

## FREQUENTLY ASKED QUESTIONS

<b>Graduation Ceremony / Registration</b>	
Q	I have completed my programme and should be graduating this year. I have not received the official email invitation to the Graduation Ceremony. Who can I check with?
A	We have sent out the official email invitation in batches in the first week of November 2021. For full-time Diploma graduands, please check your BCAA email account. For part-time Diploma and full-time/part-time Specialist Diploma graduands, please check your personal or work email account, depending on the email address provided at the point of enrolment into the programme. Do check your spam/junk folder too. If you are still unable to locate the email invitation, please drop us an email at <a href="mailto:BCA_graduation_dip@bca.gov.sg">BCA_graduation_dip@bca.gov.sg</a> for full-time Diploma graduands and <a href="mailto:BCA_graduation_sdip@bca.gov.sg">BCA_graduation_sdip@bca.gov.sg</a> for part-time Diploma and full-time/part-time Specialist Diploma graduands.
Q	I am unable to collect or return the gown on the dates I have chosen during the registration. / I have indicated the wrong height and/or weight in my registration. How do I contact the gown vendor?
A	You can contact the vendor directly at 6844 7142 or <a href="mailto:enquiry@joyousasia.com">enquiry@joyousasia.com</a> .
Q	I missed the deadline for registering my attendance for the Graduation Ceremony. Can I still attend?
A	Due to limited capacity of the Function Hall and the current Safe Management Measures (SMM), we are unable to accept late registrations or any walk-ins. You can still join in the celebrations via our live stream on BCA Academy social media channel(s). You may access the link(s) to the live stream via the graduation site at <a href="https://www.bcaa.edu.sg/bcaagraduation2021/">https://www.bcaa.edu.sg/bcaagraduation2021/</a> from 29 November 2021 to 3 December 2021.
Q	I can only attend the Graduation Ceremony if it is on a certain date and/or time in the Graduation Week. Can I change my assigned session?
A	We have assigned a specific session to you after collating all registrations from the graduating cohort. It is based on the academic programme and the number of attendees (both graduands and guests). We seek your understanding that we are unable to change your session.  If you are unable to attend the session, you can still join in the celebrations via our live stream on BCA Academy social media channel(s). You may access the link(s) to the live stream via the graduation site at <a href="https://www.bcaa.edu.sg/bcaagraduation2021/">https://www.bcaa.edu.sg/bcaagraduation2021/</a> from 29 November 2021 to 3 December 2021.
<b>COVID-19 Safe Management Measures (SMMs)</b>	
Q	Besides checking vaccination status and conducting Pre-Event Testing (PET), what other SMMs are there?

A	<p>The following measures must be strictly observed at all times:</p> <ul style="list-style-type: none"> <li>• Face mask must be worn throughout the event, for attendees aged 6 years and above.</li> <li>• At least 1m safe distancing must be observed between individuals.</li> <li>• Attendees must be seated at their assigned seats and/or sections only.</li> <li>• No handshakes or other forms of physical contact are allowed on stage during the presentation of graduates.</li> </ul> <p>For more and the latest information on SMMs, please visit <a href="https://www.moh.gov.sg/covid-19-phase-advisory">https://www.moh.gov.sg/covid-19-phase-advisory</a>.</p>
Q	<p>I already have a negative Antigen Rapid Test (ART), or Polymerase Chain Reaction (PCR) test result. Can I use it to attend?</p>
A	<p>You may use it if the negative result is within the 24-hour validity window. However, only ARTs administered or supervised by MOH-approved COVID-19 test providers will be recognised for admission. Negative results obtained from self-administered ART and self-administered ART performed under supervision by parties other than MOH-approved COVID-19 test providers (<a href="https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers">https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers</a>) are not valid for admission.</p>
Q	<p>I have recovered from COVID-19. Can I be exempted from Pre-Event Testing (PET)?</p>
A	<p>You are exempted from PET if you have recovered from COVID-19, i.e. less than 270 days of first positive Polymerase Chain Reaction (PCR) test result obtained in Singapore.</p> <ul style="list-style-type: none"> <li>• You will need to obtain a PET Exemption Notice from any clinic offering ART or PCR testing services (<a href="https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers">https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers</a>).</li> <li>• You can also use your Discharge Memo as proof of recovery if it states the first PCR date.</li> </ul>
Q	<p>Am I still required to undergo Pre-Event Testing (PET) if I'm on Rostered Routine Testing (RRT)?</p>
A	<p>If your latest RRT test result is negative (either ART-negative, or PCR-negative, or pooled PCR-negative), conducted by a MOH-approved COVID-19 test provider (<a href="https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers">https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers</a>) and is within the 24 hours validity period, you can use it for admission.</p>
Q	<p>Are children exempted from Pre-Event Testing (PET)?</p>

A	<p>Children aged 12 years and below, who are not eligible for vaccines currently under the National Vaccination Programme, are exempted from PET.</p> <p>Children aged 13 years and above will be subjected to PET if not fully vaccinated. If you expect your children to resist swabbing, you should seek testing services for your children from a clinic that can swab children of that age (see <a href="https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers">https://www.moh.gov.sg/licensing-and-regulation/regulations-guidelines-and-circulars/details/list-of-covid-19-swab-providers</a> for a list of providers and the ages they are able to swab). Alternatively, you may consider not bringing children if you anticipate that testing them will be challenging.</p>						
Q	How much is the Antigen Rapid Test (ART) done at BCA Academy at the point of registration.						
A	BCA Academy will fully subsidise the cost of the ART for attendees who are not fully vaccinated and who cannot be exempted from Pre-Event Testing (PET).						
<b>Collection of Certificates</b>							
Q	I am attending the Graduation Ceremony. When can I collect my certificate?						
A	<p>You can collect your certificate only during your assigned session. Our marshals will assist you during the Ceremony</p> <p>You are not allowed to collect your certificate before your assigned session or before/after other sessions or authorise another person to collect your certificate on your behalf during the Graduation Week.</p>						
Q	I am not attending the Graduation Ceremony. When/How can I collect my certificate?						
A	<p>Graduates can collect your certificate during the following period:</p> <table border="1"> <tr> <td>Date</td> <td>Mondays, Wednesdays &amp; Fridays <b>only</b> from 6 to 17 December 2021</td> </tr> <tr> <td>Time</td> <td>11.00 am to 3.00 pm</td> </tr> <tr> <td>Venue</td> <td>Library, Academic Tower Level 7 BCA Braddell Campus 200 Braddell Road, Singapore 579700</td> </tr> </table>	Date	Mondays, Wednesdays & Fridays <b>only</b> from 6 to 17 December 2021	Time	11.00 am to 3.00 pm	Venue	Library, Academic Tower Level 7 BCA Braddell Campus 200 Braddell Road, Singapore 579700
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Time	11.00 am to 3.00 pm						
Venue	Library, Academic Tower Level 7 BCA Braddell Campus 200 Braddell Road, Singapore 579700						
Q	I am unable to attend the Graduation Ceremony nor collect my certificate on Mondays, Wednesdays & Fridays from 6 to 17 December 2021. How should I collect the certificate?						
A	<p>Please write to <a href="mailto:BCA_SSC@bca.gov.sg">BCA_SSC@bca.gov.sg</a> with your full name, programme, year of graduation and contact details. As we are still working from home, we will arrange for certificate collection once a month from January to May 2022 only.</p> <p>Certificates not collected after May 2022, will be disposed and you may request for a Statement of Certification at <a href="https://form.gov.sg/5d3019585f627200183101f4">https://form.gov.sg/5d3019585f627200183101f4</a> thereafter (fees apply).</p>						

Q	My classmate/friend is attending the Graduation Ceremony. Can he/she collect the certificate on my behalf?
A	To avoid long waiting time or overcrowding, you can only collect your own certificate at the during your assigned session. Your classmate/friend will not be allowed to collect your certificate on your behalf during the Graduation Week.
Q	I am unable to collect the certificate personally, can I get someone to collect for me after 6 Dec 2021?
A	You can authorise a proxy to collect on your behalf. You will need to submit an online authorisation form ( <a href="https://form.gov.sg/5d2bfafb25129c0018952461">https://form.gov.sg/5d2bfafb25129c0018952461</a> ) <b>before</b> he/she goes to the Academy to collect. Your proxy's NRIC/FIN number must be clearly stated in the authorisation form and he/she must bring along his/her identity card when collecting the certificate.
Q	Currently, I am not residing in Singapore and unable to return due to the COVID-19 measures. How can I collect the certificate?
A	There are 2 options. 1. You can authorise a proxy who is in Singapore to collect on your behalf. You will need to submit an online authorisation form ( <a href="https://form.gov.sg/5d2bfafb25129c0018952461">https://form.gov.sg/5d2bfafb25129c0018952461</a> ) <b>before</b> he/she goes to the Academy to collect. Your proxy's NRIC/FIN number must be clearly stated in the authorisation form and he/she must bring along his/her identity card when collecting the certificate. 2. You can request for your certificate to be mailed (fees apply) to your overseas address ( <a href="https://form.gov.sg/5f9232590468b00011390262">https://form.gov.sg/5f9232590468b00011390262</a> ). Your certificate will only be mailed out in batches from mid-January 2022, by normal mail. BCA is not liable if the certificate is undelivered for any reasons and we will not reissue the certificate.
Q	Can you email a copy of the certificate to me?
A	Unfortunately, there is no soft-copy format for the certificates.
Q	I am in Singapore but it is inconvenient for me to collect from BCA Academy. Can you post the certificate to me?
A	Unfortunately, certificate mailing service is only extended to graduates who are not residing in Singapore currently.
Q	What is the latest date I can collect the certificate?
A	Certificates are only kept for 6 months from the date of the graduation ceremony, i.e. till May 2022. Certificates not collected after May 2022, will be disposed and you may request for a Statement of Certification at <a href="https://form.gov.sg/5d3019585f627200183101f4">https://form.gov.sg/5d3019585f627200183101f4</a> thereafter (fees apply).
Q	What happens if I am unable or have forgotten to collect my certificate after 6 months from the date of graduation?

A	You can request for a Statement of Certification at <a href="https://form.gov.sg/5d3019585f627200183101f4">https://form.gov.sg/5d3019585f627200183101f4</a> . An administrative fee of \$23.00 is payable.	
Q	Why am I not given the Certificate in Internal Audit (QEHS) - Quality ISO9001, Environmental 14001 & Health & Safety OHSAS 18001, Certification Course for Green Mark Managers and/or Fire Safety Manager Course.	
A	These certificates are only issued for eligible students for certain diploma programmes. Please write to <a href="mailto:BCA_SSC@bca.gov.sg">BCA_SSC@bca.gov.sg</a> to enquire if you are certain that you have met the requirements but did not get the certificate(s).	
Q	I need a transcript. How can I get one? ( <i>applicable for Specialist Diploma graduates only</i> )	
A	Results slip(s) were already emailed to you earlier. If you need a transcript, you can submit a request at <a href="https://form.gov.sg/5d3019585f627200183101f4">https://form.gov.sg/5d3019585f627200183101f4</a> . An administrative fee of \$23.00 is payable.	
<b>Others</b>		
Q	I have a question which is not included in this FAQs list. Who should I contact?	
A	You can email your enquiry to:	
	For Diploma graduates (full-time/part-time)	BCA_graduation_dip@bca.gov.sg
	For Specialist Diploma graduates (full-time/part-time)	BCA_graduation_sdip@bca.gov.sg