FAQs on Skills Profiling for SMEs service

1. When can I apply for the complimentary service and how long is the validity?

You can register for the skills profiling service from 1 March 2024 via the following webpage ssg.lithium-ssg.jobkred.com/registration. Successful registrants receive 12 months complimentary access to JobKred's Lithium skills profiling platform.

2. My company wants to try out the service. Can we sign up if we are not a Small and Medium Enterprise (SME)?

The complimentary skills profiling service is currently on a pilot phase and is available only to Singapore-registered SMEs at this time. Non-SMEs can reach out to JobKred at support@jobkred.com to discuss a suitable package for your organization.

SME is defined as having an employment size not exceeding 200, or annual sales turnover not exceeding S$100 million.

3. If I have already registered as one of the 400 users under the initial phase of the pilot, can I apply again to continue the service for a further 12 months?

We thank you for signing up for the skills profiling service and hope you found the tool useful for your workforce planning needs. SMEs who have registered under the initial phase of the pilot will not be eligible to re-apply under the pilot expansion. This is to allow other SMEs an opportunity to similarly benefit from the initiative.

If you found the skills profiling tool useful and are keen to continue beyond the complimentary 12-month period, do reach out to JobKred at support@jobkred.com to discuss a suitable package for your organization.

4. Is there a timeline for completing the profile setup?

Upon activation of the service, you are required to set up at least 1 job profile in your account within the next 60 (SIXTY) days. We recommend completing the entire setup process as soon as possible to take full advantage of the platform's benefits. The setup process has been simplified to make it easy for you and your supervisors and staff to come onboard. We encourage you to refer to the user guide video (youtu.be/3oFO0m1btLw) if you need help with the setup process, or attend the periodic onboarding workshops conducted by JobKred to familiarize yourself with the platform and its features. You may contact JobKred's technical support team at Support@jobkred.com if you encounter technical difficulties.

Do note that your account may be de-activated after 60 days if no activity has been detected, and your company will not be allowed to continue using the platform. This is to allow other interested SMEs an opportunity to benefit from the initiative given the limited slots.

5. I noted that the skills profiling service is limited to 50 employees. What can I do if my organisation has more than 50 employees?

As the initiative is currently on a pilot phase, the complimentary access is limited to 50 employees per SME over a 12-month period. Additional user accounts can be purchased from JobKred as needed.

You may reach out to Jobkred at support@jobkred.com to explore the available options to purchase additional accounts.

6. Do I have to upload all my employees' information using the csv file all at once from the start?

You do not have to provide information of all your employees at the onset. The platform is designed to enable easy onboarding of your employees in bulk or batches, depending on your preference. You have the flexibility to onboard a few employees first before adding on the rest at a later time. You can do so by selecting "People" on the left navigation menu, followed by "Create", then "Bulk Import Using CSV   File".

7. Can I set an account and password for employees without a valid email address?

Yes, the system administrator can set up an account for them by using an alias email address. Please use an email address that is currently not used by anyone else to avoid any issues. Passwords can also be created manually for employees who do not have a valid email address. You can do these easily by entering the email address and password in the CSV file and upload it to the Lithium skills profiling platform.

8. What if I or my employees need help to use the platform?

JobKred will be conducting complimentary half-day workshops on a monthly basis, where you can learn how to use the platform and its features. We encourage you to register for these sessions to harness the fullest benefits of the Lithium skills profiling platform for your organization and employees. You may sign up for the workshop via this link: www.go.gov.sg/smeskillsprofiler

You may also refer to the user video guide on the Enterprise Portal for Jobs and Skills. If you require personalised assistance, you can reach out to JobKred at support@jobkred.com to enquire about administration assistance support.

- User video guide on Enterprise Portal for Jobs and Skills: www.go.gov.sg/smeskillsprofiler

9. What if I am unable to find a job profile or skill that I am looking for?

JobKred's platform has over 10,500 job profiles and library of over 30,000 skills across all industry sectors for your reference and use. However, if you are unable to find a suitable job profile, you can create custom job profiles in the Lithium platform to suit your unique requirements.

10. What do I do with the skills analysis outcomes?

Your organisation's skills profile provides powerful and actionable insights on the strengths and areas of improvement for your workforce, as benchmarked against established industry standards. We encourage supervisors to use these insights to conduct meaningful skills conversations with their employees, and to consider the curated training recommendations to deepen employees competencies and address any skills gaps that may have been identified. These training courses are generously subsidized by SSG and are eligible for the SkillsFuture Enterprise Credit.

11. What happens to my data after 12 months?

Your data in the Lithium skills profiling platform will be securely deleted by JobKred after the complimentary usage period. In accordance with the terms and conditions on the use of the complimentary service, information transmitted to SkillsFuture Singapore (SSG) will be used for skills-related research, analysis, planning and outreach purposes, and will be kept confidential by SSG.

12. What are my obligations for using this complimentary service?

SkillsFuture Singapore (SSG) has partnered JobKred to offer SMEs complimentary 12-month access to the Lithium skills profiling platform under a pilot initiative. This is open to 400 SMEs from May 2023 and expanded to cover a further 1,000 SMEs from Mar 2024 on a first-come first-serve basis.

As part of the pilot, SSG and JobKred are keen to have your feedback on the service and whether it has been useful in supporting your workforce planning needs. We will reach out to you to administer an outcome survey at periodic intervals over the 12 month duration for this purpose, and will require your participation as a condition for the enjoying the service.