

**SUPPORT FOR JOB REDESIGN UNDER PRODUCTIVITY SOLUTIONS GRANT (PSG-JR)  
FREQUENTLY ASKED QUESTIONS (FAQs)  
[FOR PUBLIC INFORMATION]**

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### Section A: General Questions on Support for PSG-JR

General Questions	
<b>1.</b>	<b>What is PSG-JR consultancy support and its benefits?</b>
<p>An enhancement to the existing Productivity Solutions Grant (PSG), PSG-JR aims to make redesigning jobs easier by providing enterprises with funding support for job redesign (JR) consultancy to complement and drive both their business and workforce transformation.</p> <p>JR can help to make jobs more productive and attractive for employees, and help enterprises hire and retain good workers.</p>	
<b>2.</b>	<b>How is the JR consultancy support under PSG-JR different from the Job Redesign support under the Enterprise Development Grant (EDG)?</b>
<p>PSG-JR and EDG are separate schemes with different intent. Enterprises that are keen to adopt pre-approved IT solutions/equipment under Productivity Solutions Grant or embark on their own business transformation initiatives can tap on PSG-JR to complement and drive both their business and workforce transformation. A panel of pre-approved JR consultants will guide enterprises to redesign work processes, tasks, duties and responsibilities to support their business transformation. This can help make jobs more productive and attractive for employees and help enterprises to hire and retain good workers.</p> <p>EDG on the other hand helps Singapore companies grow and transform, where it supports projects that help enterprises upgrade the business, innovate and venture overseas.</p> <p>The qualifying criteria for both grants are also different. For more information on EDG, click <a href="#">here</a>.</p>	
<b>3.</b>	<b>What would be funded under PSG-JR?</b>
<p>Enterprises that use the consultancy services from a list of pre-approved job redesign (JR) consultants for their JR projects can apply for funding. As announced at Budget/Committee of Supply (COS) 2021, the PSG-JR funding rate will be enhanced to encourage and support more enterprises to redesign jobs and upskill workers. Successful projects will be funded at up to 80% of</p>	

JR consultancy cost, capped at \$30,000 per enterprise, till 31 March 2022. Thereafter, the funding rate will revert back to up to 70% of the JR consultancy cost capped at \$30,000.

On top of the above funding support for PSG-JR, enterprises can also tap on the SkillsFuture Enterprise Credit (SFEC) to defray out-of-pocket (OOP) expenses. Eligible enterprises will receive a one-off \$10,000 credit per firm to cover up to 90% of OOP expenses for SFEC supportable schemes. More details can be found on [www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/skillsfuture-enterprise-credit](http://www.enterprisesg.gov.sg/financial-assistance/grants/for-local-companies/skillsfuture-enterprise-credit)

**4. What will enterprises do under PSG-JR?**

Enterprises will work closely with pre-approved JR consultants to redesign work processes, tasks and responsibilities to support their business and workforce transformation.

**5. What are the eligibility criteria for PSG-JR?**

All participating enterprises must fulfil the following criteria:

- Registered or incorporated and operating in Singapore; and
- Must have at least three local employees<sup>1</sup> at the point of application;

In addition to the criteria above, at the point of application, the applicant must not have:

- Made any payment to a pre-approved JR consultant or third party in relation to the engagement of JR-related consultancy service,
- Signed or confirmed any contract or purchase order with a pre-approved JR consultant or third party in relation to the engagement of JR-related consultancy service

All applications will be evaluated on a case-by-case basis.

**6. Are Non-Governmental Organisations (NGOs) & Non-Profit Organisations eligible for PSG-JR?**

Yes. NGOs and Non-profit organisations can apply for PSG-JR. The non-business entities that are eligible include:

- Charities and Institutions of a Public Character
- Voluntary Welfare Home
- Cooperative societies
- Societies (including community services societies)
- Religious entities
- Commercial Home (including private nursing homes)

Do note that a CorpPass Account is required to access the Business Grants Portal.

**7. Can I tap on PSG for multiple support areas concurrently?**

Yes. Enterprises can tap on PSG concurrently to support the costs of equipment/IT solutions/consultancy services.

**8. When will PSG-JR be launched?**

PSG-JR has been open for application from 1 December 2020 through the Business Grants Portal (BGP) at <https://www.businessgrants.gov.sg>.

<sup>1</sup> Local employees can be Singapore Citizens and Singapore Permanent Residents. For enterprises related to the same parent enterprise, these affiliates will have to prove that their employees are not double counted in the enterprises applying for PSG-JR.

## Section B: Application Process

<b>1.</b>	<b>How do I apply for PSG-JR?</b>
	<ol style="list-style-type: none"> <li>1. Visit GoBusiness Gov Assist (<a href="http://go.gov.sg/govassist-psgjr">go.gov.sg/govassist-psgjr</a>) to access the list of pre-approved JR consultants that you may want to engage to embark on PSG-JR.</li> <li>2. Approach the pre-approved JR consultant to obtain quotation (but not enter into any contract) and work with the pre-approved JR consultant to complete the consultancy proposal (based on the template that can be accessed through Business Grants Portal (BGP))</li> <li>3. Enterprise should not sign any contract or make any payment before submitting the PSG-JR application.</li> <li>4. Submit an application on BGP at <a href="https://www.businessgrants.gov.sg">https://www.businessgrants.gov.sg</a>. Enterprises will need to register for a CorpPass account to transact on the portal.</li> </ol>
<b>2.</b>	<b>What are the documents required when applying for PSG-JR?</b>
	<p>The required documents when applying for PSG-JR include:</p> <ul style="list-style-type: none"> <li>• Consultant's quotation- itemised JR consultancy costing from pre-approved JR consultant</li> <li>• Consultancy proposal (based on template accessed through BGP)</li> <li>• Latest CPF form 90 for the past 3 months (for proof of at least 3 local employees in the enterprise at the point of application, based on the eligibility criteria)</li> </ul>
<b>3.</b>	<b>How many PSG-JR grants can an enterprise apply?</b>
	<p>Each enterprise (based on UEN) can only have one (1) approved PSG-JR application. Enterprises may embark on multiple JR projects in one application to maximise funding cap., successful projects will be funded at up to 80% for qualifying cost, capped at \$30,000 per enterprise, till 31 March 2022. Funding rate will revert to up to 70% capped at \$30,000 thereafter.</p>
<b>4.</b>	<b>Can the pre-approved JR consultants apply for PSG-JR on the behalf of enterprise?</b>
	<p>No. Enterprises are to log into Business Grant Portal (BGP) at <a href="https://www.businessgrants.gov.sg">https://www.businessgrants.gov.sg</a>, using their CorpPass details to apply for PSG-JR. Consultants may guide enterprises in the development of project proposals to be submitted through BGP during the application process.</p>
<b>5.</b>	<b>What if there are changes made to the project after approval, including the project scope and chosen JR consultant?</b>
	<p>Enterprise should write in to <a href="mailto:psgjr@snef.org.sg">psgjr@snef.org.sg</a> for changes to the approved project. Depending on the nature of the change, SNEF will advise on the next course of action. This may include being issued an addendum, a new Letter of Offer (LOO) or having to submit a new application. Enterprises are to note that only completed projects under PSG-JR will be funded.</p>

## Section C: Claims Process

<b>1.</b>	<b>How do I submit claims for PSG-JR ?</b>
	<p>Following the completion of the project, enterprises will have to submit their claims via Business Grants Portal (BGP) at <a href="https://www.businessgrants.gov.sg">https://www.businessgrants.gov.sg</a> along with the submission of the full set of supporting documents and consultant's invoice. There can only be one claim submission per approved application.</p>

<b>2.</b>	<b>How can enterprises prepare for claims submission?</b>
<p>For claims submission, enterprises need to ensure:</p> <ul style="list-style-type: none"> <li>• Claimant has engaged the pre-approved JR consultant as approved in the application;</li> <li>• Claimant has completed the PSG-JR project and achieve all the committed outcomes;</li> <li>• Claimant has paid for the JR consultancy in full; and</li> <li>• Claimant has submitted all required claim documentation as follows: <ul style="list-style-type: none"> <li>• Invoice</li> <li>• Bank statement showing payment</li> <li>• Purchase order or signed acceptance of quotation/contract</li> <li>• Receipt or cheque</li> <li>• Completed Project Report comprising: <ol style="list-style-type: none"> <li>(1) Completed Project Implementation Report</li> <li>(2) Completed Project Milestones Log</li> <li>(3) Satisfaction survey on PSG-JR Consultancy Support</li> </ol> </li> <li>• Any other supporting documents for claims or as required in Business Grants Portal (BGP)</li> </ul> </li> </ul>	
<b>3.</b>	<b>Can claims be disbursed before project completion?</b>
<p>Disbursements can only be made after the project is completed and claims have been approved.</p>	
<b>4.</b>	<b>How will the disbursement of the funding be tabulated?</b>
<p>The disbursement will be based on consultancy service costs incurred for components related to PSG-JR.</p>	
<b>5.</b>	<b>What if enterprise is not able to complete the PSG-JR project within one year and project outcomes are not met? Can I still submit claims?</b>
<p>Enterprises should strive towards completing the project with outcomes met within the approved project duration of one year. However, if more time is required for enterprises to complete the project, a formal request with valid justifications should be submitted to SNEF, to be approved on a case by case basis. Enterprises and consultants should work very closely to ensure that the milestones are met within the planned dates.</p>	
<b>6.</b>	<b>What is the PSG-JR grant disbursement process?</b>
<p>Disbursement of PSG-JR grant will be credited directly to the enterprise's bank account through GIRO from SNEF. The GIRO form will be sent to the email address stated on BGP and more details will be provided once the application is approved. The completed GIRO form must be verified by the enterprise's bank and mailed to SNEF's address stated on the GIRO form before the enterprise's claim request is submitted. Enterprise will also be required to attach a copy of their latest bank statement showing bank letterhead, enterprise name &amp; bank account number along with the GIRO form (transactions may be covered for confidentiality reasons). Enterprise will receive an acknowledgement email from SNEF once the GIRO form has been received.</p> <p>The enterprise will need to submit a new GIRO form if there are changes to the enterprise's account details.</p>	
<b>7.</b>	<b>How will enterprises be notified of claims disbursement?</b>
<p>An email will be sent to the email address stated in BGP to confirm the transaction.</p>	

#### Section D: Panel of Pre-approved JR Consultants

<b>1.</b>	<b>How are the pre-approved consultants selected?</b>
The panel of pre-approved JR consultants were selected by WSG, MOM and SNEF (Programme Manager) based on their ability to provide quality JR consultancy services and past track record in providing consultancy for JR projects.	
<b>2.</b>	<b>What are the roles of the pre-approved consultants?</b>
The pre-approved JR consultants will assist enterprises to: <ul style="list-style-type: none"> <li>• Scope and develop PSG-JR proposals; and</li> <li>• Implement the PSG-JR project within one year and ensure that committed deliverables are met</li> </ul>	
<b>3.</b>	<b>Can enterprises engage a JR consultant who is not on the pre-approved JR consultant list?</b>
No. Funding will only be provided for consultancy services engaged from the list of pre-approved JR consultants.	
<b>4.</b>	<b>What would be the treatment to the projects if consultants were to withdraw from the panel?</b>
In the event of a consultant's withdrawal from the panel, the enterprise can continue to engage the JR consultant and complete the ongoing project assigned to them. If it is not possible to continue with the same consultant due to unforeseen circumstances, the enterprise should work with the assigned consultant to transfer their services to another pre-approved consultant. Funding support will be accorded to enterprises for consultancy services provided by the JR consultant upon completion of the project.	

#### Section E: For more assistance or feedback

<b>1.</b>	<b>Who can enterprise contact should they have more queries on PSG-JR or CorpPass and Business Grant Portal Issues?</b>
If there are any further queries on PSG-JR or CorpPass and Business Grant Portal issues, you may approach the relevant contacts provided below:	
<p><b>PSG-JR Programme:</b>  <b>Singapore National Employers Federation (SNEF) – Appointed Programme Manager</b>  E: <a href="mailto:psgjr@snef.org.sg">psgjr@snef.org.sg</a>  T: +65 6827 6910</p>	
<p><b>CorpPass Issues:</b>  <b>CorpPass Helpdesk</b>  E: <a href="mailto:support@corppass.gov.sg">support@corppass.gov.sg</a>  T: +65 6643 0577</p>	
<p><b>Business Grants Portal Issues:</b>  <b>Business Grants Portal Helpdesk</b>  E: <a href="mailto:BGP_Helpdesk@enterpriseSG.gov.sg">BGP_Helpdesk@enterpriseSG.gov.sg</a>  T: +65 6708 7288</p>	