

## NTU-H3 Taught Module Information Sheet for Students

### Key Contact Personnel

#### Q1 *Who are the key contact personnel for the NTU-H3 Taught Module?*

- For module-specific queries, please contact your Module Lecturer.
- 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 at <https://www.ntu.edu.sg/education/talent-outreach/h3-taught/school-coordinators>.
- If you need further assistance, please contact the Talent Outreach Section, NTU:
  - ✉ [TalentOutreach@ntu.edu.sg](mailto: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 at <https://www.ntu.edu.sg/education/talent-outreach/h3-taught/resources-students>.
- 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?*

- Attendance for all lectures, tutorials, and laboratory sessions are compulsory.
- You are expected to be present for all lessons unless you have a Medical Certificate (MC) or an official excuse from your school.
- Attendance will be tracked and your H3 School Coordinator will be informed of any absence.

#### 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](mailto:TalentOutreach@ntu.edu.sg) and include the following:
  - a) Name
  - b) School
  - c) Date of absence
  - d) Reason for your absence
  - e) Clear image of your MC
- You are to copy your H3 School Coordinator in your email.

#### Q5 *What should I do if I am unable to attend classes due to representing my school in a competition?*

- You are required to seek approval for any absence from your NTU-H3 Taught Module lessons.
- 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 3 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 NTU-H3 Taught Module lessons.

## Tests & Examinations

**Q6** *Can I be excused from a test and will there be a make-up test?*

- An absence must be covered by an MC from an independent doctor or an official letter of excuse from your H3 School Coordinator.
- A make-up test is **not** guaranteed and will be considered on a case-by-case basis.
- However, if you are absent from a test **without** a valid reason, a request for a make-up test will **not** be entertained and zero marks will be awarded.

**Q7** *Will there be a make-up paper if I missed the NTU-H3 Taught Module Written Examination?*

- 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, regardless of the reason.
- In event of an absence, your school's H3 School Coordinator will be notified for follow-up actions.

**Q8** *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.

**Q9** *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 Module Examination Rules and Regulations](#).

**Q10** *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 themselves with the [Guidelines on the Handling of Unexpected Situations](#).

**Q11** *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).
- For more information, you should refer to the [Special Consideration Application Form](#).

## Access Arrangements

**Q12** *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 who wish to apply for AA must complete the [Access Arrangement Application Form](#).
- 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.un

## Withdrawal from an NTU-H3 Taught Module

### Q13 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 penalty (if any):

Withdrawal Schedule	Penalty
Before Withdrawal Period	<ul style="list-style-type: none"> <li>No penalty</li> </ul>
Within Withdrawal Period	<ul style="list-style-type: none"> <li>Course fee: \$60</li> </ul>
After Withdrawal Period	<ul style="list-style-type: none"> <li>Course fee: \$60</li> <li>SEAB Admin fee: \$50 for Singapore PRs \$70 for International Students</li> <li>An 'Absent' grade will be issued by SEAB in the A-Level result slip</li> </ul>

### Q14 What is the procedure for withdrawal?

- Download and print the [MOE H3 Withdrawal Form](#).
- 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.

## NTU Network Account

### Q15 How do I activate my NTU network account?

- The username of your NTU network account will be emailed to you.
- The default password is your Date of Birth in the format: DDMMYYYY.
- To activate your NTU network account, you must change your password at <https://pwd.ntu.edu.sg/PasswordReset.aspx>.

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

**Note:**

- Your new password length **must have** all of the following attributes
  - Length between **8 and 16** characters
  - At least **1 UpperCase letter**
  - At least **1 LowerCase letter**
  - At least **1 Number**
  - At least **1 Special Character** (e.g. ~!@#\$%^&\*~+= ` \(){};:"'<>.,/?)
  - Must **not contain** your username or part of your display name
- You cannot reuse your previous 3 passwords as new password.
- Please restart your Windows computer after changing your password.
- 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 \*

- If you are unable to change your password, it is likely because you have entered your date of birth wrongly during your application. In this case, please email [TalentOutreach@ntu.edu.sg](mailto:TalentOutreach@ntu.edu.sg) with your full name, school, username, and correct date of birth (DDMMYYYY) for assistance.

**Q16** *How do I change my NTU network account password?*

- Go to <https://pwd.ntu.edu.sg/PasswordReset.aspx> and follow the instructions given to change your password.
- The password must be changed every 180 days.

**Q17** *I have forgotten my NTU network account password, what should I do?*

- You can perform the self-reset of your password through the Self Service Password Reset portal: <https://pwd.ntu.edu.sg/pwdotp/RP1>.
  - 'Select Account' – Network Account
  - 'Select Domain' – Student
  - Follow the steps and fill in the relevant fields.
  - Your password will be reset to your Date of Birth (DDMMYYYY) followed by a 6-digit access code sent to your registered mobile number/email address.

### Accessing Microsoft Teams

**Q18** *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.
- Enter your username in this format: [username@student.main.ntu.edu.sg](mailto:username@student.main.ntu.edu.sg).
- Enter the password that you have set for your NTU network account.

### Accessing NTULearn

**Q19** *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.

**Q20** *How do I access NTULearn?*

- Navigate to *NTULearn*: <https://ntulearn.ntu.edu.sg/>.
- Enter your username in this format: [username@student.main.ntu.edu.sg](mailto:username@student.main.ntu.edu.sg).
- Enter the password that you have set for your NTU Network Account.

### Accessing my NTU Email Account

**Q21** *How do I access my NTU email account?*

- Log onto *Office 365*: <http://www.outlook.com/e.ntu.edu.sg>.
- Enter your email address in this format: [username@e.ntu.edu.sg](mailto:username@e.ntu.edu.sg).
- Enter the initial password, which is your date of birth in this format: DDMMYYYY.
- Follow this [guide](#) to set up your 2FA (Two Factor Authentication).

## IT Support

**Q22** *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 for further assistance.
- The operating hours for the hotline are as follows:  
Monday - Thursday: 8.30pm to 5.30pm;  
Friday: 8.30pm to 5.00pm.
- You can also raise an online service request form via the following link:  
<https://www.ntu.edu.sg/life-at-ntu/internet-account-and-policy/service-desk-form>.

## Library Services

**Q23** *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.

**Q24** *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 to NTU Library using the 'Ask Us' feature found on NTU Ask A Librarian or email them at [library@ntu.edu.sg](mailto:library@ntu.edu.sg).

## Getting Around NTU

**Q25** *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.

**Q26** *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>.

**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** *Is there an app to track the arrival time of the shuttle buses?*

- Use the NTU Omnibus app to track buses in real-time and get timely bus service updates.
- Download the NTU Omnibus app:  
iOS users - <https://apps.apple.com/sg/app/ntu-omnibus/id1636457987>  
Android users - <https://play.google.com/store/apps/details?id=sg.edu.ntu.apps.ntuomnibus>