

POLARIS FREQUENTLY ASKED QUESTIONS

[FOR PUBLIC INFORMATION]

Section 1: Overview of Polaris

1. What is the Polaris suite of career guidance programmes about?

The Polaris suite of career guidance programmes is designed for employed individuals seeking to elevate their careers through career planning. Through the various career guidance programmes under Polaris, participants will be empowered to take control of their professional future, gaining career planning skills to enhance their career trajectories.

2. Who is eligible for Polaris? How would I know if this is a suitable programme for me?

All employed Singapore Citizens and Permanent Residents are eligible for the Polaris programmes. You may visit the links below to find out more about the various programmes offered under Polaris.

Programme	More information	Remarks
Polaris by WSG	https://go.gov.sg/register-polaris-sfc	To find out more, individuals can contact WSG, Ingeus or AKG directly by visiting the respective websites.
Polaris by Ingeus	https://go.gov.sg/cg-ing	
Polaris by AKG	https://go.gov.sg/cg-akg	

3. Who can benefit from Polaris by WSG/Ingeus/AKG?

The suite of career guidance programmes under Polaris are suitable for individuals who are:

- Career Change Explorers exploring new opportunities
- Career Expansion Seekers pursuing knowledge and skills to embrace career expansion
- Career Crossroads Navigators at career crossroads, seeking clarity before making crucial career decisions
- Functional Specialisation Enthusiasts contemplating to hone their expertise in a specific role
- Growth Sector Adventurers seeking to ride the wave and explore alternative careers in rapidly growing sectors
- Vertical Progression Pursuers looking to move up in their career

4. Are Polaris career coaches professionally certified?

All Polaris career coaches are professionally certified in Workforce Singapore's Career Development Framework. They also bring knowledge and insights from a wide spectrum of industries and across various functional roles.

5. Can I sign up for the Polaris programmes offered by Ingeus or AKG after enrolling in the Polaris programme by WSG?

Yes, you can enrol in Polaris programmes offered by Ingeus or AKG one year after the completion of your programme with WSG, and vice versa.

6. Can I enrol in multiple Polaris Programmes simultaneously?

No, you can only enrol in one Polaris Programme at a time.

7. Can I enrol in Polaris if I am currently assisted by a WSG/ e2i/ Ingeus/ AKG career coach?

No, you cannot enrol in Polaris if you are currently assisted by a WSG/ e2i/ Ingeus/ AKG career coach. We encourage you to continue working with your career coach on your job search. You may subsequently sign up for Polaris should you be interested in Polaris after finding a new job.

Section 2: Programme Information of Polaris

1. What can I expect from the programme(s) under Polaris?

The personalised programmes aim to help individuals develop self-awareness and career clarity to drive career growth and success. A certified career coach will work with participants to shape a career development plan to achieve their career goals. Depending on the participants' focus and priority, these career goals may include achieving career fulfilment, sustaining long-term employability or undertaking career growth that leads to a rewarding career.

2. Can the programme(s) under Polaris help me to secure a job?

Programme(s) under Polaris focus on providing structured career planning support for employed individuals who are looking to drive their professional growth. Individuals who are seeking job search-related assistance should register for [Career Matching Services](#) instead.

3. What is the difference between the Polaris programmes offered by Ingeus, AKG and WSG?

The Polaris programmes offered by Ingeus, AKG and WSG vary in content, duration, and number of coaching hours. The programmes aim to support differing needs of employed individuals who are seeking to accelerate their careers.

4. Can I attend the programme online or is it in-person only?

In-person attendance is strongly encouraged for more effective interaction. However, an online option is available for individuals who are unable to attend in person.

5. Where can I find the programme schedule?

The programme schedule will be confirmed based on the availability of you and your coach.

6. Are there any assessment or exams for Polaris?

No. However, individuals may be required to complete some activities or reflection exercises in between coaching sessions.

7. Can I reschedule or postpone my scheduled coaching session? Will there be a replacement?

You are strongly encouraged to keep to your original coaching dates as agreed with your coach. However, changes on coaching dates can be made based on the provision of valid reason(s). Please keep in mind that rescheduling depends on your coach's availability.

8. Is there any post-programme support available?

You will receive a one-time follow-up session a few weeks after the final session of the Polaris by WSG programme. This session is to review your progress with the Career Development Plan (CDP).

9. What if I require further support after the follow-up session?

If you require further support after the follow-up session, we encourage you to explore the various resources available in [WSG CareersCompass by MyCareersFuture](#). Alternatively, you can contact our hotline at 6883 5885.

10. What happens if I become unemployed during the programme?

We understand that career journeys can have unexpected turns. If you find yourself unemployed while in the programme, please inform your Career Coach. We encourage you to complete Polaris, as it will help you gain clarity in your career planning and provide valuable insights for your job search. Your coach will offer job search resources during the programme. Once you have completed Polaris, you will have access to our Career Matching Services. We are here to support you every step of the way.

Section 3: Payment

1. Do I need to pay for the programme?

Polaris programmes are available at nominal fees:

- Polaris by Ingeus and Polaris AKG: \$40 or \$90 (excluding GST), varying based on content and duration (2 weeks to 3 months)
- Polaris by WSG: \$90 (excluding GST) for the 3-month programme. You can use your SkillsFuture Credit to pay for Polaris by WSG.

You will need to make payment directly to the respective programme provider (Ingeus, AKG, or WSG) when you sign up.

2. Why is there a fee for the Polaris Programme?

The nominal fee for Polaris programmes fosters commitment and ownership of your career development, ensuring you complete the programme and gain maximum benefits.

We keep the fee low to ensure the programmes remain accessible to everyone.

3. Are there any subsidies or funding options available for Polaris programmes?

Polaris programmes are already highly subsidised to keep costs low. While no additional subsidies are available, you can use your SkillsFuture Credit (SFC) to pay for the programme fee for Polaris by WSG, making it more affordable.

4. Can I use SkillsFuture Credit (SFC) to pay for Polaris programme?

Yes, you can use your SkillsFuture Credit (SFC) for Polaris by WSG programme if you are a Singapore Citizen. This is how it works:

1) Check your SFC balance:

- Log in to your SkillsFuture account at www.skillsfuture.gov.sg

2) Decide how to pay:

- If your SFC Base Tier balance covers the full fee: You can use all your credit
- If your SFC Base Tier balance is less than the fee: You can use your available credit and pay the difference
- If you have no Base Tier SFC balance: Pay the full fee out of pocket

Important notes: Payment must be made before the programme starts, either by SFC Base Tier and/or other preferred mode of payment.

For more questions on SkillsFuture Credit (SFC), you can refer to:

<https://www.myskillsfuture.gov.sg/content/portal/en/header/faqs/skillsfuture-credit.html>

5. When should I submit my claim for SkillsFuture Credit (SFC)?

- At the point of registration, you should inform your Career Coach of your intention to use your SFC in part or in full for Polaris programme.
- Next, submit your claim via MySkillsFuture within 60 days before Polaris programme start date (date inclusive).

6. Can I use SkillsFuture Credit (SFC) for Polaris after I have started the programme?

You cannot claim SFC if you have already commenced or completed Polaris programme. There will be no refund for individuals who do not turn up for the programme.