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1. How To Prepare CSV Formatted File For Course Registration

1.1 To use the mass upload feature for course registration, you are required to use a pre-formatted course registration file provided on our website.

1.2 You may download the template by following the steps below:

a. Select **Company-Sponsored Trainee** and click on **Next**

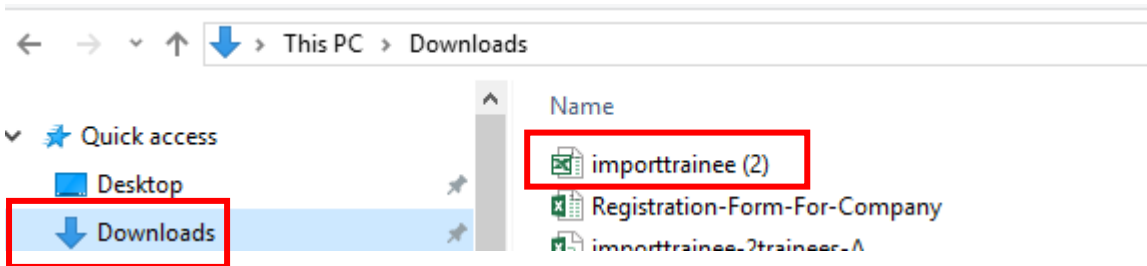
The screenshot shows the 'Section A: Checklist' step of the registration process. The progress bar indicates 0% completion. The course details are: Batch Id: NTUH-NICF129-19-0655, Course Title: PROGRAMMING IN C# (SF), Course Dates: 16-09-2019 to 20-09-2019, and Training Centre: NTUC TRADE UNION HOUSE. The user is asked to select their registration type. The 'Company-sponsored Trainee' radio button is selected and highlighted with a red box. A 'Next' button is visible at the bottom.

b. Click on the **checkbox** and **Next** button

The screenshot shows the 'Section A: Checklist' step with 10% completion. An 'Important Note' section contains four numbered points regarding funding, attendance, and course changes. Below this, a checkbox labeled 'I am aware and have read the pre-requisites required for attending this course on LHUB website.' is checked and highlighted with a red box. A 'Next' button is highlighted with a red box at the bottom.

c. Click on Mass Upload Template

- d. System will download the file **importtrainee.xls**
- e. Go to your local **Downloads** folder to retrieve the file



- f. Provide all data indicated as compulsory in the file, including email-id and mobile. Email-id and mobile may be required for setting up login accounts for e-learning modules and post-course evaluation required by SkillsFuture Singapore.

1. Trainee Full Name (Compulsory)	2. ID Number (Compulsory) IC:NRIC FIN:FIN WP:Work	3. ID Type (Compulsory)	4. Gender (Compulsory)	5. Date of Birth (Compulsory) Format:mm/dd/yyyy Locale:English	6. Nationality (Compulsory)	7. Experienced Worker (Compulsory)	8. Race (Compulsory)	9. Residential Status (Compulsory)	10. Education Level (Compulsory)	11. Basic Salary Range (Compulsory)	25. Mobile (Optional)	26. Email (Optional)	28. Monthly Salary (Optional)

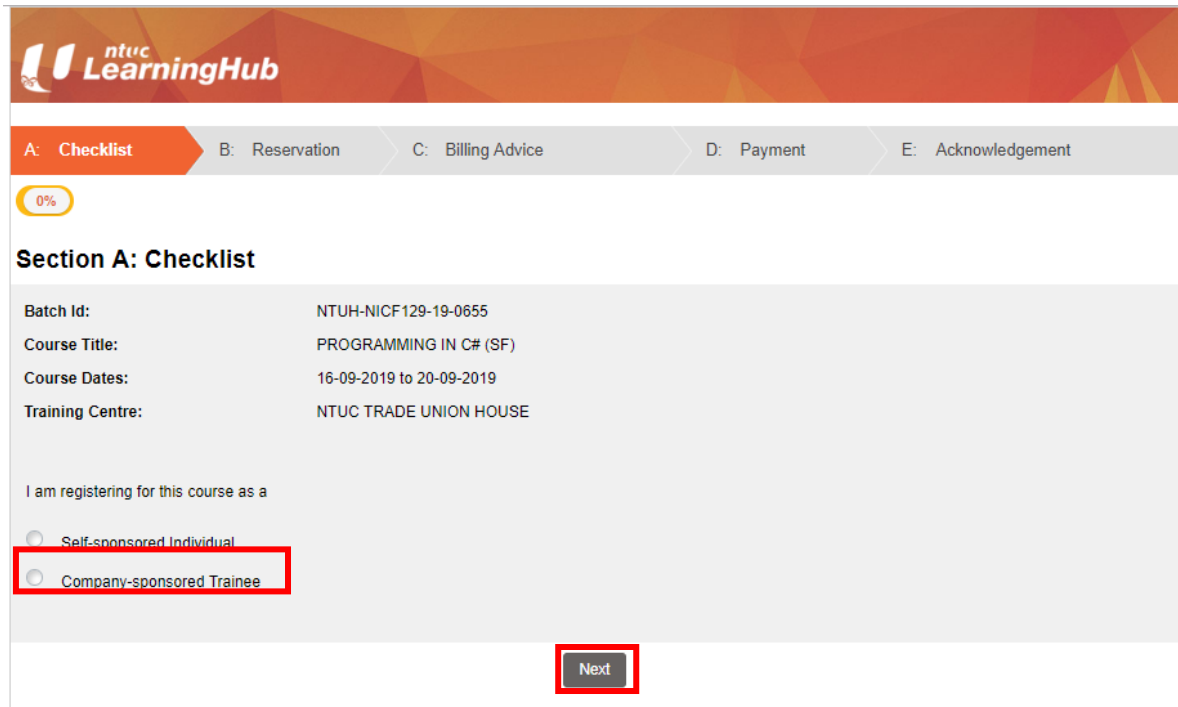
g. Save the file as CSV (Comma delimited) file.



h. The file is now ready for upload.

2. How To Register Using Mass Upload Function

2.1 Select **Company-Sponsored Trainee** and click on **Next**



ntuc LearningHub

A: Checklist B: Reservation C: Billing Advice D: Payment E: Acknowledgement

0%

Section A: Checklist

Batch Id: NTUH-NICF129-19-0655
Course Title: PROGRAMMING IN C# (SF)
Course Dates: 16-09-2019 to 20-09-2019
Training Centre: NTUC TRADE UNION HOUSE

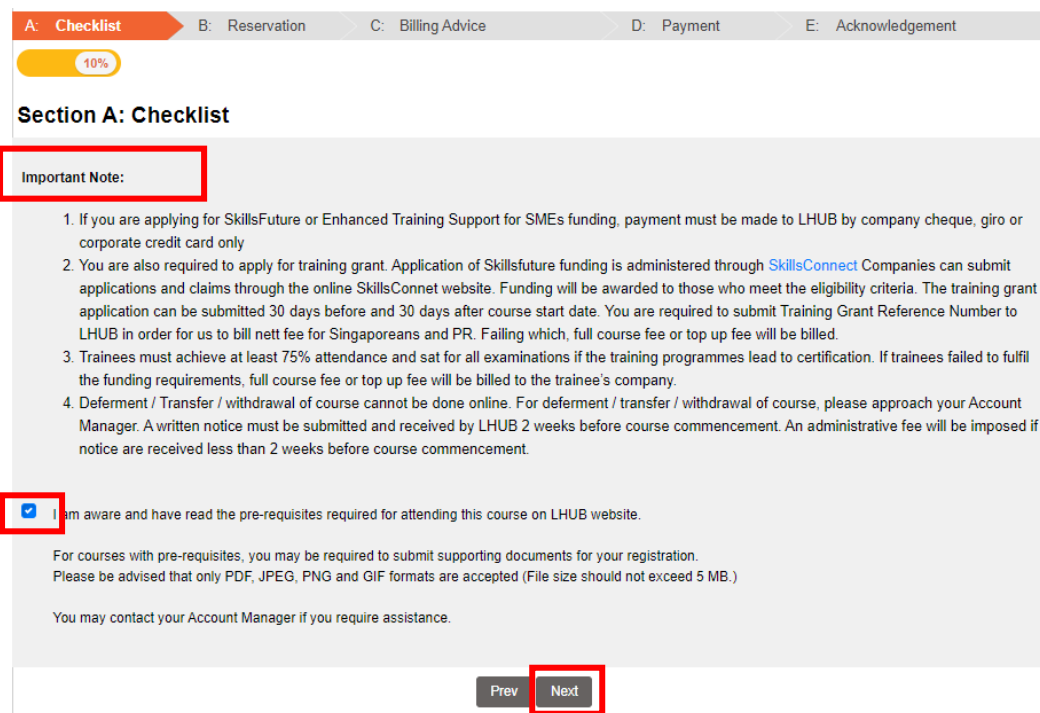
I am registering for this course as a

Self-sponsored Individual
 Company-sponsored Trainee

Next

2.2 Please read the **Important Note** and check the course pre-requisite and assumed skills knowledge on our LHUB website. The course pre-requisite for each course may be different.

2.3 To proceed, click on the **checkbox** and **Next** as shown below.



A: Checklist B: Reservation C: Billing Advice D: Payment E: Acknowledgement

10%

Section A: Checklist

Important Note:

1. If you are applying for SkillsFuture or Enhanced Training Support for SMEs funding, payment must be made to LHUB by company cheque, giro or corporate credit card only
2. You are also required to apply for training grant. Application of Skillsfuture funding is administered through SkillsConnect. Companies can submit applications and claims through the online SkillsConnect website. Funding will be awarded to those who meet the eligibility criteria. The training grant application can be submitted 30 days before and 30 days after course start date. You are required to submit Training Grant Reference Number to LHUB in order for us to bill net fee for Singaporeans and PR. Failing which, full course fee or top up fee will be billed.
3. Trainees must achieve at least 75% attendance and sat for all examinations if the training programmes lead to certification. If trainees failed to fulfill the funding requirements, full course fee or top up fee will be billed to the trainee's company.
4. Deferment / Transfer / withdrawal of course cannot be done online. For deferment / transfer / withdrawal of course, please approach your Account Manager. A written notice must be submitted and received by LHUB 2 weeks before course commencement. An administrative fee will be imposed if notice are received less than 2 weeks before course commencement.

I am aware and have read the pre-requisites required for attending this course on LHUB website.

For courses with pre-requisites, you may be required to submit supporting documents for your registration.
Please be advised that only PDF, JPEG, PNG and GIF formats are accepted (File size should not exceed 5 MB.)

You may contact your Account Manager if you require assistance.

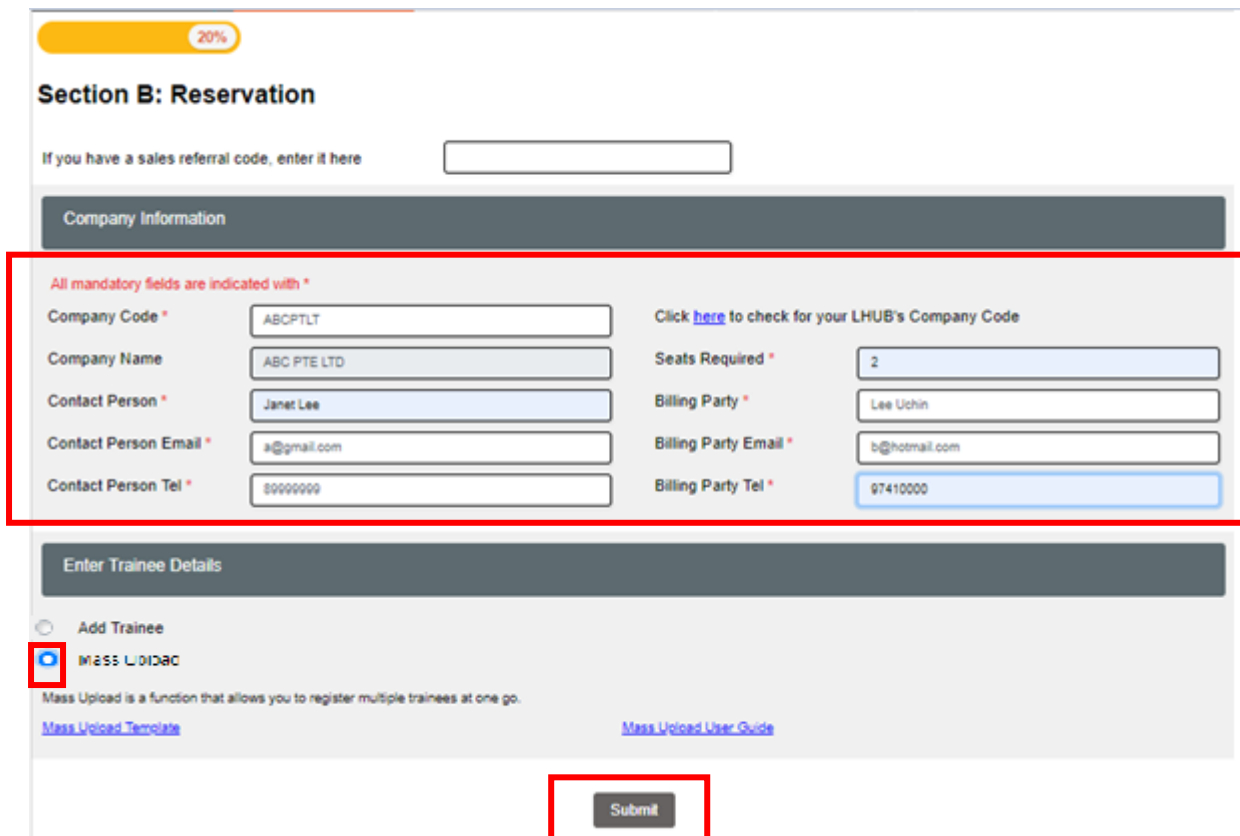
Prev Next

2.4 At the Reservation page, enter all the compulsory fields indicated with *

2.5 Confirmation and payment acknowledgement will be emailed to the Contact Person and Billing Party accordingly

2.6 Select 'Mass Upload'

2.7 Click on **Submit**



20%

Section B: Reservation

If you have a sales referral code, enter it here

Company Information

All mandatory fields are indicated with *

Company Code *	<input type="text" value="ABCPTLT"/>	Click here to check for your LHUB's Company Code	
Company Name	<input type="text" value="ABC PTE LTD"/>	Seats Required *	<input type="text" value="2"/>
Contact Person *	<input type="text" value="Janet Lee"/>	Billing Party *	<input type="text" value="Lee Uchin"/>
Contact Person Email *	<input type="text" value="a@gmail.com"/>	Billing Party Email *	<input type="text" value="b@hotmail.com"/>
Contact Person Tel *	<input type="text" value="800000000"/>	Billing Party Tel *	<input type="text" value="97410000"/>

Enter Trainee Details

Add Trainee

MASS UPLOAD

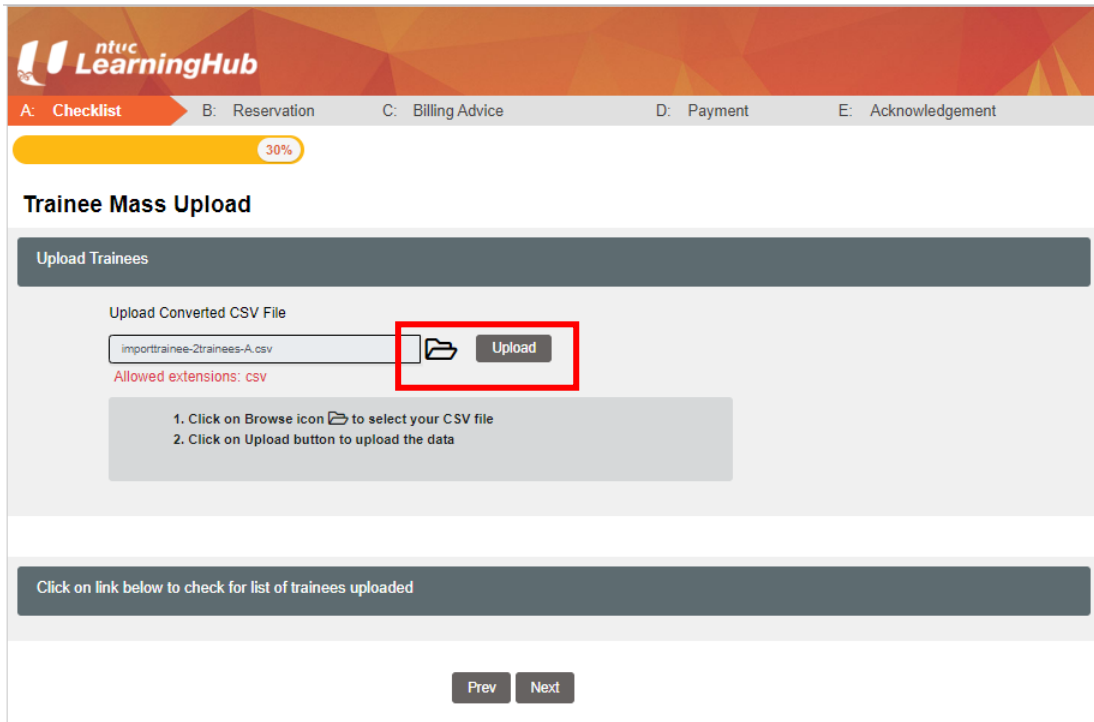
Mass Upload is a function that allows you to register multiple trainees at one go.

[Mass Upload Template](#) [Mass Upload User Guide](#)

2.8 Click on  to locate the CSV file which you have prepared

2.9 Select the CSV file

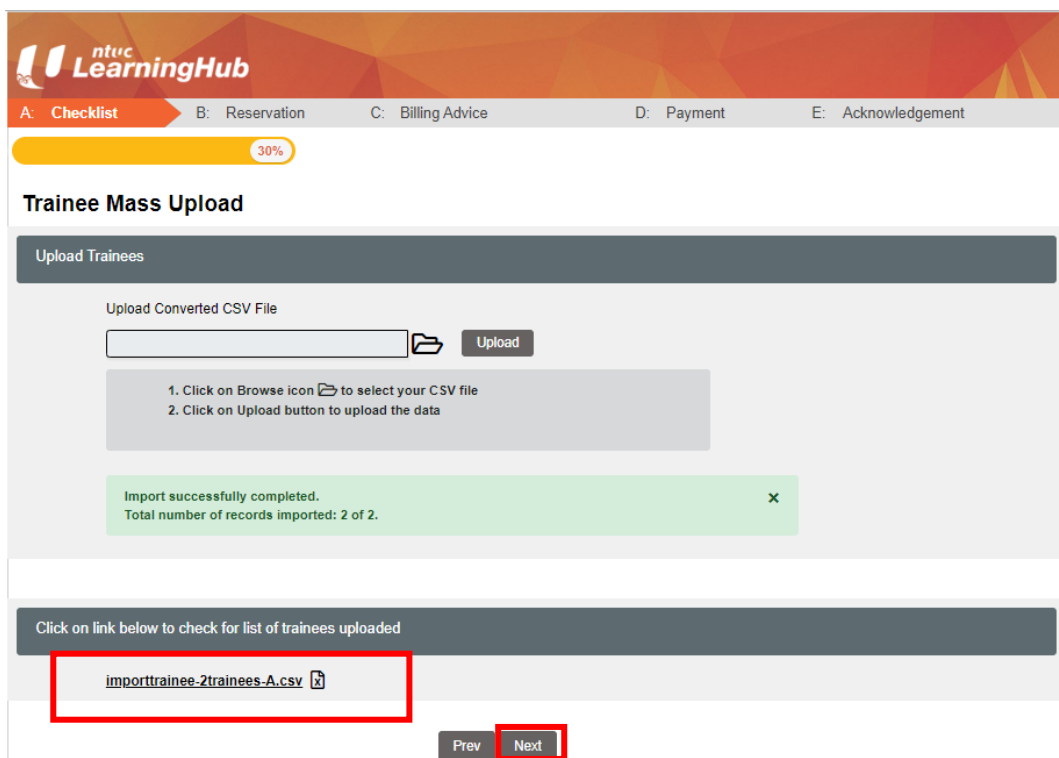
2.10 Click on **Upload**



2.11 System will display the number of records successfully uploaded

2.12 Click on the CSV file to check on all uploaded records.

2.13 Click on **Next** to proceed to the next page.



2.14 For successful uploaded records, a unique registration-id will be assigned to each participant in column 29.

	A	B	C	D	E	F	G	H	I	J	K	L	AA	AB	AC	AD
1.	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	27.	28.	29.	30.
2.	HOLLAND	PP2	PS:PASSP	(M	1/1/1990	CN:CHINE	1:YES	CN:CHINE	OT:OTHER	NE:PRE-PF	10:\$1000 - \$1499				REG-19-111359	
3.	MATTHEW	S70	IC:NRIC	M	4/4/1970	SG:SINGAI	1:YES	CN:CHINE	SC:SINGAI	NE:PRE-PF	18:\$1500-\$2000				REG-19-111360	

2.15 Click on and indicate if you are applying funding for the participant

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A Checklist | **B: Reservation** | C: Billing Advice | D: Payment | E: Acknowledgement

30%

Section B: Reservation

Company Code: ABCPTLT | Booking ID: ABCPTLT1900005-001
 Reserve Seats: 2 | Confirm Seats: 2
 Title: MICROSOFT EXCEL 2016: INTERMEDIATE | Category: DESKTOP APPLICATION - MICROSOFT
 Level: INTERMEDIATE COURSES | Course Dates: 15-09-2019 to 22-09-2019
 Batch ID: NTUH-MSE16I-19-0672 | Hours: 14.0

* Please click on Edit icon below to Enter / Edit the Trainee Information. Seats reserved without participant name will be cancelled once reservation is confirmed

ID Type	ID No	Name	DOB	Edit / Cancel
Passport Number	<input type="text"/>	HOLLAND VILLAGE1	01-01-1990	
NRIC	<input type="text"/>	MATTHEW LAI KUM YEEN	04-04-1970	

Next

2.16 Check the box 'I confirmed I am applying funding for this participant' if this trainee is applying for funding

2.17 Click on the **Save Changes**

Trainee Information

confirmed I am applying funding for this participant

Note: Please remember to apply for your Training Grant at Skillsconnect website.

ID Type * [Dropdown]

ID Number * [Text]

Trainee Name * [Text: Name as per identification card]

Gender [Dropdown]

Date of Birth * [Text: DD-MM-YYYY] [Calendar]

Residential Status * [Dropdown]

Nationality * [Dropdown]

Mobile * [Text: Singapore Registered Mobile]

Email * [Text]

Race [Dropdown]

Education * [Dropdown]

Close Save changes

2.18 Click on **Next**

ntuc LearningHub

A Checklist B: **Reservation** C: Billing Advice D: Payment E: Acknowledgement

30%

Section B: Reservation

Company Code: ABCPTLT Booking ID: ABCPTLT1900005-001

Reserve Seats: 2 Confirm Seats: 2

Title: MICROSOFT EXCEL 2016: INTERMEDIATE Category: DESKTOP APPLICATION - MICROSOFT

Level: INTERMEDIATE COURSES Course Dates: 15-09-2019 to 22-09-2019

Batch ID: NTUH-MSE16I-19-0672 Hours: 14.0

* Please click on Edit icon below to Enter / Edit the Trainee Information. Seats reserved without participant name will be cancelled once reservation is confirmed

ID Type	ID No	Name	DOB	Edit / Cancel
Passport Number	[Text]	HOLLAND VILLAGE1	01-01-1990	[Edit] [Cancel]
NRIC	[Text]	MATTHEW LAI KUM YEEN	04-04-1970	[Edit] [Cancel]

Next

2.19 To check the total funded amount granted for each participant, click on the **Total Funded Amount**

2.20 Click on **Confirm Reservation** to proceed to payment.

2.21 If you wish to cancel your reservation, please click on **Cancel** (highlighted in blue) instead.

The screenshot shows a 'Funding Details' modal window with the following table:

Charge Code	Description	Amount
SFCL	GRANT RECEIVABLE CLEARING ACCOUNT - SKILLSFUTURE	\$28.00
Total		\$28.00

Below the modal is a summary table:

Registration Id	Trainee Name	Course Fee (Before GST)	Course Fee After Discount	Total Funded Amount	Course Fee After Funding	Supporting Documents
REG-19-111359	HOLLAND VILLAGE1	\$330.00	\$330.00	\$330.00	\$330.00	
REG-19-111360	MATTHEW LAI KUM YEEN	\$330.00	\$330.00	\$28.00	\$302.00	
				Sub Total(Before GST)	\$632.00	
				GST Amount	\$46.20	
				Payable Amount	\$678.20	

At the bottom, there is a checkbox for accepting terms and conditions, and three buttons: 'Previous', 'Confirm Reservation' (highlighted in red), and 'Cancel' (highlighted in blue).

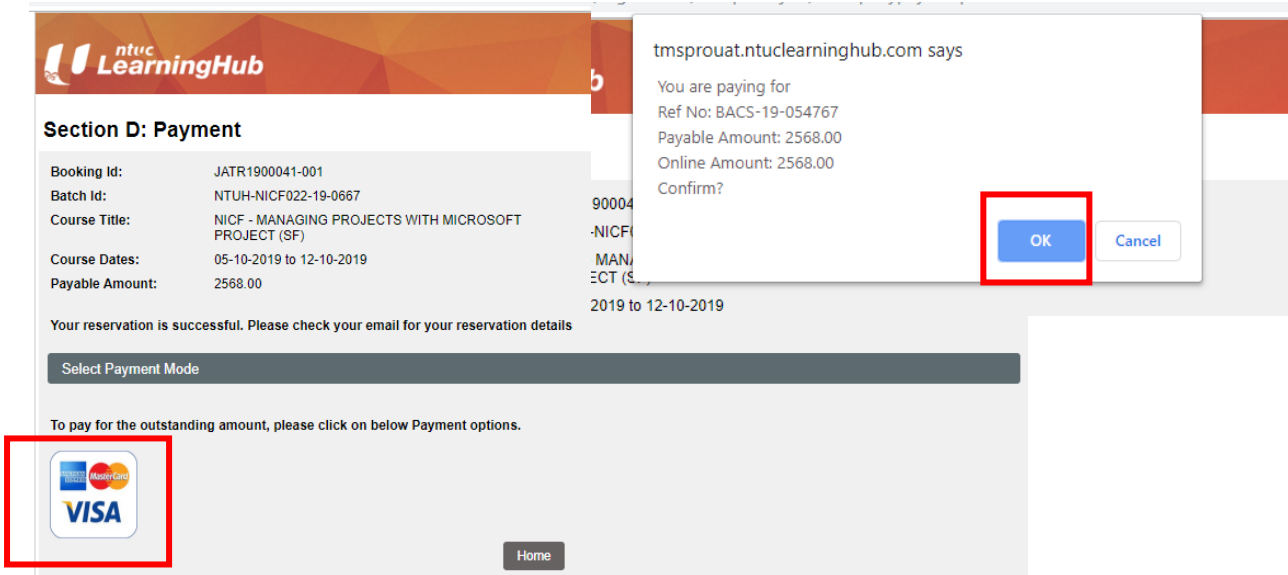
2.22 Please take note of the online payment criteria. Online payment is not applicable for courses that require document verification and has special course pre-requisite.

Booking with participants applying for funding?	Supporting documents required to be manually verified	Corporate card registered with LHUB?	Accepted payment modes
Yes	No	Yes	Online/Cheque/Giro
Yes	No	No	Cheque/Giro Only
Yes	Yes	Yes	Cheque/Giro Only
Yes	No	Yes	Online/Cheque/Giro
Yes	Yes	No	Cheque/Giro Only
No	Yes	No	Cheque/Giro Only
No	No	No	Online/Cheque/Giro

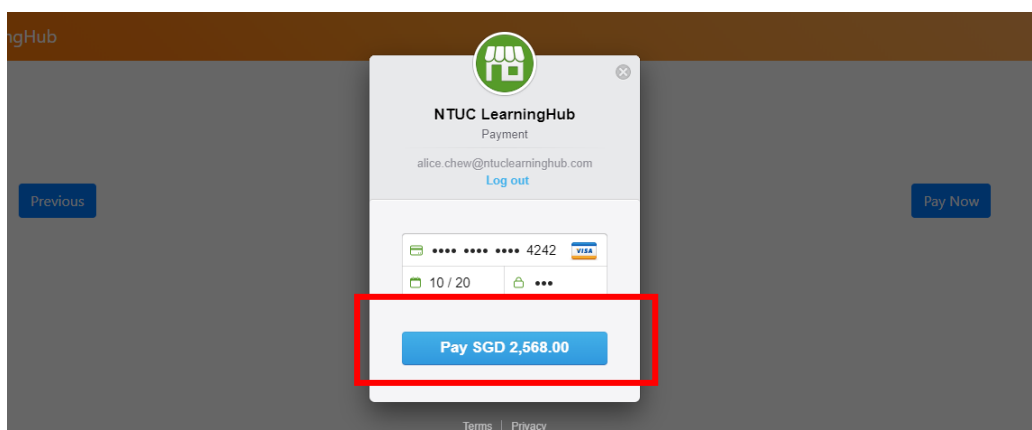
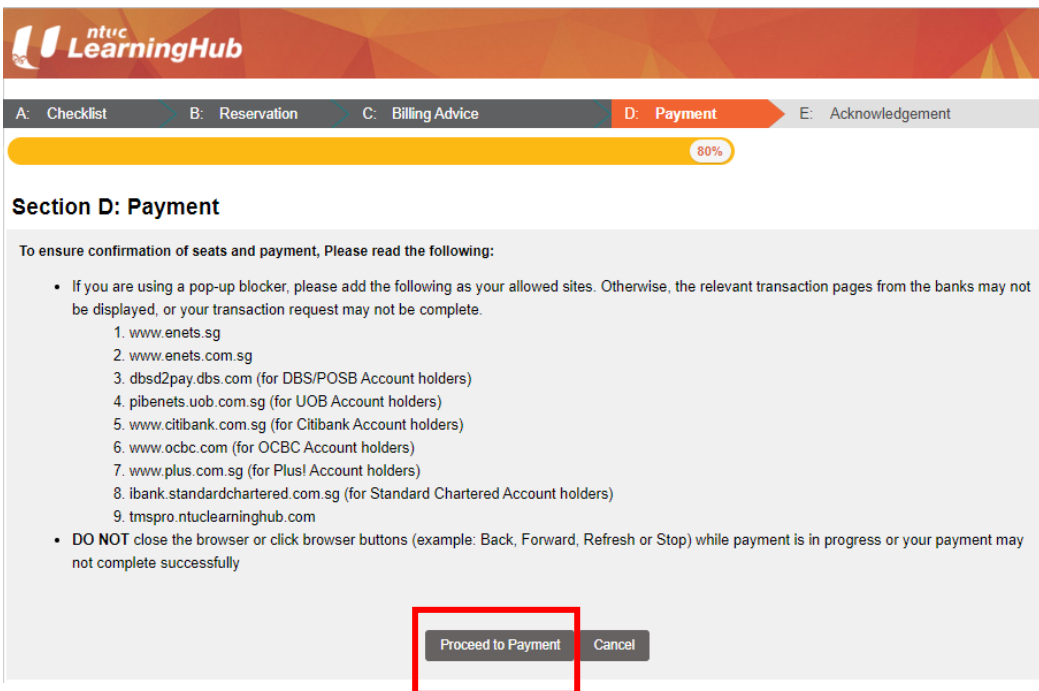
2.23 Select **Pay Now** if you are ready to make payment using credit card

The screenshot shows a payment confirmation modal window with the text: "Do you want to proceed with payment ?". Below the text are two buttons: "Pay Later" and "Pay now" (highlighted in red).

2.24 Click on the **Payment** icon below and click on **OK**



2.25 Click on **Proceed to Payment**



2.26 A copy of the invoice will be emailed to the billing party.

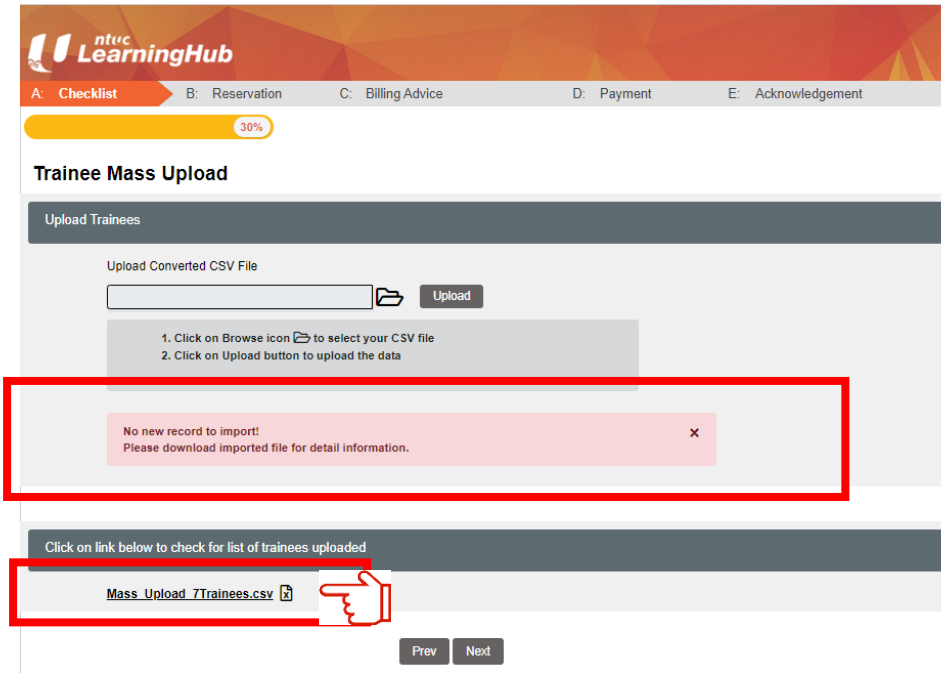
The screenshot shows the 'ntuc LearningHub' interface. At the top, there is a navigation bar with tabs: A: Checklist, B: Reservation, C: Billing Advice, D: Payment, and E: Acknowledgement. The 'E: Acknowledgement' tab is active. Below the navigation bar, there is a progress indicator showing '100%'. The main heading is 'Section E: Acknowledgement'. A green notification box states: 'Your payment is successful and a copy of the invoice has been emailed to you.' Below this, transaction details are listed: Transaction Reference No: E19090000211754, Batch ID: NTUH-NICF022-19-0667, Booking Id: JATR1900041-001, Bill To: JATR, Full Name: J&A TRADING & TRANSPORT SERVICES LLP, Amount: 2568.00, Currency: SGD. A table below displays invoice information:

Invoice	Invoice No	Billing Advice No	Status	Bill Amount
Click here to view invoice	WS-19-001603	BACS-19-054767	Fully Paid	\$2568.00

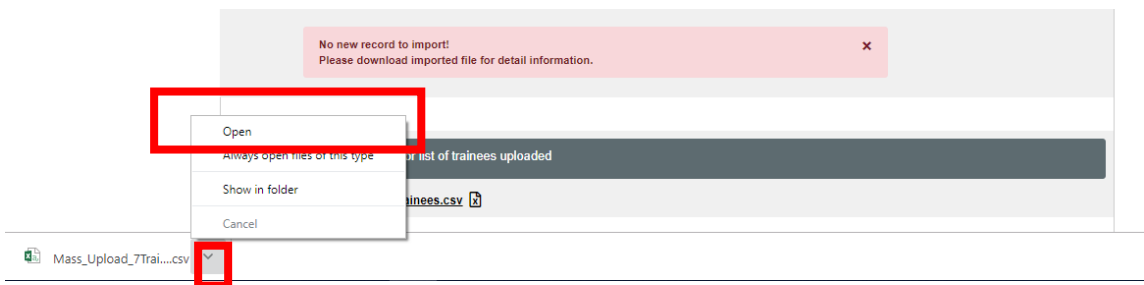
Below the table, a note says: 'You need the Adobe PDF reader to view the invoice. Click [here](#) to download.' At the bottom, there is a 'Home' button.

3. What To Do When Upload Is Unsuccessful

3.1 If mass upload is unsuccessful, you will see the message as follows. To check for the error, click on the link below



3.2 Click on the arrow and select **Open** to see the content of the file



3.3 Refer to **column 30** for the error messages

	A	B	C	D	E	F	G	H	I	J	K	L	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	
1	1.	2.	3.	4.	5.	6.	7.	8.	9.	10.	11.	12.	30.										
2	ROPER ERI	S882	FIN:FIN	F	4/29/1988	SG:SINGAPO:NO	CN:CHINE\$	SC:SINGAP	NE:PRE-PR	01:BELOW	\$1000		Invalid ID Number format.										
3	JEEVITHA C	S880	IC:NRIC	F	3/14/1980	SG:SINGAF1:YES	IN:INDIAN	SC:SINGAP	NE:PRE-PR	25:\$2500-\$2999			Date of birth is incorrect for the given ID Number										
4	KUPPUSAN	S064	IC:NRIC	M	8/18/1950	SG:SINGAF0:NO	CN:CHINE\$	SC:SINGAP	NE:PRE-PR	10:\$1000 - \$1499			Unable to upload this trainee. Please contact LHUB Call Centre										
5	MUTHU M	F804	IC:NRIC	M	7/16/1973	BD:BANGL1:YES	MY:MALAY	SC:SINGAP	NE:PRE-PR	10:\$1000 - \$1499			Invalid ID Number format.										
6	ANGELA DOVE		IC:NRIC	F									ID Number cannot be null;Date of Birth cannot be null;Nationality cannot be null;Experienced Worker cannot										
7	YEO NOI S	S164	IC:NRIC	F	24/02/1964								Date of Birth must be defined like 'mm/dd/yyyy',input value '24/02/1964' is illegal;Nationality cannot be null										
8	PARK SOO	PP12	PS:PASSPORT	F	1/1/1990	KR:KOREA1:YES	OT:OTHER	OT:OTHER	OT:OTHER	40:\$4000-\$4999			Trainee had registered before!										
9																							

3.4 To correct the error, go back to your original Excel file in your computer. Correct the error for each participant and save the file as CSV file

3.5 Re-upload the file again in our system

3.6 Common error list

No	Error Message	Reason
1	Invalid ID Number format	ID Type is incorrect for the ID Number provided
2	Date of birth is incorrect for the given ID Number	The date of birth of this participant is different from our database
3	ID Number cannot be null	ID Number is a compulsory field
4	Date Of Birth cannot be null	Date Of Birth is a compulsory field
5	Nationality cannot be null	Nationality is a compulsory field
6	Residential Status cannot be null	Residential Status is a compulsory field
7	Experienced Worker cannot be null	Experienced Worker indicator is a compulsory field
8	Date of Birth must be defined like 'mm/dd/yyyy'	Date of birth format is incorrect
9	Trainee had registered before!	Participant is also registered in the class
10	Unable to upload this trainee. Please contact LHUB Call Centre	To contact NTUCLHUB

