

FREQUENTLY ASKED QUESTIONS

Graduation Ceremony / Registration		
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 will be sending out the official email invitation in batches in October 2022. 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 BCA_graduation_dip@bca.gov.sg for full-time Diploma graduands and BCA_graduation_sdip@bca.gov.sg 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 enquiry@joyousasia.com.	
Q	I missed the deadline for registering my attendance for the Graduation Ceremony. Can I still attend?	
A	Due to limited capacity of the auditorium, we are unable to accept late registrations or any walk-ins.	
Collection of Certificates		
Q	I am attending the Graduation Ceremony. When can I collect my certificate?	
A	<p>Graduands will collect their certificates after exiting from the stage, at the back of the auditorium. Graduands are to return to their seats after collecting the certificate and remain seated for the rest of the ceremony.</p> <p>Diploma graduands will be receiving only their Diploma certificate during the session, additional certificates (if eligible) will be sent via email by 16 December 2022.</p>	
Q	I am not attending the Graduation Ceremony. When/How can I collect my certificate?	
A	Graduates can collect your certificate during the following period:	
	Date	Mondays, Wednesdays & Fridays only from 5 to 16 December 2022
	Time	11.00 am to 4.00 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 5 to 16 December 2022. How should I collect the certificate?
A	Please write to BCA_SSC@bca.gov.sg with your full name, programme, year of graduation and contact details <u>after</u> 16 December 2022. Certificates are only kept for 6 months from the date of the graduation ceremony, i.e. till May 2023. Certificates not collected after May 2023, will be disposed and you may request for a Statement of Certification at https://form.gov.sg/5d3019585f627200183101f4 thereafter (fees apply).
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 event day.
Q	I am unable to collect the certificate personally, can I get someone to collect for me after 16 Dec 2022?
A	You can authorise a proxy to collect on your behalf. You will need to submit an online authorisation form (https://form.gov.sg/5d2bfafb25129c0018952461) before 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. How can I collect the certificate?
A	You can authorise a proxy who is in Singapore to collect on your behalf. You will need to submit an online authorisation form (https://form.gov.sg/5d2bfafb25129c0018952461) before 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	Can you email a copy of the certificate to me?
A	Unfortunately, there is no soft-copy format for the certificates.
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 2023. Certificates not collected after May 2023, will be disposed and you may request for a Statement of Certification at https://form.gov.sg/5d3019585f627200183101f4 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 https://form.gov.sg/5d3019585f627200183101f4 . An administrative fee of \$23.00 is payable.

Q	Why was I not given the Internal Quality Audit based on ISO 9001 (Quality), ISO 14001 (Environment) and ISO 45001 (Health & Safety) Standards and/or Certification Course for Green Mark Accredited Professional (<i>applicable for Diploma graduates only</i>)?	
A	These certificates will be sent via email to eligible students of certain diploma programmes by 16 December 2022. Please write to BCA_SSC@bca.gov.sg to enquire if you are certain that you have met the requirements and did not receive the certificate(s) by then.	
Q	Why am I not given Fire Safety Manager Course (<i>applicable for Diploma graduates only</i>)?	
A	This certificate is only issued for eligible students for certain diploma programmes. Please write to BCA_SSC@bca.gov.sg to enquire if you are certain that you have met the requirements but did not get the certificate.	
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 https://form.gov.sg/5d3019585f627200183101f4 . An administrative fee of \$23.00 is payable.	
Others		
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