

ANNEX A

CASE STUDY OF AN ERRANT TRAINING PROVIDER

In July 2018, Training Provider A was flagged out for the following reasons:

- a) Feedback received through the whistle-blow channel that it offered monetary incentives to applicants in exchange for course sign ups and that their salespersons had allegedly approached the elderly for their SingPass details and course sign ups.
- b) Surge in claims detected through claims analysis.

Training Provider A failed an assessment conducted by SSG because:

- c) Based on our inquiries, many trainees had not agreed to the sign up of the courses but Training Provider A's agents had signed up on their behalf without their knowledge.
- d) Training Provider A did not refund the SkillsFuture Credit of many trainees to SSG even though no training was conducted for these trainees.

Outcome:

- Training Provider A's contract with SSG was terminated.
- The company and its director/shareholder were placed on a blacklist. The placement of the director/shareholder on SSG's blacklist will prevent the individual and his companies from obtaining SSG funds in future.
- SSG is recovering funds disbursed to Training Provider A.
- The case may be referred to Commercial Affairs Department for further investigation against the company and the people involved.