

**Microlearning Course (MLC) for Real Estate Professional Series  
- Code of Ethics and Professional Client Care Frequently Asked Questions (FAQs)**

**A. SIGNING UP**

1. How do I sign up for the course?

You can sign up via Ngee Ann Polytechnic's website ([click here](#)).

**Note:** You can use your mobile device, laptop or desktop computer to sign up for the course. Please see 4. for the registration process for mobile device, and 5. for the registration process for laptop and desktop.

2. How long is the course available to me?

The course will be available for a period of 90 days from the date of registration.

3. Can I track my learning progress after registering for the course?

Yes, you can track your learning with the Gnowbe app and plan your learning schedule.

4. If I am using my **mobile device** (e.g. smart phones, iPad) to register for the course, how will the registration process be like?

- First, complete payment after signing up via Ngee Ann Polytechnic webpage ([click here](#))

**Note:** By itself, this course is NOT eligible for SkillsFuture Credit usage.

- Upon successful payment using Visa or Mastercard, you will be directed to download the Gnowbe app. At the same time, you will receive a confirmation of your order via email.
- Remember to create a Gnowbe account and password after downloading the app.
- You may begin your course once your Gnowbe account is set up.

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5. If I am using my **laptop** or **computer**, how will the registration process be like?
- First, complete payment after signing up via Ngee Ann Polytechnic webpage ([click here](#))  
**Note:** By itself, this course is NOT eligible for SkillsFuture Credit usage.
  - Upon successful payment using Visa or Mastercard, you will be directed to a Gnowbe link to register for the learning package. At the same time, you will receive a confirmation of your order via email.
  - After you have created your Gnowbe account and password, you may begin your course.

6. Are SkillsFuture credits applicable to this course?

No. SkillsFuture Credit is currently not applicable to this course.

**B. PAYMENT**

1. What are the methods of payment available for the course?

You can make payment using Visa or Mastercard.

2. Can I apply for UTAP funding as a NTUC Member?

Yes. You can apply for UTAP funding if you are a NTUC Member. For more information, please refer to <http://skillsupgrade.ntuc.org.sg/>. Click on "UTAP and Members Benefit" or search for UTAP to find out more.

3. Can I use my SkillsFuture Credits to pay for the course fee?

On a standalone basis, you CANNOT pay for the course using SkillsFuture Credit.

You have to sign up for the Bundle Deal, which includes taking up a 2<sup>nd</sup> course Residential Property Leasing to be eligible to pay for the two courses using SkillsFuture Credits. For more information on the Bundle Deal for Real Estate Professionals, refer to <https://www.np.edu.sg/professions/Pages/default.aspx>.

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**C. ASSESSMENT**

1. How do I pass the Micro Learning Course (MLC)?

Candidates need to achieve a **collective** 80% passing mark for all 7 assessments.

2. What if a candidate does **NOT** achieve the **collective** 80% passing mark?

The candidate can select the "RESET SCORE" option to re-attempt all 7 assessments.

3. When will I know if I have passed the assessments?

You should know the result of the assessments instantly. If there is a delay of more than 5 minutes, close the Gnowbe app before re-starting it again.

4. How many times can I re-take the assessments?

The course allows for unlimited attempts. However, you have to pass the MLC within 90 days from the date of registration.

5. What if I keep on failing?

Stay positive, focus on the learning activities and try again.

6. Will a hard copy of the Certificate of Completion be sent to me?

No hardcopy of the Certificate of Completion will be sent. Please save a copy for your file.

7. How can I save my Certificate of Completion?

- Visit Gnowbe Web via <https://web.gnowbe.com/>
- Open your **Certificate**
- **Right-click** on your certificate
- Choose '**Print**'
- In the window for printing, click '**Save**'

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**D. TECHNICAL AND OTHER MATTERS**

1. Do I need to save my progress before logging out?

No, all the work that you have completed will be saved automatically.

2. Do I need to log out of the Gnowbe app?

It is recommended to do so. However, you can choose to just close the Gnowbe app as all the work done will be saved automatically.

3. Why is there a need to provide my feedback and personal information after completing the MLC?

CEA course providers are required to seek feedback from participants on the CPD course completed. After successfully passing the course, your personal information will be submitted to CEA for awarding of 2 Professional CPD credits.

4. How long will it take for the CPD credits to be reflected on my CPD portal?

Typically, it will take about 2 weeks from the date of attaining the minimum 80% assessment score **and** furnishing of all necessary personal particulars and feedback.

5. What should I do if my Gnowbe app hangs or there are error messages?

Do either of these:

- i) Shake your phone and you will be prompted to "Report a bug".  
Give your feedback and the administrator will get back to you via email.

**OR**

- ii) Close the Gnowbe app before restarting it again.

If the problem persists, seek assistance via the steps as follows:

- Click on "Gnowbe Help Center" located at the bottom of the Gnowbe App home page.
- Click on "Mobile and Web App".
- After which, click on "How can I report a problem or suggest an improvement available".
- Scroll down to the bottom and click on "Submit a Request" before providing your inputs and Gnowbe developers will get back to you.