

FAQs
University of London
2020 February to June
Examination Registration

Note

- This set of FAQs is published for candidates' reference prior to their registration for the UOL examination and it is downloadable at <https://www.relc.org.sg/uol> (A printing and administrative cost of \$5 will be imposed if you require a hardcopy from RELC EB).

Candidates are required to refer to the **Programme Regulations 2019-2020** for details on the paper / subject / course / module codes and examination entry requirements etc. at <https://london.ac.uk/current-students/programme-documents/regulations>

RELC EB will NOT be responsible for any decisions made by the candidates pertaining to the amendment/withdrawal of examination entries.

- Candidates may check the UOL Exam Timetable at:
<https://london.ac.uk/current-students/examinations/exam-timetables>

Table of Content

| <u>Content</u> | <u>Page</u> |
|--|--------------------|
| <u>Part 1: Examination Registration Process</u> | 3 – 16 |
| <u>Part 2: Examination Entry Form (EEF)</u> | 17 - 19 |
| <u>Part 3: Subject Eligibility</u> | 19 |
| <u>Part 4: Other Examination Matters</u> | 19 - 21 |
| Appendix | 22 |

Part 1: Examination Registration Process

Q1. When can I register and make payment for the UOL February to June 2020 Examinations?

A1. Registration will be opened from **Tuesday 7 January 2020 to Tuesday 21 January 2020**.

Registration and payment received after the stated deadline will be **subjected to approval, with a late fee imposed for all approved late entries**.

Q2. Where can I find information regarding the registration period?

A2. RELC EB will inform candidates via:

- SMS / email by 4th week of **December 2019** on registration details
- Advertisements for UOL 2020 Examination Registration on:
 - o **the New Paper on Monday 13 January 2020**
- RELC website at www.relc.org.sg/uol

In addition, candidates studying in an institution will also receive the information on the registration period from their respective institutions.

Q3. How do I register for the UOL 2020 Examination Registration?

A3. Before candidates can register for the exam, they **must first ensure** that their Initial Registration Fee (IRF) / Continuing Registration Fee (CRF) / Module Registration Fee (MRF) have been fully paid to UOL.

UOL will then invite eligible candidates to complete their Online Assessment Entry via email from **18 December 2019**. **Once the Online Assessment Entry is completed, candidates can download and print their Examination Entry Form (EEF).**

EEF : [Examination Entry Form](#) – Download from UOL Student Portal via Assessment Entry

IRF : Initial Registration Fee – For students in their **first** Academic year. This amount needs to be paid to UOL latest by **30 Nov 2019**

CRF : Continuing Registration Fee – For students in **each subsequent** Academic year after their first year of studies. This amount needs to be paid to UOL latest by 1 Nov 2019.

Candidates who do not wish to sit their exams on a particular year will still have to pay their CRF for that year.

MRF : Module Registration Fee – For Undergraduate Law students, 1 Nov 2019 for those who had sat and passed all the papers in the May/June 2019 exam **or** 15 Jan 2020 for those eligible for October 2019 exam.

(Please note IRF/ CRF/MRF has to be paid to UOL BEFORE you can download your EEF in order to register for the exam)

The following illustrates the registration process:

Download EEF from UOL Student Portal

- Ensure Programme and subjects listed are correct
- If your EEF does not display the correct modules, please refer to the Important Notes below*



Login to RELC Candidate Portal *(Available from 6 January 2020)*

- Ensure Programme and subject entries in RELC Candidate Portal match those indicated on the EEF
- If the entries do not match, please refer to the Important Notes below*



Make payment at AXS Stations

Acceptable cards: any ATM / Debit Card or POSB / DBS (Visa / Master) and Diners Club Credit Card

- For amount \leq \$3000, payment is to be made via ATM / Debit Card or POSB / DBS (Visa/Master) and Diners Club Credit Card. **Please ensure withdrawal/credit limit is sufficient.**
- For amount $>$ \$3000, payment is to be made via POSB / DBS (Visa / Master) Credit Card or Cheque / Cashier's Order payable to **RELC EB**
- **Please ensure that RELC EB received the signed EEF together with the Cheque/Cashier's Order by 21 Jan 2020**
- UOB NETS **cannot** be used for payment **above S\$2,000**



Indicate Receipt / Authorization Number and Payment date on the signed EEF

- Please refer to Section 2 of the FAQs.



Submit signed EEF to RELC EB by the following day

- RELC Candidate Portal *(available from 6 January 2020)*, using the "Upload Documents" link by choosing the option "Exam Entry Form (EEF)".

*** Important Notes:**















- If your EEF does not display the correct modules, please login to your UOL Student Portal (“[Ask a Question](#)” link) to submit your request for amendments to your modules in the EEF.
- Any request for amendments through your [UOL Student Portal](#) should be submitted early AND your amendment request must be approved by UOL no later than the stipulated deadline (**21 Jan 2020**) to avoid the late fee charge. UOL will update and amend your EEF AFTER they have validated your amendment request.
- If your Programme and subject entries shown in the RELC Candidate Portal (*available only from 6 January 2020*) do not match your EEF, email RELC EB at uol@relc.org.sg with the subject header “**Subject Entries Issues**”, clearly stating your **Full Name, UOL Student Number (SRN), NRIC/FIN/Passport number** and attach your signed EEF. Do **not** make payment via AXS until you receive RELC EB’s confirmation email (about **3 working days** later) on the date to make payment.
- You must seek clarification with UOL on matters regarding IRF/CRF/MRF, incorrect/missing subjects, subject eligibility for graduation, problem on downloading the EEF etc as early as possible. Make payment only after all queries have been clarified and amended EEF is issued.
- If you have any requests which cannot be resolved, please notify the University immediately through your UOL Student Portal (“[Ask a Question](#)” link). You will also need to email your correspondences with the University to RELC EB at uol@relc.org.sg with the subject header “**Subject Entries Issues**” and clearly state your **Full Name, UOL Student Number (SRN), NRIC/FIN/Passport number** **before** the registration deadline. The University will update you via the UOL Student Portal once your request has been approved and updated. Please email the revised signed EEF to RELC EB at uol@relc.org.sg (with the subject header “Revised EEF”) once you have receive the approval from the University. RELC EB will then update your details and advise you on the date to make payment via AXS station.
- Your registration is deemed successful and complete **only** upon complete payment of your exam fees **and** receipt of your signed EEF by RELC EB. Registration and payment **MUST** be submitted within the stipulated registration deadline. Entries received after the stated deadline will be subjected to RELC EB’s approval, with a late fee imposed for all approved late entries.

Q4. How do I pay the examination registration fee by AXS payment?

- A4. Payment for examination registration fee can be made at any AXS Stations island-wide (Click http://www.axs.com.sg/axsStation_locations.php to find the AXS Stations nearest to you).

Please click [HERE](#) to view the screenshots of the AXS payment page.

For easy reference on making payment via AXS Stations, refer to the following steps:

| | |
|----------|--|
| Step 1: | Select "Education" |
| Step 2: | Select "RELC Examinations Bureau" |
| Step 3: | Select "RELC EB (Exam/Tests)" |
| Step 4: | Select "University of London Exam Fees" |
| Step 5: | <p>Key in your 9 digits "UOL SRN", Date of Birth (DDMMYYYY) and Email Address (<u>This 3 fields must be the same as your EEF</u>)</p> <p>Press "Continue" to view your exam and fee details.</p> |
| Step 6: | <p>Check that the exam details and fee amount displayed are correct before making payment.</p> |
| Step 7a: | <p style="text-align: center;"><u>Accepted Credit Cards (for selected payments):</u></p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">    </div> <div style="text-align: center;">  </div> <div style="text-align: center;">    </div> </div> <hr style="border: 0.5px solid black; margin: 10px 0;"/> <p style="text-align: center;"><u>Accepted ATM / Debits Cards:</u></p> <div style="display: flex; flex-wrap: wrap; justify-content: space-around; align-items: center;"> <div style="text-align: center; margin: 5px;">  </div> <div style="text-align: center; margin: 5px;">  </div> <div style="text-align: center; margin: 5px;">  </div> <div style="text-align: center; margin: 5px;">  </div> <div style="text-align: center; margin: 5px;">  </div> <div style="text-align: center; margin: 5px;">  </div> <div style="text-align: center; margin: 5px;">  </div> </div> |



Step 7b:

Important:

* Only chip-based ATM Cards are accepted on AXS Stations.

For more information, please refer to AXS FAQs at http://www.axs.com.sg/help_EMVFAQ.php

- For chip-based ATM/Debit Card: Insert your ATM/Debit Card into the card reader below.
- For Citibank Debit Card: Insert your Debit Card into the card reader below.
- For Credit Card: Insert your Credit Card into the card reader above.

| Chip-based ATM/Debit card / Credit Card | |
|--|--|
| How do I use my ATM / Debit card*? | <p>Insert your card into the card reader below when instructed (please insert your card all the way in, until you feel the click).</p> <p>Your card is to be inserted in the reader during the entire payment transaction. Remove your card only when instructions are given.</p>  |
| How do I use my Credit Card? | <p>Insert and remove card swiftly from the top card reader.</p>  |

* *If you are using an ATM Card, the maximum daily withdrawal limit **must be sufficient**.* Here are some guidelines on withdrawal limit:

- ATM/Debit Card cannot be used for payment above S\$3,000
- UOB NETS cannot be used for payment above S\$2000,
- Please choose “**DPAY**” if you are paying by ATM/Debit Card

| | |
|----------------|--|
| | <p>* <i>You are still able to use POSB/DBS Visa/Master or Diners Club credit card for amount > S\$3000</i></p> <p>Please inform your bank as early as possible to increase the daily withdrawal/credit limit. Your bank may require an advance notice of at least 7 working days for the increase in your daily withdrawal/credit limit to take effect.</p> |
| Step 8: | Complete your payment by following the instructions shown on the screen. |
| Step 9: | Collect and retain your receipt after transaction is completed. Write the Receipt/ Authorization Number and the payment date on your signed EEF. Submit the completed signed EEF through RELC Candidate Portal (<i>available only from 6 January 2020</i>) (use “Upload Documents” option) |

Q5. What are the details required before I can make payment through an AXS Station?

A5. Please ensure that you have the following information when making AXS payment:

1. Your **UOL Student Number (SRN), Date of Birth (DDMMYYYY) and Email Address** (**all fields must match the information on your EEF**).
2. **All** modules/subjects/papers on AXS screen are **correct and complete**. (**Addition, deletion and alteration of modules/subjects/papers CANNOT BE DONE through the AXS Stations.**)
3. The **total amount payable** (Please refer to A23)

Note: Please do **NOT** pay if the programmes/modules/papers/subject and fees payable are incorrectly reflected on your EEF and/or on the AXS screen.

Q6. What if AXS screen shows Wrong payment amount when subject entry is correct?

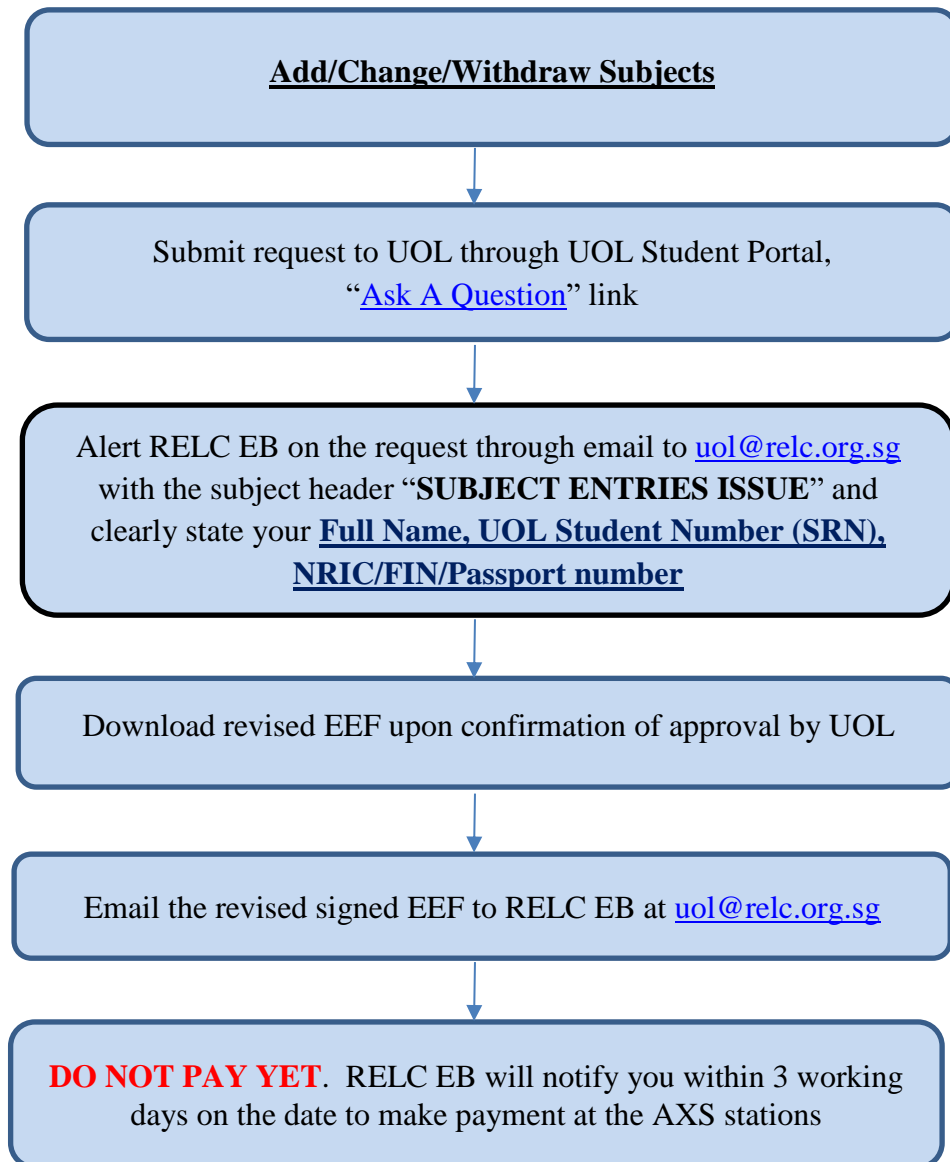
A6. **DO NOT PAY** if AXS screen shows incorrect information. Email RELC EB immediately at uol@relc.org.sg and attach your signed EEF. RELC EB will respond within **3** working days to confirm when AXS payment can be made.

Q7. What should I do if I would like to add/change/withdraw one or more subjects/ modules/ papers that are listed on my EEF?

A7. Ensure the following processes are completed **BY** the stipulated registration deadline:

1. Log into your UOL Student Portal to make the necessary withdrawal OR to submit your addition/change request through “[Ask a Question](#)” link.
2. Once withdrawal is done OR addition/changes are approved by UOL, please download your revised EEF.

3. Email your revised signed EEF to RELC EB at uol@relc.org.sg (refer to diagram on Q3 above or see below diagram) with the subject header “**Subject Entries Issues**” and also clearly state your **Full Name, UOL Student Number (SRN), NRIC/FIN/Passport number**. RELC EB will advise you on the date to make payment at the AXS stations.
4. Please note that RELC EB needs at least **3** working days to effect the changes so that the subjects listed on the AXS screen will match the subjects on your revised EEF.



Q8. I could not download my EEF. What should I do?

A8. Please log your query via your [UOL Student Portal](#) or submit your query using the [Student Advice Centre Form](#) as soon as possible. You must keep **RELC EB informed** via email at uol@relc.org.sg (with subject header “**EEF Issues**”) stating:

1. Your **Full Name** as reflected in NRIC/ FIN/Passport
2. Your **NRIC number** (Singaporean/PR) or **FIN number** (Foreign candidates)
3. Your **9 digits UOL Student Number (SRN)**
4. Your Programme of Study
5. The Subjects/Modules that you intend to take
6. Your Current Mobile Phone Number

Q9. What if I am unable to download the EEF due to UOL technical problems?

A9. Please notify UOL via the “[Ask a Question](#)” link in the UOL Student Portal or the Student Advice Centre Form IMMEDIATELY, BEFORE UOL closed for the year-end holidays from **23 Dec 2019 to 2 Jan 2020**. You should also email RELC EB at uol@relc.org.sg

Q10. What if UOL takes many days to respond to my login request via UOL Student Portal and this delayed response caused me to miss the payment deadline?

A10. Please email RELC EB at uol@relc.org.sg with the screenshots of your various correspondences with UOL so that RELC EB can assist in following up with the University.

Note: Last minute requests from students who have not resolved their issues in time by UOL will still be subjected to a late fee charge.

Q11. At the AXS Station, I could not login or retrieve my data and I received an error message (“Invalid SRN / No Record Found / Incorrect Date of Birth”) after I have keyed in my UOL Student Number (SRN), Date of birth and Email address. What should I do?

- A11. (a) If the error message shown is “**Invalid SRN / No Record Found**”
- Please ensure you have keyed in the correct 9 digit UOL Student Number (SRN) as issued by UOL
- (b) If the same error message appears even though your SRN is correctly entered, please email your signed EEF to uol@relc.org.sg (with subject header “**Invalid SRN / No Record Found**”) stating clearly:
1. Your Full Name as reflected in NRIC/ FIN/Passport Number
 2. Your NRIC number (Singaporean/PR) or FIN number (Foreign candidates)
 3. Your UOL Student Number (SRN)
 4. Your Programme of Study
 5. The Subjects/modules that you intend to take
 6. Your Current Mobile Phone Number

Please wait for RELC EB’s reply on the date to make payment via AXS.

(c) If the error message shown is “**Incorrect Date of Birth**”

- Please ensure that you have entered your date of birth according to the specified format, i.e. *ddmmyyyy*
- If you still encounter error, please try swapping *dd* and *mm*.
- If the problem persists, please email uol@relc.org.sg (with subject header “**Incorrect Date of Birth**”) stating clearly:
 1. Your Full Name as reflected in NRIC/FIN/Passport
 2. Your NRIC number (Singaporean/PR) or FIN number (Foreign candidates)
 3. Your UOL Student Number (SRN)
 4. The correct Date of Birth

(d) If the error message shown is “**Incorrect Email Address**”

- Please ensure that you have entered the same email address in your EEF

Q12. What if the Programme / Subject entries shown on the AXS screen do NOT match with my EEF?

A12. **DO NOT PAY!** Email **RELC EB immediately** at uol@relc.org.sg with email subject header “**SUBJECT ENTRIES ISSUES**” and attach your signed EEF.

We will advise you on the **AXS payment date** via email once your record is updated.
(Subjects / Course CANNOT be amended at the AXS Stations)

Q13. What if there is a Technical Issue faced by me when using the AXS machine:

- **No paper receipt issued from AXS station**
- **AXS system “hangs” in the middle of transaction**
- **Student’s ATM Card / Debit Card / Credit Card does not work**

A13. AXS will email you the e-receipt as long as you input the correct and updated email address. Contact AXS hotline at 6560 2727 (Mon – Sun from 8am to 10pm).

Check your bank account to confirm any deduction is made for confirmation on AXS payment. Students will need to contact their own local bank to seek clarification on their ATM / Debit / Credit card issue.

Q14. Do you accept post-dated Cheque / Cashier’s order and can we do amendments on the Cheque?

A14. We **do not** accept post-dated Cheque / Cashier’s order. Kindly ensure that the Cheque is *crossed*, **Signature** is consistent with the bank’s record, Amount stated in words **tally** with the amount payable. Please ensure “90” is spelt as “**Ninety**” and “50” is spelt as “**Fifty**”.

Any error in Cheque must be **crossed out** and amendments done on the Cheque must be **countersigned** with the same signature on the Cheque.

Q15. Will there be an administrative fee for dishonored Cheque/Cashier's order?

A15. All dishonored Cheque / Cashier's Order will be subjected to an administrative fee of **\$50**.

Q16. What if I am paying for the exam registration using a study loan or a bank loan?

A16. You will need to submit the signed EEF together with the Cashier's Order/Cheque issued by the sponsoring body/bank to RELC EB by **21 January 2020**.

When making payment by Cashier's Order/Cheque, please ensure the following:

- a. The Cashier's Order/Cheque is **crossed** (on top left hand corner) and made payable to: **RELC EB**
- b. Payment is in Singapore Dollars (**SGD**) only
- c. The Cashier's Order/Cheque is **not post-dated**
- d. Your Full Name, UOL Student Number (SRN) and Mobile Number are to be clearly written on the reverse side of the Cashier's Order/Cheque
- e. Submit personally or **send by secured mail (registered/couriered)** the Cashier's Order/Cheque together with your **signed** EEF to:

UOL Exam Registration 2020
RELC Examinations Bureau
30 Orange Grove Road
RELC Building Level 3
Singapore 258352

Note:

For students who require a letter to apply for bank/study loan, please email your request to uol@relc.org.sg with the subject header "**Request for Loan Letter**" and attach the EEF. State clearly your Full Name, NRIC/Fin/Passport number, UOL Student Number (SRN), Programme and Subjects/Modules.

Cheque Sample – FRONT



Cheque Sample – BACK

| | | | | | | | | | | | | | | | | | | | | | | | |
|--|--|--------------|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|--|
| Account number & payment reference(s), if any: | <table border="1" style="width: 100%; height: 20px;"> <tr> <td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td><td style="width: 10%;"></td> </tr> </table> | | | | | | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | | | | | | | |
| Name: | | Contact No.: | | | | | | | | | | | | | | | | | | | | | |
| | <p>Student Name : Chen Xun Ming Jasmine UOL SRN (9 digit) : 150259725 Mobile Number : 900025835</p> <p style="text-align: center;">For bank use only. Please do not write in this box</p> | | | | | | | | | | | | | | | | | | | | | | |

Important Reminder:

The bank may take **at least 7 working days** to process a loan application. Hence, you should submit your loan application as soon as you know the amount for the examination fees payable so that you will be able to submit your exam registration by the stipulated deadline.

- Q17. What if the bank issued me with a partial payment of the exam registration fee, how do I pay for the difference in amount?**
- A17.** You can submit the Cashier’s Order from the bank and pay the difference in amount with a personal cheque and submit both of them together with your signed EEF.

Q18. When is the best time to register?

A18. You are strongly advised to register **EARLY** within the registration period, because if there are any issues concerning your subjects/modules/papers/EEF/bank loan, UOL might not be able to respond to your enquiries promptly. This may cause you to miss the registration deadline.

Q19. Can I submit the Examination Entry Form (EEF) after the closing date of the registration?

A19. All registration including submission of the EEF must be completed within the registration period. If you have not completed the registration after the registration period, you have to:

- 1. Seek approval from RELC EB for late submission**
- 2. Pay a late fee if your late submission is approved**

Q20. If I have not paid my Initial Registration Fee (IRF)/Continuing Registration Fee (CRF) / Module Registration Fee (MRF) to the University, can I still register for the coming examination?

A20. You will need to **seek written approval from the University before registering for the examination** as you will ***not*** be able to download your EEF if you have not paid your IRF/CRF/MRF.

No blank examination entry forms will be available for candidates to download from UOL Student Portal. Manual additions on the EEF will not be accepted.

If you register for the examination without your EEF OR without written approval from the University, you may **not** be permitted to sit for the examination and all fees paid will **not** be refunded.

Paying for examination fees does not guarantee your eligibility to sit for your exam.

Q21. Can I get a refund of the examination fees if I withdraw from the examination?

A21. All refund request will need to be submitted to RELC EB and UOL for approval. Your request must be made **in writing** and submitted to RELC EB by **31 January 2020**.

You can either login to RELC Candidate Portal (*available from 6 January 2020*) and submit your request under “Request for Withdrawal” or email your withdrawal request to uol@relc.org.sg

Any withdrawal request received after 31 January 2020 will NOT be accepted.

Important

- Telephone calls will NOT be accepted as confirmation for withdrawal.
- Request for withdrawal will NOT be processed if incomplete information is submitted.
- **LOCAL FEES ARE NON-REFUNDABLE AND NON-TRANSFERABLE.**
- An **administrative charge of \$20** will apply for any refund request. This charge will be deducted from the refunded amount.
- Refund will be processed within 8 weeks upon receipt of all required documentation. Therefore, it is important that you provide us with your full details and all required documents promptly to avoid any delay in the process of your refund.
- Refund request will be final and there will be no reinstatement of any subject/module/course/programme that you have requested to withdraw.
- Unsuccessful transfer of refund due to inaccurate bank account information provided by you will result in a penalty charge of \$20.

Q22. How much are the examination registration fees?

A22. The examination registration fees payable depends on the programmes and the number of papers that you are taking. The Summary of Examination Fees 2020 is available for viewing from **23 December 2019** at [RELC EB](#) website.

Please also take note of the important notice on the following programmes:

1. BSc Computing & Information Systems and BSc Creative Computing

Candidates re-entering for the **Coursework element** only should ensure that the Module title on the EEF indicates “Coursework-Only” because only UOL Exam Fee (not Local fee) is chargeable for these Coursework-Modules.


If the Module title on the EEF does not indicate “Coursework-Only”, please submit your query via your UOL Student Portal (“[Ask a Question](#)” link). Concurrently, keep RELC EB informed through the RELC Candidate Portal (*available from 6 January 2020*) “Feedback” option or email uol@relc.org.sg with the subject header “**COURSE WORK ISSUE**”.

2. EMFSS Programmes

Please refer to the **REGISTRATION YEAR** on your Examination Entry Form (EEF) 2020 for the respective examination fees payable:

i. For Registration Year 2017/8, 2018/2019 or 2019/2020


(A) *EMFSS (Standard & Graduate Route) for Registration Year: 2017/8 or After*

| | |
|---|--|
|  UNIVERSITY OF LONDON | Examination Entry Form 2019 |
| | <small>IMPORTANT: Please check that the details on this form are correct and submit the completed form to RELC Examinations Bureau by 16 January 2019.</small> |
| PROGRAMME INFORMATION Programme of Study: MSc Global Health Policy - Global Health Policy PRG: PMS-GLOHP01; ROU: P-GLOHP; Registration Year: 2017/8 Teaching Institution (if applicable): Other | |

ii. For Registration Year: 2016/7, 2015/6, 2014/3 or before 2017/8

The examination fees payable will be under “**PreEnrolment17/18**”

(B) *EMFSS (Standard & Graduate Route) for Registration Year: 2016/7 or Before*

| | |
|---|--|
|  UNIVERSITY OF LONDON | Examination Entry Form 2019 |
| | <small>IMPORTANT: Please check that the details on this form are correct and submit the completed form to RELC Examinations Bureau by 16 January 2019.</small> |
| PROGRAMME INFORMATION Programme of Study: EMFSS - Degrees (Standard Entry) - Business and Management (New regulations) PRG: UBS-EMFSS02S; ROU: U-BSAMG; Registration Year: 2016/7 Teaching Institution (if applicable): Singapore - Singapore Institute of Management Pte Ltd (SIM) | |

Please note that the Prog/Route Code (ROU) displayed on the AXS screen for the respective EMFSS programmes will include a ‘P’ when compared to the one on the EEF.

For example:

EEF will show ROU: **U-ACAFN** or **U-BSAMG** but AXS screen will displayed
 Prog: **U-ACAFNP** BSc Accounting & Finance (PreEnrolment17/18) or **U-BSAMGP** BSc Business & Management (PreEnrolment17/18).

Note:

For the following programmes (regardless of the Registration Year), registration have already ceased so there will not be a ‘P’ behind the Prog/Route code (ROU) on the AXS screen.

- Diploma in Economics Old Regulations (U-ECONSD / U-ECONS)
- BSc Business (U-BUSNS)
- BSc Management (U-Mgmnt)
- BSc Sociology with Law (U-SCWLW)
- Graduate Diploma / BSc Sociology (U-SOCIO)

Note:

For payment via AXS, please indicate your AXS Receipt/Authorization No. and payment date at the space provided on the EEF. Then submit the completed signed EEF by the following day.

Q23. How do I obtain the Examination Entry Form (EEF)?

A23. You will need to do the following once you receive an email from UOL on the opening dates of the Assessment Entry:

1. Log in to your [UOL Student Portal](#) using the Username and Password issued by the University
2. Go to My Account tab and select “Assessment”
3. Click on “Assessment Entry” and complete all the information
4. Download and print the EEF

Note:

- The EEF will be available from **17 December 2019**. Candidates are strongly advised to download their EEF **as soon as it is available and inform UOL immediately of any anomalies found in their EEF.**
- **Do note that UOL will be closed for their year-end holidays from 23 Dec 2019 to 2 Jan 2020.** Therefore, if you encounter any difficulties in downloading your EEF or you have found any anomalies in your EEF during this holiday period, you will not be able to receive any response from UOL when you sent in your enquiries.

Q24. Must I provide a Singapore address under “Address” in the EEF?

A24. You are **strongly advised** to provide a Singapore address in your EEF.

You will also need to **update your correct email address and contact number** through the RELC Candidate Portal (*available from 6 January 2020*) as well as your [UOL Student Portal](#) to ensure that you receive important information regarding the examination.

RELC EB will **email** the Official Receipt to candidates who have **mail** their completed exam entry form together with their Cheque/Cashier’s Order payment.

Q25. What if I change my address, email address or contact number after I have submitted the Examination Entry Form (EEF)?

A25. Please login to the RELC Candidate Portal (*available from 6 January 2020*) and [UOL Student Portal](#) to update your mailing address, email address and contact number. This is to ensure that you will receive important information sent by both UOL and RELC EB.

Q26. What if I want to change my courses, take fewer subjects, or take additional subjects/papers after paying the initial registration fee/ continuing registration fee/ module registration fee?

A26. Please follow the same procedure as stated in A7 above.

Q27. What if I have changed my Identification Number?

A27. You will need to email uol@relc.org.sg with your Full Name, UOL Student Number (SRN) and new identification number **together with the legal proof of ID Number change (if applicable)** so that we can update it in our system. You will also need to update your [UOL Student Portal](#) so that the data in the UOL Student Portal is the same as the one in your RELC Candidate Portal (*available from 6 January 2020*).

Please ensure that the same valid photo Identification document with the relevant identification number is present during the examination.

Part 3: Subject Availability

Q28. What is the maximum number of subjects/papers that I can register in a given year?

A28. This will depend on the programme you have registered. Please refer to the Programme Regulations 2019-2020.

Q29. If I had entered for a subject/paper in the previous year and did not sit for it, will the subject/paper be considered as a re-sit subject/paper?

A29. If you did not sit for the subject/paper in the previous year, it will be considered as a *new* subject/paper. If you have attempted and failed the subject/paper in the previous year, it will be considered as a re-sit subject/paper.

Part 4: Other Examination Matters

Q30. What should I do if I have not received email notification from RELC EB?

A30. If you did not receive our notification, please check your spam / junk folders before alerting RELC EB. It is important to ‘White-List’ the following email addresses into the safe-sender list in your email account. They are:

- uol@relc.org.sg
- eb.admin@relc.org.sg
- eb.exams@relc.org.sg

Q31. Where and when can I get a copy of the examination timetable?

A31. The [Examination Timetable](#) will be available at the UOL website from 17 December each year.

Q32. When will I get the Admission Notice and details for each examination day after registering for the examination?

A32. The University will email the Admission Notice to you **approximately 10 days** before your first paper. Alternatively, you may also make a request via the “Ask a Question” link in your [UOL Student Portal](#).

Q33. Where is the exam venue?

A33. RELC EB will email you the details on the examination venue approximately **5 working days before** the day of your first paper. Alternatively, you may also log in to your RELC Candidate Portal (*available from 6 January 2020*) to view the details on the examination venue and the desk number.

The desk number will only be available for viewing about 3 working days before the exam date. If you are unable to view your examination details **3 days** before the start of your first paper, please **email** RELC EB at uol@relc.org.sg or call RELC EB at 6734 4398 (Monday-Friday, 8am to 6pm).

Note: Candidates are strongly advised to check the exam venues carefully for the respective papers that they have entered as there will be more than one exam venue throughout the duration of the exams.

Q34. What must I bring to the examination centre?

A34. Please bring the following items on **each examination day**:

1. Your **original Photo Identification** Card ie NRIC/Passport/ FIN Card (**The Identification number must tally with the one indicated in the Exam Entry Form 2020**)
2. Your **printed Admission Notice**. (Please note that all other attachments are to be placed under the desk)
3. **Additional piece of clothing as the exam centre is equipped with central air-conditioning**

Candidates are strongly advised **NOT** to bring valuables to the examination centre.

RELC EB and the venue provider shall **not** be responsible for any loss, damage or theft of your personal belongings including the contents thereof.

Q35. What happens if I did not bring my admission notice during the examination?

A35. You will still be permitted to sit for the examination without the admission notice but you will need to complete the **incident report** to indicate the reason for not presenting the admission notice during the examination.

Kindly use the “**Ask a Question**” link in your UOL Student Portal to request for your admission notice if you have not receive your admission notice **5 days** before the start of your first examination.

Q36. What if I do not have any original photo identification when I come for the examination?

A36. You will **not** be permitted to enter the examination hall/room without a valid photo identification.

Q37. Can I use my school card as my photo identification during the exam as it has my photo on it?

A37. Yes, you will be permitted to enter the exam hall if your school card has your photo on it. However, if your identification number on your school card does not tally with your NRIC number indicated on the attendance list, then you will need to complete the **incident report** to explain the mismatch information.

Q38. What happen if I am absent from the examination?

A38. Any absence from the examination will be considered as a “**No Attempt**”. You will need to register and sit for the same paper as a new unit/subject/course. (See A29).

Q39. What happens if I missed my examination due to a valid reason (e.g. illness, emergency etc)?

A39. You will be marked as absent and you may submit the [Incident Report Form](#) directly to UOL.

Q40. When will the examination results be released for the May/June examination?

A40. The Notification of Results will be released approximately in August/September.

The University will notify the candidates via email once the Online Results are available for viewing. Candidates are **strongly advised** to download their Notification of Results via their [UOL Student Portal](#).

Q41. Upon graduation, when will I receive the degree certificate?

A41. We will inform you via email on the collection period of the degree certificate (**sometime in November/December**) after we have received the graduation documents from the University. Alternatively, you can also refer to our website for details on the collection period of the graduation documents.

Q42. Why is it that in the Diploma Supplement, my full name is indicated in the Family name box instead of just my surname?

A42. This is to ensure that the order of name that appears on your degree certificate will have your surname placed in front of your given name as the UOL system will automatically indicate surname at the end, if only the surname is placed in the Family name box.

For matters regarding examination entry and questions in general, please refer to the Programme Regulations 2019-2020 for the respective programmes or contact the relevant offices through your [UOL Student Portal](#).

If you have problem accessing your [UOL Student Portal](#), please contact UOL via [Student Advice Centre Form](#) and register as a new user to post your queries or problems.

Appendix

For prompt response to your email enquiries, please use the following recommended **Subject Header** in your email.

| Enquiries related to | Recommended Subject Header in Email (for prompt response) |
|--|--|
| Changes on EEF due to addition / withdrawal of course(s) | Subject Entries Issues |
| Revised EEF submission to complete exam registration | Revised EEF |
| Unable to download EEF | EEF Issues |
| Unable to log on AXS | Invalid SRN/Records Not Found/ Incorrect Date of Birth |
| No Coursework in EEF | Coursework Issue |
| EEF submission to complete exam registration | Completed EEF |
| Bank loan/sponsorship letter | Request for loan letter |