**Microlearning Course (MLC) for Real Estate Professional Series
– Introduction to Real Estate Valuation Leasing Frequently Asked Questions (FAQs)**

A. SIGNING UP

1. How do I sign up for the course?

    For payment using MasterCard and Visa as well as Skills Future Credit, please sign up via Ngee Ann Polytechnic webpage **(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: If you are paying using SkillsFuture Credit, an email will be sent to you to start the course once the payment is successfully deducted. Please refer to "Section B. Payment" on the next page for more details.

    -   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: If you are paying using SkillsFuture Credit, an email will be sent to you to start the course once the payment is successfully deducted. Please refer to "Section B. Payment" on the next page for more details.

    - 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. Can I use my SkillsFuture Credit to pay for the course fee?

    Yes. SkillsFuture Credit can be used for this course. Please refer to Section B. Payment for more information.

B. PAYMENT

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

    You can make payment using Visa, Mastercard or your SkillsFuture Credit.

2. How can I pay for the course using SkillsFuture Credit?

    The steps for payment using Skills Future Credit are as follows:

    i) Please sign up via Ngee Ann Polytechnic webpage **(click here)**. You need to select the payment via SkillsFuture Credit Option and log-in using your SingPass.

    ii) After you have made the application as per i) above, an email will be sent to you. The email will have an attachment, "SkillsFuture Credit Claim Form". A template of the form is provided at the last two pages of this FAQ.

    iii) Please use the details of your NRIC to complete the SkillsFuture Credit Claim correctly. After completing the form, please email it to us via the registration email sent to you. If you have deleted the email, please send it to Enquiry_MLC@np.edu.sg.

    iv) Once the payment using your SkillsFuture Credit is successful, an email from Ngee Ann Polytechnic or Gnowbe will be sent to you in relation to the activation of your Gnowbe account and you can start the course.

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3. Can I commence the course immediately after making payment?

   i) Using Visa or Mastercard
   You can commence the course immediately upon successful payment.

   ii) Using SkillsFuture Credit
   You can only commence the course upon successful deduction from your SkillsFuture Credit.

   The deduction will take around 14 working days and up to 4 weeks from the date of application, subject to full and correct information being furnished.

   If you intend to take the course for the current CPD cycle, please apply before 14 August of each cycle. This will provide you with at least 3 to 4 weeks to complete the course.

   Refer to 2. above for more information on making payment using SkillsFuture Credit.

4. 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. Do be advised that approval is subject to NTUC and its' decision is final.

5. Can I request for a refund after making payment?

   In view of the affordable course fee and high administrative charges, NO refund will be entertained after payment has been made.

C. ASSESSMENT

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

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

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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**'

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.

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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 the following:

   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.

SKILLSFUTURE CREDIT CLAIM FORM

SECTION A: PERSONAL PARTICULARS

Name of Applicant (as in pink NRIC)		
Pink NRIC Number		
Date of Birth		(DD / MM / YYYY)
Mailing Address	Block/House Number	
	Unit Number	
	Street Name	
	Country	Singapore
	Postal Code	
Contact Number	(Mobile)	(Home)
Email		

SECTION B: COURSE AND CREDIT DETAILS

Course Start Date	Online Course will commence within 7 working days upon approved SSG claims verified by Ngee Ann Polytechnic. (DD / MM / YYYY)
Course ID	TGS-2021010335
Course Title	MLC: Real Estate Professional Series – Introduction to Real Estate Valuation
Training Provider Name	Ngee Ann Polytechnic
Course Fees (including GST) Payable by You ($)	$40.00

	From Top-Up Credit (expires 31 Dec 2025):	From Opening Credit (no expiry):
Credit to Claim ($)	$40.00	

SECTION C: DECLARATION

I declare that I have read and accepted the Terms & Conditions for the SkillsFuture Credit claim and all information and particulars provided in this submission are true, complete and accurate to the best of my knowledge. I understand that if any information or particulars provided by me is false or inaccurate, I shall be liable to return to SSG the full amount of SkillsFuture Credit disbursed at my own costs.
I give consent to SSG to obtain and verify the information provided by me in respect of this application form or with any source as SSG deems appropriate for the purpose of assessment of my application for the SkillsFuture Credit.

Signature of Applicant	
Date	(DD / MM / YYYY)

SKILLSFUTURE CREDIT CLAIM FORM

INSTRUCTIONS ON COMPLETION OF FORM

This form is to be used to submit a SkillsFuture Credit claim, for Applicants who wish to utilise their One-off SkillsFuture Credit **Top-Up** to pay eligible course fees for courses commencing 1 Apr 2020 – 30 Sep 2020.

If your Top-Up Credits are insufficient, your Opening Credits, if available, will be used on your behalf to pay the course fees. You are not required to submit a claim on the MySkillsFuture Portal or the MySkillsFuture mobile application. Please indicate "$0" if you do not wish to claim from your Opening SkillsFuture Credit.

Please note that deductions will take the following order:

1. Available balance in One-off SkillsFuture Credit Top-Up of $500 (expires 31 Dec 2025)
2. Available balance in Opening SkillsFuture Credit of $500 (no expiry)

You may need 5 minutes to fill in this form. SSG will not be able to process your application if you provide wrong or incomplete information. Please read the instructions carefully.

1. Complete all sections of this form.
2. Use block letters and write in black or blue ink.
3. Countersign any cancellations or amendments.
4. Submit the completed and signed form to the training provider which issued it. If you received this form directly from SSG, please email it to SFC_Top_Up@ssg.gov.sg.

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