

## 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 host companies who are unsure about the job fit to go through a short-term trial before considering formal employment. It is targeted at full-time jobs paying at least \$1,500/month and part-time jobs paying at least \$750/month.

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

You can receive a one-time funding of the following if you are an unemployed jobseeker:

- 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 that the jobseeker is placed in;
- Retention Incentive of \$500 at the 3-month retention mark;
- Additional Retention Incentive of \$1,000 at the 6-month retention mark for unemployed jobseekers who have been actively looking for jobs for at least 6 months; or for jobseekers who are Persons with Disabilities regardless of unemployment duration.

#### 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.

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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 whereas part-time positions is up to 240 hours (capped at 80 hours per month).

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.

### **5. Who is eligible for RI?**

Jobseekers who fulfil the following requirements are eligible for the RI of \$500:

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

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

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

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

### **7. Does the 6 months unemployment criteria for ARI apply in the case of fresh graduates?**

Yes, fresh graduates who have been unemployed for at least 6 months from the date of graduation would be eligible for ARI.

### **8. 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

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memorandum and/ or membership card of Social Service Agencies (SSA) providing disability services.

**9. 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 Career Trial positions at <https://go.gov.sg/ct-positions>, and login with Singpass to apply.

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. Jobseekers can commence Career Trial after the host company and the jobseekers have received WSG/ NTUC's e2i's written approval via email.

**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 FAQ for MCF:

Go to <https://employer.mycareersfuture.gov.sg/> > Scroll to bottom and click on "FAQ"

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

Jobseekers will receive a baseline TA of \$7.50/hour during the Career Trial period. If jobseeker is placed with the host company after Career Trial, WSG/NTUC's e2i will top-up the TA to the tiers as illustrated below, where applicable if conditions are met.

These are the three (3) tiers of TA:

Tier	Minimum Monthly Salary 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

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

You need to be a:

- Singaporean<sup>1</sup> who has been actively seeking employment on a permanent basis prior to commencing Career Trial;
- Unemployed<sup>2</sup> during the period of Career Trial; and
- At least 16 years old, have completed full-time studies and National Service (if applicable)

### 5. I completed and claimed for TA/RI under Work Trial previously, am I still eligible for Career Trial?

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. To be eligible for Career Trial, 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). 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?

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<sup>1</sup> Singapore Citizen or Permanent Resident

<sup>2</sup> Not under any form of employment (also includes self-employment, part-time, ad-hoc, casual/temporary work) and have not received any CPF contribution.

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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 arrangement 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 within the same period.

### **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) in advance before he/she drops out from the Career Trial.

## C. Training Allowance (TA) Claim

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

For claims submitted to WSG, Jobseeker 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 and PayNow set up is not required.

Your host company will submit the TA claim on your behalf via the Career Trial portal. The deadline for CT host companies to submit TA claims is 6 months from the jobseeker application approval date. You will receive an email notification to endorse the details of the TA claim provided by your host company. The TA claim will be processed after you have endorsed the details of the TA claim.

### **2. When will jobseekers be notified of the status of their endorsed claim?**

Claims are processed in 5 working days after all required details and supporting documents are submitted.

### **3. 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 name of approving agency.

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Please contact WSG via the Feedback Portal (<https://service-portal.skillsfuture.gov.sg/s/feedback/>) 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.**

### 4. 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.

### 5. 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.

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

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

- SMS (selected banks)
- Internet banking
- 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](#)

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- [OCBC Bank](#)
- [Standard Chartered Bank](#)
- [UOB](#)

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

No, there is no reminder notification to submit the Jobseeker's TA claim. Host company should exercise due diligence to submit the TA claim timely on a monthly basis.

## D. Retention Incentive / Additional Retention Incentive Claim

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

You may follow these steps:

- Go to Career Trial portal: <https://go.gov.sg/ct-jobseeker>
- Click on

My Applications

and log in with Singpass.

- Look for your jobseeker application and click on "Create RI Claim" or "Create ARI Claim" respectively

Application ID	Job Title	Host Employer	Submitted On	Approved Hours	Status	Action
			02-06-2021	420	Approved	<div>Select Action▼ Select Action View Application Create RI Claim</div>

### 2. Can I submit multiple RI?

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

### 3. What are the deadlines to submit the RI and ARI claims?

The deadlines for jobseekers to submit RI and ARI are 9 months from the CT end date and 12 months from the CT end date respectively.

### 4. When will jobseekers be notified of the status of their Career Trial claim?

Claims are processed in 5 working days after all required details and supporting documents are submitted.

### 5. 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

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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.

**6. 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.

**7. 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.