

## FREQUENTLY ASKED QUESTIONS FOR CAREER SUPPORT PROGRAMME (CSP)

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<b>S/N</b>	<b>Questions and Answers</b>
	<b>A. General Questions</b>
<b>1.</b>	<p><b>What is the Career Support Programme (CSP) about?</b></p> <p>The Career Support Programme (CSP) was 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 has taken effect from Sep 2020, CSP has ceased w.e.f. 1 Sep 2020 and applications had closed since 1 Dec 2020. Only employers who have received notification emails from WSG to inform about their successful application would be able to submit CSP claims. Please refer to S/N 2 onwards for claims related questions.</p> </div>

B. Claims Process	
2.	<p><b>When can employers make claims under the CSP?</b></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"> <li>• <b>1<sup>st</sup> tranche:</b> To claim for salary support for <u>the first 6 months of employment</u>, claims should be made between the 7<sup>th</sup> and 12<sup>th</sup> month from the work commencement date of the CSP hire.</li> <li>• <b>2<sup>nd</sup> tranche:</b> To claim for salary support for <u>the next 6 months of employment</u>, claims should be made between the 13<sup>th</sup> and 18<sup>th</sup> month from the work commencement date of the CSP hire.</li> <li>• <b>3<sup>rd</sup> tranche</b> (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 19<sup>th</sup> and 24<sup>th</sup> month from the work commencement date of the CSP hire.</li> </ul> <p><i>* 3<sup>rd</sup> tranche is eligible to unemployed PMETs aged ≥40 years unemployed and actively looking for jobs for ≥12 months.</i></p>
3.	<p><b>a. If the employer missed the timeline for submission for the 1<sup>st</sup> tranche of claim, can the employer still submit claims?</b></p> <p>Should the employer miss the timeline for the 1<sup>st</sup> tranche, he/she is able to combine both claims for 1<sup>st</sup> and 2<sup>nd</sup> 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 1<sup>st</sup> and 2<sup>nd</sup> tranches, he/she is able to combine claims for 1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> tranches concurrently for the 18 months of employment.</p> <p>For those claiming for the 1<sup>st</sup> and 2<sup>nd</sup> tranche (only), the claim for the 2<sup>nd</sup> tranche must be submitted <b>within 18 months</b> from the CSP hire's work commencement date.</p> <p>For those claiming for the 3<sup>rd</sup> tranche (for CSP hire who qualify for up to 18 months of salary support), the claim for the last tranche must be submitted <b>within 24 months</b> from the CSP hire's work commencement date.</p> <p><b>b. What happens if employer fails to submit within the timeline of 18 and 24 months respectively?</b></p> <p>Any CSP claims submitted after the 18<sup>th</sup> month (or 24<sup>th</sup> month for CSP hire who qualify up to 18 months of salary support) will not be processed, and no further funds will be disbursed.</p>

4.	<p><b>How can the employer go about claiming for the CSP?</b></p> <p>Please submit claims for CSP through <a href="https://go.gov.sg/wsgcspclaims">https://go.gov.sg/wsgcspclaims</a>.</p> <p><b>Note:</b> Before submitting any CSP claim, organisations must first register for a Corppass account, and they must also have received notification email from WSG previously to inform about their successful application.</p>
5.	<p><b>What documents are required for the CSP claims submission?</b></p> <p>Companies would be required to submit all of the following mandatory documents to support their claims:</p> <ol style="list-style-type: none"> <li>I. Company Bank Statement (applicable to employers who are not opting for PayNow or do not have existing vendor account with WSG)</li> <li>II. Direct Credit Authorisation Form (applicable to employers who are not opting for PayNow or do not have existing vendor account with WSG)</li> <li>III. Payslips/Salary Records* corresponding with the claim period of CSP Hire</li> <li>IV. Employer's monthly CPF contribution statements corresponding with the claim period of the CSP Hire, showing clearly the CSP Hire's NRIC, Name, and CPF contribution amount made</li> </ol> <p>Please refer to Qn. 8 for worked examples of claims computation under various circumstances.</p> <p>* showing the CSP Hire's basic monthly salary and any fixed allowance that attracts CPF</p> <p><b>Note:</b> If companies submit for CSP claims, the same employee(s) will not 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. Likewise, if the companies have already claimed absentee payroll support or other wage support, they will not be eligible for CSP claims for the same employee(s) over the same period.</p>
6.	<p><b>When will employers receive the disbursement?</b></p> <p>Employers can expect to receive the disbursement about 30 working days from successful submission of complete set of documents.</p>
7.	<p><b>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?</b></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><b>Note:</b> The CSP claims tranche in Qn. 2 would still apply. * The sum of the CSP Hire's basic monthly salary and any fixed monthly allowance (excluding shares) that attracts CPF</p>

**8. How is the claim amount calculated, for situations where my employee is on no pay leave, receives a salary increment, or resigns?**

The claim amount is based on:

1. Type of salary support,
2. Funding rate for the particular tranche, and
3. Fixed Monthly salary (that attracts CPF) of the employee (see table below)

	Fixed Monthly Salary Components		Excluded from Fixed Monthly Salary
	(Fixed Monthly Salary = Basic Monthly Salary + Fixed Monthly Allowances)		
	(A) Basic Monthly Salary	(B) Fixed Monthly Allowance	
<b>Definition</b>	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	<ul style="list-style-type: none"> <li>• Variable allowances</li> <li>• Overtime payments, bonus, commission or annual wage supplements</li> <li>• In-kind payments</li> <li>• Any form of reimbursements, including for expenses incurred by employee in the course of employment</li> <li>• Productivity incentive payments</li> <li>• Contributions payable by the employer to any pension or provident fund, including any contributions made on the employee's behalf</li> <li>• Gratuity payable on discharge, retrenchment or retirement of employee</li> </ul>

The following 4 worked examples illustrate how the claim is calculated.

Worked example 1: Typical claim

Worked example 2: Employee on no pay leave

Worked example 3: Employee receives a salary increment

Worked example 4: Employee resigns

**Worked example 1: Typical claim.**

Claim period	12/9/2019	To	11/3/2020		2nd tranche
NRIC and Name	Month	Funding Rate	Monthly Salary	Computation	Remarks
Name	Sep 19	20%	\$ 2,476.19	\$ 495.23	13/21 Working Days * \$4,000 = \$2,476.19
NRIC	Oct-19	20%	\$ 4,000.00	\$ 800.00	
	Nov-19	20%	\$ 4,000.00	\$ 800.00	
	Dec-19	20%	\$ 4,000.00	\$ 800.00	
	Jan-20	20%	\$ 4,000.00	\$ 800.00	
	Feb-20	20%	\$ 4,000.00	\$ 800.00	
	Mar-20	20%	\$ 1,454.54	\$ 290.90	8/22 Working Days * \$4,000 = \$1,454.54
<b>Total</b>				<b>\$ 4,786.13</b>	

**Worked example 2: Employee on no pay leave in Oct 19.**

The amount for the month with no pay leave is taken is adjusted. Use the number of working days in the month to pro-rate the amount to claim for the month, as shown:

Claim period	1/10/2019	To	31/3/2020		1st tranche
NRIC and Name	Period	Funding Rate	Monthly Salary	Computation	Remarks
Name	Oct-19	40%	\$ 3,826.08	\$ 1,530.43	22/23 Working Days * \$4000 = \$3,826.08
	Nov-19	40%	\$ 4,000.00	\$ 1,600.00	
NRIC	Dec-19	40%	\$ 4,000.00	\$ 1,600.00	
	Jan-20	40%	\$ 4,000.00	\$ 1,600.00	
	Feb-20	40%	\$ 4,000.00	\$ 1,600.00	
	Mar-20	40%	\$ 4,000.00	\$ 1,600.00	
<b>Total</b>				<b>\$ 9,530.43</b>	

**Worked example 3: Employee receives a salary increment.**

The amounts for the first and last months should be adjusted based on the salary in those two months; and the actual working days worked in those months, as shown:

Claim period	27/8/2019	To	26/2/2020		3rd tranche
NRIC and Name	Period	Funding Rate	Monthly Salary	Computation	Remarks
Name	Aug-19	20%	\$ 727.27	\$ 145.45	4/22 Working Days * \$4000 = \$727.27
NRIC	Sep-19	20%	\$ 4,000.00	\$ 800.00	
	Oct-19	20%	\$ 4,500.00	\$ 900.00	
	Nov-19	20%	\$ 4,500.00	\$ 900.00	
	Dec-19	20%	\$ 4,500.00	\$ 900.00	
	Jan-20	20%	\$ 4,500.00	\$ 900.00	
	Feb-20	20%	\$ 4,050.00	\$ 810.00	18/20 Working Days * \$4500 = \$4,050.00
<b>Total</b>				<b>\$ 5,355.45</b>	

**Worked example 4: Employee resigns.**

Claim period	2/9/2019	To	15/10/2019		1st tranche
NRIC and Name	Period	Funding Rate	Monthly Salary	Computation	Remarks
Name	Sep-19	50%	\$ 4,500.00	\$ 2,250.00	
NRIC	Oct-19	50%	\$ 2,152.17	\$ 1,076.08	11/23 Working Days * \$4,500 = \$2,152.17
	Nov-19	50%	\$ -	\$ -	
	Dec-19	50%	\$ -	\$ -	
	Jan-20	50%	\$ -	\$ -	
	Feb-20	50%	\$ -	\$ -	
	Mar-20	50%	\$ -	\$ -	
<b>Total</b>				<b>\$ 3,326.08</b>	

## CSP Claim FormSG-related FAQs

**9. I encountered an error message indicating that my Singpass (Corporate) account is not authorised to access the e-Service, WSG FormSG. How can I proceed?**

From 11 April 2021, employers will be required to login to the CSP Claims FormSG using Singpass instead of Corppass. For more information, visit: <https://go.gov.sg/corporate-login>.

Corppass will continue to be the one-stop authorisation system for entities to authorise or remove their employees' access to government digital services on their behalf.

To submit claims on WSG FormSG via Singpass (Corporate) login, the company's Corppass admin would need to authorise the employer with the following administrative access:

Agency Name	Digital Service Name	Digital Service Role
Workforce Singapore (WSG)	WSG FORMSG	N.A.

**10. Who can assist with Corppass/ Singpass (Corporate) login issue?**

For other queries related to Corppass or Singpass (Corporate), employers can contact the Corppass helpdesk at 6335 3530 or [support@corppass.gov.sg](mailto:support@corppass.gov.sg) for assistance. [This information is also indicated under the "Instructions" of the Form.]

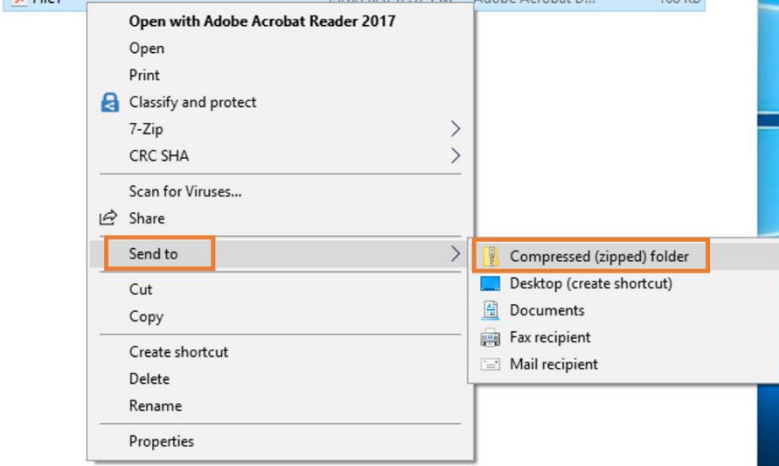
**11. I received the error message "File size exceeded. Please try again". What can I do if my file size exceeded the limit?**

The file size limit is 1MB. Employers can compress the documents by sending it to a .zip file before uploading.

You may follow these steps to zip your files:

1. Locate and select the **file(s)** that you want to zip
2. Right-click the **file(s)**, select "**Send to**", and then select "Compressed (zipped) folder". A new zipped folder with the same name as the last file will be created in the same location.

Name	Date modified	Type	Size
File 4	13/8/2020 12:11 PM	Adobe Acrobat D...	147 KB
File 3	13/8/2020 12:11 PM	Adobe Acrobat D...	147 KB
File 2	13/8/2020 12:11 PM	Adobe Acrobat D...	147 KB
File 1	13/8/2020 12:12 PM	Adobe Acrobat D...	168 KB



Note: these steps have been tested with Windows operating system.

**12. I need to upload multiple files but the Form only allows me to select 1 file to upload per question. What can I do?**

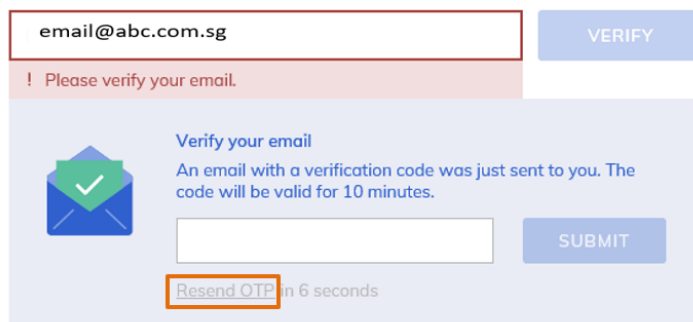
Employers can send the multiple files to a .zip file and upload the zipped file. For the steps on how to zip multiple files, please refer to Qn. 11.

**13. I did not receive the OTP verification code after entering my email address in the Form. What can I do?**

Employer to:

- a. Confirm that the email address provided is correct (e.g. no typo errors)
- b. Check the “junk mail” folder in case the verification code email was treated as a SPAM email
- c. Click on the “Resend OTP” link on the Form

11. Email:



email@abc.com.sg

VERIFY

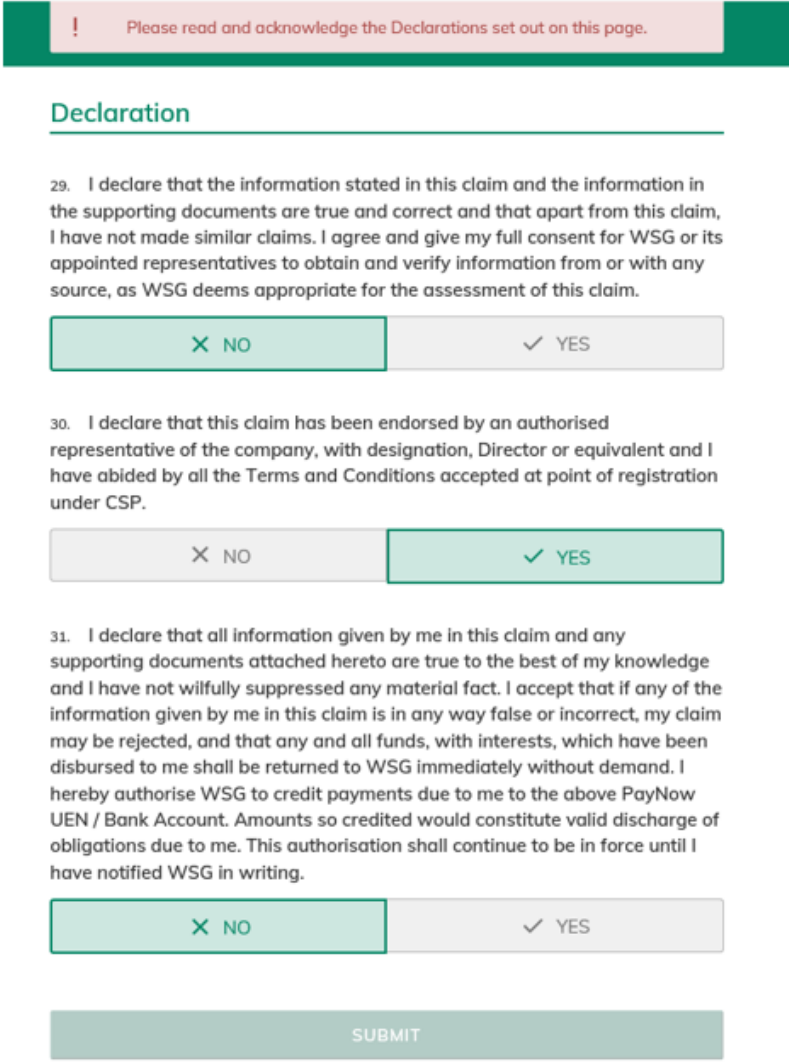
! Please verify your email.

Verify your email  
An email with a verification code was just sent to you. The code will be valid for 10 minutes.

SUBMIT

Resend OTP in 6 seconds



<p>14.</p>	<p><b>I am unable to submit my CSP Claims Form/the “Submit” button is not enabled. How can I proceed?</b></p> <p>Employer to check that:</p> <ol style="list-style-type: none"> <li>All mandatory fields have been filled</li> <li>All the 3 questions under “Declaration” section have been answered with “Yes”</li> <li>There is no error message displayed on the top of the Form</li> </ol>  <p>The screenshot shows a red warning banner at the top: "Please read and acknowledge the Declarations set out on this page." Below this is a section titled "Declaration" with three numbered questions (29, 30, 31) and radio button options for "NO" and "YES". Question 29 is selected "NO", question 30 is selected "YES", and question 31 is selected "NO". A "SUBMIT" button is visible at the bottom of the form.</p>
<p>15.</p>	<p><b>The Form does not load when I click on the URL.</b></p> <p>Please provide a screenshot of the error message and submit it on WSG’s Feedback Portal under the ‘Career Support Programme’ category. Thereafter, our WSG officers will be in contact with you.</p>

C. COVID-19 situation related	
16.	<p><b>As everyone is working from home, employer will not be able to provide company stamp on the forms, will that be an issue?</b></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>
17.	<p><b>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?</b></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 CSP Hire's basic monthly salary and any fixed monthly allowance (excluding shares) that attracts CPF</i></p>