

Key Contact Personnel

Q1 Who are the key contact personnel for the NTU-H3 Taught Modules?

- For module-specific queries, please contact the respective Module Lecturers.
- For matters pertaining to administrative procedures, your first point of contact should be your H3 School Coordinator(s). The list of H3 School Coordinators can be found on <https://www.ntu.edu.sg/education/talent-outreach/h3-taught/school-co-ordinators>.
- If you need further assistance, please contact the Talent Outreach Section, NTU:
 - ✉ TalentOutreach@ntu.edu.sg
 - ☎ 6790-6633

Course Schedule and Timetable

Q2 How will I know when I should attend lessons for my NTU-H3 Taught Module?

- Refer to the detailed timetable for each module at <https://www.ntu.edu.sg/education/talent-outreach/h3-taught/module-schedule-timetable>
- Your Module Lecturers will inform you accordingly should there be any changes to the schedule.

Attendance

Q3 Is it compulsory for me to attend all lectures, tutorials and laboratory lessons listed in the course schedule?

- All lectures, tutorials and laboratory sessions listed in your course schedule are **compulsory**. You are expected to be present for all lessons unless you have a Medical Certificate (MC) from a doctor or an official excuse from your school.
- Attendance will be tracked and will be subject to checking/auditing by MOE.

Q4 What should I do if I fall ill and am not able to attend classes?

- You should see an independent medical practitioner immediately to obtain an MC to certify that you are medically unfit to attend class. **The MC must cover the day of absence.**
- You are to send an email to TalentOutreach@ntu.edu.sg on the day of your absence. The email should contain your name, the name of your school, the NTU-H3 Taught Module you are enrolled in, and the date and reason for your absence.
- Your email must include a clear image of the MC that has been issued to you.
- You are to copy your H3 School Coordinator in your email.

Q5 What should I do if I am not able to attend classes because I have to represent my school in a competition?

- You are required to seek approval for any absence from your NTU-H3 Taught Module lessons and that includes your representation of your school in competitions, exhibitions, conferences etc..
- You will need to inform your H3 School Coordinator. Your H3 School Coordinator will have to submit an **official letter of excuse** to cover the duration of your absence. This letter must be emailed to NTU **10 working days before** the period/date of absence.
- You must receive official approval from NTU through your H3 School Coordinator before absenting yourself from any of the H3-Taught Modules lessons.

Assessment Components

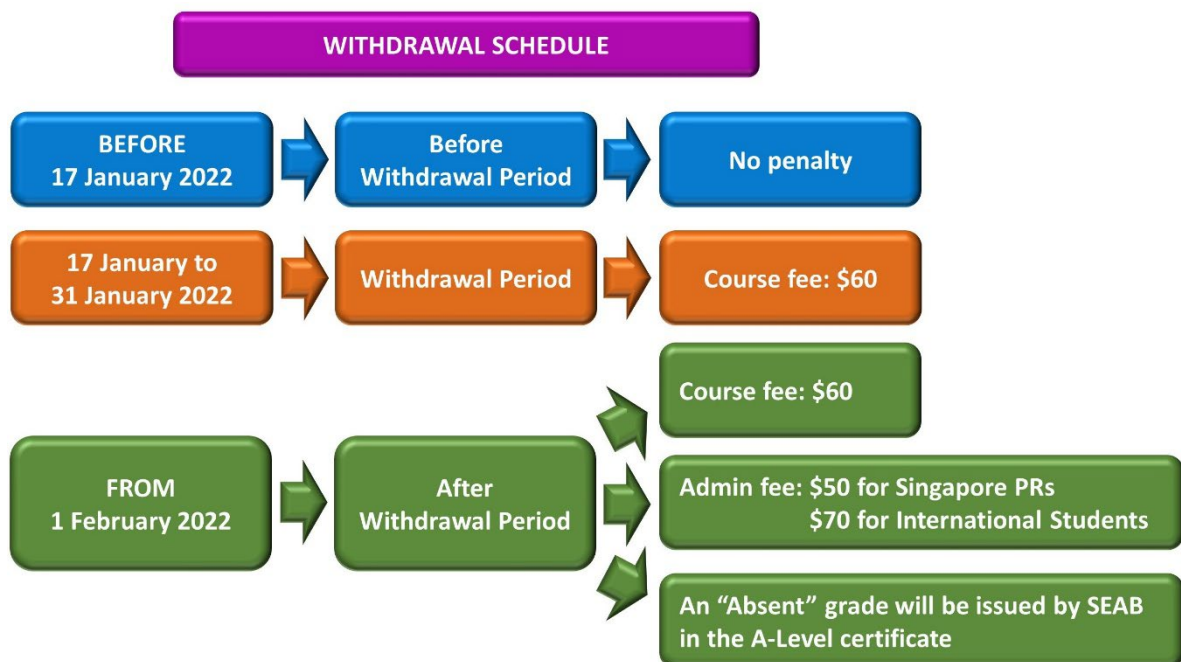
Q6 What are the assessment components for the NTU-H3 Taught Modules?



Withdrawal from an NTU-H3 Taught Module

Q7 Can I withdraw once I have handed in my Acceptance Form for an NTU-H3 Taught Module?

- You may choose to withdraw from an NTU-H3 Taught Module after confirming your acceptance. However, do take note of the withdrawal schedule and the penalties:



Q8 What is the procedure for withdrawal?

- Download and print the official MOE *Withdrawal Form* from <https://www.ntu.edu.sg/education/talent-outreach/h3-taught/resources-students>.
- You are to complete and sign the *Withdrawal Form*. You will also have to obtain the acknowledgment of your parent/guardian as well as that of your H3 School Coordinator.
- Submit the original copy of the *Withdrawal Form* to NTU through your H3 School Coordinator. Remember to take note of the dates articulated in the withdrawal schedule (see Q7).

Tests & Examinations

Q9 Can I be excused from the tests and examination?

- **Absence from the tests is strongly discouraged.**
 - ✧ Given that all tests count towards the A-Level grade, they are to be treated with equal importance as the NTU-H3 Taught Module Written Examination.
 - ✧ Any absence must be covered by an MC from an independent doctor. The MC must cover the day of absence.
- **It is compulsory that you sit for the NTU-H3 Taught Module Written Examination.** You will receive an 'Absent' grade if you do not turn up for the paper.
- In event of an absence for the Written Examination, your school's H3 School Coordinator will be notified and follow-up actions will be taken.

Q10 What should I do if I am not able to sit for tests because I have to represent my school?

- **Absence from the tests is strongly discouraged.**
- If, however, you have been picked to represent your school, your H3 School Coordinator will have to put in a request for absence on your behalf. Approval is not guaranteed and will be considered on a case-by-case basis.
- Your request must reach NTU **10 working days prior** to the scheduled test date.
- You must receive **official approval** from NTU through your H3 School Coordinator before absenting yourself.

Q11 Will my test and examination scripts be returned to me? Why?

As all tests and the Written Examination will count towards the A-Level grade, your scripts will not be returned. This is in line with MOE/SEAB's guidelines/policies.

Q12 Are there any other rules and regulations pertaining to the examination of my NTU-H3 Taught Module I should take note of?

- All students sitting for the NTU-H3 Taught Module Written Examination must read through the [NTU-H3 Taught Modules Examination Rules and Regulations](#).

Q13 What happens if the MRT breaks down or if there are other unexpected situations during the day of the NTU-H3 Taught Module Written Examination?

- Students sitting for the NTU-H3 Taught Module Written Examination should also familiarise yourself with the [Guidelines on the Handling of Unexpected Situations](#).

Q14 What happens if I fall seriously ill or if an adverse event occurs on or during the period/day of the NTU-H3 Taught Module Written Examination?

- A candidate whose performance in the NTU-H3 Taught Module Written Examination has been affected by serious illness or adverse events may apply for Special Consideration (SC). Such events may include:
 - Debilitating illness
 - Psychological condition (e.g. severe anxiety or depression);
 - Bereavement in the immediate family (either a grandparent, parent or sibling);
 - Serious trauma (e.g. victim of crime, accident or disaster).
 - COVID-19
- For more information, you should refer to the [Special Considerations Application Form](#).

Access Arrangements

Q15 *I have successfully applied for Access Arrangements (AA) through MOE/SEAB for my previous sittings at the national examinations. Can I apply for AA for my NTU-H3 Taught Module examinations?*

- Applications for Access Arrangements (AA) are applicable to the NTU-H3 Taught Module Written Examination only.
- Candidates with learning or physical disabilities offering an NTU-H3 Taught Module who wish to apply for AA must download and complete the [Access Arrangement Application Form](#).
- Applications for AA must be accompanied by the requisite supporting documents. Applications without complete documents will be considered invalid and will not be processed.
- The completed form and all supporting documents must be submitted to your school's H3 School Coordinator in hardcopy for completion of Sections E and F in confidence.
- All applications must be submitted through your school's H3 School Coordinator by 1 March of the year of examination.

NTU Network Account

Q16 *How do I activate my NTU network account?*

- Check your username for NTU network account at <https://www.ntu.edu.sg/education/talent-outreach/h3-taught/resources-students>.
- The initial default password is your Date of Birth (DDMMYYYY).
- To activate your NTU network account, you will need to change your password at <https://pwd.ntu.edu.sg/PasswordReset.aspx>.
- If you are unable to change your password, it is likely because you have submitted your date of birth wrongly during the application. In this case, please email TalentOutreach@ntu.edu.sg for assistance.

Network Account Password Changer for STUDENT, STAFF, ASSOC Network Account

Note:

1. Your new password length **must have** all of the following attributes
 - a) Length between **8 and 16** characters
 - b) At least **1 UpperCase letter**
 - c) At least **1 LowerCase letter**
 - d) At least **1 Number**
 - e) At least **1 Special Character** (e.g. ~!@#\$\$%^&*_-+=`|{}[]:;'"<>.,/?)
 - f) Must **not contain** your username or part of your display name
2. You cannot reuse your previous 3 passwords as new password.
3. Please restart your Windows computer after changing your password.
4. If you are using multiple devices such as handphone, tablets to access NTU services, please make sure the latest password is used on each of these devices with immediate effect.

Select Domain *

Username *

Current Password *

New Password *

Confirm Password *

Q17 *How do I change my NTU network account password?*

- Go to <https://pwd.ntu.edu.sg/PasswordReset.aspx> and change to a new password.
- The password must be changed every 180 days.



Q18 *I have forgotten my NTU network account password, what should I do?*

- Contact IT Service Desk hotline at 6790 4357 during office hours to make a request to reset your network account password.

Accessing my NTU Email Account

Q19 *How do I access my NTU email account?*

- Log onto Office 365: <http://www.outlook.com/e.ntu.edu.sg>.
- Your email address should be entered in this format: **username@e.ntu.edu.sg**.
- Enter the password that you have set for your NTU network account.

Accessing Microsoft Teams

Q20 *How do I access Microsoft Teams?*

- You can access Microsoft Teams using:
 1. Teams desktop app - download via <https://teams.microsoft.com/downloads> and complete the installation
 2. Web browser - via <https://teams.microsoft.com>
 3. Teams mobile app - download via Apple App Store or Android Play Store
- You are strongly encouraged to download and install Microsoft Teams on your laptop.
- Sign in with your NTU email address in the format: **username@e.ntu.edu.sg**.
- Enter the password that you have set for your NTU network account.

Accessing NTULearn

Q21 *What is NTULearn?*

- NTULearn is an online learning platform for students to have easy and ready access to available resources. It complements traditional lectures by providing an e-learning platform for online content delivery, community learning and assessment through e-learning tools.

Q22 *How do I access NTULearn?*

- Navigate to NTULearn: <https://ntulearn.ntu.edu.sg/>.
- The username should be entered in this format: **username@student.main.ntu.edu.sg**.
- Enter the password that you have set for your NTU Network Account.

IT Support

Q23 *What should I do if I encounter problems with my NTU network account and other technical difficulties?*

- Contact IT Service Desk hotline at 6790 4357 during office hours.

Library Services

Q24 *How do I access the NTU Library? How do I borrow reference materials from the library?*

- You will need to bring along your School Smartcard / Student EZ-Link Concession Card for access to libraries within NTU.
- Your School Smartcard / Student EZ-Link Concession Card will also have to be presented whenever you wish to loan materials from the library.

Q25 *What should I do if I have questions about library services, resources and facilities?*

- You can go to [NTU Ask A Librarian](#) to find the answers to your questions in the FAQs.
- If you are unable to find the answers in the FAQs, you can write in to NTU Library using the 'Ask Us' feature found on [NTU Ask A Librarian](#) or email them at library@ntu.edu.sg.

Getting Around NTU

Q26 *How do I locate a lecture theatre, tutorial room or laboratory?*

NTU campus map is available at <http://maps.ntu.edu.sg> and you can search for the specific venue.

Q27 *NTU has a huge campus. How do I get around?*

3 internal shuttle bus services are available. More information can be obtained here: <https://www.ntu.edu.sg/life-at-ntu/visiting-ntu/internal-campus-shuttle>.

Q28 *How do I travel in and out of NTU?*

- Bus Service 179 & 199 (From Boon Lay Bus Interchange).
- Campus Rider (Free shuttle bus service from Pioneer MRT station).
- For more information, do refer to <https://www.ntu.edu.sg/life-at-ntu/visiting-ntu>.