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.