

## FREQUENTLY ASKED QUESTIONS FOR THE NTUC'S RETURNER WORK TRIAL

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|          | <b>Questions and Answers</b>   |
| <b>A</b> | <b><u>General Questions</u></b>  |
| 1.       | <p><b>What is the Returner Work Trial about?</b></p> <p>The Returner Work Trial is a key feature of the NTUC's Returners Programme*, and is designed to facilitate the re-entry of economically inactive PMETs to the workforce through short-term work opportunities where:</p> <ul style="list-style-type: none"> <li>a) Host Company can assess the returner's fit for the job before offering permanent position or employment contract of 12 months and above.</li> <li>b) Returners can plug gaps in their Curriculum Vitae (CV) and refresh the relevance of their skillsets.</li> </ul> <p>The Returner Work Trial will be offered from 1 September 2017 to 31 August 2019 for a period of 2 years. It is a new scheme offered by NTUC U Family and the Employment and Employability Institute (e2i), supported by Workforce Singapore (WSG).</p> <p>*To find out more about the Returners Programme, please visit <a href="http://www.ufamily.org.sg/returners">www.ufamily.org.sg/returners</a>.</p> |
| 2.       | <p><b>What is the duration of the Returner Work Trial?</b></p> <p>Funding support for the Returner Work Trial will be capped at a maximum of 6 months, and companies can customise their own structured on-the-job training curriculum according to their needs. The duration of the trial must be mutually agreed between the Host Company and the Returner.</p>  |

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| 3. | <b>Who can qualify for the Returner Work Trial?</b>             |   |
|    | <b>For Companies</b>  | <b>For Individuals</b>                                |
|    | Registered or incorporated in Singapore                         | Singapore Citizens aged 30 years and above            |
|    | Offer Returner Work Trial opportunities to suitable individuals | Diploma, Degree or above or previously in a PMET role |
|    |   | Voluntarily out of workforce for 2 years or longer    |

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| <b>B</b> | <b><u>Individual-Specific Questions</u></b>  |
| 4.       | <b>How will the Returner Work Trial benefit Returners?</b>   |
|          | The Returners gain skills and job experience in a real work environment through the short-term Returner Work Trial with a Host company. This will help transit the Returner back into the workforce subsequently. There is also an opportunity for the Returner to be converted to permanent employee at the end of the Returner Work Trial should there be a good job-fit assessed by both Host Company and Returner alike.   |
| 5.       | <b>How do Returners participate in the Returner Work Trial?</b>  |
|          | Returners interested in the Returner Work Trial can contact participating employers to sign up for the Returner Work Trial. Please go to ‘Returner-friendly vacancies’ at: <a href="http://www.ufamily.org.sg/returnerworktrial">www.ufamily.org.sg/returnerworktrial</a> for more details on the Returner Work Trial positions.<br><br>Returners can also approach NTUC U Family via <a href="mailto:returners@ntuc.org.sg">returners@ntuc.org.sg</a> for assistance. |
| 6.       | <b>What happens if a Returner is unable to complete the Returner Work Trial?</b>   |
|          | Returners should inform the Host company of his/her intention with their reason for withdrawal as soon as possible. The default notice period to withdraw from the Returner Work Trial is 1 week.  |
| 7.       | <b>What is the Training Allowance (TA)?</b>  |
|          | Returners will receive Training Allowance of minimally \$2,500 per month during the Returner Work Trial period (up to 6 months). This TA will be co-funded by WSG/e2i and the Host Company. e2i/NTUC will process and disburse the grants on behalf of WSG.  |

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| 8.       | <b>Will Returner be paid CPF on the Training Allowance?</b>  |
|          | As the Returner is not an employee of the Host company during the Returner Work Trial, employers are not required to provide CPF contributions.  |
| 9.       | <b>If a Returner worked as a freelancer, part-timer for the past two years, can the Returner qualify for the scheme?</b>   |
|          | Individuals who worked as a freelancer or part-timer for the past two years may be considered on a case by case basis. Please contact <a href="mailto:returners@ntuc.org.sg">returners@ntuc.org.sg</a> to find out more about the eligibility criteria.  |
| 10.      | <b>Will eligible individuals be covered by insurance under the Returner Work Trial?</b>  |
|          | <p>Yes, eligible individuals under the Returner Work Trial will be covered by insurance paid for by WSG/NTUC's e2i except for the following occupations (refer to Exclusion List of Occupations in Annex A).</p> <p>For these excluded occupations, the employer must provide insurance coverage for the individuals during the period of Work Trial as WSG/NTUC's e2i does not provide the insurance coverage.</p>  |
| <b>C</b> | <b><u>Company-Specific Questions</u></b>   |
| 10.      | <b>How will the Returner Work Trial benefit Host company?</b>  |
|          | Host Company will have an opportunity to assess the job fit of a Returner before offering a permanent position or employment contract of 12 months or above. Host Company can also tap on this latent talent pool who may currently be out of the workforce, but have amassed years of experience in their former careers.   |
| 11.      | <b>How can Host Company register and what are the documents required for the Returner Work Trial?</b>  |
|          | <p>Host Company is required to submit (a) the Application Form and (b) On-the-Job Training Plan for each position to NTUC U Family for approval via email to <a href="mailto:returners@ntuc.org.sg">returners@ntuc.org.sg</a>, prior to offering the Returner the Work Trial. Host Company needs to obtain approval from NTUC U Family on the Returner Work Trial On-the-Job Training Plan before offering the Returner Work Trial to Returners.</p> <p>For details on application and claims on training allowance, please refer to the "Application for Returner Work Trial Funding" which can be found at <a href="http://www.ufamily.org.sg/ReturnerWorkTrial">www.ufamily.org.sg/ReturnerWorkTrial</a>.</p> |

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| 12. | <b>What is the funding support for the Host Company under the Returner Work Trial?</b>   |
|     | <p>Host Company will pay a training allowance of not less than \$2,500 per month to the Returner. Company who hosts eligible Returners who have been out of the workforce for 2 years or longer can receive training allowance support of \$1,500 per month (capped at 6 months) from WSG/e2i. e2i/NTUC will process and disburse the grants on behalf of WSG.</p> <p>Upon completion of the Returner Work Trial, the Host Company will be eligible for \$3,000 Retention Bonus if it retains the Returner in a permanent position or employment contract of 12 months and above for at least 3 months in the same company. This retention bonus will be paid at the 9<sup>th</sup> month mark upon commencement of the Returner Work Trial, regardless of the time the Returner was placed.</p> |
| 13. | <b>Is there a cap for the Training Allowance paid by Host Company to the Returners?</b>  |
|     | <p>There is no cap to the Training Allowance to be paid by the Host Company. Host Companies may top-up the training allowance beyond the minimum stated of \$2,500, to commensurate it with the job value and/or work experience of the Returner in order to attract eligible Returners for their positions.</p> <p>Independent of the Training Allowance top-up by Host Company, the co-funding from WSG/e2i will be capped at \$1,500 per month for up to 6 months. e2i/NTUC will process and disburse the grants on behalf of WSG.</p>  |
| 14. | <b>Will Host Company be eligible for the \$3,000 Retention Bonus if the Returner was not retained in the same company for the full 3 months?</b>   |
|     | <p>Returner must be retained in the same Host company for at least 3 months to be eligible for the Retention Bonus.</p>  |
| 15. | <b>Can companies shortlist and interview prospective Returners before their Returner Work Trial application is approved by NTUC U Family?</b>  |
|     | <p>Companies may begin the process of shortlisting/interviewing individuals, but they can only officially enroll the Returner under the Returner Work Trial after approval has been obtained.</p>  |
| 16. | <b>Can Host Company vary the Returner Work Trial duration?</b>   |
|     | <p>Host Company has the flexibility to customise the Returner Work Trial training duration according to the company's needs (up to maximum of 6 months). The Returner Work Trial On-the-Job Training Plan needs to be approved by NTUC U Family before the Returner embarks on the Returner Work Trial.</p>  |

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| 17. | <b>How many Returner Work Trial positions can a host company offer under the Returner Work Trial?</b>   |
|     | Host Company registered under the Returner Work Trial can offer as many Work Trial positions as they wish.  |
| 18. | <b>Can Host Companies offer more than one Returner Work Trial position to multiple individuals concurrently?</b>  |
|     | Yes, Host Company who is registered with NTUC U Family under the Returner Work Trial can accept and offer the Returner Work Trial to multiple Returners. However, every Returner enrolled under the Work Trial position must be considered for a permanent position or employment contract of 12 months and longer after the Work Trial.  |
| 19. | <b>What happens if the Returner Work Trial On-the-Job Training Plan submitted by host company is rejected by NTUC U Family?</b>   |
|     | NTUC U Family will work with the Host company to refine and develop suitable On-the-Job Training Plan for the Returner Work Trial.  |
| 20. | <b>Can Host Company discontinue the Returner Work Trial prematurely after the Work Trial commenced?</b>   |
|     | The Returner Work Trial is meant for both Host Company and the Returner to assess the job fit. Host company may discontinue the Work Trial prematurely with the Returner during the Returner Work Trial if they find the Returner unsuitable for the job role, providing supporting reasons to NTUC U Family. The default notice period to withdraw from the Returner Work Trial is 1 week. |
| 21. | <b>Does Host Company need to offer employment to the Returner after the Returner Work Trial?</b>  |
|     | Host Companies are strongly encouraged to offer permanent employment or employment contract of 12 months or above to suitable Returners at the end of the work trial. If employment is not offered at the end of the Returner Work Trial, the Host Company should provide reasonable justifications to the Returner and NTUC U Family.  |
| 22. | <b>How can Host company claim for the Training Allowance/Retention Bonus under the Returner Work Trial, and what are the documents required for claim?</b>  |
|     | Host company will be notified of the claims process/documents by NTUC U Family upon successful application.   |

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| 23. | <b>Can Host Companies qualify for the Training Allowance support if the Returner resigns before 6 months of the work trial?</b>  |
|     | Yes, the Host Company will be eligible to claim for training allowance support if NTUC had received prior notification of the resignation, with supporting reasons provided by the Returner. Claims will be reimbursed based on the duration of Work Trial which the Returner has completed.   |
| 24. | <b>Does the insurance provided by WSG/NTUC's e2i covers all kinds of occupations?</b>  |
|     | No. Refer Exclusion List of Occupations in Annex A for the list of occupations which are excluded from the insurance under Work Trial. For these excluded occupations, the employer must provide insurance coverage for the individuals.   |
| 25. | <b>If company does not qualify for the Returner Work Trial, are there any other similar programmes which the company could tap on?</b>   |
|     | <p>There are other programmes provided by WSG and NTUC's e2i under the Adapt and Grow initiative that help employers hire or retain locals. These include the Career Support Programme (CSP), Professional Conversion Programmes (PCP) and Work Trial. For more information, please refer to:</p> <p><u>WSG's Careers Connect</u></p> <p>Hotline: 6883 5885</p> <p>Website: <a href="http://www.wsg.gov.sg">www.wsg.gov.sg</a></p> <p><u>NTUC's e2i</u></p> <p>Hotline: 6474 0606</p> <p>Email: <a href="mailto:followup@e2i.com.sg">followup@e2i.com.sg</a></p> |

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## EXCLUSION LIST OF OCCUPATIONS

## Annex A

Only **Class 1 and Class 2** of the occupations below are covered by insurance under the Returner Work Trial. The other categories of occupations are NOT covered by insurance under the Returner Work Trial.

Companies offering occupations under other Classes below may come on-board Returner Work Trial if they separately purchase insurance for the Returners enrolled in these positions.

| <b>Types of occupations covered</b> |   |
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| <b>Class 1</b>                      | Professional, administrative, managerial or clerical professions which are indoor and of a non-manual nature. Management with overseas travel of less than 12 times a year.   |
| <b>Class 2</b>                      | Outdoor professions involving manual work whose duties do not involve using tools or machinery. Management with overseas travel 12 or more times a year.                      |
| <b>Class 3</b>                      | Professions or occupations involving manual work whose duties involve using tools or machinery (other than woodworking machinery).  |
| <b>Class 4</b>                      | Commercial airline crew, full-time national serviceman, prison warden, steerman, armed security guard, carpenter and woodworking machinist.                                   |
| <b>Referred Class</b>               | Working on board a vessel, navy crew, airforce pilot, chemical plant workers, martial art instructors.  |
| <b>Declined Class</b>               | Oil riggers, professional divers, professional sportspersons, stevedores, marine salvage crews, jockeys and persons directly involved in the making or handling of explosives |