FREQUENTLY ASKED QUESTIONS (FAQ)
ON QUALITY ASSURANCE & TRAINING MANAGEMENT OFFICER (QATMO)
CAREER CONVERSION PROGRAMME (CCP)

Q1. **What is this QATMO CCP Programme about?**

A1: Funded under the Employment and Employability Institute Pte Ltd (e2i) Training Grant, this CCP for QATMO aims to develop competent professionals with the knowledge and skills to lead and manage a Training Provider (TP) within the funded training space and guides them in establishing a wholistic quality assurance system and developing roadmaps for the TPs through blended learning.

Q2. **How does the Programme work?**

A2: To facilitate the programme under a Place-and-Train mode, participating employers will have to hire the staff before they commence training. Administered by SAPTCO Singapore, the new hire (after being cleared of the eligibility checks by e2i) will undergo the CCP training programme consisting of a total of four modules over a 4-month period. Grant support will be provided for both the training course fee and salary of the new hire.

Q3. **What kind of training is conducted under the Programme?**

A3: The four modules span across topics including how to design a quality assurance system, how to develop a quality assurance manual and implementing the developed system and most importantly, identifying the trends affecting the industry and strategies to future-proof the TPs. For more details on the modules, refer to *paragraph 6* of the [Factsheet](#).

Besides the four modules, participating employers are also expected to conduct their own On-the-Job-Training (OJT) for the new hires under this Programme.

Q4. **What is the course fee of the training programme?**

A4: $4,800 for four modules. Under this QATMO CCP, there is a grant support of at least 70% and up to 90% of the course fees, depending on eligibility criteria. Note that the new hire has to undergo and complete all four training modules in order to claim the grant support.

Q5. **What if the new hire decides to leave the company before the completion of four modules?**

A5: The new hire has to complete all four modules for the company to claim the grant support. There is no partial or pro-rating of the grant support even if he has completed three modules.

Q6. How much of the new hire salary is supported under this Programme?

A6: This Programme supports at least 70% and up to 90% (depending on eligibility criteria) of the new hire's gross monthly salary, in the range of $2,400 to $3,200, for up to 4 months of training. Upon completion of the 4 months training, participating employers are expected to provide at least $100 salary increment.

Q7. Can the new hire's salary be increased prior to completion of the 4 months training and/or exceed the salary range supported under this Programme?

A7: Yes, it is possible. However, it needs to be highlighted to SAPTCO for e2i's attention and approval. Participating employers can expect a grant support cap of at least $2,240 per month, in the event e2i does not approve of the request.

Q8. Does the Jobs Growth Incentive (JGI) apply for this Programme?

A8: Yes, JGI applies to jobseekers undergoing reskilling through CCP, hence temporary funding adjustments have been made during the duration of the JGI.

For all new hires hired through the CCP for QATMO for the period between 1 September 2020 to 30 September 2022[1]:

a. The salary support funding caps stated *under A6.* will be halved (i.e. "at least 70% and up to 90% per month" will become "at least 35% and up to 45% per month"), and

b. The salary support period will be extended to comprise of the training duration and an additional period of retention which is equivalent to the training duration (i.e. "4 months of training" will become "4 months of training and 4 months of retention").

Q9. What if the new hire decides to leave the company after completion of the training course but prior to the end of salary support period?

A9: There will be a full 70% or 90% claim (depending on eligibility criteria) for the course fee. However, salary support will be pro-rated based on the duration of employment.

Q10. What are the eligibility criteria for Participants to be funded under this Programme?

A10: Participants must fulfil the following criteria:

- Singapore Citizen or Permanent Resident
- Minimum 21 years old
- Graduated or completed National Service, for at least 2 years

---

[1]*Funding adjustments apply only for Long-term Unemployed/Mature SC new hires for the JGI period of 1 April 2022 – 30 September 2022. All other new hires during this period will be funded up to 70% of their salary support over the 4-month period.*

- Not be shareholders, immediate ex-employees of company or related entities[2], or be related to shareholders of the hiring company
- Previous job role should be substantially different from the new job role trained for under this CCP for QATMO

Q11. Does this Programme apply to existing staff who is to be transferred to another department and with a change in job role?

A11: No, this Programme is only applicable to new hires.

Q12. If the new hire had previously worked in Company A but left to work in Company B and now re-join Company A, is he eligible for the Programme?

A12: The new hire can be eligible for the Programme provided that:

- Company A and Company B are unrelated entities;
- The initial role in Company A is different from the role that he currently takes up after re-joining Company A, i.e. the CCP-approved role;
- His role in Company B and the current role (CCP-approved role) in Company A are within approved parameters; and
- He meets all other eligibility criteria

Q13. Will the new hire be eligible for the Programme if there is a common director for his previous and current company?

A13: He can be eligible for the Programme so long as both companies are unrelated entities, he should also not be related to the common director and meet all other eligibility criteria.

Q14. How do companies apply for the Programme?

A14: Interested companies can apply for the Programme by completing the application form found here and send the endorsed form together with the required documents to SAPTCO Secretariat at ccp_qatmo@saptco.org.sg.

Q15. How will companies be notified if the new hire is eligible for the Programme?

A15: Upon receipt of full submission of the application documents, SAPTCO Secretariat will proceed to make the placements via WSG's PCP Portal. An invitation link will be sent for the new hire to submit required documents via the portal. Once cleared of their eligibility for the Programme, an email will be sent from SAPTCO Secretariat to notify participating employers before informing the new hire through the portal.

---

[2]*Related entities include (but not limited to) subsidiaries of parent company, and related group of companies/entities defined in ACRA. Sister companies and parent-child companies are considered related entities.*

Q16. How long does it take to clear the eligibility check for the new hire?

A16: It takes at least 2 weeks to complete the eligibility check. To facilitate and expedite the process, do ensure all required documents are submitted in good order.

Q17. Can the new hire be employed prior to clearing the eligibility check?

A17: Yes, you may do so but do note there is a risk that the new hire may not clear the eligibility check and hence no funding support for the new hire.

Q18. How does the participating employer claim the grant support?

A18: As this Programme is administered by SAPTCO Singapore, all claims will be processed and disbursed through SAPTCO Singapore. To facilitate and expedite the grant disbursement process, participating employers are to ensure that all necessary claim documents are in good order and submitted as per the stipulated deadline provided by SAPTCO Singapore.

Q19. What are the documents required from participating employers for the claims submission?

A19: For course fee claims, relevant documents will be prepared for submission by SAPTCO Singapore. For salary support claims, participating employers are to submit the following documents:

- On-the-job training attendance sheet with supervisor's & trainee's physical or digital signatures as acknowledgement
- Payslips of participants dated within the approved funding period
- Employer CPF Contribution Statement