UTAP

Step-by-Step Application Guide

National Trades Union Congress

Steps on how to check for approved ***UTAP*** Training Providers or Courses

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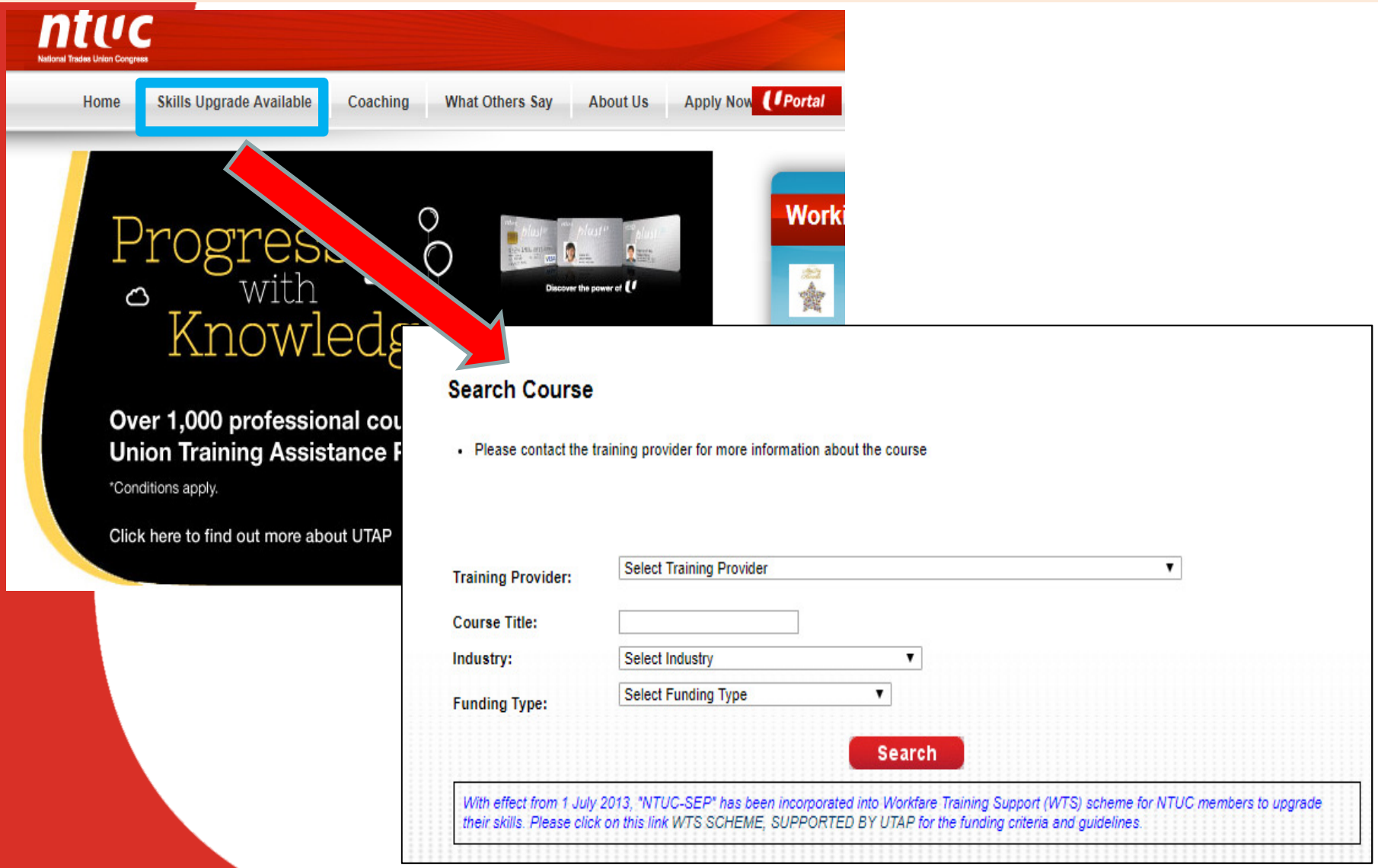
Step 1: Go to **http://skillsupgrade.ntuc.org.sg.** Click 'Skills Upgrade Available' to search for approved UTAP Training Providers and Courses.

Please apply online within 6 months from course end

Step 2: Go to “Search Course” to search for approved UTAP Training Providers or Courses.



Steps to apply for ***UTAP*** (Union Training Assistance Programme)

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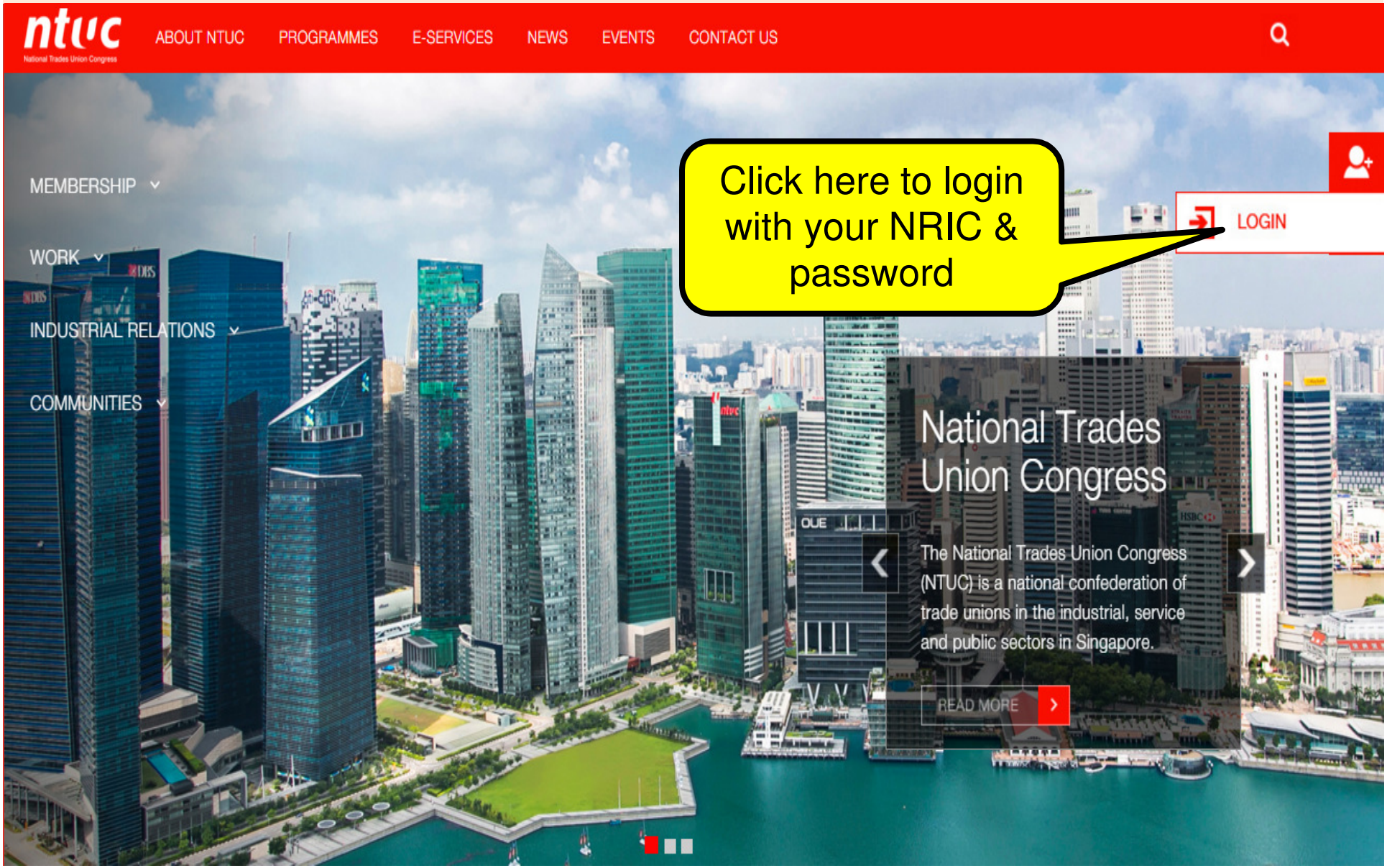
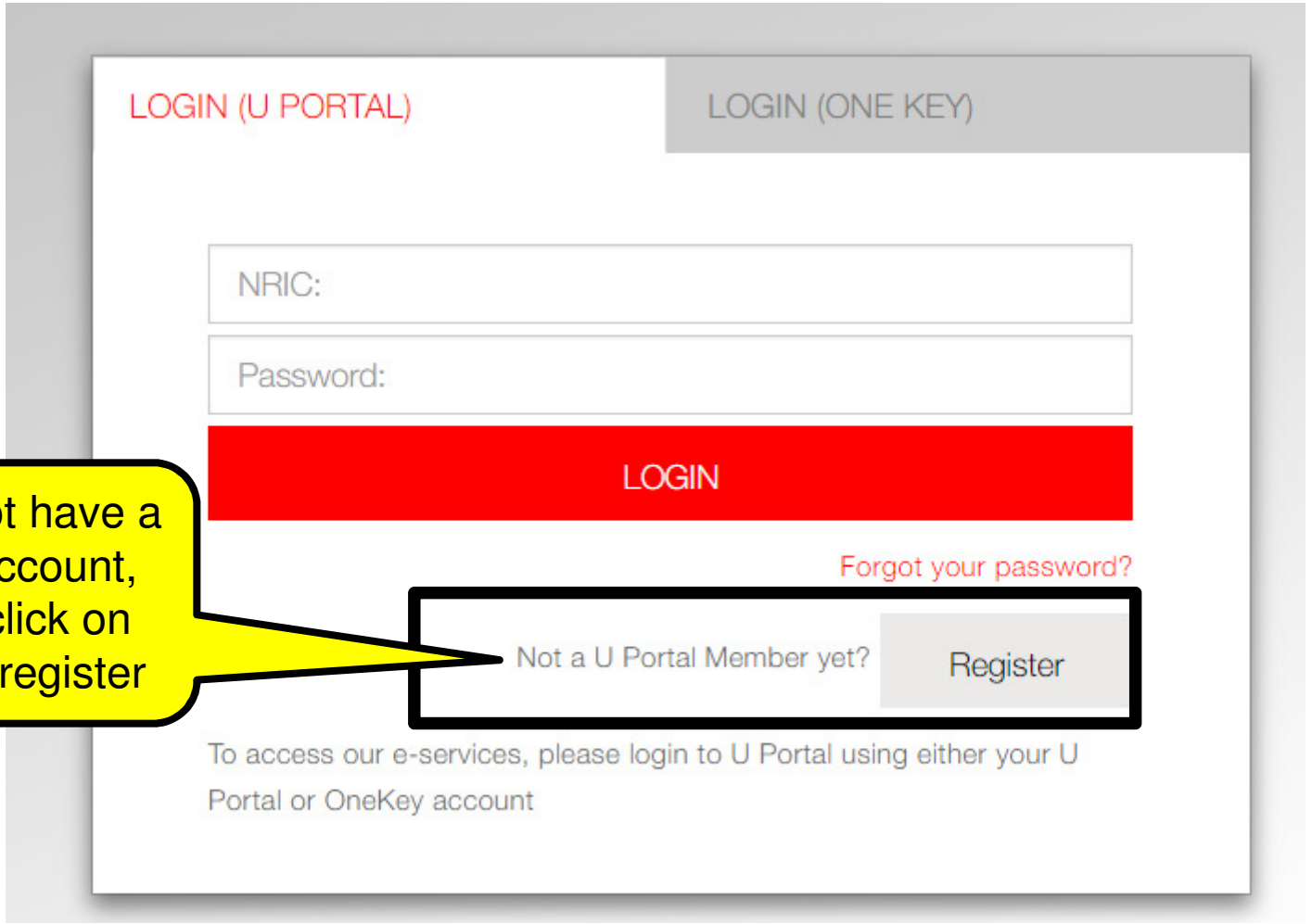
Step 1: Go to **http://skillsupgrade.ntuc.org.sg.**
Click 'Uportal' to log in

Please apply online within 6 months from course end

Step 2: Login to your U Portal account



Step 3: Key in your NRIC and Password



If you do not have a U Portal account, you may click on this link to register

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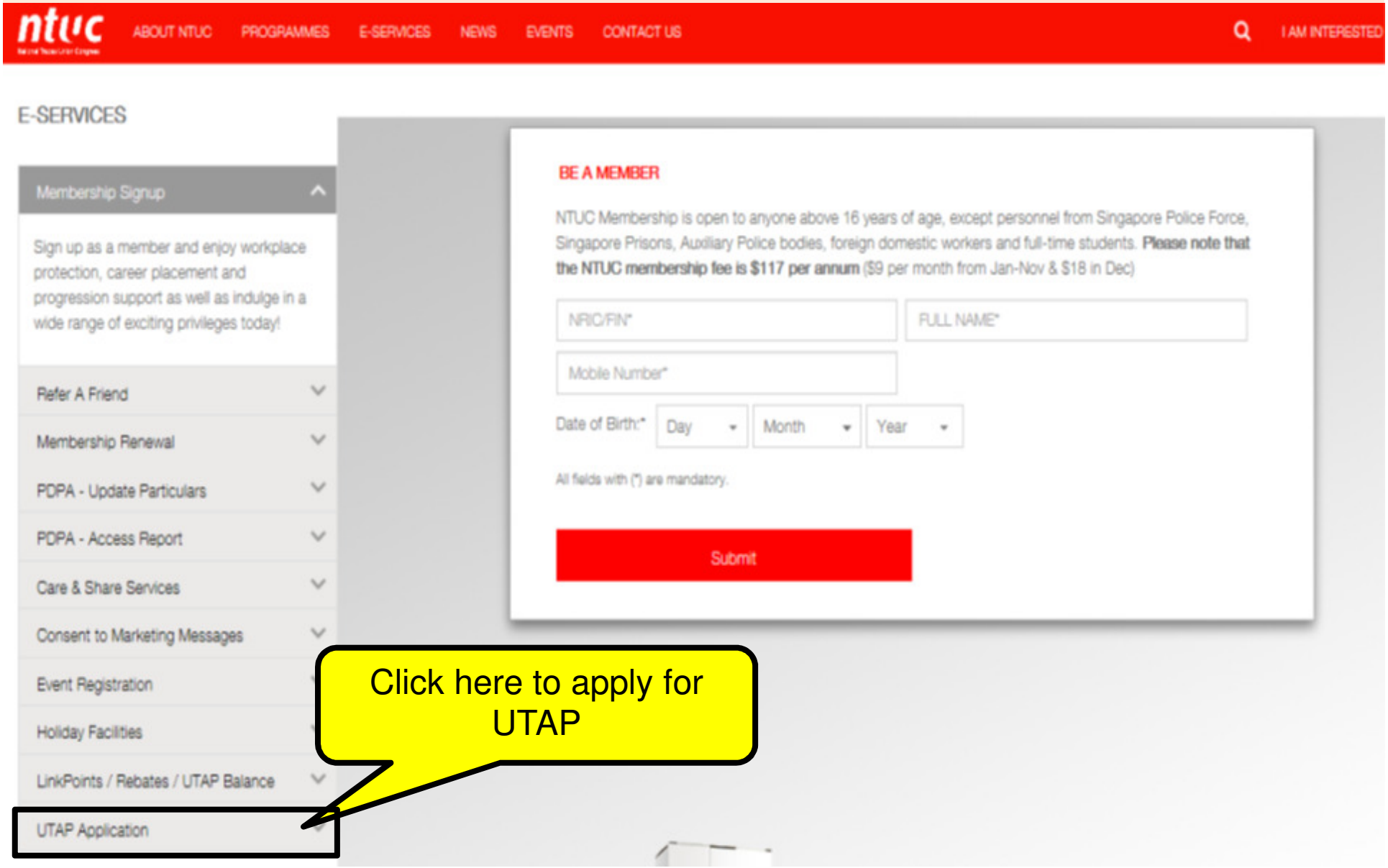
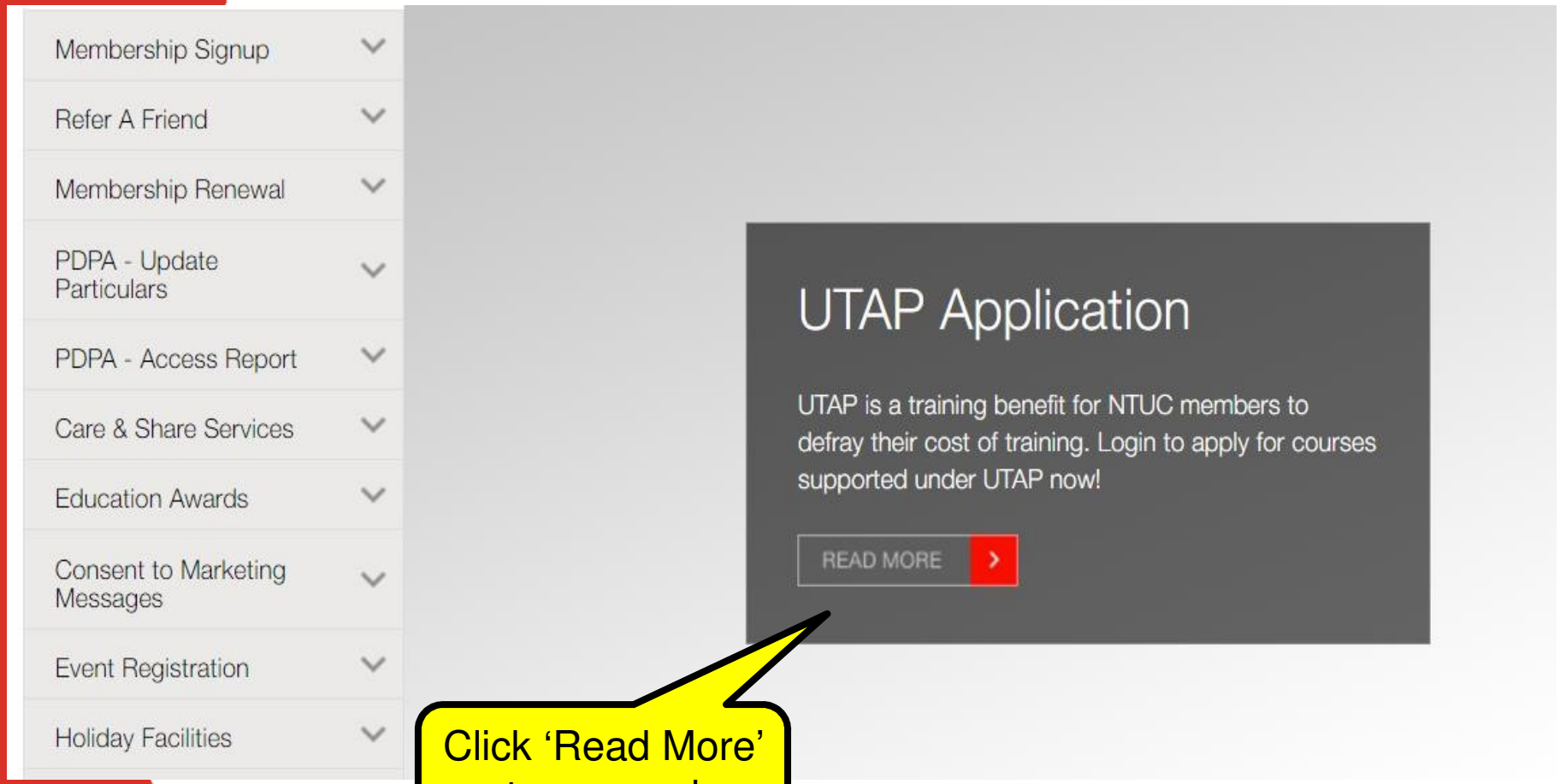
Step 4: Click on e-Services, UTAP Application



Step 5 : Click “Read More” to proceed



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Step 6 : Declare membership status before proceeding. Check on either box and click “Submit”. If non-member, you will be directed to membership sign up page.

Please note that this E-service hosted by NTUC requires a minimum (or higher) Web browser of **IE 9.0 and Chrome 30**.
We seek your understanding that we may not be able to resolve your issues due to constraints / restrictions implemented by your mobile device platform and browser.

Membership Declaration

Are you holding on to this card?

Yes

No

Submit

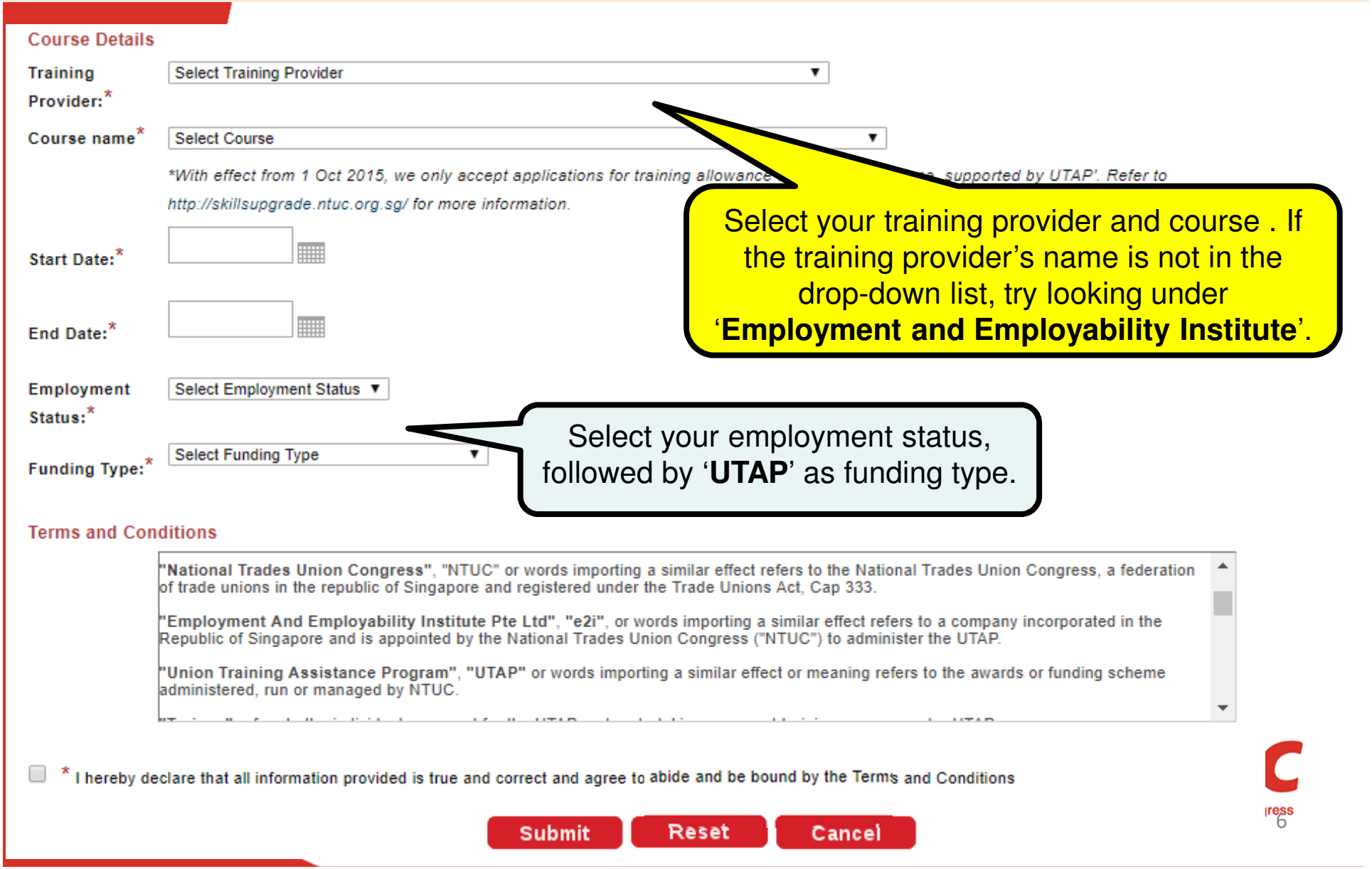
Cancel

Click ‘No’ if you are not an NTUC member. You will be re-directed to the membership sign up page

Click ‘Yes’ to proceed

Clicking on “Cancel” will bring you to NTUC U Portal Homepage

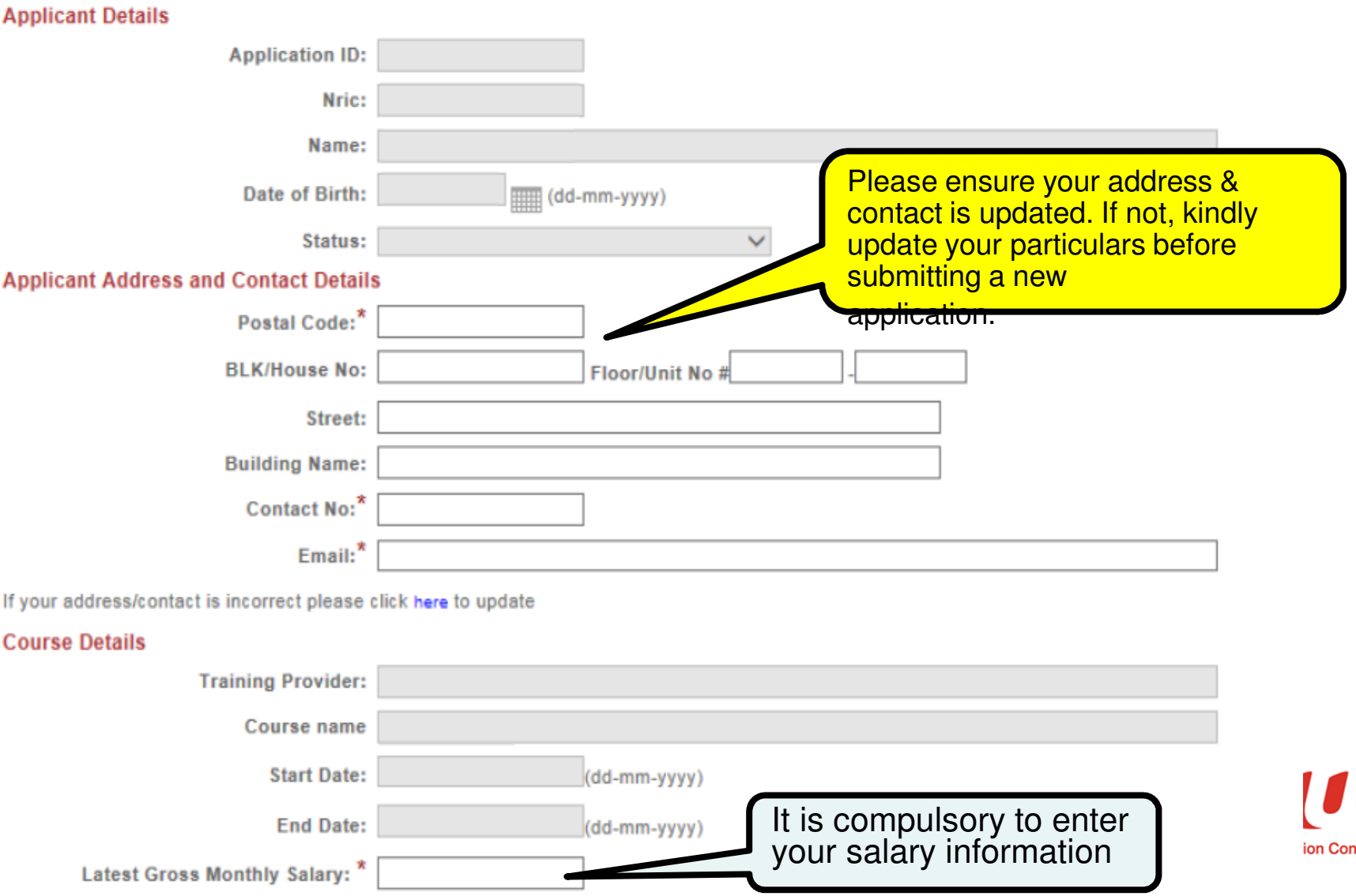
Step 7: Fill in your course information



Select your training provider and course . If the training provider's name is not in the drop-down list, try looking under '**Employment and Employability Institute**'.

Select your employment status, followed by '**UTAP**' as funding type.

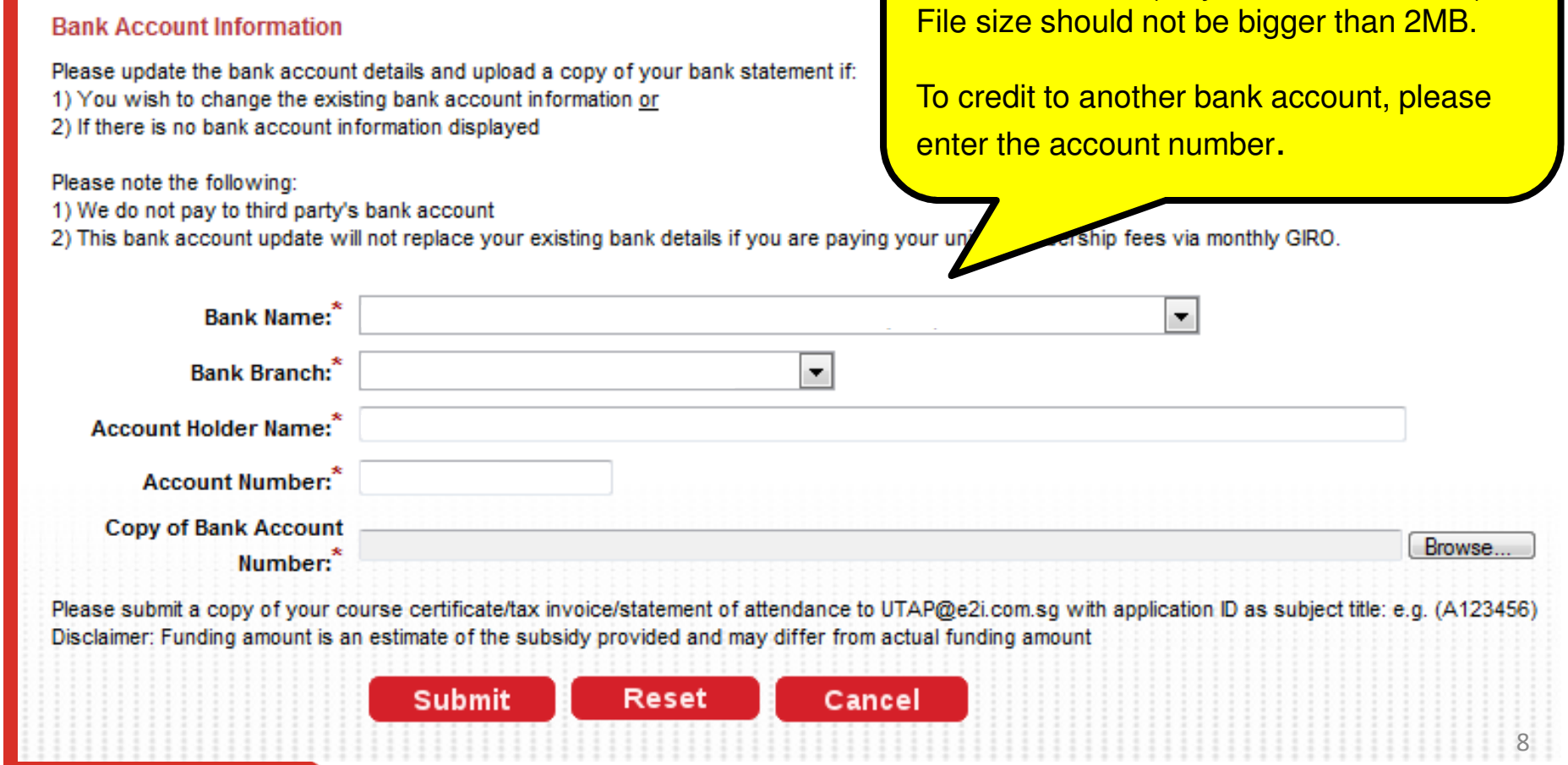
Step 8: Check that your particulars are correct



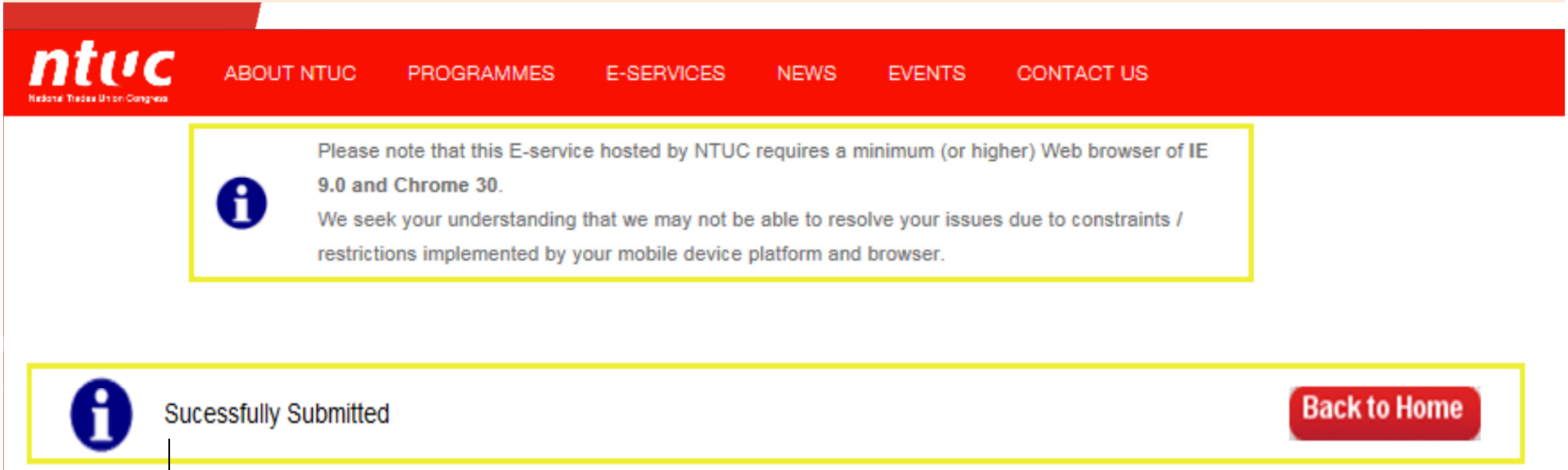
Step 9: Ensure your bank account information is correct. Click “Submit” once you have completed all compulsory fields

It is compulsory to upload your bank statement/passbook with your full name and account no. (only PDF/JPG allowed). File size should not be bigger than 2MB.

To credit to another bank account, please enter the account number.



Step 10: When you're ready, click 'Submit'



Upon successful submission, you will receive an e-mail notification on your application status.

You may be required by NTUC/e2i to submit supporting documents.

If all in order, you will receive your UTAP funding within 4 to 6 weeks by GIRO or cheque (if your bank account information cannot be verified).

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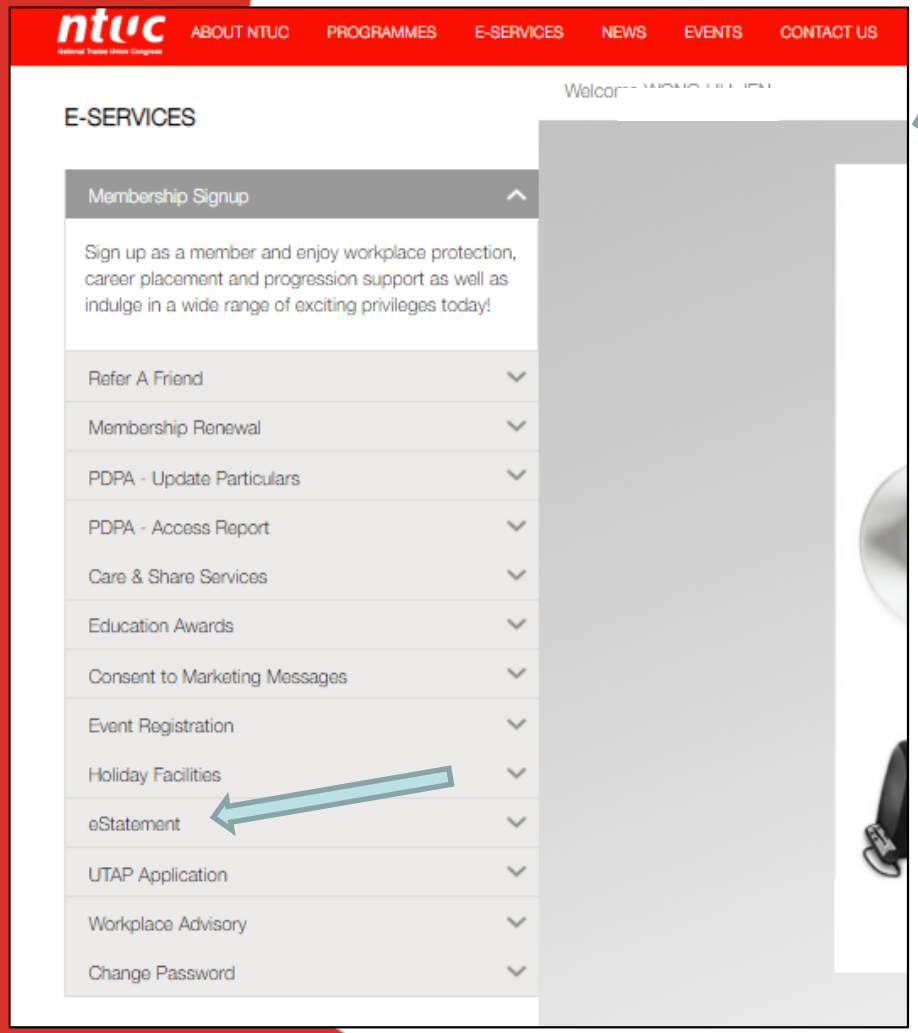
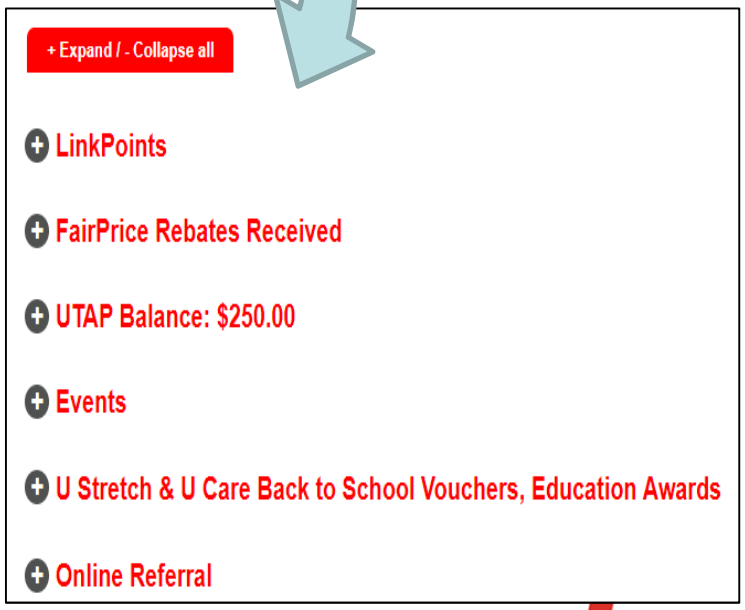
To check the status of your claim:

- Go to the ‘E-SERVICES’ tab at Home Page.
- Click on ‘eStatement’ and select “UTAP Balance”





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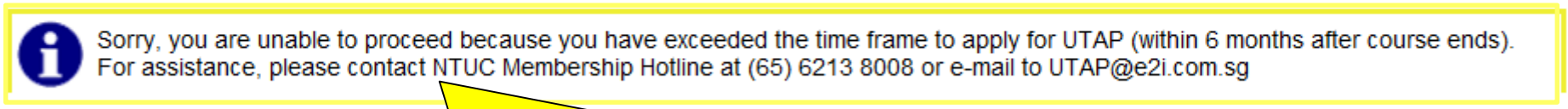
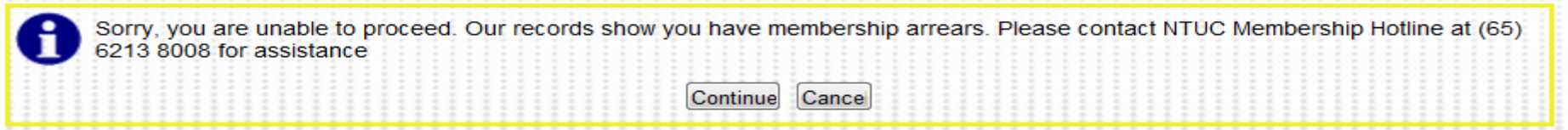
Note 1: Error Messages



Late Applications that has exceeded 6 months time frame will be rejected. Click 'Cancel' to bring you back to NTUC U Portal home page

Note 2: If you have membership arrears or inactive membership, you will be prompted with a message



You can click "**Continue**" to proceed with your UTAP application, which will be on-hold until you have cleared your membership arrears.

In the meantime, please contact NTUC Membership at membership@ntuc.org.sg or your respective union (Ordinary Branch members) to check on your membership status.

Clicking on "**Cancel**" will bring you back to Home Page. No application will be submitted.

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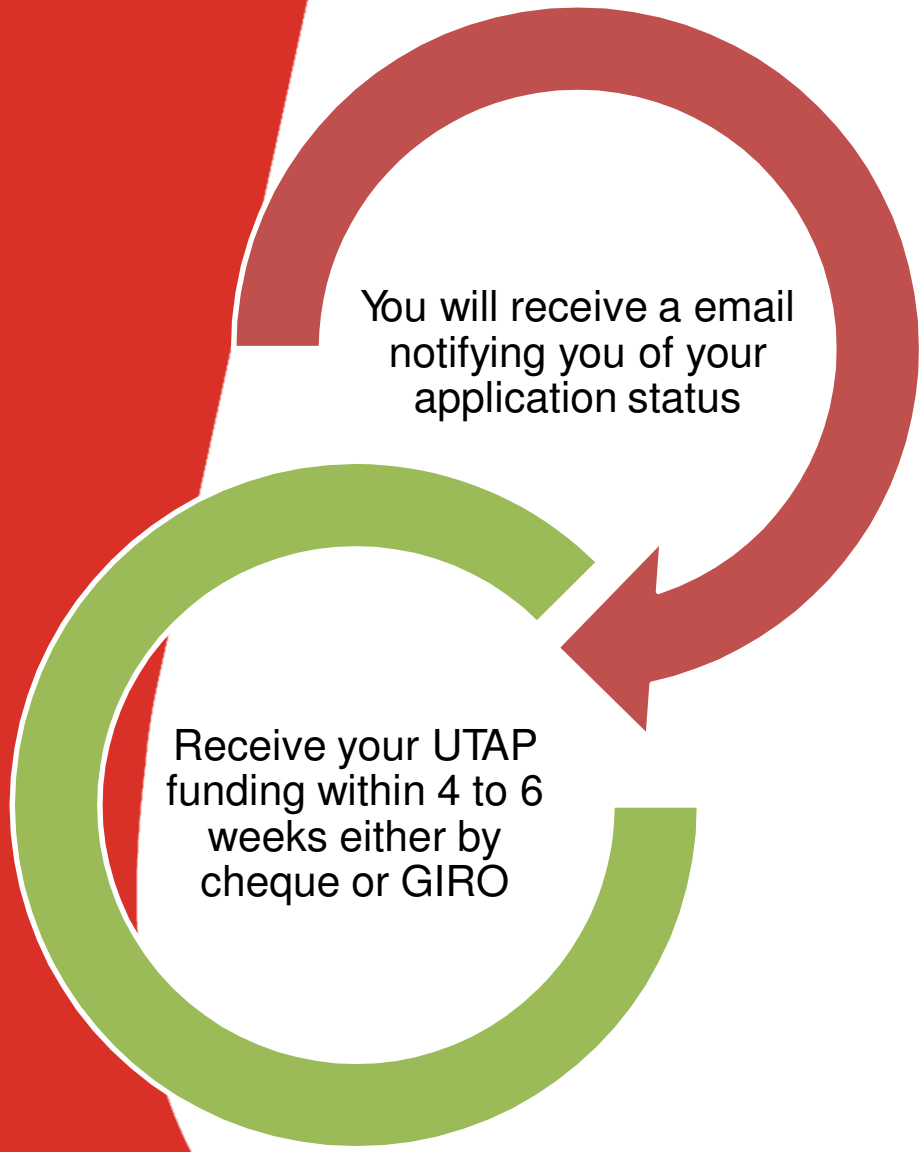

For more information, please contact:

Membership Enquiries:

Email: membership@ntuc.org.sg
Hotline: (65) 6213 8008
Ordinary Branch members can contact your respective union for assistance.

Course Funding Enquiries

Email: UTAP@e2i.com.sg

You may visit:
NTUC Members' Hub

NTUC Centre, 1 Marina Boulevard
#B1-03, One Marina Boulevard
Singapore 018989

Operating Hours:
Monday - Friday: 9.00am to 6.00pm
Last Queue Ticket Time will be issued at 5.30pm
Closed on Saturday, Sunday & Public Holiday.

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