents, click the Upload icon. This opens a window from which you can select the file you want to upload from your computer. Select the file and click “Open”.</p> <p>You can upload PDF, Microsoft Word, Microsoft Excel, and Image files (tif, jpg, png). You cannot upload ZIP files. The system can accept a maximum</p>	

<p>of 10 attachments. Each file must not exceed 5MB in size.</p>	 <p style="text-align: center;">↓</p> <p>SUPPORTING DOCUMENTS(EG. OFFICIAL RECEIPTS, INVOICES ETC)</p> <p>Up to 10 files may be uploaded(maximum 5MB each). File types supported: pdf, doc, docx, xls, xlsx, tif, tiff, jpg, jpeg, png.</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>RECEIPT.JPG ↑</p> </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p> receipt.jpg ✖</p> <p>593 KB</p> </div>
<p>10. Before you submit your claim, please read the SkillsFuture Credit Terms and Conditions by clicking the “SKILLSFUTURE CREDIT TERMS AND CONDITIONS” link.</p> <p>Click the first checkbox to accept the SkillsFuture Credit Terms and Conditions.</p> <p>Click the second checkbox to acknowledge that you have verified your bank account.</p> <p>Click “Submit” to submit your claim.</p>	
<p>11. A Disclaimer dialog box will be displayed. Please ensure that you have read the notice and declaration. Click the “Agree” button to proceed.</p>	

<p>12. The confirmation page will be displayed, with the following details:</p> <ul style="list-style-type: none"> • Claim ID – the claim reference number. Quote this number if you need to contact SSG regarding this claim. • Claim Amount – the amount of credit that you are claiming in this application. • Date Submitted – the date of claim submission. <p><i>Most claims will be approved within a day.</i></p> <p><i>If a claim is rejected, an email/SMS notification will be sent to you.</i></p> <p><i>An email/SMS notification will be sent to you when the claim has been disbursed.</i></p>																
<p>13. On the SkillsFuture Credit Account Summary page, your “Available Credit” and “Open Claims” will be updated. The course that you have submitted a claim for will also appear in the Claim Applications list.</p>	<table border="1"> <thead> <tr> <th>APPLICATION DATE</th> <th>COURSE TITLE</th> <th>CLAIM INFO</th> <th>STATUS</th> <th>ACTION</th> </tr> </thead> <tbody> <tr style="border: 2px solid red;"> <td>05/06/2017</td> <td>SECURITY COURSE TO FOSTERED</td> <td>05/06/2017 09:45:00 AM</td> <td>APPROVED</td> <td>APPROVE / REJECT / CANCEL</td> </tr> <tr> <td>05/06/2017</td> <td>FASTER DELIVERY FROM THE JEROME LIAISON</td> <td>05/06/2017 09:45:00 AM</td> <td>APPROVED</td> <td>APPROVE / REJECT / CANCEL</td> </tr> </tbody> </table>	APPLICATION DATE	COURSE TITLE	CLAIM INFO	STATUS	ACTION	05/06/2017	SECURITY COURSE TO FOSTERED	05/06/2017 09:45:00 AM	APPROVED	APPROVE / REJECT / CANCEL	05/06/2017	FASTER DELIVERY FROM THE JEROME LIAISON	05/06/2017 09:45:00 AM	APPROVED	APPROVE / REJECT / CANCEL
APPLICATION DATE	COURSE TITLE	CLAIM INFO	STATUS	ACTION												
05/06/2017	SECURITY COURSE TO FOSTERED	05/06/2017 09:45:00 AM	APPROVED	APPROVE / REJECT / CANCEL												
05/06/2017	FASTER DELIVERY FROM THE JEROME LIAISON	05/06/2017 09:45:00 AM	APPROVED	APPROVE / REJECT / CANCEL												