

## FREQUENTLY ASKED QUESTIONS FOR MYCAREERSFUTURE.SG

### Section A: General Questions on MyCareersFuture.sg

<b>1.</b>	<b>What is MyCareersFuture.sg? What happened to Jobs Bank?</b>
	<p>MyCareersFuture.sg. is a portal which aims to provide Singaporean jobseekers with a fast and smart search service to match them with relevant jobs, based on the jobseekers' skills and competencies. The portal was developed by Workforce Singapore in partnership with GovTech.</p> <p>The portal enables Singaporeans to be more aware of the skills they possess, and connect them to relevant jobs based on their current skills and competencies. It also highlights jobs which are eligible for Government support through Workforce Singapore's Adapt and Grow programmes.</p> <p>You can find career-related content, including career insights and career guidance to help facilitate your career planning process.</p> <p>MyCareersFuture.sg will now fully replace Jobs Bank to offer job search services to jobseekers.</p>
<b>2.</b>	<b>How are the features on MyCareersFuture.sg different from Jobs Bank?</b>
	<p>MyCareersFuture.sg is a more comprehensive, more technology-driven and user-centric portal than Jobs Bank. It provides jobseekers with job matching services using machine learning technology and career-related content provided in collaboration with recruiters and industry leaders.</p> <p>MyCareersFuture.sg offers the following:</p> <ol style="list-style-type: none"><li>i. The latest job-to-skills job matching technology that matches jobseekers to jobs based on their skills;</li><li>ii. Recommendations for adjacent jobs based on users' current skills;</li><li>iii. The ability to filter jobs that are eligible for Government support from programmes under WSG's Adapt and Grow Initiative, such as the Professional Conversion Programme, Career Support Programme and Career Trial; and</li><li>iv. Career-related content, industry insights and career guidance to help facilitate the career planning process.</li></ol> <p>MyCareersFuture.sg will not have the following de-prioritised features which were available on Jobs Bank:</p> <ol style="list-style-type: none"><li>i. Editing and withdrawing of job applications; and</li><li>ii. Sending and viewing of interview invitations.</li></ol> <p>Shortlisted job applicants will be contacted by the respective employers via the contact information provided in the job application.</p>

	<p>The Government is continually working on enhancements to MyCareersFuture.sg by studying user (both jobseekers and employers) feedback and usage patterns. New features will be introduced progressively, and the version as at December 2018 will not be the final version.</p>
<b>3.</b>	<b>Who is MyCareersFuture.sg's target audience?</b>
	<p>Similar to Jobs Bank, MyCareersFuture.sg aims to help all Singapore Citizens and Permanent Residents who are looking to plan for their careers, make career transitions, or search for jobs.</p>
<b>4.</b>	<b>Must users pay to use MyCareersFuture.sg?</b>
	<p>Similar to Jobs Bank, MyCareersFuture.sg is a free service provided for Singapore Citizens and Permanent Residents.</p>
<b>5.</b>	<b>Why are the skills listed in MyCareersFuture.sg different from those on MySkillsFuture?</b>
	<p>The skills displayed on MyCareersFuture.sg are identified based on machine learning technology powered by the developers of these technologies which are private entities, e.g. JobKred and WCC. The job fit scores are a result of comparing the match between the skills keyed in by users and their resumes with the skills identified from the job descriptions provided by hiring employers.</p> <p>MySkillsFuture taps on the Singapore Skills Frameworks which are identified based on occupation groups with inputs from industry.</p> <p>The two sets are not identical because of difference in developmental approaches.</p>
<b>6.</b>	<b>What do the job fit scores in MyCareersFuture.sg mean?</b>
	<p>WSG works with its technology partners (JobKred and WCC) to provide the job fit scores. The scores inform users of the percentage match of their possessed skills and profile in relation to job requirements. It also provides users with a guide to the key skills required in jobs and areas of improvement. A higher score would be indicative of a better match to the job.</p>
<b>7.</b>	<b>Why were JobKred and WCC selected over other job-matching providers?</b>
	<p>JobKred and WCC have established track record in developing and deploying technologies to deliver job-matching service.</p> <p>WSG will continue to review the job-matching technology solutions providers' landscape and select those who are best able to help jobseekers identify their skills gaps and find suitable jobs.</p>
<b>8.</b>	<b>What are 'in demand' and 'popular' jobs?</b>
	<p>'In demand' jobs are jobs that employers are actively seeking to fill and there is an unfilled employer demand for the right skills and talents.</p>

	'Popular' jobs are those which receive high numbers of applications. Jobseekers will face more competition when applying to these jobs.
<b>9.</b>	<b>How does MyCareersFuture.sg complement the other career matching services provided by WSG?</b>
	MyCareersFuture.sg is part of WSG's suite of Career Matching Services, which include both online services like MCF and face-to-face services offered at WSG's Careers Connect and through WSG's career fairs and workshops.
<b>10.</b>	<b>Who is responsible for creating and managing MyCareersFuture.sg?</b>
	MyCareersFuture.sg is managed by Workforce Singapore. Workforce Singapore has partnered the Government Technology Agency (GovTech) to develop MyCareersFuture.sg.

## **Section B: For Jobseekers**

<b>1.</b>	<b>Do I need SingPass to access MyCareersFuture.sg?</b>
	You do not have to login with your SingPass to browse and search for jobs. However, SingPass login is required to apply for the jobs. All job applications are open to Singapore Citizens and Permanent Residents only.
<b>2.</b>	<b>I was a Jobs Bank user. Do I need to register again? Will my information be ported over to MyCareersFuture.sg?</b>
	If you have an account with Jobs Bank, you do not need to register again to access MyCareersFuture.sg. All your existing information remain intact and you will be able to access your existing information such as your job applications.
<b>3.</b>	<b>If I have a low job-fit score, can I still apply for jobs?</b>
	You can apply for any job, regardless of the job-fit score. However, should you have a low score, you may wish to consider skills re-training or upgrading options that will provide you with the required skills for the job.
<b>4.</b>	<b>Will employers see my score?</b>
	Employers will be able to see the scores provided by the job matching providers, JobKred and WCC, when you submit your job applications. The score takes into consideration skills and past work experience in relation to the job requirements.
<b>5.</b>	<b>Why can't I edit or withdraw my job application?</b>
	This feature is currently not available on MyCareersFuture.sg, due to prioritisation.
<b>6.</b>	<b>Why can't I view invitations to attend interviews?</b>
	This feature is currently not available on MyCareersFuture.sg, due to prioritisation. If you are shortlisted, employers will contact you directly via the contact information provided in your job application.
<b>7.</b>	<b>Can I add job alerts on MyCareersFuture.sg?</b>
	Yes. You can create up to 10 daily job alerts on MyCareersFuture.sg. The job alerts are created based on your search criteria.
<b>8.</b>	<b>I had job alerts in Jobs Bank. Will these be ported over to MyCareersFuture.sg?</b>
	No, your old job alerts will not be synced. You will need to create new job alerts in MyCareersFuture.sg. Simply follow these steps:  <ol style="list-style-type: none"><li>i. Log on to MyCareersFuture.sg with your SingPass.</li><li>ii. Click on 'create job alerts' at the job listing page.</li><li>iii. Your daily job alert settings based on your search terms would be saved.</li><li>iv. You can create up to 10 job alerts.</li></ol>

<b>9.</b>	<b>What are the job application statuses and what do they mean?</b>										
	<table border="1"> <thead> <tr> <th><b>Job Application Status</b></th> <th><b>Description</b></th> </tr> </thead> <tbody> <tr> <td>Received</td> <td>Application has been received by employer</td> </tr> <tr> <td>Under Review</td> <td>Application is being reviewed by employer</td> </tr> <tr> <td>Successful</td> <td>Application is successful</td> </tr> <tr> <td>Unsuccessful</td> <td>Application is unsuccessful</td> </tr> </tbody> </table>	<b>Job Application Status</b>	<b>Description</b>	Received	Application has been received by employer	Under Review	Application is being reviewed by employer	Successful	Application is successful	Unsuccessful	Application is unsuccessful
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<b>10.</b>	<b>Why am I being re-directed to a third-party website (either Careers@Gov portal or the hiring agency website) when applying to some government jobs?</b>										
	You will be re-directed as these job postings originated from Careers@Gov. As part of their hiring process, agencies may require applicants to provide additional information to facilitate shortlisting. For instance, individuals will be re-directed to the Careers@Gov website to provide the additional information when they apply for Careers@Gov positions in MyCareersFuture.										
<b>11.</b>	<b>Why can't I view my job application under "Applied Jobs" for a Careers@Gov job through Jobs Bank?</b>										
	As your job application is submitted through Careers@Gov, you will only be able to view your job application and track the application status through Careers@Gov.										
<b>12.</b>	<b>Previously on Jobs Bank, I could not view the hiring companies' names without logging in via SingPass. However, MyCareersFuture.sg displays the names without requiring a log in. Is this fair to Singaporeans?</b>										
	Employer names are displayed without the need to log in with SingPass to facilitate job search. However, only Singapore Citizens and Permanent Residents who have SingPass accounts can login to apply for jobs.										

## **Section C: For Employers**

<b>1.</b>	<b>How does the introduction of MyCareersFuture.sg affect employers?</b>
	<p>Employers should continue to use Jobs Bank to post jobs, until the option is made available for employers to post jobs in MyCareersFuture.sg. The planned time line is 2019. Login <a href="#">here to post jobs</a>.</p> <p>Employers will however need to log in to MyCareersFuture.sg to review the job applications to shortlist candidates. The new features offered to employers when they use MyCareersFuture.sg are:</p> <ol style="list-style-type: none"><li>i. View applicants ranked according to their suitability to the job they applied for; and</li><li>ii. Be recommended talent who are suitable but did not apply for the job.</li></ol>
<b>2.</b>	<b>How do employers sign in via CorpPass?</b>
	<p>Employers can register for CorpPass at <a href="https://www.corppass.gov.sg">https://www.corppass.gov.sg</a>.</p> <p>To post jobs, you will need to select 'Jobs Bank' as the entity and not 'MyCareersFuture'.</p>
<b>3.</b>	<b>I just posted a new job in Jobs Bank. Why can't I view my job posting on MyCareersFuture.sg?</b>
	<p>The job listing on MyCareersFuture.sg is updated at 7am, 1pm and 7pm daily. If the job posting does not show up after the nearest update, please contact us <a href="#">here</a>.</p>
<b>4.</b>	<b>Why am I not able to send interview invitations to candidates in MyCareersFuture.sg?</b>
	<p>This feature is currently not available, due to prioritisation. In the meantime, you may wish to contact applicants directly using their contact details indicated in their applications.</p>
<b>5.</b>	<b>How are the applicants and talent scores calculated?</b>
	<p>WSG works with its technology partners (JobKred and WCC) to provide the job fit scores. The scores inform users of the percentage match of their possessed skills and profile in relation to job requirements. It also provides users with a guide to the key skills required in jobs and areas of improvement. A higher score would be indicative of a better match to the job.</p>
<b>6.</b>	<b>Why are my jobs listed on Indeed or Google?</b>
	<p>MyCareersFuture.sg is a job portal that aims to provide Singapore Citizen and Permanent Residents with a free search service that matches to relevant jobs. WSG partners with selected job portals to allow them to display jobs listed on MyCareersFuture.sg, so as to increase reach to more jobseekers who may use alternative job search portals.</p> <p>If job seekers are interested in applying, they will be directed back to MyCareersFuture.sg to login via SingPass to complete the job application process.</p>
<b>7.</b>	<b>Does the Fair Consideration Framework still apply in MyCareersFuture.sg?</b>

<p>Yes. Employers must comply with the <a href="#">Tripartite Guidelines on Fair Employment Practices</a> and have fair employment practices that are open, merit-based and non-discriminatory. Employers who wish to consider Employment Pass holders for their job openings must advertise their job openings on Jobs Bank for at least 14 calendar days.</p>
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## **Section D: For More Assistance and Feedback**

<b>1.</b>	<b>How do I provide my feedback for MyCareersFuture.sg?</b>
	You may submit your feedback or query <a href="#">here</a> .
<b>2.</b>	<b>Who should I contact if I encounter issues with my SingPass?</b>
	You can send an email to SingPass at <a href="mailto:support@singpass.gov.sg">support@singpass.gov.sg</a> , call the SingPass Helpdesk at 6643 0555 or visit <a href="#">SingPass</a> to find out more.
<b>3.</b>	<b>Who should I contact if I encounter issues during my application in Careers@Gov?</b>
	Contact Careers@Gov directly should you encounter any issues during your job application in Careers@Gov. Click <a href="#">here</a> to go directly to Careers@Gov contact page.
<b>4.</b>	<b>Are there any stipulated operating hours or downtime for MyCareersFuture.sg?</b>
	MyCareersFuture.sg is accessible 24 hours a day, seven days a week. We will inform users of service disruptions for scheduled system maintenance of the portal.