

# Frequently Asked Questions (FAQs) on Certificate and Short Courses

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# Frequently Asked Questions (FAQs) on Certificate and Short Courses

## [Application Matters](#)

### **Q1: Who can apply for CLE certificate and short courses?**

A1: CLE certificate and short courses are open to adults aged 17 years old and above.

### **Q2: I am interested in taking a course at CLE; however, I cannot find the application and intake details on the website.**

A2: There are specific intakes in a year for our certificate and short courses.

Course	Intake	Estimated month for application
Certificate Course	January	November
	July	May
Short Course	January	November
	March	February
	July	May
	September	August

You can find more details on [NAFA's website](#) when the courses are open for application.

### **Q3: How can I submit an application for the course?**

A3: You are strongly encouraged to submit your application for the certificate and short courses **online** during the application period. Walk-in applications are strictly by appointment only. Please email us at [cle@nafa.edu.sg](mailto:cle@nafa.edu.sg) if you wish to do so.

### **Q4: I have applied for a course and completed the payment. When will I receive a confirmation?**

A4: Your place is confirmed when you receive the course commencement details two weeks before the course commencement date.

NAFA Centre for Lifelong Education reserves the right to reject any application under any circumstance. If we reject your application, we will refund any amount that has been paid in relation to the application that is rejected or voided without interest.

**Q5: The course which I want to apply for is fully enrolled. When can I apply for the course again?**

A5: If you prefer to wait for the next intake, you may [subscribe to our mailing list](#), and we will send you the course details nearer the start of the course application period. You may also visit [NAFA's website](#) as the course schedules will be published when the application is open.

**Q6: What happens if my course is cancelled?**

A6: If the class is unable to proceed due to unforeseen circumstances, NAFA will process a full refund of paid fees, or alternative courses will be offered to you in these circumstances.

**Q7: Why is there a need to provide a health declaration when I apply for the courses?**

A7: Our courses are mainly skills-based and we wish to identify those who require special attention to explore specific solutions to meet their learning needs.

**Q8: What is the difference between certificate courses and short courses?**

A8: Certificate courses have a longer duration and are more detailed compared to short courses. Each certificate course contains two modules and runs for 16 weeks (8 weeks per module). Typically, certificate courses are suitable for individuals wishing to further their professional development. In contrast, short courses (2 weeks to 8 weeks) are ideal for those wishing to learn more about a subject without the pressure of assessment.

## Prerequisites and Exemptions (applicable to certificate courses only)

**Q9: I am interested in your courses, but I am a beginner. Are there any prerequisites to applying for your courses?**

A9: Unless stated in the course description, most of our courses are suitable for beginners without prior knowledge of the subject. For computer-based courses, learners are required to have basic IT knowledge and computer skills. Certificate courses that are offered at the intermediate, advanced and specialist levels have prerequisites.

**Q10: I have taken similar courses in the past. Can I be exempted from the basic level and take the intermediate class instead?**

A10: Our intermediate level is catered for learners who have graduated from our basic course as they have learned the requisite skills to progress to the next level. We encourage learners to apply for the basic level.

If you wish to apply for exemption, please email us at [cle@nafa.edu.sg](mailto:cle@nafa.edu.sg), and we will send you the application-for-exemption form. You can then submit the completed form with the relevant artwork samples for our trainer's review. The cost of this exemption application is S\$ 108 (inclusive of GST), and it is non-refundable.

**Q11: When can I apply for an exemption?**

A11: You can apply for exemption in March (for the July intake) and September (for the January intake).

**Q12: Can I apply for an exemption for the short courses?**

A12: No. An exemption is not applicable for short courses.

## Payment and Subsidies

### **Q13: What are the fees that I am required to pay?**

A13: You are required to make payment for the course fees. There will also be a one-time payment of \$48 for the Application Fee for the certificate and short courses (valid for 24 months). The materials fee is applicable for some courses only.

### **Q14: When am I required to make payment for the course?**

A14: You are required to make payment upon application to secure a place in the selected course.

### **Q15: What are the subsidies available for the courses?**

A15: The available subsidies are as follows:

<b>Types of Subsidies</b>	<b>Eligibility</b>
<a href="#">SkillsFuture Credit</a>	Applicable to Singaporeans, 25 years old and above
<a href="#">National Silver Academy</a>	Applicable to Singaporeans, 50 years old and above
<a href="#">Union Training Assistance Programme (UTAP)</a>	Applicable to NTUC Union Members
<a href="#">NAC-NICA Training Support</a>	Applicable to NAC-NICA Members

Please visit the weblinks to view more details on the subsidies.

### **Q16: Do I still need to make any payment if I am using my SkillsFuture credit?**

A16: If you are using SkillsFuture credit to pay the full course fees, you do not need to self-initiate payment. If you do not have sufficient credits to cover the full course fees, you are required to top up the balance.

### **Q17: Can I use SkillsFuture credit to pay for the Application fee or materials fee?**

A17: You will not be able to use SkillsFuture credit to pay for the Application fee or materials fee.

### **Q18: How do I submit SkillsFuture Credit claims?**

A18: An email with the application details will be sent to your email address upon completing the application. Please convert the email into a PDF file and submit it as your supporting document during the SkillsFuture Credit claim submission.

Please visit the [SkillsFuture Credit website](#) and log in via your Singpass to submit the claim. You may view [the video](#) from SkillsFuture Credit on the steps to submit the claims.

**Q19: How do I submit a claim for UTAP?**

A19: You may submit your UTAP claim application via the [U Portal account](#) within six months after the course ends. You may need to provide a copy of your course certificate, course invoice and attendance when requested.

**Q20: Is it possible for me to use SkillsFuture Credit and UTAP to pay for the course fees?**

A20: Union Training Support Programme (UTAP) is a training benefit for NTUC members to defray their cost of training. An NTUC member enjoys up to 50% \*unfunded course fee support each year.

*\* Unfunded course fee refers to the balance course fee payable after applicable government subsidy. The unfunded course fee must be S\$20.00 and above. This excludes material fees, registration fees, misc. fees etc*

If you have sufficient SkillsFuture credit to pay for the full course fee, you will not be eligible to utilise UTAP as there is no unfunded course fee amount where you need to top up.

**Q21: What is NAC-NICA Training Support?**

A21: National Arts Council (NAC) is collaborating with National Instructors and Coaches Association (NICA) to support NICA arts educator0members' i.e., Members continuous professional development through the provision of course fee subsidies and/or training allowance to lower the actual and opportunity costs of attending training.

The NAC-NICA Training Support will run from 1 October 2023 to 31 March 2025, and is in tandem with the Skills Framework for Arts (Arts Education and Technical Theatre & Production): <http://www.nac.gov.sg/support/capability-development/skills-framework-for-arts>.

**Q22: How do I apply for course with NAC-NICA Training Support?**

A22: You will need to be a NICA member. If you are not a member, please visit <http://www.ntuc.co/nica> to sign up. Before applying to NAFA Certificate or Short courses, please request for a Letter of Eligibility (LOE) from [HERE](#). NICA requires up to 7 working days to assess the application and generate the LOE. After obtaining the LOE, you may proceed to apply for NAFA courses.

**Q23: What are the modes of payment for the courses?**

A23: You are strongly encouraged to make the payment online via PayNow or using a credit or debit card (VISA or Mastercard). Alternatively, you can make payment by NETS or cheque at the Finance Cashier located at 80 Bencoolen Street, NAFA Campus 1, Wing B, Level 1, Singapore 189655. The operating hours are Mondays to Fridays, 9.00am to 5.00pm. All cheques should be crossed and made payable to "**Nanyang Academy of Fine Arts**". Please write your name and contact number(s) at the back of your cheque.

**Q24: I have difficulty making payment and utilising the relevant subsidies for the courses. What can I do?**

A24: Please contact us at [cle@nafa.edu.sg](mailto:cle@nafa.edu.sg) or 6512 1388, and we will guide you through the steps.

**Q25: Are the costs of materials (e.g., paintbrushes and watercolour paper) included in the course fees?**

A25: The costs of materials are not included in the course fees. For certain courses, the material fee is collected upon application as stated on the website. You will receive a materials list from our trainer via email nearer the commencement date for other courses. You can then purchase the listed materials. Additionally, you may bring along your own materials in the first lesson and consult the trainer on their suitability for use.

## Course Administration

### **Q26: How frequent are the classes held?**

A26: Our classes are typically held once a week unless otherwise stated on the website.

### **Q27: How many learners are there in each class?**

A27: Most courses have a limit of 12 learners in each class. Courses held in the computer lab have a limit of 15 to 18 learners in each class.

### **Q28: Do I need to bring my laptop to the class?**

A28: Courses that involve practical sessions on software will be held in the computer lab. You are not required to bring your laptop to the class. However, please ensure that you have the necessary software installed on your laptop before the class if you do not wish to use the desktop in the computer lab.

### **Q29: I am enrolled in a course that is delivered on campus. Will there be any changes in the course schedule or delivery mode if there is a period of heightened alert?**

A29: Yes, for the safety of all trainers and learners, classes may pivot to the online mode. Please await further instructions from your trainer should this happen. NAFA Centre for Lifelong Education reserves the right to alter the rules and regulations, course contents, class schedule, delivery mode and fee structures without prior notice.

### **Q30: Which platforms do you use for online learning?**

A30: We use either Microsoft Teams or Zoom for online learning.

### **Q31: Do you loan any equipment for online learning?**

A31: We do not loan any IT equipment to the learners. For the Applied Arts courses, the software will be provided to the learners.

### **Q32: If my lesson falls on a public holiday, will there be a replacement lesson?**

A32: Yes. There will be no lessons on public holidays. Affected lessons will be rescheduled to the following week (same day and time). A replacement lesson will also be arranged if the trainer is unwell or on official leave. The trainer will arrange the replacement lesson on an agreeable date and time based on the majority consensus.



**Q33: Can I attend another class if I cannot attend my class for a particular week?**

A33: This will not be possible as there are strict enrolment limits per class to adhere to the trainer-learner ratio and safe management measures. There are also no replacement classes for missed lessons by the learner. All CLE learners must fulfil a minimum of 75% attendance for each course/module.

**Q34: I have applied for the course, but I cannot attend it now. Can I withdraw from the course?**

A34: Withdrawal requests should be made in writing to NAFA Centre for Lifelong Education at [cle@nafa.edu.sg](mailto:cle@nafa.edu.sg).

Withdrawal requests will only be allowed before the course commencement date.

Withdrawal before the course commencement date	Paid course fees* will be refunded.
Withdrawal on or after course commencement date	Strictly no refund.

\* Please note that the application fee is non-refundable for all withdrawal requests.

**Q35: I have misplaced my hardcopy certificate for a previously completed course. How can I get a replacement?**

A35: NAFA Centre for Lifelong Education has introduced the issuance of digital certificates since January 2021, and have discontinued the issuance of hardcopy certificates. You may email us at [cle@nafa.edu.sg](mailto:cle@nafa.edu.sg) with your request for the reissue of a digital replacement certificate. There is an administrative charge of \$20 per certificate.

## Academic Matters

### **Q36: Who are your trainers for the courses?**

A36: Our trainers are all suitably qualified and experienced to teach the courses. Many of them are NAFA alumni and teach in the diploma and degree programmes in NAFA and Centre for Lifelong Education.

### **Q37: Can you provide the full course curriculum?**

A37: The course content is outlined in the course description on the website. The trainer will share more details of the course for learners on the first day of the course.

### **Q38: Will marks and grades be stated on my assignments?**

A38: For certificate courses, learners will receive a final grade for each module at the end of the course. Learners will receive the final grade in one of the following grade band descriptors: 'Competent' or 'Not Yet Competent'. There is no assessment for Short Courses.

### **Q39: I won't be able to attend some of the classes. Will I still be able to receive a certificate if I pass the assessments?**

A39: To receive the certificate, all certificate course learners **MUST** pass the assessments and fulfil a minimum of 75% attendance for each module. You are advised to consider your schedule first before applying for a course.

### **Q40: Will I receive a certificate upon completion of the course?**

A40: If you fulfil the assessment requirements for the certificate course, you will be presented with a digital certificate certifying your skill and knowledge in the subject. For the short course, there is no assessment. You will receive a digital certificate of participation in the course if you meet the minimum attendance criteria of 75%.

### **Q41: How do I receive my certificate upon successful completion of the course?**

A41: Upon successful completion of the course, you will be presented with a digital certificate via [OpenCerts](#). You will receive email notifications to download the digital certificate. The digital certificates will be available in learners' Skills Passport accounts, and learners will be able to search and download the certificates at their convenience.

[OpenCerts](#) is part of a national-level initiative that was jointly developed by SkillsFuture Singapore (SSG), the Government Technology Agency (GovTech) and the Ministry of

Education (MOE). For more information, please refer to <https://www.opencerts.io/>.