SINGAPORE INSTITUTE OF TECHNOLOGY

Singapore Institute of Technology

FREQUENTLY ASKED QUESTIONS

AY2025/2026

By Registrar's Office

OVERVIEW

Welcome Message

Dear Learner,

A warm welcome to SIT!

To help all learners kick start the matriculation process, Registrar's Office has collated some Frequently Asked Questions (FAQs). For queries not in the FAQs, please write to matriculation@singaporetech.edu.sg.

Thank you.

The FAQ is broadly divided into the following sections:
(Click on the links below to access)

Sections

A. IMPORTANT DATES & DEADLINES

Question 1: What are the important dates for SIT's Academic Year (AY) 2025 Matriculation Exercise?

	Submission Deadline
Early Admissions Exercise (EAE)	23 April 2025
Culinary Institute of America (CIA)	30 May 2025
HSS and all other Programmes	30 June 2025
CSM Pathway Degree	31 March 2025

For Financial Assistance application/deadlines by other sections, please refer to the ***"Matriculation Guide".***

Question 2: I will not be in Singapore during the matriculation period. How can I complete the matriculation process?

Other than the Medical Examination, the rest of the matriculation process can be done online as you do not have to be physically present in Singapore. If you are not able to complete the Medical Examination within the stipulated deadline, please write to matriculation@singaporetech.edu.sg to request for an extension of deadline and approval from your Programme Leader is required.

Question 3: I overlooked the deadlines. Can I get an extension?

Please write to matriculation@singaporetech.edu.sg to request for an extension of deadline. Be aware that any delay in the matriculation process may result in a delay in the processing of your documents and matriculation, which could impact your ability to start the new programme on time.

Question 4: I am waiting for my appeal to be processed. Do I still proceed to submit the documents and complete the medical check-up within the stipulated deadline?

If you wish to proceed with the programme that has already been offered to you, we recommend that you continue with the matriculation process, including submitting the required documents and completing the medical examination within the stipulated deadline. This will ensure that you do not miss the important deadlines for matriculation. However, if you are still waiting for the results of your appeal and intend to switch to the new programme once the appeal outcome is received, please note that you will need to wait for a formal notification from the Admissions office. Be aware that any delay in the matriculation process may result in a delay in the processing of your documents and matriculation, which could impact your ability to start the new programme on time.

B. MATRICULATION EXERCISE

Question 1: Now that I have received the e-Matriculation Package, what do I do next?

Once you have received the e-Matriculation Package you can proceed to complete the administrative procedures to matriculate as an SIT student. For further information on the matriculation exercise please refer to the Matriculation Guide.

Question 2: I tried to log in to the Learner Portal using the credentials provided in the matriculation email, but was not able to do so. What should I do?

Remember to reset the password before accessing the Learner Portal to complete Matriculation. Log in to the SIT Self-Service Portal using the username and password provided in the matriculation email.

Question 3: I would like to withdraw from the University before the start of the programme. What should I do?

For all withdrawal requests, please write to matriculation@singaporetech.edu.sg.

Note to CSM Pathway Degree Learners:
Please indicate **<CSM Enquiries>** in your email subject the reason for which you are writing in.

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C. ONLINE DECLARATION & DOCUMENT SUBMISSION

Question 1: I have made an error in my declaration, can I change my online declaration after I have submitted?

You will not be able to amend the content after submission. The matriculation officer will have to assist you with this. Please write to matriculation@singaporetech.edu.sg.

Question 2: I am below 18 years old, do I need to complete the declaration like Undertaking Form, Code of Conduct and Indemnity Form?

If you are below 18 years old, you will need to download and complete the declaration form, attach a copy of your birth certificate and a copy of your parent/ guardian's NRIC (front and back) during submission in the Learner Portal).

If you are above 18 years old and above, you are only required to complete the online declaration as reflected in the online matriculation form.

Question 3: The personal particulars shown on the online matriculation form is wrong, how do I change it?

Please write to Matriculation@SingaporeTech.edu.sg with the change(s) required along with the supporting documents, if available.

D. ONLINE PHOTO SUBMISSION

Question 1: What are the photo requirements?

The photo requirements for the online photo submission are listed on the photo submission page.

Question 2: Will I be notified of the status of my photo submission?

Please check the status by logging into Learner Portal one week after your photo submission. You will be required to re-submit the photo if it does not meet the requirements for printing of your SIT Student Card, an email notification will be sent to your SIT Student Email.

Question 3: Can I change my photo after it has been approved?

Once the photo has been approved, it cannot be changed. Do take note to submit a recent photo taken within the last three months adhering to the photo requirements.

E. SIT MEDICAL EXAMINATION

Question 1: Which are the appointed medical providers by SIT, and what are the packages for the SIT Medical Examination?

Details on the SIT appointed healthcare provider can be found on:

Matriculation homepage > Programme-Specific Documents > Clinic Information Kit

Question 2: Is it compulsory to go to the appointed medical provider(s) for my SIT Medical Examination?

Students are strongly advised to go to our designated medical provider(s) for their SIT Medical Examination as we have worked out special preferential rates with the clinic(s) for SIT students. Our designated medical provider(s) will also ensure that the screening is completed according to the programme requirements and that the softcopies of the medical reports are sent to SIT directly.

Question 3: What should I bring for the Medical Examination?

Please bring the following documents:

1. SIT Medical Examination Form downloaded from Learner Portal (To be printed on single side).
2. NRIC/Passport or Student Pass
3. Immunisation records/Vaccination history (Applicable to Allied Health programmes, refer the Matriculation Guide for details)
4. ICA Medical Examination Form (Applicable to International Students Only)
5. Any other document(s) that may be specific to your programme (Please refer to the Matriculation Guide)

Question 4: Where should I submit the completed SIT Examination Form?

If you go to our designated medical provider(s) for the SIT Medical Examination, softcopy of your medical report will be sent to us through the appointed provider, hence you will not need to make any submission. However, learners who opted for their own preferred clinic will be required to upload the completed medical form in the Learner Portal (Please refer to the Matriculation Guide).

Question 5: May I have a copy of my medical examination form?

Yes, all hardcopy medical forms and reports can be collected back from the clinic directly by you.

Question 6: I have had a Hepatitis B (Hep B)/ Varicella (Chickenpox) vaccination. Do I still need to do a screening?

Hep B (even if you had the vaccination for Hep B) and Tuberculosis (TB) screenings are compulsory. If you have been vaccinated for Measles, Mumps, Rubella (MMR) and Chickenpox, you are required to provide a proof of vaccination. If you are unable to show a valid document to prove your vaccination, you are required to do the screening for immunity.

Question 7: Can International Students undergo just one medical examination?

The SIT Medical Examination is mandatory for all successful applicants admitted to SIT, regardless of whether they are Local or International students.

International students may choose to undergo a single Medical Examination that fulfils the requirements for both SIT and Student Pass. For this, the medical practitioner will have to complete two forms, i.e., the SIT Matriculation Medical Examination form and the ICA medical report form. This service is available at the appointed medical provider(s).

F. TUITION GRANT/SUBSIDY RELATED MATTERS

Question 1: Am I eligible to apply for the Tuition Grant/Subsidy Scheme?

The Ministry of Education (MOE) Tuition Grant (TG) is a grant provided by the Government of Singapore to help students manage the costs of Full-Time tertiary education in Singapore. Eligible Singapore Citizens, Permanent Residents and International students enrolled in Full-Time undergraduate courses at SIT may be eligible.

You are eligible to apply for the TG if you have not previously taken a TG or received sponsorship/scholarship from the Government of Singapore to attain another qualification at an equal or higher level.

For eligible Singapore Citizens:

Singapore Citizens will automatically be awarded a Tier A TG, which is the highest level of tuition fee subsidy, upon commencement of their studies. As a result, Singapore Citizens pay the lowest tuition fees. There is no bond obligation for Singapore Citizens who receive the TG.

For eligible Singapore Permanent Residents (PR):

Permanent Residents may choose to apply for a Tier B TG only, as part of their online university admission application. Successful applicants are required to work for a Singapore entity for 3 years upon graduation.

For eligible International Students (IS):

International students may choose to apply for a Tier C TG only, as part of their online university admission application. There is a limited number of Tuition Grants available for international students, and selection is competitive and based on merit. Successful applicants are required to work for a Singapore entity for 3 years upon graduation.

To find out more about the MOE Tuition Grant Scheme, please refer to: Tuition Grant Scheme | MOE.

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MOE Subsidy (Applicable for CSM Pathway Degree Learners):

CSM Pathway Degree learners kindly note that to be eligible for MOE tuition fee subsidy,

- You must be Singapore Citizen or Singapore Permanent Resident;
- You must not have previously received a government subsidy/sponsorship for an undergraduate degree or higher qualification (local or overseas), i.e. from SIT/NTU/NUS/SUSS/SUTD/SMU or from overseas universities funded by government scholarship/bursary;
- You must be at least 21 years of age;
- You must have either 2 years of full-time work experience or are currently employed on a full-time basis;
- If you are a Singapore Citizen or Singapore Permanent Resident who have fully discharged your full-time NS liability, you may be considered to have fulfilled the 2-year work experience requirement, even if the duration of your full-time NS is less than 2 years.

You can be exempted from the age and work experience eligibility criteria if you are:

- Sponsored by your company for the Part-Time undergraduate programme; or
- Currently employed in a job role/sector related to the Part-Time undergraduate programme

Notwithstanding the above exemptions, you must fully discharge your full-time NS liability before you are eligible for admission and tuition fee subsidy.

As CSM Pathway Degree learners, if you are eligible for the MOE subsidy, no further application is required.

You may click here to check if you are eligible to receive the MOE subsidy.

Question 2: I am an undergraduate student from another Autonomous University, will I still be eligible for TG/Subsidy if I transfer to another full-time undergraduate degree programme in SIT?

Singapore Citizens, Permanent Residents and International students who have received TG/Subsidy for studies in degree programmes at NUS, NTU, SIT, SMU, SUTD, SUSS, LASALLE or NAFA will be eligible for TG/Subsidy up to total credits required for graduation at SIT minus the percentage of semesters or trimesters of TG/Subsidy received at your educational institution(s).

For example, if you have studied and received TG/Subsidy for 4 out of 8 semesters before transferring to SIT, upon transfer to an SIT programme of 180 credits, you will be eligible to 50% (4/8 semesters) of the total credits required for graduation. Hence, you will receive TG/Subsidy for 90 credits out of 180 credits taken in SIT.

For CSM Pathway Degree learners, you may click here to check if you are eligible to receive the MOE subsidy.

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Question 3: How do PR and IS students apply for TG/subsidy and what are the obligations of PR and IS students who have been offered and accepted Tuition Grant/Subsidy for their studies?

To receive the TG, PR and IS students are required to complete the following:

a) Login to MOE's Tuition Grant portal at the stipulated period.
b) Sign the Tuition Grant Agreement with the Government of Singapore after matriculation. You are required to have two sureties to sign the Tuition Grant Agreement and they must be above 21 and below 65 years of age and must not be undischarged bankrupt.
c) Secure employment and serve in a Singapore entity for 3 years upon graduation.
d) You and your surety will be liable for liquidated damages if you withdraw from your degree programme.

For CSM Pathway Degree learners, you may click here to check if you are eligible to receive the MOE subsidy.

Question 4: What will happen if I am not eligible for TG/Subsidy, did not apply for Tuition Grant/Subsidy or did not accept Tuition Grant/ Subsidy for my studies?

You will pay non-subsidised fees for your studies.

G. IT RELATED MATTERS

Question 1: I received an SMS mentioning that the Matriculation e-package has been sent to my email, however, I have not received the email yet.

Please allow some time for the email to reach you. You may wish to check your junk mail folder, as the email may have gone there. If you still do receive the email within an hour, please write to matriculation@singaporetech.edu.sg with your Full Name and Application ID for us to rectify the issue.

Question 2: I am not able to login to the SIT Self-Service Portal, login username and/or password is incorrect.

You may write to ITHelpdesk at IThelpdesk@singaporetech.edu.sg to assist you. Alternatively, you may call them directly at their hotline 6592 8511 followed by Option 3.

Question 3: How can I connect to SIT VPN?

Please refer to the VPN User Guide downloaded from Student Intranet > Guides & Policies > Global Protect VPN Software & Guide

Alternatively, you may call ITHelpdesk directly at their hotline 6592 8511 followed by Option 3, or write to IThelpdesk@singaporetech.edu.sg.

If you still encounter the login issue, please write to matriculation@singaporetech.edu.sg.

H. PAYMENT & FEE RELATED MATTERS

Question 1: I have completed my Matriculation exercise and made the payment of S$54.50, I am now withdrawing from SIT due to some unforeseen circumstances would the S$54.50 be refunded to me?

No, the matriculation fee of S$54.50 (inclusive of 9% GST) is non-refundable.

Question 2: Will I be charged the trimester/semester fees if I withdraw during the matriculation period?

No, you will not during this period. However, kindly note that you will be billed the 1st trimester/semester tuition fee if you withdraw after Week 2 of the trimester/semester.

I. SIT STUDENT CARD & CONCESSION CARD

Question 1: I have missed the collection for my SIT Student card was not able to come to collect the SIT student card on the stipulated date.

You will receive an email on the collection details for uncollected Student Card 3-4 weeks after the main exercise via your SIT Student Email.

Question 2: I cannot go down in person to collect my SIT Student card. Can I send a representative?

Yes, a representative can collect your student card on your behalf. The representative will need to bring his/ her identification card, a copy of your identification card, and an authorisation letter signed by you.

Question 3: Is the concession card by default applied for all SIT students?

No, students need to initiate the application by applying online SimplyGo website.

For CSM Pathway Degree learners, are working adults and not eligible to apply for the travel concession card.

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J. TRANSFER OF CREDITS & MODULE REGISTRATION

Question 1: When can I start applying for the Transfer of Credits? How can I apply?

Transfer of Credits application period for newly matriculated students will be in early to mid-July (as indicated in the Matriculation Guide) and it is <u>open only once</u> to students in their studies at SIT.

Please check the Important Announcements on the Student Intranet and email notification from the Registrar's Office for the exact dates of the Transfer of Credits schedule.

If you are eligible to apply, please refer to the IN4SIT Transfer of Credits Guide on how to submit the application in IN4SIT. To access IN4SIT Transfer of Credits Guide, please login to Student Intranet > Policies and Guides > IT & System Guides > IN4SIT Transfer of Credits Guide.

Question 2: I missed the Transfer of Credits application period. Can I still apply?

You will not be able to apply after the Transfer of Credits application period is over.

Question 3: When can I start registering for modules? How can I apply?

The Module Registration period is normally open in early to mid-August for newly matriculated students. However, for most of SIT programmes, SIT will pre-allocate or register the modules on your behalf. For other programmes that require students to register for modules, you will receive a notification email to log into IN4SIT to check your scheduled module registration date and time. For more information, please look out under the Important Announcements on the Student Intranet to find if your programme requires you to enrol your modules.

For students who are registering your modules, please refer to the IN4SIT Module Registration User Guide for the step-by-step instructions. To access IN4SIT Module Registration User Guide, please login to Student Intranet > Policies and Guides > IT & System Guides > IN4SIT Module Registration Guide.

CSM Pathway Degree learners will receive information through email on the application of Recognition of Prior Learning & Micro-Credential enrolment.

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Question 4: I missed the module registration during the Module Registration period. Can I still register?

Yes, the next available period for enrolment is during the Add/Drop period, which starts on the first Tuesday (in Week 1) till the second Sunday (Week 2) of the new trimester. Students can make final changes to their personalised class timetable during the Add/Drop period.

For students whose modules are pre-registered by the University, they will need to seek advice from their Programme Leaders or Academic Programme Administration, if they want to Add/Drop modules during the Add/Drop period. The billing of tuition fees will be finalised based on the modules registered at the end of Add/Drop period.

Please note that the Add/Drop period is not applicable to new students in their first trimester at SIT.

Question 5: My programme doesn't require me to do self-service module registration. Do I still need to check my registered modules?

Yes, every student is responsible for his/her registered modules. Please log into IN4SIT and navigate to Course Management > View My Classes to view your scheduled classes. You may refer to the Module Registration User Guide for the step-by-step instructions. The billing of tuition fees will be finalised based on the modules registered at the end of Add/Drop period.

Question 6: Can I withdraw from individual modules/micro-credentials after the Add/Drop period has ended?

Yes, you may submit a Module/ Course Withdrawal Request between Week 3 and Week 7. After Week 7, applications will not be accepted. Log into IN4SIT and navigate to Course Management > Enrolment > Course Withdrawal Request. You may refer to the Module Registration User Guide for the step-by-step instructions.

Do note that approved Course Withdrawal Request applications will receive a "Withdrawn" (W) grade and student will still be liable for the tuition fee charged as they are withdrawn after the end of the Add/Drop period. In addition, you will be billed for these registered modules when you register for the withdrawn modules again in the future.

Notwithstanding this, during self-service module registration and Add/Drop period, you are free to add or drop classes without any financial penalty or W grade records. Please note that the Add/Drop period is not applicable to new students in their first trimester at SIT.