

Student Services Centre (SSC) FAQ

Services at SSC

Q1. I need help with:

- Confirmation of Enrolment Letter
- Renew / Extend Student Pass
- Application / Extension of EZ-Link Card
- Cancel Student Pass
- Letter of Completion
- Record of Past Enrolment
- Fee payment matters
- Withdrawal from programme
- Deferment from programme
- Transfer of programme
- Resend of result slip

1. Log in to Moodle (lms.bcaa.edu.sg) and click on Student Services Centre e-Forms
2. Select "Student Assistance Form"
3. Select the respective option and fill up the form accordingly
4. We will reply to you via email within 2 weeks

Q2. How do I apply for Post-Secondary Education Account (PSEA)?

1. To apply for PSEA, please download the application form [here](#)
2. Log in to Moodle and click on Student Services Centre e-Forms
3. Select "Student Assistance Form"
4. Select Fee payment matters and upload the completed application form

Moodle and School Email

Q3. I cannot login to my student email account (eg. xxxx_xxx@bcaa.edu.sg), what can I do?

To reset password in Student Portal (Moodle) account:

1. Go to the sign-in page at <http://lms.bcaa.edu.sg/>
2. Click on **Lost password?** (link is below the Log in button)
3. Follow the instructions to reset your password

To reset password in BCAA School email account:

1. Go to the sign-in page at <https://portal.office.com>
2. Click on **Can't access your account**
3. Follow the instructions to reset your password

Rental / Renewal of Locker

Q4. How do I rent / renew a locker?

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Rental / Renewal of Lockers"
3. An email will be send be sent to you via email to request for payment
4. Check your email for the Payment Advice email and make payment at the Cashier
5. A locker will be issued to you once we have received the payment

Rental fees are as follows:

6 months : \$12.50 (*only applicable for Oct Intake*)

12 months : \$25.00 (*only applicable for Apr Intake*)

Updating of Personal Particulars

Q5. How do I update my particulars if I changed my e.g. address / mobile no.?

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Update of student's profile" and fill up the form accordingly
3. Your particulars will be updated automatically
4. Please note that no notification will be sent to you

Statement of Certification/Transcript/Result Slip

Q6. I need to request for:

- Statement of Certification
- Transcript
- Result Slip
- National Certificate in Construction Supervision (Statement of Certification)

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Statement of Certification (for loss of certificate/transcript/result slip)" and fill up the form accordingly
3. Check your email for the Payment Advice email and make payment at One-Stop Customer Services Centre, Blk H Level 1
****Please note that there will be a non-refundable processing fee of \$23.00 per request***
4. Alternatively, you can also arrange for:
 - Bank transfer (via internet banking, mobile banking or local ATM);
 - Telegraphic transfer / remittance (from overseas banks); or
 - DBS/POSB bank deposit.

Please include student's full name and NRIC/FIN when performing the transfer. Our bank details are as follows:

Account name	Building and Construction Authority
Bank Name	DBS Bank Ltd
Branch Name	Shenton Way
Bank No.	7171
Branch No.	001
Account No.	001-021871-9
Swift Code	DBSSSGSG

After completing the bank transaction, please complete and submit the Form for Payment by Bank Transfer, Telegraphic Transfer / Remittance or Bank Deposit on your Student Portal, along with the required supporting document(s).

The fees will be deemed unpaid if the School does not receive the submission.

5. We will process your request once payment has been made
6. We will notify you via email once the statement is ready

Authorisation Form

Q7. I am unable to collect my certificate. Can I authorise someone to collect on my behalf?

1. Log in to Moodle and click on **Student Assistance Forms**
2. Select "Authorise someone to collect letter / transcript / certificate, etc. on your behalf" and fill up the form accordingly

MC / LOA Matters

Q8. How do I submit Medical Certificate /Leave Of Absence & Exam Medical Certificate?

For Medical Certificate (MC) / Leave Of Absence (LOA)

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Submission of Leave of Absence (LOA) / Medical Certificate" and fill up the form accordingly
3. Indicate **your class & mobile number** on the MC/LOA and submit the hardcopy to the library

For Medical Certificate / Leave Of Absence during exam period

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Submission of Leave of Absence (LOA) / Medical Certificate for absence during exams and tests" and fill up the form accordingly
3. Indicate your **class & mobile number** on the MC/LOA and submit the hardcopy to the library

***Please note that the doctor must certify that you are unfit to sit for examination/test. Otherwise, your MC will be rejected.**

Programme Matters

Q9. I have failed my Exam. How do I apply for Supplementary Paper? (only applicable for Specialist Diploma)

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Apply for Supplementary Paper (Re-take exam) for Specialist Diploma Programmes" and fill up the form accordingly
3. Check your email for the Payment Advice email and make payment at One-Stop Customer Services Centre, Blk H Level 1.
4. Alternatively, you can also arrange for:
 - Bank transfer (via internet banking, mobile banking or local ATM);
 - Telegraphic transfer / remittance (from overseas banks); or
 - DBS/POSB bank deposit.

Please include student's full name and NRIC/FIN when performing the transfer. Our bank details are as follows:

Account name	Building and Construction Authority
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Bank Name	DBS Bank Ltd
Branch Name	Shenton Way
Bank No.	7171
Branch No.	001
Account No.	001-021871-9
Swift Code	DBSSSGSG

After completing the bank transaction, please complete and submit the Form for Payment by Bank Transfer, Telegraphic Transfer / Remittance or Bank Deposit on your Student Portal, along with the required supporting document(s).

The fees will be deemed unpaid if the School does not receive the submission.

Q10. I failed my Module. How do I apply for Recourse?

For Full-Time Diploma programmes:

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Apply for Recourse for Full-Time Diploma Programmes"
3. Select your diploma and fill up the form accordingly
4. Check your email for the Payment Advice email and make payment at One-Stop Customer Services Centre, Blk H Level 1

For Part-Time Diploma programmes:

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Apply for Recourse for Part-Time Programmes"
3. Select your diploma and fill up the form accordingly
4. Check your email for the Payment Advice email and make payment at One-Stop Customer Services Centre, Blk H Level 1

For Specialist Diploma programmes:

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select "Apply for Recourse for Specialist Diploma Programmes"
3. Select your diploma and fill up the form accordingly
4. Check your email for the Payment Advice email and make payment at One-Stop Customer Services Centre, Blk H Level 1

Applications are open for a certain period only. Please look out for the announcement in Moodle before applying. The supplementary paper fee and recourse fee is \$34.00 per module.

Alternatively, you can also arrange for:

- Bank transfer (via internet banking, mobile banking or local ATM);
- Telegraphic transfer / remittance (from overseas banks); or
- DBS/POSB bank deposit.

Please include student's full name and NRIC/FIN when performing the transfer. Our bank details are as follows:

Account name	Building and Construction Authority
Bank Name	DBS Bank Ltd
Branch Name	Shenton Way
Bank No.	7171

Branch No.	001
Account No.	001-021871-9
Swift Code	DBSSSGSG

After completing the bank transaction, please complete and submit the Form for Payment by Bank Transfer, Telegraphic Transfer / Remittance or Bank Deposit on your Student Portal, along with the required supporting document(s).

The fees will be deemed unpaid if the School does not receive the submission.

Q11. How do I apply for Accelerated Diploma Option (ADO)?

The application will open in Jun/Jul and Dec/Jan of each year. You can check for the announcement on Moodle nearer to the period of the application details.

Q12. I have received my results and want to review it. What should I do?

1. Log in to Moodle and click on **Student Services Centre e-Forms**
2. Select “Apply for Review of Results” and fill up the form accordingly
3. Check your email for the Payment Advice email and make payment at One-Stop Customer Services Centre, Blk H Level 1

Q13. I have completed a similar course previously. Can I request for an exemption from that course?

For English Courses (*No processing fee. Only applicable for full-time diploma students*):

1. Log in to Moodle and click on **Student Assistance Forms**
2. Select “Apply for Course Exemption for Academic English” and fill up the form accordingly

For non-English courses (*Applicable for full-time and part-time diploma students*):

1. Log in to Moodle and click on **Student Assistance Forms**
2. Select “Apply for Course Exemption in Programme” and fill up the form accordingly
3. Check your email for the Payment Advice email and make payment at One-Stop Customer Services Centre, Blk H Level 1
4. Alternatively, you can also arrange for:
 - Bank transfer (via internet banking, mobile banking or local ATM);
 - Telegraphic transfer / remittance (from overseas banks); or
 - DBS/POSB bank deposit.

Please include student’s full name and NRIC/FIN when performing the transfer. Our bank details are as follows:

Account name	Building and Construction Authority
Bank Name	DBS Bank Ltd
Branch Name	Shenton Way
Bank No.	7171
Branch No.	001
Account No.	001-021871-9
Swift Code	DBSSSGSG

After completing the bank transaction, please complete and submit the Form for Payment by Bank Transfer, Telegraphic Transfer / Remittance or Bank Deposit on your Student Portal, along with the required supporting document(s).

The fees will be deemed unpaid if the School does not receive the submission.

Applications are open for a certain period only. Please look out for the announcement in Moodle before applying. The Results Review and Course Exemption fee is \$23.00 per course.

Q14. Where can I check for Lost & Found items?

Please check with One-Stop Customer Services Centre for any Lost & Found items.

Q15. If I'm not feeling well, is there a place for me to rest?

Yes, you may head to the Sick Bay at Academic Tower, Level 6.

Q16. I need help on our Diploma or Specialist Diploma programmes, who can I look for?

You may email to studentservicescentre@bcaa.edu.sg or you may refer to the contact list below.

Full-Time/Part-Time/Specialist Diploma Enquiries & Contact List

Full-Time Diploma Programmes

a. For Programme matters, please contact the respective Programme Manager in the table below.

b. For Enrolment matters, please contact **Liza Hizin** (Liza_HIZIN@bca.gov.sg) or **Ivy Chan** (Ivy_CHAN@bca.gov.sg)

Full-Time Diploma	Programme Manager	Email	Contact
Architecture (Technology)	Mr Matthew Tan	Matthew_Tan@bca.gov.sg	62489976
Construction Engineering	Dr Mano Kalaiarasan	Mano_SELLAPPA@bca.gov.sg	62489979
Design (Interior & Landscape)	Mr Kwang Chan Nam	KWANG_Chan_Nam@bca.gov.sg	62489864
Digital Engineering	Dr Yeo Sir Hoon	YEO_Sir_Hoon@bca.gov.sg	67304433
Electrical Engineering & Clean Energy	Mr Unni Krishnan Ambady	Unni_Krishnan_Ambady@bca.gov.sg	62489975
Facilities Management	Mr Ong Cheng Ping	ONG_Cheng_Ping@bca.gov.sg	67304503
Mechanical Engineering (Green Building Technology)	Dr Fadzli Hassan	Fadzli_HASSAN@bca.gov.sg	62489983
Quantity Surveying	Ms Claire Zhang	Claire_ZHANG@bca.gov.sg	62489860
Foundation Programme	Ms Christina Cheng	Christina_CHENG@bca.gov.sg	62489886

Part-Time Diploma Programmes

a. For Programme matters, please contact the respective Programme Manager in the table below.

b. For Enrolment matters, please contact **Li Huiwen** (LI_huiwen@bca.gov.sg)

Part-Time Diploma	Programme Manager	Email	Contact
Construction Engineering	Mr Tan Chee Whee	TAN_Chee_Whee@bca.gov.sg	62489859
Geo-Spatial Information and Technology	Mr Tan Chee Whee	TAN_Chee_Whee@bca.gov.sg	62489859
Facilities Management	Mr Ong Cheng Ping	ONG_Cheng_Ping@bca.gov.sg	67304503

Specialist Diploma Programmes

a. For Programme matters, please contact the respective Programme Manager in the table below.

Specialist Diploma	Programme Manager	Email	Contact
Architectural Technology	Ar Lam Mun Teng	LAM_Mun_Teng@bca.gov.sg	62489812
Building Cost Management	Mr Goh Gek Meng	GOH_Kek_Meng@bca.gov.sg	62489964
Building Information Modelling	Ar Lam Mun Teng	LAM_Mun_Teng@bca.gov.sg	62489812
Construction Management	Mr Ye Din Moe	YE_Din_Moe@bca.gov.sg	62489801
Construction Productivity	Mr MH Rahman	Rahman_MH@bca.gov.sg	62489814
Design for Manufacturing & Assembly	Dr Mano Kalaiarasan	Mano_SELLAPPA@bca.gov.sg	62489979
Facility and Energy Management	Dr Fadzli Hassan	Fadzli_HASSAN@bca.gov.sg	62489983
Interior and Landscape Design	Mr Marah Muzer	Marah_SEKHAN@bca.gov.sg	67304534
Lean Construction	Mr MH Rahman	Rahman_MH@bca.gov.sg	62489814
M&E Coordination	Dr Lee Rou Xuan	LEE_Rou_Xuan@bca.gov.sg	62489971
Virtual Design & Construction	Mr Matthew Tan	Matthew_TAN@bca.gov.sg	62489976
MEP Modularisation	Mr Harry Woon	Harry_WOON@bca.gov.sg	62489842

Underground Construction	Dr Yeo Sir Hoon	YEO_Sir_Hoon@bca.gov.sg	67304433
Computational BIM (Building)	Ar Colin Chew	Colin_CHEW@bca.gov.sg	67304436

b. For Enrolment matters, please contact the respective OIC in the table below.

Specialist Diploma	Enrolment OIC	Email	Contact
Architectural Technology	Huiwen	LI_Huiwen@bca.gov.sg	67304456
Building Cost Management	Patricia	Patricia_LEE@bca.gov.sg	62489917
Building Information Modelling	Nicholas	Nicholas_SOH@bca.gov.sg	67304533
Construction Management	Patricia	Patricia_LEE@bca.gov.sg	62489917
Construction Productivity	Amber	Amber_CHUA@bca.gov.sg	67304550
Design for Manufacturing & Assembly	Amber	Amber_CHUA@bca.gov.sg	67304550
Facility and Energy Management	Nicholas	Nicholas_SOH@bca.gov.sg	67304550
Interior and Landscape Design	Amber	Amber_CHUA@bca.gov.sg	67304550
Lean Construction	Huiwen	LI_Huiwen@bca.gov.sg	67304456
M&E Coordination	Huiwen	LI_Huiwen@bca.gov.sg	67304456
Virtual Design & Construction	Huiwen	LI_Huiwen@bca.gov.sg	67304456
MEP Modularisation	Nicholas	Nicholas_SOH@bca.gov.sg	67304533
Underground Construction	Amber	Amber_CHUA@bca.gov.sg	67304456
Computational BIM (Building)	Nicholas	Nicholas_SOH@bca.gov.sg	67304533

Other matters

	OIC	Email	Contact
Counselling / CCA / Bursary / Scholarship	Vivian	Vivian_LEE@bca.gov.sg	62489876
Alumni / Industrial Attachment	Sabrina	Sabrina_CHEW@bca.gov.sg	62489863