### APPLICATION FAQ

### ACRONYMS

ACRONYMS	DESCRIPTION	Selection of the Control
NFP	National Focal Point	
APP SUPVR	Application Supervisor	

### COURSE SEARCH

- Q1) The course I would like to apply for is missing an "Apply for Course" button.
- A1) This course is likely closed for application. Please check the Application Procedure section.

### APPLICATION

- Q2) Do I have to provide passport details when applying for a course?
- A2) Passport details are not necessary for application. It will be required when the offer is made to attend a course. It would be good if passport details are submitted in advance to avoid any delays in accepting our offer.
- Q3) I can't get past the first page of the application.
  A popup keeps appearing telling me I am not eligible for this course.
- A3) You may wish to check if the country/ organisation you are representing is eligible for the course under the course's Eligible Countries/Organisations section of course.
- Q4) Do I need to accept the invitation to attend the course?
- Yes. Accepting the invitation confirms your attendance for the course and is on a <u>first come first served</u> basis. Note that after accepting the invitation, we will be in touch with you if we need clarification on the passport and eTicket submitted for a course. Your place is only confirmed after all submitted documents are verified. Due to limited places, we seek your understanding that we may not be able to accommodate late confirmations or confirmations submitted with invalid passport or eTicket.
- Q5) My application was rejected
- A5) You may wish to contact SCP at mfa\_scp@mfa.gov.sg if you wish to appeal for your application. It will be helpful if you can quote the application ID, full name, and course name.
- Q6) My invitation acceptance was rejected, expired, or closed what can I do?

- A6) You will be able to resubmit the necessary documents online. It would be helpful if you can check that you have a valid passport and eTicket before resubmission. Alternatively, you can get in touch with us through mfa\_scp@mfa.gov.sg
- Q7) I encountered a <u>system error or technical issue</u> when applying online. What should I do?
- A7) Please submit a screenshot of your error to us at start-support@wizvision.com with the subject title prefixed with [START Technical Issue]. Our appointed service provider will get in touch with you as early as we can. It will be helpful if you can quote the application ID, full name, and course name together with an explanation of what were the actions that led to the error / technical issue.



### NATIONAL FOCAL POINT FAQ

### **ACRONYMS ACRONYMS** DESCRIPTION NFP National Focal Point of Technical Assistance APP SUPVR **Application Supervisor** COURSE MANAGEMENT Q1) How can I disseminate the information for the applicants to apply? NFP can use 'Send Link to Apply' function under 'Course Action' button to A1) send the application form for applicants to apply Q2) How can I view a summary of all the courses I have to endorse? A2) NFP can use 'back' button beside Course's Name to access the dashboard which shows all the courses that involves corresponding NFP. APPLICATION ENDORSEMENT Q3) Endorsement only has 'YES' option. What can we do if we do not wish to endorse for an application? A3) If NFP does not wish to endorse for an application, NFP can leave the 'YES' option unselected. 'Endorse all' function selects all Application. Is there any function to select all application except for a few? A4) User can click 'YES' button at top of Endorsement Column to select all Applications. Once all Application has been selected, user can deselect individual applications by clicking 'YES' button next to the corresponding Application. Q5) Can I change my decision after submitting my Endorsement? A5) NFA can change your decision any time before submitting your endorsements. Endorsements submitted are considered final.

The save function is for NFP to save their decision and not submit their

endorsement. All submitted endorsements are considered final.

What is the save function for?

Q6)

A6)

### Q7) How can I differentiate between applications that were saved and submitted?

A7) Applications that were submitted will have an indication of the final decision in the NFP column. The decision in the Endorsement column is also non-editable. Applications that were saved and not submitted will not have an indication under the NFP column and decisions in the Endorsement column is editable.

### Q8) I encountered a <u>system error or technical issue</u> when applying online. What should I do?

A8) Please submit a screenshot of your error to us at start-support@wizvision.com with the subject title prefixed with [START Technical Issue]. Our appointed service provider will get in touch with you as early as we can. It will be helpful if you can quote the application ID, full name, and course name together with an explanation of what were the actions that led to the error / technical issue.



### NEP ENDORSEMENT GUIDE

For Singapore Cooperation Programme Courses

# NFP Endorsement Steps Overview

Input Endorsement

Check through Applications submitted

Access Assessment

Page via link from Email

Submit Endorsement

Applicat	Application Actions 🕶	570							S	Submit NFP Endorsement.
<b>3</b>	÷ Title	c Applicant	¢ Age	* Representing • Designation	Designation	Department	© Organisation	App	<del>g</del>	NFP Endorsement
<u></u>	Mrs.	SAMPLE GUIDE APPLICATION 3	28	Myanmar	Sample	Sample	Sample	ŧ		Yes
2 (iii	% S	SAMPLE GUIDE APPLICATION 1	28	Myanmar	Sample	Sample	Sample			not available for assessment
o O	S.	SAMPLE GUDE APPLICATION 2	4	Myanmar	SAMPLE	SAMPLE	SAMPLE	K.A.	AM	₹Z
Show 20		ased and spinous								1 Total records: 3

# Email Link

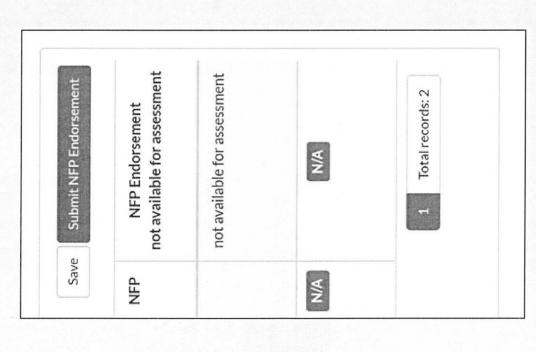
- Email with a link will be sent to NFP.
- NFP can access this link to input endorsement for applications submitted.

Submit NFP Endorsement	NFP Endorsement Yes	Yes	Yes	Yes
Save	NFP			

### Submitting Endorsement

### Endorsement Steps:

- NFP can input their endorsement for individual applications by selecting 'YES' button in the Endorsement Column for specified applications
- Alternatively, NFP can choose to endorse all applications by selecting 'YES' button at the top of Endorsement Column
- After selecting 'YES' button, NFP can choose to save their endorsement decision before submitting later by clicking 'Save' button
- NFP can submit their endorsement decision
   by clicking 'Submit NFP Endorsement' button
   \*this action is nonreversible and NFP will not be
   able to amend endorsement



## Special Cases:

- 1. If an application has not been endorsed by Applicant's Supervisor, NFP will not be able to endorse yet. Endorsement column will display 'not available for assessment'
- 2. If an application does not require endorsement, Endorsement column will display 'N/A'

### SINGAPORE COOPERATION PROGRAMME

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