

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

### A. SIGN UP

1. How do I sign up for the course?  
Go to Ngee Ann Polytechnic webpage ([click here](#)) and select the course.
2. How long is the course made available to me?  
course will be available for a period of 90 days from the date of enrollment.
3. What is the registration process like?  
Upon successful payment, an email will be sent to you to start the course on POLITEMALL (learning platform).

### B. PAYMENT

1. What are the available payment methods?  
Visa or Mastercard.
2. Can I commence the course immediately after payment?  
You can commence the course immediately upon successful payment.
3. As a NTUC Member, can I apply for UTAP funding?  
Yes. Refer to <http://skillsupgrade.ntuc.org.sg/> for more information. Click on “UTAP and Members Benefit” or search for UTAP to find out more. Approval is subject to NTUC and its decision is final.
4. Can I request for a refund after making payment?  
No request for refund will be entertained.

### C. ASSESSMENT

1. What is the minimum assessment score needed to obtain a “PASS”?  
Learner needs to achieve a minimum 80% assessment score.
2. What if I did not achieve the 80% assessment score and wants to be awarded the 2 Professional CPD credits?  
Learner needs to re-attempt all assessments again.
3. How do I check my assessment grade?  
Go to “ASSESSMENT” and select “GRADES” on POLITEMALL (learning platform).
4. How many times can I re-take the assessments?  
The course allows for unlimited attempts within 90 days (course availability period) from the date of enrollment.

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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. Go to **STEP** ([click here](#)) and follow the instructions to access your Certificate of Completion.

#### D. TECHNICAL AND OTHER MATTERS

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

No. Completed work will be automatically saved.

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

CPD course providers are required to seek feedback from participants on successfully completed courses. Information furnished will be submitted to CEA for the award of 2 Professional CPD credits.

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

2 weeks from the date of attaining the minimum 80% assessment score **and** furnishing of all necessary personal particulars and feedback.