

General:**1. Will there be transport provided to Tsinghua University to attend the classes and industry visits during the programme?**

Yes, transport will be provided between hotel, Tsinghua University and industry visits as scheduled in the programme curriculum.

2. Will meals be provided during the programme?

SSG does not fund the F&B (Food and Beverages). NTU will absorb the cost providing complimentary meals catered for the participants during the programme hours only. All other meals expenses will be on your own. The hotel fee will be inclusive of daily breakfast for the stay except for check-in date.

3. Are there food options available for special dietary needs?

Yes, our appointed partner will work on the participant's stated dining options to cater for different dietary preferences, including vegetarian meals. Should the dietary requirements not be catered, it will be made known to the participant.

4. What is the required attire for the course in Singapore and China?

Participants are expected to wear business attire throughout the course. For men, this includes a blazer, long pants, and comfortable covered shoes. For women, business attire with a blazer and comfortable covered shoes is required.

5. Will NTU share participants' contact details with other participants?

No, NTU is not permitted to disclose participants' personal details or contact information due to PDPA regulations. Group chat via WhatsApp and WeChat will be created to facilitate communication among participants and course & logistics administrators.

6. Will my photos taken during the event be published on the NTU website?

Photographs and videos of course participants may be taken by NTU during the event and may be used for future publicity purposes, including publication on NTU's website and other platforms. If you wish to withdraw your consent, please inform us immediately.

7. How do I get to NTU?

Visit <https://www.ntu.edu.sg/about-us/visiting-ntu> for detailed directions and transportation options.

8. Who can I contact for more information after I have submitted my registration?

Please contact our administrator via email: AskPACE.UIP@ntu.edu.sg.

Funding Support:

9. What is the funding support for Individuals under self-sponsorship? (Refer to 9a to 9d)

- a. This is an SSG funded course. Eligible SSG Funding for Individuals - Singapore Citizens (SC), Permanent Residents (PRs) & LTVP+ Holders as follows:

Refer to [here](#) for more information.

Individuals	Funding Support
Singapore Citizen aged < 40 years old, PRs and LTVP+ Holders^ (Self-sponsored individuals must be at least 21 years old)	Up to 50% of course fees
Singapore Citizen aged ≥ 40 years old (SkillsFuture Mid-career Enhanced Subsidy)	Up to 70% of course fees

Learners who receive SSG Funding support for the course fee must attain at least 75% training attendance and **pass** all associated assessments. Learners will have to bear the full course fee upon failure to meet either one of the requirements.

- b. **NTU Alumni Course Credits:** NTU/NIE alumni may utilise their NTU Alumni Course Credits capped at S\$800.
- c. **SkillsFuture Credit (SFC):** All Singapore Citizens who are 25 years or above is eligible to utilise their SkillsFuture Credit (SFC) - Opening Credit only.
- d. **Union Training Assistance Programme (UTAP):** NTUC members are eligible for Union Training Assistance Programme (UTAP) funding support via self-submission for claim of UTAP after successful completion of the programme.

10. Can NTU Alumni Credits (ACC) be used to further offset the course fee?

Yes, NTU/ NIE full-fledged alumni under self-sponsorship may utilise their ACC capped at S\$800. Click [here](#) for more information.

11. Can SkillsFuture Credit (SFC) be used to further offset the course fee?

Yes, all Singapore Citizens who are 25 years or above under self-sponsorship is eligible to utilise their **SkillsFuture Credit (SFC) - Opening Credit only**, maximum at S\$500, subject to their balance amount for this course but not applicable to utilise the S\$4,000 SkillsFuture Credit (Mid-Career). For more information on SkillsFuture Credit, please click [here](#).

SkillsFuture Credit (SFC) can only be used to cover:

- Course fees payable
- Assessment fees which are part of the course
- Certification fees which are part of the course
- GST imposed on components supported for SFC use

12. Are NTUC members eligible for Union Assistance Programme (UTAP) funding support?

Yes, UTAP is **only** applicable for **self-sponsored NTUC members** **after** the course has concluded.

Enjoy 50% unfunded course fee support for up to S\$250 per calendar year. NTUC members aged 40 and above will get funding support up to S\$500 per calendar year. For more information on UTAP, please click [here](#).

13. Can employer tap on SkillsFuture Enterprise Credit (SFEC) to further offset the course fee?

Under the current scheme, eligible employers may tap on SkillsFuture Enterprise Credits (SFEC) subject to available balance to further offset the out-of-pocket course fee for supported courses (up to 90% of out-of-pocket expenses) via post course disbursement by Enterprise Singapore (EnterpriseSG).

Note: The current SFEC support will expire on 30 November 2026. All unused credits from the current scheme will expire on 1 December 2026. For an enrolment to be eligible for the current SFEC, the course run must be completed on or before 30 November 2026.

Learn more about SFEC [here](#) and its eligibility. For further queries on SFEC, you may contact [EnterpriseSG](#).

14. What is the available funding support for Corporate-Sponsored Learners? (refer to 14a to 14c)

- a. Enhanced Training Support for SMEs (ETSS)** SSG Funding is provided by SSG for **eligible SMEs**. SMEs enjoy SkillsFuture funding of up to 70% of the course fees when they sponsor their employees for this course. For more information on ETSS, refer to [here](#).

SME-sponsored Trainees:

- Must be Singapore Citizens or Singapore Permanent Residents.
- Courses must be fully paid for by the employer.
- Trainee is not a full-time national serviceman.

If the corporate is not SME, eligible SSG Funding will apply based on individuals' profile: Refer [here](#) for more information.

b. SkillsFuture Enterprise Credits (SFEC):

For Corporate-Sponsored learners, eligible employers may also tap on the SFEC to further offset the course fee paid for their employee **after** the course has concluded. Learn more about SFEC [here](#). For further queries on SFEC, you may contact [EnterpriseSG](#).

c. Absentee Payroll (AP) Funding for corporate:

SkillsFuture Singapore (SSG) Absentee Payroll (AP) funding helps employers defray manpower costs when sending employees to attend SSG-approved training during working hours. The current funding rate is generally \$4.50 per hour, capped at \$100,000 per enterprise per calendar year. Claims are submitted by Corporate via [GoBusiness](#) after training completion. AP funding will be computed based on the actual number of training hours attended by the trainee.

Note: The declared UEN of the Company Sponsorship in the application must belong to the company that contributes to the trainee's monthly remuneration and CPF and sponsors the trainee for the course. Any verification of the SSG funding for the company sponsorship is indicative and interim only pre-course. A final verification will be conducted after course completion. NTU reserves the right to claw back the funded amount from the employer if the sponsorship did not meet the eligibility criteria after the programme completion or the Corporate-Sponsored Learner did not fulfil the programme completion criteria.

Registration and requirements:

15. Can employees register directly for the programme under company sponsorship?

No, the company must first create a Company Profile in the NTU Training Management System (TMS) via this [link](#), to include the information of Company Point of Contact and Billing Contact, for approval by the NTU system team. Once approved, the company point of contact to generate a programme registration link for their employees to sign up under company sponsored.

Employees must also create their Learner Profile in TMS prior using the company registration link to sign up.

16. How do I sign up as a self-sponsored?

For self-sponsored, a Learner Profile is required to create in the NTU Training Management System (TMS) via this [link](#). A verification code will be sent to the registered email address to submit. Participant will receive a welcome email to login and to click on “**Retrieve Myinfo with SingPass**” to retrieve your information to sync your TMS Learner Profile. This is mandatory for future application of SSG funded courses for accurate sync of data for SkillsFuture Credit (SFC) or SSG Funding. For subsequent login, you can login via SingPass.

17. Can I sign up the programme as a foreigner?

Yes, foreigners with an understanding of Mandarin who are able to communicate in Mandarin are welcome to join the programme. However, there is no SSG Funding support for the course fee for foreigners.

18. Why can't I apply for the programme using my mobile phone?

If you are using mobile phone, you can toggle to the Programme Schedule page by clicking on the 3 dots “...”. The “Apply” button appears on the Programme Schedule page.

19. Can I request access to the Info Session recording if I miss it?

No, the Info Session recording will not be shared.

20. What is the course requirement?

Learners must have a basic understanding of Mandarin and be able to communicate in Mandarin.

21. Are participants required to adhere to the NTU Student Code of Conduct during the programme?

Yes, all participants are required to adhere to the NTU Student Code of Conduct declaration listed in TMS registration portal throughout the duration of the programme.

22. Will the programme be delivered in English?

Sessions held in Singapore (half-day online and 1 day in person at NTU campus) are conducted in English. All sessions held in China inclusive of industry visits are conducted in Mandarin.

15. Are the itineraries published on the website confirmed?

Itineraries, trainers and industry visits may be subject to changes.

16. Can I proceed to purchase air tickets after signup?

Please **DO NOT** purchase air ticket upon signup. This is an open programme which could only proceed to run based on sufficient intake. Applicants will be notified within 3 days after the standard registration deadline regarding the confirmation of the programme. Please check for our update to your registered email.

17. Is my registration confirmed as enrolment upon signup?

Please note that your registration **is not confirmed** upon signup. This is an open programme to working professionals and individuals interested in business innovation which could only proceed to run based on sufficient intake. Applicants will be notified within 3 days after the standard registration deadline regarding the confirmation of the programme. Please check for our update to your registered email.

18. When do I have to make payment?

You must make payment **ONLY** after the programme intake is confirmed to run and by the stipulated payment deadline (before programme commencement) to confirm your enrolment.

19. What are the payment options?

Payment must be made through within the Programme Registration Portal: NTU Training Management System (TMS) via Flywire platform, which accepts payment modes such as PayNow/Bank transfer/Credit Card/Union Pay/Alipay.

We encourage the use of PayNow for payment where feasible. Please note that debit/credit card payments may incur processing fees, and the fees will be the responsibility of the payer. Do note that the debit/credit card charges will range from 1.5% onwards which will be incurred for debit/credit card payments.

20. Will there be refunds if I need to cancel my enrolment?

Refunds requested prior to the programme/course commencement date may be subjected to an administrative fee and the deduction of any non-refundable pre-paid amounts imposed by the vendor. No refunds will be granted once the programme/course has commenced.

21. What should I do if I wish to withdraw my application before programme commencement and payment done?

Please contact our administrator via email: AskPACE.UIP@ntu.edu.sg to advise you on the withdrawal procedures.

30. What will be the certification that I will get after successful completion of the programme?

Upon completion of the programme, participants who achieved at least 75% attendance and passed all required assessments will be awarded a hard copy Certificate of Completion from NTU and a hard copy Certificate of Participation from Tsinghua University, China on the last day of programme. An e-Certificate of Completion from NTU will be issued within 10 working days.

Travel Logistics and Accommodation:

31. When should I arrive in China?

Participants are required to arrive at least one day before the programme start date.

32. Does NTU arrange flight bookings for participants?

No, participants are responsible for booking their own flights.

33. Does NTU cover travel insurance and VISA application costs?

No, participants are responsible for arranging and purchasing their own travel insurance and VISA (if required).

34. Will airport transfer be provided from the airport to the hotel in China?

No airport transfer will be arranged. Participants are required to make their own way to the hotel using local transport, such as DiDi.

35. Can I book my own hotel accommodation?

Hotel accommodation will be arranged by NTU. Each participant will have to pay for a 6-night stay, single occupancy room with breakfast.

36. Can family members travel together and stay in my hotel room?

Yes, family members may travel together and stay with you if you have selected a twin-sharing or family room. Please note that room rates may vary, and any additional charges will be borne by the participant.

37. How can I arrange for early check-in or extend my hotel stay?

Please contact our administrator via email: AskPACE.UIP@ntu.edu.sg. Our appointed logistics partner will assist with booking any early check-in or extension on your behalf.

38. Can I travel with a temporary passport issued by ICA?

Temporary passports are not accepted for entry. You will need to apply for a visa to enter China if you are using a temporary passport. Please apply early to renew your passport.

39. What does the “six-month passport validity” requirement mean?

This means your passport must be valid for at least six months beyond your intended date of entry into a country. In other words, your passport should not expire within six months from your travel date, as this is a common requirement for most international travel.

Course Delivery:

40. Why do I need to download the Singpass app on my mobile phone?

You are required to download the Singpass app on your mobile phone and ensure your login credentials are ready and accessible in Singapore and China.

The Singpass app is used to scan the SSG dynamic attendance QR code for every class and assessment session. You must bring your mobile phone for all sessions in Singapore and China to complete attendance marking via the Singpass app linked to your local Singapore number.

Please note that attendance taking via SSG dynamic attendance QR code and Singpass is compulsory. Failure to scan the attendance QR code may affect your attendance records.

41. Can family members join in the lectures or industry visits?

No, both lectures and industry visits are strictly limited to paid participants only.

42. Can I opt not to join the industry sharing sessions in the evenings?

No, participants are required to join the industry sharing sessions as they are part of the programme curriculum.

43. Will NTU share the course materials in advance?

The course administrator will share the course materials at the earliest opportunity, subject to the faculties of Tsinghua University's (THU) delivery timeline.

44. Can I share the course materials with non-participants?

No, the course materials are protected by copyright and are the intellectual property of Nanyang Technological University (NTU) and Tsinghua University (THU).

45. Why is a passport-sized photo required of the enrolled learners for online submission?

The photo submitted online will be printed on the hard copy certificate issued by Tsinghua University (THU). Therefore, only clear, front-facing passport-style photos are accepted. Photos that are unclear or not front facing (e.g. artistic images or business photos taken at an angle) will be rejected by THU.

46. Will I receive a certificate after completing the programme?

Yes, participants will be awarded certificates issued by NTU and THU after the successful completion of the programme.

47. Do I need to bring my laptop to the programme?

A laptop is required for the group members to prepare the group presentation deck on the last day of the programme.

48. Am I allowed to record videos during lectures and company visits?

No, videography is not permitted during lectures and company visits throughout the course delivery.