APPLICATION FAQ

ACRONYMS

ACRONYMS	DESCRIPTION
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?

A4) Yes. Accepting the invitation confirms your attendance for the course and is on a **first come first served** 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.

APPLICATION GUIDE

For Singapore Cooperation Programme Courses

Application Process

1

First browse or search for a course.

2

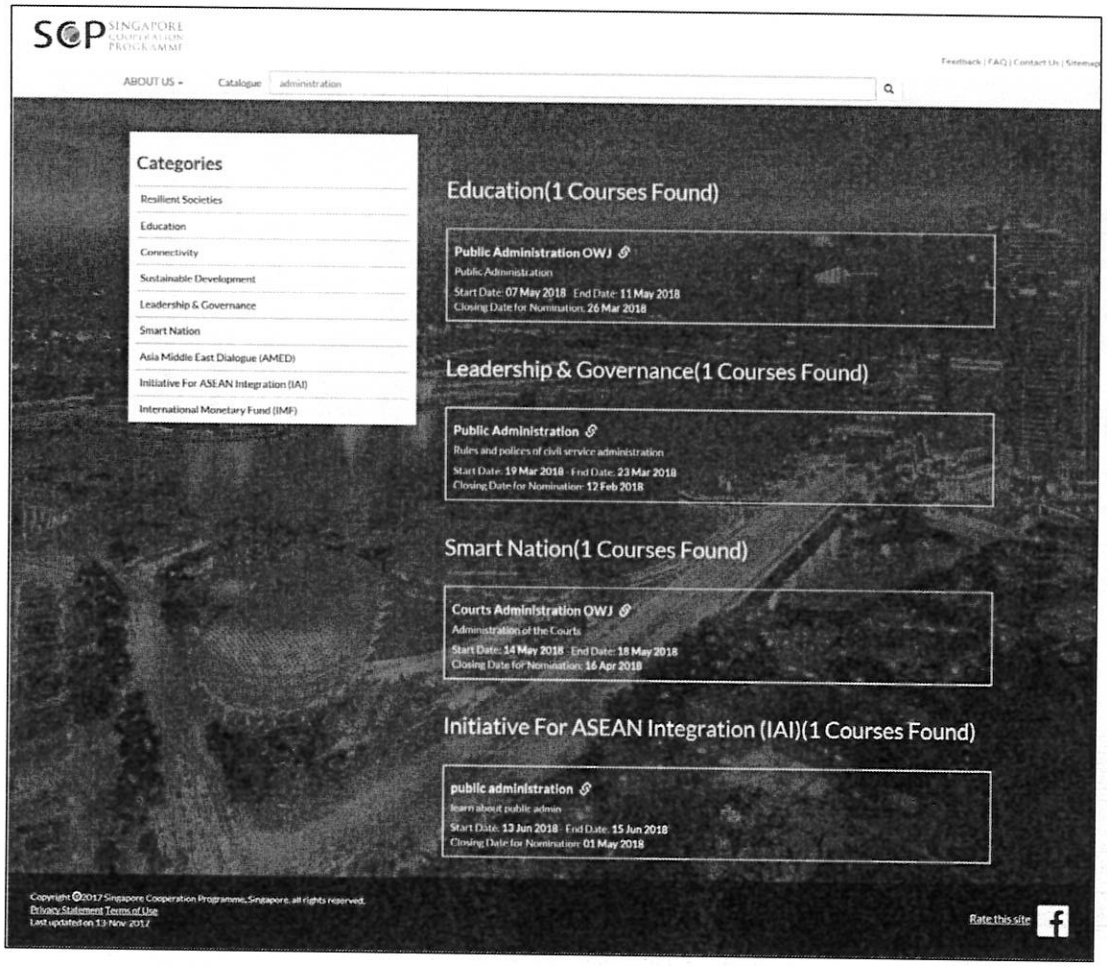
Check eligibility and application details of the course details.

3

Fill application, saving as draft as necessary

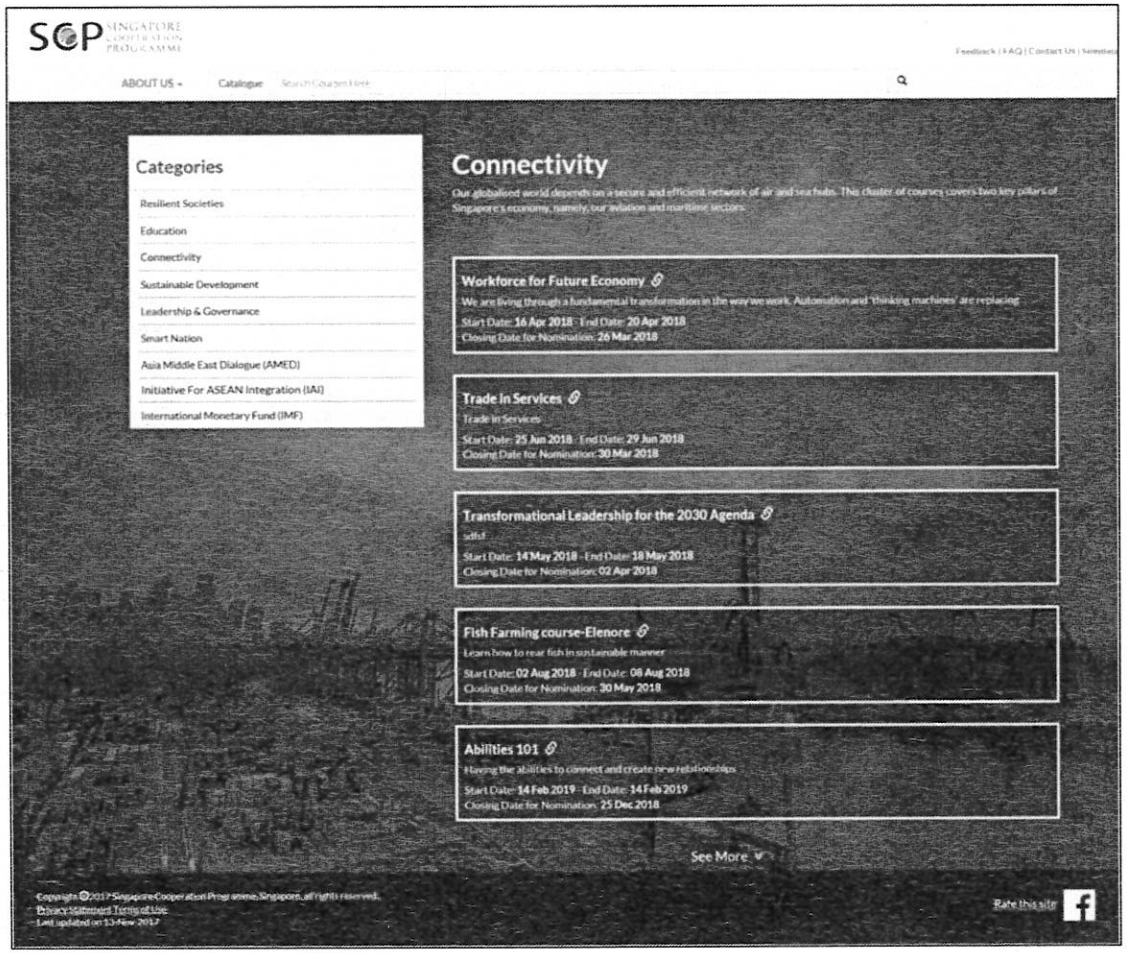
4

Submit application for approval



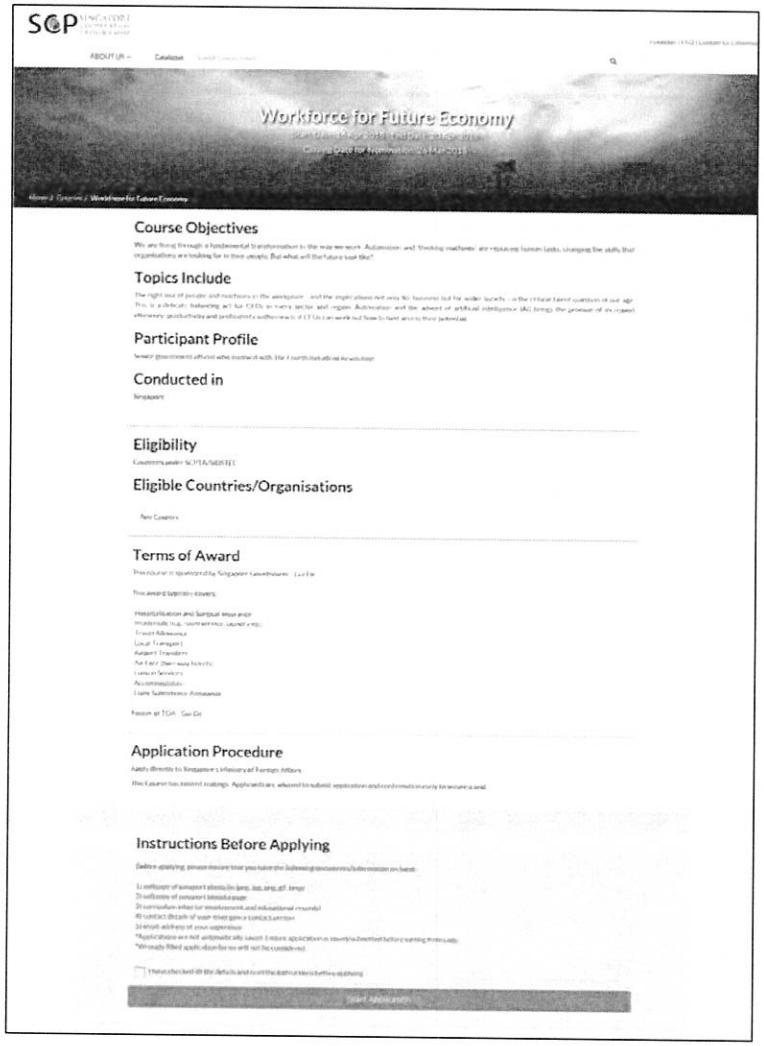
Course Search

- The course search bar is visible throughout the website.
- Fill in a search keyword and hit enter to perform a search
- Select a course in the search results, to view it's details.



Browse Catalogue

- Click on the Catalogue button on the left of the search bar to view a list of all categories.
- From here, clicking on any of the categories will display a list of all courses under that category.
- Select a course in the listing, to view it's details.



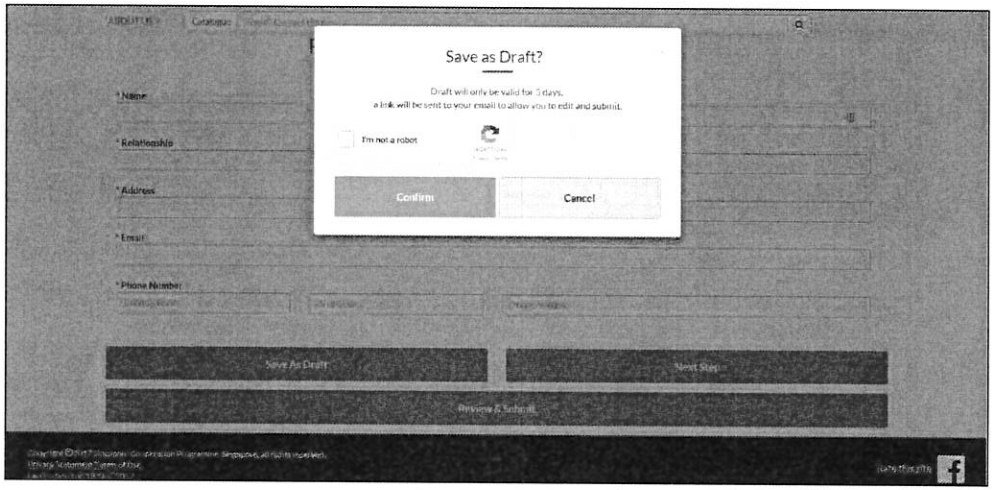
Course Details

- In the course details page, make sure to check it's eligibility criteria and application details.
- Note that, the country or organisation you are representing **must match** the course eligibility requirements.

Fill in Application

- Please ensure that you have the following documents/information on hand:
  1. Softcopy of **passport photo** (in jpeg, jpg, png, gif, bmp)
  2. Softcopy of **passport biodata page**
  3. **Curriculum vitae** (or employment and educational records)
  4. Contact details of your **emergency contact** person
  5. **Supervisor email address**

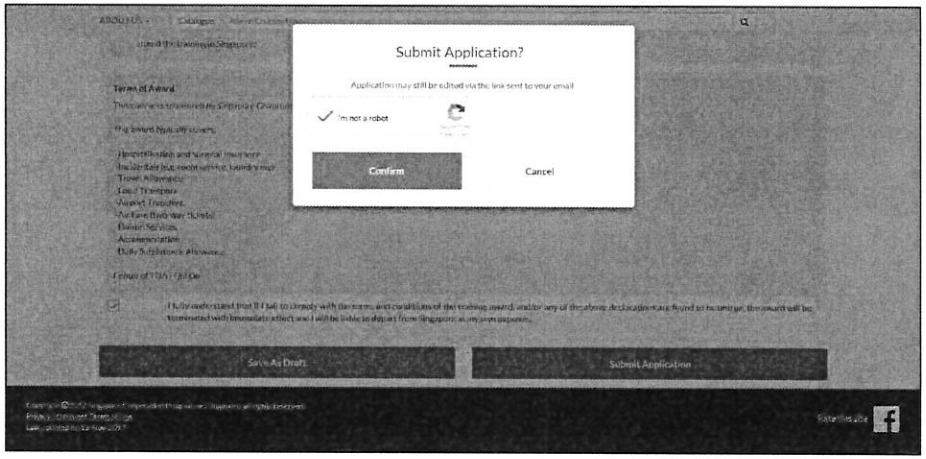
Save as Draft

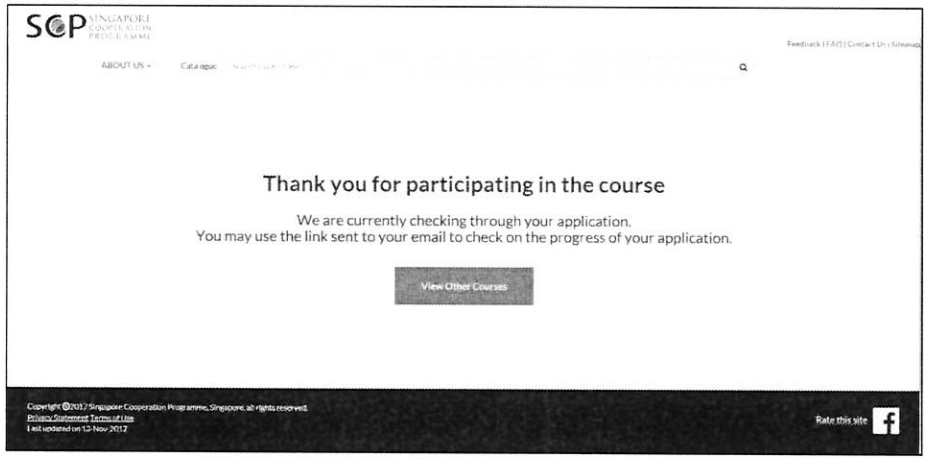


- The minimum information that must be filled in to save your changes as a draft are all mandatory fields in the **Applicant Particulars** tab, and your **Personal Email** in the Contact Details tab.
- The application form does **not** auto save, the information is only saved upon saving as draft.
- Upon saving as draft a **link will be sent** to your personal email. To allow you to return to your draft.

Review Application

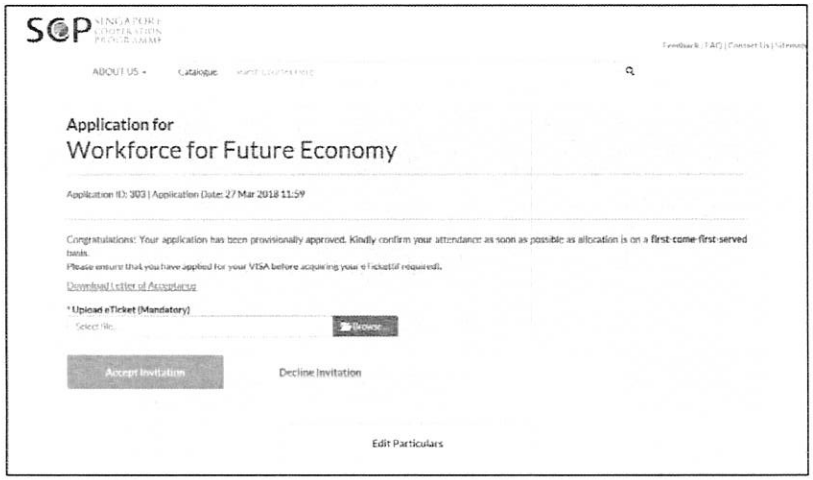
- For each tab, when all fields are complete and valid they will be marked with a white ticked checkbox.
- Once you have completed the application, switch to the **Review and Submit** tab.
- Should there be any incorrect or missing information, this summary page will indicate the offending field in red. You may also look for a tab without the white ticked checkbox for the offending tab.





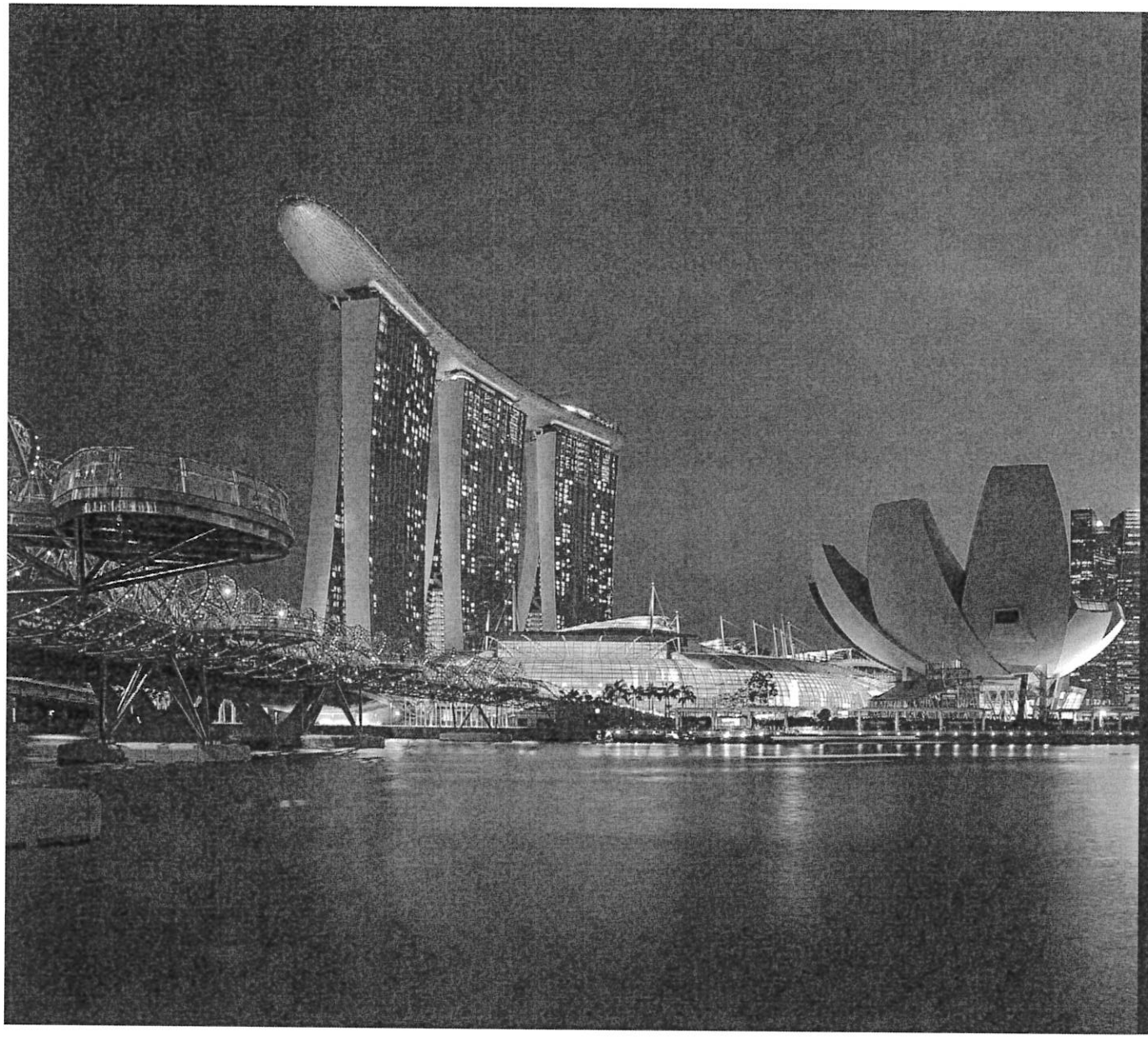
Submit Application

- When there are no more incorrect or missing information, click on the red Submit Application.
- When the application is successfully submitted, you will be greeted with a thank you page.



Check Application

- After submitting your application, you may continue to use the same link to check the status of your application or to edit your particulars.
- Once your application is fully processed by us, you will need to **accept the invitation**.
  Passport details must be provided at this stage to accept the invitation.
  While an eTicket may be required depending on the course.



SINGAPORE COOPERATION PROGRAMME

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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?

A1) NFP can use 'Send Link to Apply' function under 'Course Action' button to 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.

Q4) '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.

Q6) What is the save function for?

A6) The save function is for NFP to save their decision and not submit their endorsement. All submitted endorsements are considered final.

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.

SCP

NFP ENDORSEMENT GUIDE

For Singapore Cooperation Programme Courses

NFP Endorsement Steps Overview

1

Access Assessment Page via link from Email

2

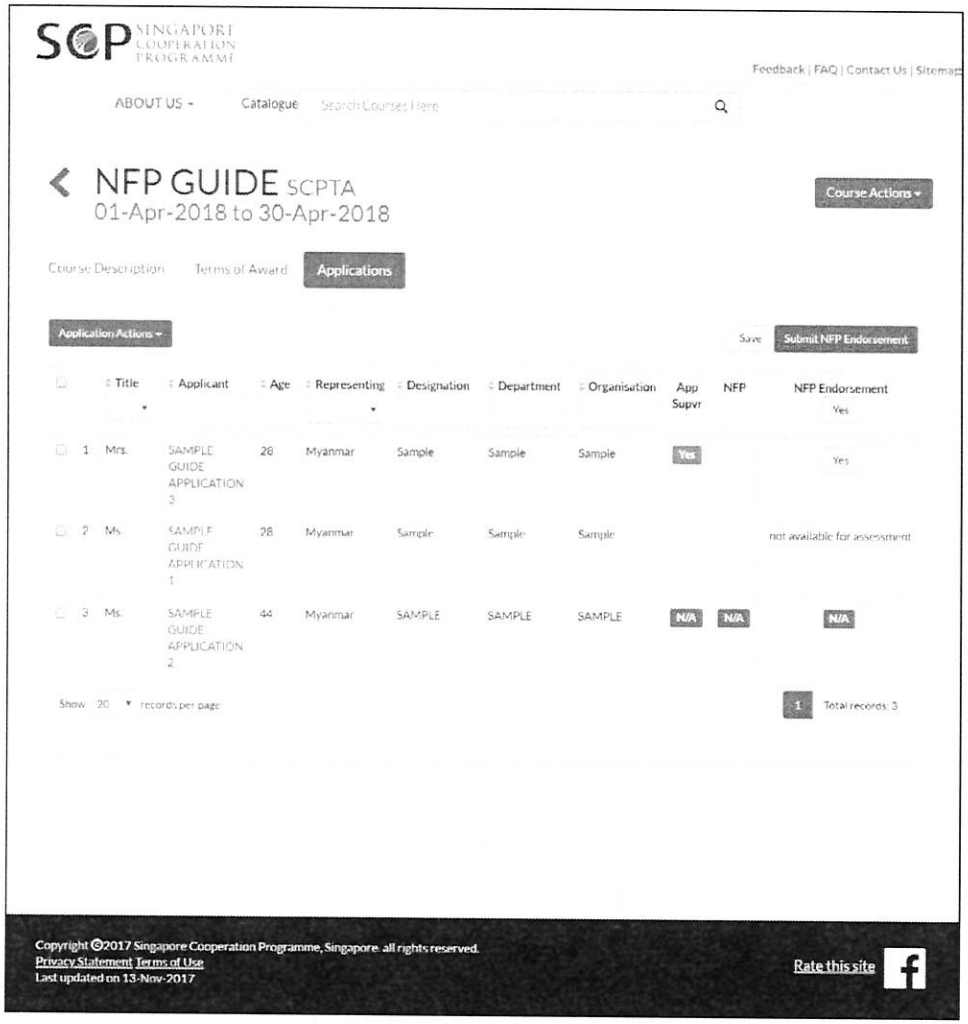
Check through Applications submitted

3

Input Endorsement

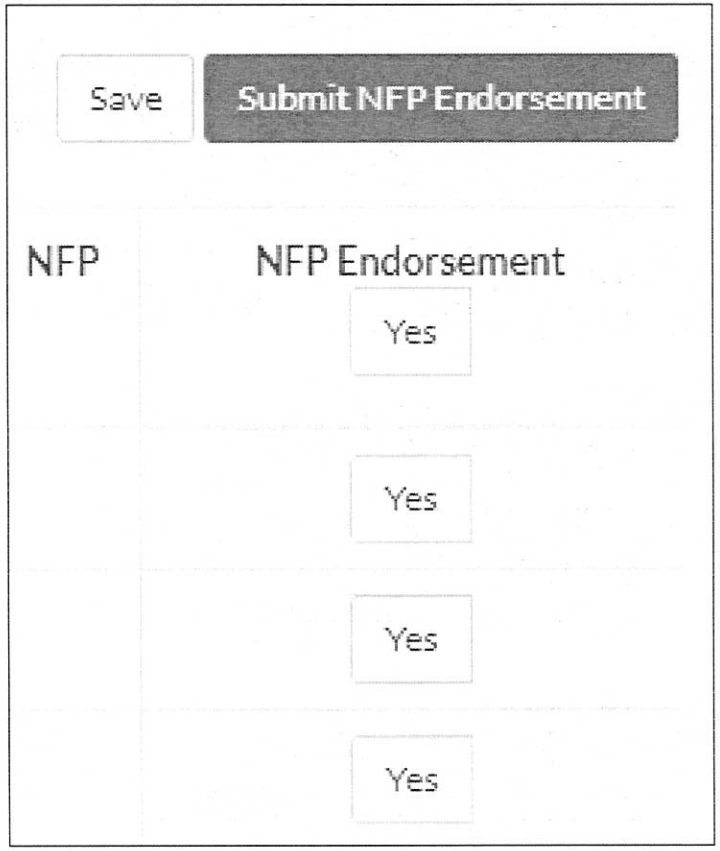
4

Submit Endorsement



Email Link

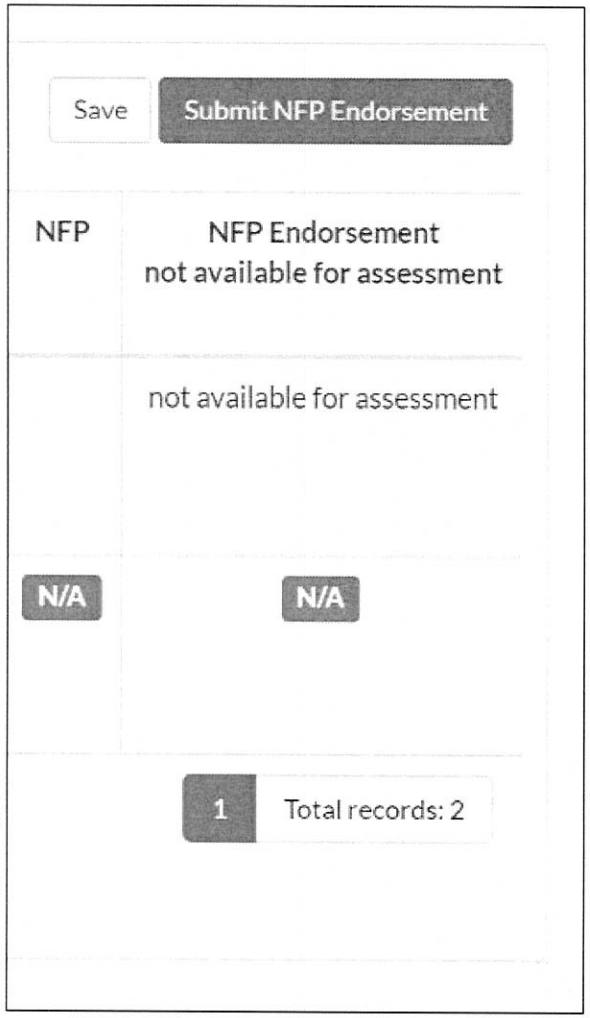
- Email with a link will be sent to NFP.
- NFP can access this link to input endorsement for applications submitted.



Submitting Endorsement

Endorsement Steps:

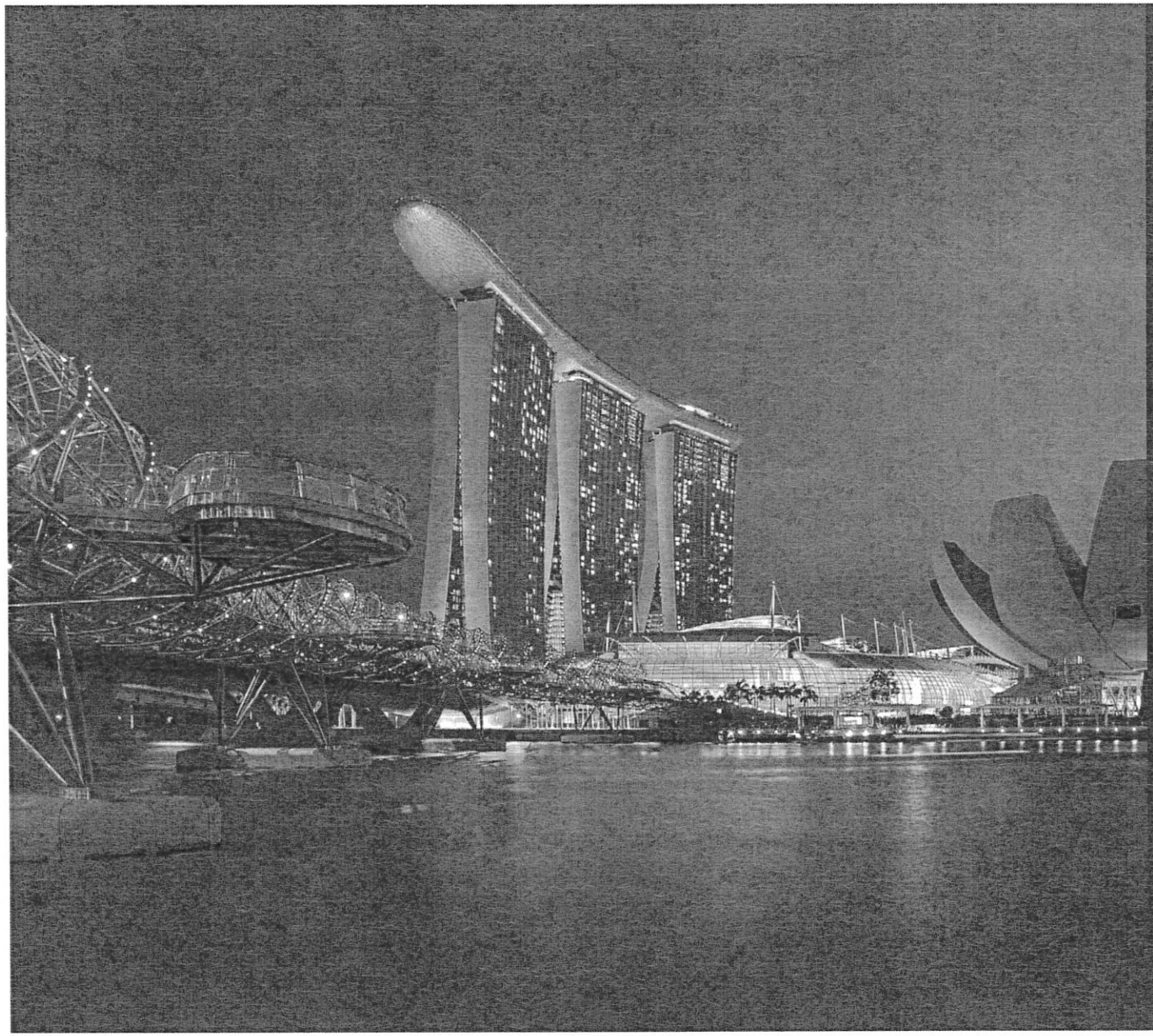
- NFP can input their endorsement for individual applications by selecting 'YES' button in the Endorsement Column for specified applications
- Alternatively, NFP can choose to endorse all applications by selecting 'YES' button at the top of Endorsement Column
- After selecting 'YES' button, NFP can choose 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'**



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