

FREQUENTLY ASKED QUESTIONS FOR CAREER SUPPORT PROGRAMME (CSP)

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	A. <u>General Questions</u>
1.	<p>What is the Career Support Programme (CSP) about?</p> <p>The Career Support Programme (CSP) is a salary support programme offered by Workforce Singapore (WSG) and the Employment and Employability Institute (NTUC's e2i) to encourage employers to hire eligible Singapore Citizen Professionals, Managers, Executives and Technicians (PMETs).</p> <div style="border: 1px solid black; padding: 5px;"> <p>* With the announcement of the Jobs Growth Incentive (JGI), which will take effect from Sep 2020, CSP will cease w.e.f. 1 Sep 2020. The latest work commencement date for CSP-eligible hires is 31 Aug 2020. Employers may continue to submit CSP notifications on WSG Feedback Portal no later than 3 months from work commencement date (i.e. if individual commenced work on 31 Aug 2020, the last day of the CSP application submission is 30 Nov 2020). Any late submission will strictly not be processed.</p> </div>
2.	<p>How will the CSP benefit PMET individuals and employers?</p> <p><u>Individual</u> CSP provides Jobseekers PMET level job opportunities by incentivising employers to offer employment to individuals who are unemployed and actively looking for jobs for 6 months¹ or more <u>OR</u> 40 years and above and made redundant.</p> <p><u>Employers</u> Employers can receive salary support of up to a maximum of 18 months for every eligible Singapore Citizen PMET employed (see <u>Table 1</u>). This will help defray a portion of their salary bill as employers tap on the pool of experienced and skilled PMETs.</p> <p style="text-align: center;"><u>Table 1: Salary* Support for Companies (w.e.f. 01 Apr 2017)</u></p>

¹ The duration of unemployment will be calculated based on specific dates, *not by months*

Salary Support for Singapore Citizen PMETs	<u>First 6</u> months of employment	<u>Second 6</u> months of employment	<u>Third 6</u> months of employment
≥40 years unemployed and actively looking for jobs for ≥12 months	50%	30%	20%
≥40 years unemployed and actively looking for jobs for 6 months to <12 months OR made redundant	40%	20%	N.A.
<40 years unemployed and actively looking for jobs ≥6 months	20%	10%	N.A.
Gross* monthly salary: Offering at least \$3,600/month for SME [^] (capped at \$7,000/month) Offering at least \$4,000/month for Non-SME [^] (capped at \$7,000/month)			
<p><i>* The sum of the New Hire's basic monthly salary and any fixed monthly allowance (excluding shares)</i></p> <p><i>[^]Companies must be legally registered or incorporated in Singapore, with a Unique Entity Number (UEN)</i></p> <p>Note: Companies <u>will not</u> be eligible for absentee payroll support from SkillsFuture Singapore (SSG) and other wage support from any other government funding for the same period as they would have already received salary support under the CSP</p>			
3.	<p>What is considered made redundant or retrenched?</p> <p>“Made redundant or retrenched” refers to the termination of employees due to reorganisation of the employer’s profession, business, trade or work. This includes situations where companies undergo liquidation, receivership or judicial management.</p> <p>It does not include termination due to unsatisfactory performance or expiry of contract.</p>		

B. ELIGIBILITY CRITERIA												
4.	<p>What are the eligibility criteria for the CSP?</p> <p>Employers are able to receive salary support under the CSP if the following eligibility criteria are met:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #f4b084;">For Employers</th> <th style="background-color: #f4b084;">For individuals</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Companies must be legally registered or incorporated in Singapore, <u>with a Unique Entity Number (UEN)</u> Employs eligible PMET individual(s) by offering a gross monthly salary* of at least \$4,000 (\$3,600 for SMEs) Employs eligible PMET individual(s) on a permanent job or employment contract for at least 12 months </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> Singapore Citizens aged 40 years and above who has been made redundant <u>OR</u> is unemployed and actively looking for jobs for 6 months or more <p style="text-align: center;"><u>OR</u></p> <ul style="list-style-type: none"> Singapore Citizens aged below 40 years who has been unemployed and actively looking for jobs for 6 months or more </td> </tr> </tbody> </table> <p><i>* The sum of the New Hire's monthly basic monthly salary and any fixed monthly allowance (excluding shares)</i></p>	For Employers	For individuals	<ul style="list-style-type: none"> Companies must be legally registered or incorporated in Singapore, <u>with a Unique Entity Number (UEN)</u> Employs eligible PMET individual(s) by offering a gross monthly salary* of at least \$4,000 (\$3,600 for SMEs) Employs eligible PMET individual(s) on a permanent job or employment contract for at least 12 months 	<ul style="list-style-type: none"> Singapore Citizens aged 40 years and above who has been made redundant <u>OR</u> is unemployed and actively looking for jobs for 6 months or more <p style="text-align: center;"><u>OR</u></p> <ul style="list-style-type: none"> Singapore Citizens aged below 40 years who has been unemployed and actively looking for jobs for 6 months or more 							
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5.	<p>What does the gross salary of \$4,000 (\$3,600 for SME) comprise?</p> <p>Gross monthly salary refers to the sum of the New Hire's basic monthly salary and any fixed monthly allowance.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2"></th> <th colspan="2" style="background-color: #cccccc;">Gross salary</th> </tr> <tr> <th style="background-color: #cccccc;">Basic salary</th> <th style="background-color: #cccccc;">Fixed Allowances</th> </tr> </thead> <tbody> <tr> <td style="background-color: #cccccc;">Definition</td> <td>Pay that does not vary from month to month, regardless of employee or company performance, and regardless of whether the employee takes medical or personal leave.</td> <td>Monthly allowances that do not vary from month to month e.g. fixed transport allowance and fixed phone allowance</td> </tr> <tr> <td style="background-color: #cccccc;">What is excluded</td> <td colspan="2"> <ul style="list-style-type: none"> Variable allowances Overtime payments, bonus, commission or annual wage supplements In-kind payments Any form of reimbursements, including for expenses incurred by employee in the course of employment </td> </tr> </tbody> </table>		Gross salary		Basic salary	Fixed Allowances	Definition	Pay that does not vary from month to month, regardless of employee or company performance, and regardless of whether the employee takes medical or personal leave.	Monthly allowances that do not vary from month to month e.g. fixed transport allowance and fixed phone allowance	What is excluded	<ul style="list-style-type: none"> Variable allowances Overtime payments, bonus, commission or annual wage supplements In-kind payments Any form of reimbursements, including for expenses incurred by employee in the course of employment 	
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		<ul style="list-style-type: none"> • Productivity incentive payments • Contributions payable by the employer to any pension or provident fund, including any contributions made on the employee's behalf • Gratuity payable on discharge, retrenchment or retirement of employee 	
<p>6.</p>	<p>What are the criteria to be considered as an SME?</p> <p>SMEs must meet the following criteria:</p> <ul style="list-style-type: none"> • Be registered or incorporated in Singapore; • At least 30% local shareholding; • Company's Group annual sales turnover of not more than S\$100 million OR employment size not exceeding 200 employees 		
<p>7.</p>	<p>What kind of organisations can apply for CSP?</p> <p>All companies legally registered or incorporated in Singapore can apply. This includes societies and non-profit organisations such as charities and voluntary welfare organisations.</p> <p>Public organisations including Government, Organs of State, Ministries and Statutory Boards are not eligible for CSP.</p>		
<p>8.</p>	<p>Can foreign-owned companies based in Singapore apply for the CSP?</p> <p>Yes, provided the company has an active Unique Entity Number (UEN).</p>		
<p>9.</p>	<p>If an employer hires an individual who is suspended from SSG/WSG/e2i funding, can they still continue to hire/retain him/her?</p> <p>Yes, the company may continue to hire/ retain him/her, notwithstanding that he/she is suspended from WSG/SSG/e2i's programmes/funding for a limited time. However, the company will not be eligible for CSP salary funding support.</p>		
<p>10.</p>	<p>What kinds of action will lead to such suspensions?</p> <p>There are a few reasons why individuals may be barred from receiving further grants from SSG/WSG/e2i, such as individuals did not fulfil their programme obligations with SSG/WSG/e2i without valid reasons, or individuals have exhibited improper conduct.</p>		

11.	If the employer does not qualify for the CSP, are there other similar schemes? Please visit www.singaporebudget.gov.sg/budget_2020/budget-measures for more information on other schemes that employers could tap on.
12.	Are employers who are sole proprietors or self-employed, able to claim the salary support under CSP for themselves as new hires? No, as the New Hire (employee) and Employer will have to be unique individuals with each fulfilling the respective CSP criteria as stated in Qn.4 to qualify.

C. Notification Process	
13.	<p>How can employers go about applying for the CSP?</p> <p>Employers may submit notification for CSP through WSG Feedback portal (https://portal.ssg-wsg.gov.sg/feedback).</p> <p>Please follow the steps below:</p> <ol style="list-style-type: none"> i. Under 'For Company Representatives' enter your Organisation UEN no. ii. Company representative to login using CorpPass via the Organisation Login iii. Click on 'My Feedback' (on the left side of the page) iv. Click on 'Submit New Feedback' v. Select "Others" for type vi. Select "Career Support Programme" for category vii. Type "CSP Notification" in subject title viii. Provide requisite information and supporting documents (see Qn.14) <p><i>Note: Organisations must first register a CorpPass account before they can apply for CSP via the WSG Feedback Portal</i></p>
14.	<p>What documents are required for notification submission and timeline for approval?</p> <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>CSP will cease w.e.f. 1 Sep 2020. The latest work commencement date for CSP-eligible hires is 31 Aug 2020.</p> </div> <p>The following supporting documents are required to be submitted no later than three (3) calendar months from the date of CSP work commencement:</p> <ol style="list-style-type: none"> i. Scanned copy of acknowledged CSP notification form ii. Scanned copy of employment letter / contract showing company's letterhead, company's stamp for the New Hire, signatures of both employer and New Hire; and iii. Scanned copy of New Hire's NRIC, front and back <p>WSG may request for New Hire's past 15 months CPF Statement for verification purposes.</p> <p>An acknowledgement email will be sent within 10 working days upon receipt of complete set of documents.</p>
15.	<p>How can employers register for a CorpPass if they do not currently have one?</p> <p>Employers may refer to the user guide listed on the CorpPass website www.corppass.gov.sg/corppass/common/userguides for more information.</p>

16. After getting the CorpPass access, which user access should be granted to enable the CSP Notification submissions?

To submit applications on WSG feedback portal via CorpPass login, employers will require the following:

- 1) Companies' CorpPass admin would need to authorize the employer with the following administrative access:

Agency Name	Digital Service Name	Digital Service Role
SkillsFuture Singapore and Workforce Singapore (SSG & WSG)	SSG-WSG E-services	FMS FEEDBACKPREP

- 2) A contact profile on our feedback portal. You may request to create a contact profile by calling in our WSG hotline (6883 5885) and providing the hotline with the following details:
 - UEN
 - Name of employer
 - Work Address
 - NRIC number
 - Email
 - Phone number / mobile

17. Do individuals need to be registered with the WSG's Careers Connect or NTUC's e2i centres to be eligible for the CSP?

No, individuals need not be pre-registered. For those who have secured employment, they can ask their hiring employer to complete the 'CSP Notification Form' found on www.wsg.gov.sg/csp_employers **no later than 3 calendar months** from the date of CSP work commencement*. WSG's Careers Connect or NTUC's e2i centers will assess the individual's eligibility for CSP.

* CSP will cease w.e.f. 1 Sep 2020. The latest work commencement date for CSP-eligible hires is **31 Aug 2020**.

18. If individual has already commenced work but employer have not applied for CSP, will the employer still be eligible for the CSP?

Yes, the hiring employer can still proceed to complete the 'CSP Notification Form' on www.wsg.gov.sg/csp_employers and submit **no later than 3 calendar months**

	<p>from the date of CSP work commencement*. WSG's Careers Connect or NTUC's e2i centres will assess the individual's eligibility for CSP.</p> <div style="border: 1px solid black; padding: 5px;"> <p>* CSP will cease w.e.f. 1 Sep 2020. The latest work commencement date for CSP-eligible hires is 31 Aug 2020.</p> </div>
<p>19. How many times can an individual apply for CSP? What if the individual was previously approved on CSP?</p>	<p>There is no limit to the number of times an individual can participate in CSP as long as the individual fulfills the eligibility criteria each time.</p>
<p>20. What is the individual's age based on in order to be eligible for CSP funding?</p>	<p>The age is based on the calendar year of the birth date, with respect to the work commencement date.</p> <p><u>Example:</u> Mr. Tan who is unemployed for 8 months is born on 31 Dec 1977. He was hired by an employer and commenced work on 1 Jan 2017. Based on work commencement date in the calendar year, his age is 40. Hence, he is eligible for the salary support for aged 40 and above with qualifying CSP eligibility.</p>
<p>21. If an employer is employing more than one eligible PMET, can the employer submit registration for multiple hires concurrently?</p>	<p>Yes, the employer is able to submit the 'CSP Notification Form' for multiple hires provided all the new hires meet the eligibility criteria.</p>
<p>22. If an employer found a prospective new hire from his own source can the employer still be eligible for salary support under the CSP?</p>	<p>Yes, the employer would need to complete the 'CSP Notification Form' on www.wsg.gov.sg/csp_employers <i>no later than 3 calendar months</i> from the date of CSP work commencement*. The new hire is not required to visit WSG's Careers Connect or NTUC's e2i centre to register.</p> <div style="border: 1px solid black; padding: 5px;"> <p>* CSP will cease w.e.f. 1 Sep 2020. The latest work commencement date for CSP-eligible hires is 31 Aug 2020.</p> </div>

D. Claims Process	
23.	<p>When can employers make claims under the CSP?</p> <p>Provided that employers have previously received notification emails from WSG to inform about their successful application, they can submit claims for salary support under the Career Support Programme (CSP) in three (3)* tranches. Employers will be reimbursed based on the stipulated proportion of the actual gross monthly salary paid during the employment period claimed for.</p> <ul style="list-style-type: none"> • 1st tranche: To claim for salary support for <u>the first 6 months of employment</u>, claims should be made between the 7th and 12th month from the work commencement date of the new hire. • 2nd tranche: To claim for salary support for <u>the next 6 months of employment</u>, claims should be made between the 13th and 18th month from the work commencement date of the new hire. • 3rd tranche* (for claims that qualify for up to 18 months): To claim for salary support for <u>the next additional 6 months of employment</u>, claims should be made between the 19th and 24th month from the work commencement date of the new hire. <p><i>*Effective 1 April 2017, 3rd tranche is eligible to unemployed PMETs aged ≥40 years unemployed and actively looking for jobs for ≥12 months.</i></p>
24.	<p>a. If the employer missed the timeline for submission for the 1st tranche of claim, can the employer still submit claims?</p> <p>Should the employer miss the timeline for the 1st tranche, he/she is able to combine both claims for 1st and 2nd tranches concurrently for the 12 months of employment, provided that they have previously received notification emails from WSG to inform about their successful application. Should the employer miss the timeline for both 1st and 2nd tranches, he/she is able to combine claims for 1st, 2nd and 3rd tranches concurrently for the 18 months of employment.</p> <p>For those claiming for the 1st and 2nd tranche (only), the claim for the 2nd tranche must be submitted within 18 months from the new hire's work commencement date.</p> <p>For those claiming for the 3rd tranche (for new hire who qualify for up to 18 months of salary support), the claim for the last tranche must be submitted within 24 months from the new hire's work commencement date.</p> <p>b. What happens if employer fails to submit within the timeline of 18 and 24 months respectively?</p> <p>Any CSP claims submitted after the 18th month (or 24th month for new hire who qualify up to 18 months of salary support) will not be processed, and no further funds will be disbursed. (w.e.f. 1 May 2020)</p>

<p>25.</p>	<p>How can the employer go about claiming for the CSP?</p> <p>Please submit claims for CSP through WSG Feedback portal (https://portal.ssg-wsg.gov.sg/feedback)</p> <p>Please follow the steps below:</p> <ol style="list-style-type: none"> i. Under ‘For Company Representatives’ enter your Organisation UEN ii. Company representative to login using CorpPass via Organisation Login iii. Click on ‘My Feedback’ (on the left side of the page) iv. Click on ‘Submit New Feedback’ v. Select “Others” for type vi. Select “Career Support Programme” for category vii. Type “CSP Claims” in subject title viii. Provide requisite information and supporting documents in the Feedback section (see Qn. 26) <p><i>Note: Organisations must first register a CorpPass account before they can apply for claims via the WSG feedback portal, and they must also have received notification email from WSG previously to inform about their successful application before they can submit any claim.</i></p>
<p>26.</p>	<p>What documents are required for the CSP claims submission?</p> <p>Companies would be required to submit the following supporting documents:</p> <ol style="list-style-type: none"> i. Completed Claims Request form (Annex A) ii. Completed Direct Credit Authorisation Form (Annex B) iii. Payslips / Salary Records corresponding with the claim period with the following details: <ul style="list-style-type: none"> ▪ Name of employee and NRIC number ▪ Monthly gross salary of at least \$4,000 (\$3,600 for SME) (basic salary including fixed allowances) <p><i>Note: Annex B is only applicable to employers who do not have existing vendor account with WSG.</i></p>
<p>27.</p>	<p>When will employers receive the disbursement?</p> <p>Employers can expect to receive the disbursement about 30 working days from successful submission of complete set of documents.</p>
<p>28.</p>	<p>The PMET has resigned / was terminated from the company and did not complete the 12 months of employment. Can the employer still qualify for salary support under the CSP?</p>

	<p>Yes, the employer can still claim for salary support. Reimbursement is based on proration of the actual gross monthly salary* paid out by the company for the employment period which the PMET was hired for.</p> <p>Note: The CSP claims tranche in Q.23 would still apply *The sum of the New Hire's basic monthly salary and any fixed monthly allowance (excluding shares)</p>
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E. Bundling of CSP with Other Programmes																			
29.	<p>What are the differences between the P-Max and CSP?</p> <p>The difference is shown in the table below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 15%;"></th> <th style="width: 45%; text-align: center;">CSP (applicable to PMETs employed in any enterprise with UEN)</th> <th style="width: 40%; text-align: center;">P-Max (applicable to only PMETs employed in SMEs)</th> </tr> </thead> <tbody> <tr> <td>Objective</td> <td>To place PMETs into middle-level jobs in both SMEs and Non-SMEs.</td> <td>To place PMETs into SMEs</td> </tr> <tr> <td>Target Audience</td> <td>Singapore Citizen PMETs</td> <td>Singapore Citizen and Singapore Permanent Resident (PR) PMETs</td> </tr> <tr> <td>Target Job Level</td> <td>Mid-level jobs that pays a monthly gross salary[^] of at least \$4,000/month (\$3,600 for SMEs)</td> <td>Entry to mid-level PMET jobs in demand</td> </tr> <tr> <td>Training</td> <td>N.A.</td> <td>Structured 1-3 days workshops</td> </tr> <tr> <td>Support</td> <td>Salary support for up to 18 months</td> <td>One-time assistance grant and workshop subsidies</td> </tr> </tbody> </table> <p>[^] The sum of the New Hire's basic monthly salary and any fixed monthly allowance (excluding shares)</p>		CSP (applicable to PMETs employed in any enterprise with UEN)	P-Max (applicable to only PMETs employed in SMEs)	Objective	To place PMETs into middle-level jobs in both SMEs and Non-SMEs.	To place PMETs into SMEs	Target Audience	Singapore Citizen PMETs	Singapore Citizen and Singapore Permanent Resident (PR) PMETs	Target Job Level	Mid-level jobs that pays a monthly gross salary [^] of at least \$4,000/month (\$3,600 for SMEs)	Entry to mid-level PMET jobs in demand	Training	N.A.	Structured 1-3 days workshops	Support	Salary support for up to 18 months	One-time assistance grant and workshop subsidies
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30.	<p>Is the employer eligible to tap on CSP whilst on the P-Max programme?</p> <p>Yes, if both company and the PMET fulfill both CSP and P-Max eligibility criteria. CSP and P-Max may commence at the same time.</p>																		

31.	<p>Can the employer tap on both CSP and Professional Conversion Programmes (PCPs) at the same time?</p> <p>With the introduction of Hiring Incentive (HI) under the SkillsFuture Mid-Career Support Package since 1 April 2020, employers will not be allowed to tap on both CSP and PCP at the same time (i.e. PCP-CSP bundling) w.e.f. 16 July 2020.</p> <p><u>Please note that all CSP Notification forms submitted via WSG Feedback Portal from 16 July 2020 onwards would not qualify for PCP-CSP bundling.</u> The last day to qualify for PCP-CSP bundling would be 15 July 2020, when the CSP notification is submitted, with the PCP application already approved.</p>
F. COVID-19 situation related	
32.	<p>As everyone is working from home, employer will not be able to provide company stamp on the forms, will that be an issue?</p> <p>During and after the Circuit Breaker period, until further notice, WSG will allow forms to be submitted without company stamp and signature.</p> <p>WSG will allow the <u>signed</u> DCA form to be submitted without company stamp and bank's endorsement. Instead, companies can provide the latest copy of Company's bank statement.</p>
33.	<p>Can employers submit CSP claims earlier, instead of waiting for the 7th month from work commencement of PMET?</p> <p>During and after the Circuit Breaker period, until further notice, SME employers may request for earlier disbursements and WSG will review and provide a confirmation.</p> <p>SME employers who have yet to submit the CSP notification form for their new hires may also include the request for early disbursements during submission on WSG Feedback Portal.</p>
34.	<p>If employer is implementing no-pay leave or work reduction resulting in salary reduction for PMET under CSP, will employer be eligible to claim for CSP?</p> <p>Yes, employer will still be eligible to claim for CSP if the employment is still permanent or minimally 1-year contract. Reimbursement is based on proration of the actual gross monthly salary* paid out by the company for the employment period which the PMET was hired for.</p> <p><i>* The sum of the New Hire's basic monthly salary and any fixed monthly allowance (excluding shares)</i></p>