

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 2023. 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 Diploma graduands and BCA_graduation_sdip@bca.gov.sg for 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 Multi-Purpose Hall, 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 the stage, at the side/ back of the Multi-Purpose Hall. 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 only be receiving their Diploma certificate during the session, additional certificates (if eligible) will be sent via email by 17 December 2023.</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	5 to 7 December and 12 to 14 December 2023 (Tuesdays, Wednesdays & Thursdays)
	Time	12.00 noon 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 5 to 7 December and 12 to 14 December 2023. How should I collect the certificate?
A	Please write to the respective Officer-in-Charge for your programme with your full name, programme, year of graduation and contact details <u>after</u> 14 December 2023. Certificates not collected after May 2024, 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	Your classmate/friend will not be allowed to collect your certificate on your behalf on Graduation Day. Similarly, you can only collect your own certificate on Graduation Day.
Q	I am unable to collect the certificate personally, can I get someone to collect for me on 5 to 7 December, 12 to 14 December 2023 or after?
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	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 2024. Certificates not collected after May 2024, 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 17 December 2023. Please write to BCA_graduation_dip@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	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