FAQs on Skills Profiling for SMEs service

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

We're excited that you're interested in our Lithium skills profiling platform! However, the complimentary access is available only to SMEs at this time. If you are keen to find a skills profiling solution that fits your organisation's needs, please reach out to JobKred at support@jobkred.com to discuss a suitable package for your organisation.

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

We recommend completing the setup process as soon as possible to take full advantage of the platform benefits. The setup process has been simplified to make it easy for you and your supervisors, and employees to come onboard. You can refer to the user video guide on the Enterprise Portal Job and Skills below if you need help with the setup process or contact JobKred's technical support team at Support@jobkred.com if you encounter technical difficulties.

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

3.   I see the profiling service is limited to 50 employees. What can I do if we have more than 50 employees?

This initiative provides complimentary access for up to 50 employees per SME, over a 12-month period. Additional user accounts can be purchased from JobKred if needed. Please reach out to JobKred at support@jobkred.com to explore the available packages on the purchase of additional accounts.

4.   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 and add on more 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".

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

Yes, the system Administration 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.

6.   What if my employees need help to use the platform?

JobKred will be conducting complimentary monthly workshops where you can learn how to use the platform. We encourage you to register for these sessions to harness the fullest benefits of the Lithium skills profiling platform for your organization and employees.

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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

7.   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.

8.   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.

9.   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.