

## Career Trial – Jobseekers Frequently Asked Questions

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### A. General Questions

#### 1. What is Career Trial about?

The Career Trial is part of the suite of career services offered by Workforce Singapore (WSG) and the Employment and Employability Institute (NTUC's e2i).

Career Trial aims to encourage jobseekers and employers who are unsure about the job fit to go through a short-term trial before considering formal employment. To provide more opportunities for Singaporean jobseekers to try out jobs, Career Trial has been expanded, with effect from 15 May 2019 to include part-time jobs. This enhancement caters to individuals who need part-time work arrangement to return to the workforce.

With the expanded scope, Career Trial is targeted at full-time jobs paying at least \$1,500/month and part-time jobs paying at least \$750/month.

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## Frequently Asked Questions – Career Trial (Jobseeker)

### 2. How can I benefit from Career Trial?

Unemployed Singapore Citizen<sup>1</sup> jobseekers can benefit from the following:

- i. Training Allowance that range from \$7.50/hour to \$15/hour. The quantum of the training allowance will be pegged to prevailing wages of the jobs offered;
- ii. Retention Incentive of \$500 at the 3-month retention mark;
- iii. Additional Retention Incentive of \$1,000 at the 6-month retention mark for unemployed Singapore Citizens who have been actively looking for jobs for at least 6 months; or for Singapore Citizens who are Persons with Disabilities regardless of unemployment duration.

Jobseekers are only entitled to a one-time Career Trial training allowance and retention incentive funding.

### 3. What is Training Allowance (TA) and Retention Incentive (RI)?

TA is an incentive offered to jobseekers to help defray expenses incurred during the Career Trial.

RI is an incentive offered to jobseekers who have been employed for at least 3 consecutive months after the completion of Career Trial.

### 4. What is the training duration of Career Trial to be eligible for funding support? Is there a minimum and maximum?

The minimum Career Trial duration is 16 hours for full-time and part-time Career Trial. The maximum duration for full-time positions is up to 480 hours (3 months).

For part-time positions, the maximum training duration is up to 80 hours per month for up to 3 months.

The training duration eligible for funding will be determined based on the Career Trial activities plan submitted by the host company and subjected to approval by WSG/ NTUC's e2i.

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<sup>1</sup> Singapore Permanent Residents (SPR) can apply to participate in Career Trial. Eligible jobseekers (SPR) will be funded training allowance at a flat rate of \$4.50/hour. For jobseekers (SPR) who have been successfully employed after the trial and stay employed for 3 consecutive months, they will be eligible for a retention incentive of \$300.

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## Frequently Asked Questions – Career Trial (Jobseeker)

### 5. Who is eligible for RI?

Jobseekers (Singapore Citizens) who fulfil the following requirements are eligible for the RI of \$500:

- i. Completed the Career Trial; and
- ii. Employed for at least 3 consecutive months after the completion of Career Trial.

### 6. Who is eligible for the Additional Retention Incentive (ARI)?

Jobseekers (Singapore Citizens) who fulfill the following requirements are eligible for the ARI of \$1,000:

- i. Unemployed Singapore Citizens who were actively seeking employment for at least 6 months, or Unemployed Singapore Citizens who are Person with Disabilities who were actively seeking employment, regardless of unemployment duration, and
- ii. have completed Career Trial, and
- iii. employed for at least 6 consecutive months after the completion of Career Trial.

### 7. What types of disabilities are considered Person with Disabilities?

Person with Disabilities refers to individuals with autism spectrum disorder, intellectual disability, physical impairment, hearing impairment and visual impairment. The proof of disability can be in the form of latest doctor's memorandum and/ or membership card of Social Service Agencies (SSA) providing disability services.

### 8. I have not been working and would like to return back to work, am I eligible for Career Trial?

Yes. Career Trial is open to jobseekers who are either unemployed or economically inactive.

## B. For Jobseekers Career Trial Application

### 1. How do I apply to participate in Career Trial?

Browse for “Short Term Trial” jobs at [www.mycareersfuture.gov.sg](http://www.mycareersfuture.gov.sg) and log in with **Singpass** to apply for a position tagged with “Government Support for short-term trials”.

If the Host Company shortlists you for the Career Trial, an email invitation would be sent to you with a URL to complete your Career Trial application via the Career Trial Portal. After WSG/ NTUC’s e2i’s written approval, jobseekers can commence Career Trial.

### 2. What is MyCareersFuture.gov.sg?

**MyCareersFuture.gov.sg** (MCF) is a portal that aims to provide Singapore Citizens and Permanent Residents with a free job search experience that matches them to relevant jobs based on the jobseeker’s skills.

For more information, please refer to:

[https://www.mycareersfuture.gov.sg/docs/mycareersfuture\\_sg\\_user\\_faqs.pdf](https://www.mycareersfuture.gov.sg/docs/mycareersfuture_sg_user_faqs.pdf)

### 3. How can I get a higher TA under Career Trial?

Jobseekers (Singapore Citizens) will receive a baseline TA of \$7.50/hour during the Career Trial period. WSG/NTUC’s e2i will top-up the TA to the tiers as illustrated below, where applicable if conditions are met, after completion of Career Trial.

These are the three (3) tiers of TA:

Tier	Minimum Monthly Salary of Job offered to Jobseeker after Career Trial
\$7.50 per hour	Full-Time: \$1,500 to < \$2,000 Part-Time: \$750 to < \$1,000
\$11.25 per hour	Full-Time: \$2,000 to < \$2,500 Part-Time: \$1,000 to < \$1,250
\$15 per hour	Full-Time: \$2,500 or more Part-Time: \$1,250 or more

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## Frequently Asked Questions – Career Trial (Jobseeker)

### 4. How do I qualify for Career Trial?

You need to be a:

- i. Singapore Citizen who has been actively seeking employment on a permanent basis prior to commencing Career Trial;
- ii. Unemployed<sup>1</sup> during the period of Career Trial; and
- iii. At least 16 years old, have completed full-time studies and National Service (if applicable)

<sup>1</sup> Not under any form of employment (also includes part-time/casual/temporary jobs) **and** have not received any CPF working contribution.

### 5. I had completed and claimed for TA/RI under Work Trial previously, am I still eligible for Career Trial on and after 1 April 2018?

No, you are not eligible for Career Trial as you have completed and claimed for TA/RI under Work Trial previously.

### 6. I am a full-time student / individual enlisting into National Service, am I eligible for Career Trial?

No. Jobseekers must be at least 16 years old, unemployed and actively seeking employment on a permanent basis and have completed full-time studies or completed National Service (if applicable) to be eligible for Career Trial. Full-time students or jobseekers enlisting into NS are not allowed to come on board Career Trial.

### 7. I hold some shares/directorship of the Career Trial Host Company, am I eligible for Career Trial?

No. Jobseekers who have any financial interests with the Host Company would not be eligible for Career Trial with the same Company.

WSG/NTUC's e2i reserves the right to reject jobseekers who are immediate family members of the business owner(s) of the Host Company.

### 8. Can jobseekers on internship arrangement be eligible for Career Trial?

No, jobseekers who are on internship arrangements or any form of employment arrangement are not eligible for Career Trial.

Jobseekers who are receiving training allowance or any other grants from other WSG/SSG funded programmes, are also not eligible for Career Trial during the same period of time.

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## Frequently Asked Questions – Career Trial (Jobseeker)

### 9. Can I drop out from the Career Trial before completing the training?

Yes, jobseekers must inform the Host Company and WSG/NTUC's e2i with the reason(s) before he/she chooses to drop out from the Career Trial.

## C. Training Allowance Claim

### 1. How do I receive Training Allowance (TA) for the completed trial duration?

For claims submitted to WSG, jobseekers must ensure you have a PayNow account linked to your NRIC first before claims submission for claims submitted to WSG. For claims submitted to e2i, payment will be through GIRO.

Your Host Company will submit the TA claim on your behalf via the Career Trial portal. You will receive an email notification to acknowledge the details of the TA Claim provided by your Host Company.

### 2. Who should I approach if I have queries about my claims?

The approving agency (WSG or NTUC's e2i) which approved your Career Trial application will process your claims, after the host company submits the TA claim through the Career Trial portal. Refer to the "Applied With" field in the Career Trial jobseeker application for the approving agency.

Please contact WSG via the Feedback Portal (<https://portal.ssg-wsg.gov.sg>) or NTUC's e2i (email: [followup@e2i.com.sg](mailto:followup@e2i.com.sg)) for assistance.

**For Paynow related queries, please contact your bank for assistance.**

### 3. What is PayNow?

PayNow is a peer-to-peer funds transfer service available to retail customers of nine participating banks in Singapore – Bank of China, Citibank Singapore Limited, DBS Bank/POSB, HSBC, Industrial and Commercial Bank of China Limited, Maybank, OCBC Bank, Standard Chartered Bank, and UOB.

PayNow, launched on 10 July 2017 is provided free to retail customers and is available 24/7, 365 days.

Click [here](#) to find out more.

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## Frequently Asked Questions – Career Trial (Jobseeker)

### 4. Why must the payout be via PayNow? Can I opt for payment via Interbank GIRO or cheque? Why must PayNow be linked to NRIC and not just my mobile number?

In line with the Smart Nation Singapore Initiative, WSG will tap on the PayNow infrastructure to disburse Career Trial funding to eligible applicants for their convenience.

PayNow offers an enhanced funds transfer experience. It adopts the same high security standards established by the banking industry in Singapore for funds transfer. To ensure that money is credited to the correct recipient, only PayNow accounts linked to NRICs will be used for government payments via PayNow.

### 5. How do I create a PayNow account linked to my NRIC?

You can create a PayNow account linked to your NRIC via:

- a. SMS (selected banks)
- b. Internet banking
- c. Mobile banking app

Should you have any problems, contact your bank directly. Click on the following participating banks for more details.

- [Bank of China](#)
- [Citibank Singapore Limited](#)
- [DBS Bank/POSB](#)
- [HSBC](#)
- [Industrial and Commercial Bank of China Limited](#)
- [Maybank](#)
- [OCBC Bank](#)
- [Standard Chartered Bank](#)
- [UOB](#)

### 6. Can I submit my TA claims via the Career Trial portal if my Career Trial application was submitted via WSG's feedback portal/ NTUC's e2i's email?

Yes, your host company may submit a claim through the Career Trial portal if you have not made any TA claim.

If you had submitted at least one TA claim previously, please continue to submit the remaining claims via WSG's Feedback Portal (<https://portal.ssg-wsg.gov.sg>) or NTUC's e2i (email: [followup@e2i.com.sg](mailto:followup@e2i.com.sg)) for assistance.

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## Frequently Asked Questions – Career Trial (Jobseeker)

### 7. After completion of the Career Trial, will WSG/NTUC's e2i prompt my company to submit the jobseekers' TA claim?

No, there is no reminder notification to submit the jobseekers' TA claim.

## D. Retention Incentive / Additional Retention Incentive Claim

### 1. How can I submit a claim for the Career Trial RI / ARI?

Go to the Career Trial Details page, click on "My Applications" and log in with Singpass.

On your "Approved" Career Trial Application, in the dropdown list under "Actions", you will be able to select "Create RI Claim".

For Additional Retention Incentive claim, it's the same steps as above with a few additional fields to populate on the web form.

### 2. Can I submit my RI claims via the Career Trial portal if my Career Trial application was submitted via WSG's feedback portal/ NTUC's e2i's email?

Yes, you may submit a RI claim through the Career Trial portal if you have not received RI funding previously.

If you encounter difficulties, please submit your enquires to WSG's Feedback Portal (<https://portal.ssg-wsg.gov.sg>) or NTUC's e2i (email: [followup@e2i.com.sg](mailto:followup@e2i.com.sg)) for assistance.

### 3. Can I submit multiple RI?

No, you can only submit and receive RI once if you have met the eligibility criteria.

### 4. Can I claim for the RI if I am not working in a full-time permanent position?

Yes, you can still claim for the RI if you are employed in a permanent part-time position or with a contract of at least one (1) year after the completion of your Career Trial. You will also need to have a monthly fixed salary and CPF contributions for at least 3 consecutive months after the completion of Career Trial.

### 5. Can I claim for the RI if I resigned/was terminated from the company/not retained by them for at least 3 months of employment?

No, as you did not meet the criteria to stay employed for at least 3 consecutive months after the completion of Career Trial.



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## Frequently Asked Questions – Career Trial (Jobseeker)

**6. Can I claim for the RI if I am not offered a job by the Host Company after completing the Career Trial?**

You can claim for the RI if you can find a job with another company within six (6) months from the completion date of Career Trial and stay employed for at least three (3) consecutive months.