

FAQs – International Freshmen (Diploma and Bachelor courses)

Contents

Student's Pass Matters	4
1. How long is the processing time for the Student's Pass?	4
2. I have obtained the Student's Pass In-Principle Approval (IPA). What should I do next?	4
3. Can I do my medical check-up in my home country?	4
4. My Student's Pass is still being processed to date. What should I do?	4
Course Delivery	5
5. In view of the current COVID-19 situation, can I do my diploma/degree course entirely online for the 1 st semester as I feel safer to do the course in my home country?	5
After Receiving the MOE Approval	6
6. Should I buy my air ticket to Singapore now?	6
7. I have received the approval letter of entry by the MOE. What should I do next?	6
8. I am new to Singapore. May I bring my parent(s) or relative(s) to accompany me to Singapore?	7
Upon Arriving in Singapore	7
9. What should I do now upon arriving in Singapore?	7
Stay Home Notice (SHN) Accommodation	8
10. What options do I have for SHN accommodation?	8
11. I am unable to self-source my own accommodation, and the student hostel arrangement is not suitable for me. Could I opt for the SDF, instead of the student hostel? ..	9
12. I already have an accommodation arrangement for my long-term stay in Singapore, but I/my family members are not the owners or sole tenants of this residence (i.e. I am renting a room from the open housing market, living with people from other households). Am I allowed to serve my SHN in this location?	9
13. My booking at a self-sourced hotel was cancelled after I received entry approval from MOE. Can I opt to stay at an MOE-managed hostel?	9
14. Can I serve my SHN in my apartment that I rent with other STP holders?	9
15. Can I serve my SHN in a self-sourced accommodation (e.g. hotel room) and share the room with another STP holder who is travelling with me on the same date/same flight/same country?	9
16. My date of arrival in Singapore has been delayed, and I am unable to extend the date of my stay at my self-sourced accommodation. Can I request to serve out the remainder of my SHN at a student hostel/SDF?	9
17. How do I seek MOE's approval for my SHN accommodation? How do I apply for an MOE-managed hostel space?	10
18. How much does an MOE-managed hostel space cost? I will need to pay for both my regular accommodation and the hostel space – can I seek a reimbursement or financial support from the Government?	10

19. The Singapore Government had reviewed the SHN requirements and updated the SHN requirements for the country I was in for the past 14 days. I had been granted approval to enter before the changes in SHN requirements, and I am now required to serve my SHN at an SDF. Will I still get to stay at my SHN accommodation?	10
20. How will I be allocated a room in a hostel? How will I know who I am sharing a room with, and that they are responsible/ healthy?	10
21. When will I know which hostel room I am staying in, and who my roommates might be?	10
22. What happens if I come down with COVID-19, in the course of my SHN and can't rule out that this was a result of room-sharing? Who will pay for my treatment cost?	10
23. How much does an MOE-managed hostel space cost? I will need to pay for both my regular accommodation and the hostel space – can I seek a reimbursement or financial support from the Government?	11
24. What options do I have for SHN accommodation?	11
25. The Singapore Government had reviewed the SHN requirements and updated the SHN requirements for the country I was in for the past 14 days. However, I had been granted approval to enter before the changes in SHN requirements. I was required to serve my SHN at an SDF and made payment accordingly. Can I now stay at my SHN accommodation instead, and get a refund?	11
26. I am an STP holder arriving from one of the countries/ regions not listed in the press release. Based on the press release, I understand I will have to pay \$2,000 for my stay at the SDF, and an additional \$200 for testing. This is very expensive – can I seek a reimbursement or financial support from the Government?	11
27. I am an STP holder and have made my payment of \$840 or \$1,500 for the SDF hotel. If I am required to share a room at the SDF hotel upon arrival, how much will it cost?	11
Cost relating to the SHN Dedicated Facilities (SDFs), MOE-managed hostels, testing	12
28. When do I have to make payment for my SHN accommodation (SDF or MOE-managed hostel) and/ or test?	12
29. I need to make payment for SHN accommodation (SDF or MOE-managed hostel) before MOE issues my entry approval. In the event that I cannot secure any air ticket after I paid for the MOE-managed hostel/SDF cost, can I receive a refund?	12
30. What is the timeline given for me to secure and show documentation of payment for hostel/SDF after obtaining the Provisional Entry Approval to enter? If I cannot make the payment by the due date, what would happen to my Provisional Entry Approval?	12
31. I have already made payment for a student hostel/SHN facility, but I am unable to arrive/no longer wish to enter Singapore. Can I seek a refund?	12
32. I have been approved for entry into Singapore. However, I wish to change my SHN accommodation to a different accommodation type. Can I seek a refund?	12
33. How long will the MOE-subsidised rate be accessible for?	12
34. I had undergone the test as arranged on Day 11 of my SHN. However, my SHN has been extended as I have received an inconclusive test result, or the test result is not ready. Will I have to pay for extending my stay at my MOE-managed hostel/SDF, or for the cost of retest(s)?	13

Transport from Port of Entry to SHN Accommodation	13
35. How do I get from the airport/bus station/train station to my SHN accommodation (SDF, MOE-managed hostel)?	13
Serving the SHN	13
36. What are the things I can and cannot do while on the SHN?	13
37. What if I need to purchase items or need things like toiletries, food items or medicine during my 14 days SHN? Can I order things from online stores?	13
38. How will I be monitored? What is the Homer App and how can I download it?	14
COVID-19 Test	14
39. What is the swab test for and how will it affect my Stay-Home Notice?	14
40. How can I make my way to the test site?	14
41. What happens if I am sick or unavailable to attend the swab test?	15
42. What happens if my swab test is positive? Will I be warded and have to go for treatment?	15
After SHN	15
43. I have completed my 14-day SHN. What should I do next?	15
Orientation	15
44. When can I receive my orientation details?	15
45. I paid S\$60 of hospitalisation insurance fee to NAFA. Does the hospitalisation insurance cover COVID-19 treatment?	16
Other General Information	16
46. What has NAFA done to ensure my well-being at NAFA campus amid the COVID-19 situation?	16
47. What is the current COVID-19 situation in Singapore?	16

Student's Pass Matters

1. How long is the processing time for the Student's Pass?

On average, it takes about 4 – 6 weeks to receive the outcome of the Student's Pass after your submission of details online and upon receiving the SOLAR+ Application Number. You will need to check your application status regularly but only after two weeks from the date of your online application.

2. I have obtained the Student's Pass In-Principle Approval (IPA). What should I do next?

- a. Please pay the IPA issuance fee, download the IPA letter and email it to NAFA, follow the instructions as stated on the IPA letter.
- b. Complete the Pre-Arrival Form at www.nafa.edu.sg/pre-arrival-form at least 3 weeks before your intended departure date. Please update the form again should there be any changes in your response(s).

All international students who are planning to enter Singapore must first obtain prior approval from the Ministry of Education (MOE) before they commence their journey.

NAFA will apply on your behalf for the approval letter of entry. However, please note that not all applications for the entry approval will be approved by the MOE.

3. Can I do my medical check-up in my home country?

For New Applicants:

1. The Medical Examination may be undertaken in Singapore by any registered General Practitioner (GP). Applicants who are in their home countries/places of residence may have their Medical Examination and HIV test carried out in their respective home countries/places of residence, at any medical clinic licensed to carry out such tests. If HIV testing is taken in Singapore, it may be carried out with either rapid or ELISA tests.

For Renewal Applicants:

1. The Medical Examination **MUST** be conducted in Singapore by any registered GP. HIV testing may be done with either rapid or ELISA tests.

Notes for All:

1. This Medical Examination Report is to be completed by a registered doctor and returned to the examinee. The original copy of the laboratory report for HIV and the X-ray report must be attached to this Medical Examination Report only if the medical examination and testing are carried out overseas.
2. The laboratory report for HIV and the X-ray report submitted to the Immigration & Checkpoints Authority should be within **THREE MONTHS** from the date of the issue of the reports.

4. My Student's Pass is still being processed to date. What should I do?

You will need to obtain prior approval by the ICA (Immigration and Checkpoint Authority) before you are allowed to attend the course, face-to-face or online.

The latest date you should obtain the IPA is 14 August for all courses, except for:

- Bachelor of Arts (Hons) Theatre Arts by 31 July
- Bachelor (Hons) Music by 21 August.

If you have not received the IPA by the deadline, we will have to withdraw your Student's Pass applications and a refund of the tuition fee will be initiated.

Course Delivery

5. In view of the current COVID-19 situation, can I do my diploma/degree course entirely online for the 1st semester as I feel safer to do the course in my home country?

Yes, you may attend the course via online learning mode for the entire semester upon receiving the In-Principle Approvals and after the full tuition fee payment is made, with the exception of the following courses:

- Diploma in Dance and Diploma in Theatre
You must arrive in Singapore to attend classes no later than 17 August (2 weeks after the course has commenced).
- Bachelor of Arts (Hons) Theatre Arts
You must arrive in Singapore to attend classes no later than 14 September (6 weeks after the course has commenced).

While your lecturers will be arranging live virtual learning sessions, we would still like to encourage you to come to Singapore as early as possible, as online learning can never fully replace the effectiveness of face-to-face learning.

All new IPAs will be issued with a 9-month validity, so that students may start e-learning from abroad even if they are unable to enter Singapore in the short term.

Do note that you are still required to complete STP formalities upon arriving in Singapore within the validity of the IPA. You are required to make an e-appointment with the ICA to complete the formalities. Do refer to your IPA letter for details.

In summary, please refer to the following table:

Programme	Option 1	Option 2	Remarks
School of Art & Design <ul style="list-style-type: none"> - 3D Design - Design and Media - Fashion Studies - Fine Art 	<u>Diploma and Degree</u> Face-to-face delivery with some online learning component.	<u>Diploma and Degree</u> Online learning for the entire semester.	Students are advised to attend face-to-face classes as soon as they are able to come to Singapore.
Arts Management	<u>Diploma and Degree</u> Face-to-face delivery with some online learning component.	<u>Diploma and Degree</u> Online learning for the entire semester.	Students are advised to attend face-to-face classes as soon as they are able to come to Singapore.

Dance	<p>Face-to-face delivery with some online learning component. Online learning may be planned in the first 2 weeks of the course.</p> <p>International students must join classes no later than 17 August (2 weeks after the course has commenced).</p>	<p>Online learning for a few modules in the first semester; technique/practice will be deferred to the following semester in January.</p>	<p>Course completion for Option 2 will be 3.5 years.</p>
Theatre	<p><u>Diploma</u></p> <p>Face-to-face delivery. Online learning may be planned in the first 2 weeks of the course. International students must arrive in Singapore to join classes no later than 17 August (2 weeks after the course has commenced).</p> <p><u>Degree</u></p> <p>Face-to-face delivery. Online learning may be planned in the first 6 weeks of the course. International students arrive in Singapore to join classes no later than 14 September (6 weeks after the course has commenced).</p>	<p><u>Diploma</u></p> <p>Defer study for one year.</p> <p><u>Degree</u></p> <p>No deferment allowed.</p>	
Music	<p><u>Diploma and Degree</u></p> <p>Face-to-face delivery with some online learning component.</p>	<p><u>Diploma and Degree</u></p> <p>Online learning for the entire semester.</p>	<p>Students are advised to attend face-to-face classes as soon as they are able to come to Singapore.</p>

After Receiving the MOE Approval

6. Should I buy my air ticket to Singapore now?

We would advise you to buy your air ticket or alternative transport arrangement only after you have received the MOE's Entry approval.

7. I have received the approval letter of entry by the MOE. What should I do next?

If permission is granted, we will send you the in-principle approval letter of entry by MOE which is **valid for two weeks**. You must produce the approval letter of entry to the airline staff upon check-in, and to the immigration officer at the checkpoints upon arrival in Singapore.

8. I am new to Singapore. May I bring my parent(s) or relative(s) to accompany me to Singapore?

We understand your concerns. However, based on the Government advisory, you will not be allowed to bring anyone along with you to Singapore, including parents and guardians, as they will be turned away upon arrival.

Upon Arriving in Singapore

9. What should I do now upon arriving in Singapore?

1. Starting 17 June 2359 hours, all travellers entering SG will undergo testing. The tests will be scheduled upon arrival and before the end of the SHN period, at a designated community testing facility. The cost for the testing is up to S\$200.

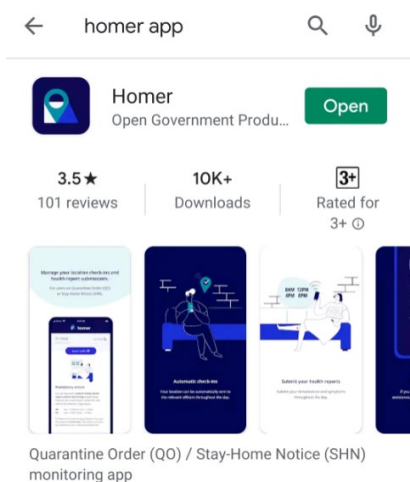
With the testing regime in place, SHN requirements have also been updated.

- a. All travellers entering Singapore from 17 June 2020, 2359 hours, and who had remained in **Australia, Brunei Darussalam, Germany, Hong Kong, Japan, Macao, Mainland China, New Zealand, Republic of Korea, Taiwan and Vietnam** in the last consecutive 14 days prior to their entry, will no longer have to serve their 14-day SHN at the SHN dedicated facilities (SDF).
- b. All other travellers continue to have to serve their SHN at dedicated SHN facilities. The MOE subsidised cost is S\$840 (including meals).

Travellers are required to pay the cost of testing and SHN facilities stay within 2 days upon getting the entry approval to Singapore.

Please refer to Stay Home Notice (SHN) Accommodation section for details.

2. Install HOMER application with a Singapore number upon arrival in Singapore. Please purchase a Singapore SIM card to obtain an SG-registered mobile number prior to your arrival in Singapore, if possible. If you require any assistance in buying the Singapore SIM card, you may contact the NAFA officer whom you have been liaising with or email admissions2020@nafa.edu.sg. You are required to install HOMER application, which is available on both iOS and Android operating systems. <https://homer.gov.sg>
 - a. HOMER will ping the student's location every 5 minutes
 - b. HOMER will prompt students to report health info and upload selfies to HOMER as required.



Stay Home Notice (SHN) Accommodation

Group 1: For STP Holders who had remained in Australia, Brunei Darussalam, Germany, Hong Kong, Japan, Macao, Mainland China, New Zealand, Republic of Korea, Taiwan or Vietnam in the last consecutive 14 days prior to entry to Singapore

10. What options do I have for SHN accommodation?

Accommodation options:

Students who are short-listed for entry approval may choose to serve your 14-day SHN at:

- (i) a place of residence that meets either of the following conditions:
 - a. you or your family members own or are sole tenants of; or
 - b. it is wholly rented by STP holders.

In either case, you will need to provide documentation during the application process to demonstrate that it is SHN-compliant (e.g. pictures of the en-suite bathroom, tenancy agreement showing that the place of residence is wholly rented by STP holders).

- (ii) a hotel that has not been designated as an SDF, at your own cost; or
- (iii) If you are not able to source for a place as described in (i) and (ii), you can request for an assigned MOE-managed hostel space, which will be subject to availability. While MOE will take every effort to assign you to a single room/ toilet, you may be required to share a room/ toilet with another person on SHN from the same list of countries/ regions. You must agree to abide by all precautionary measures put in place.

For further information on the things you should take note of while serving your SHN, please check the latest advisory on the Ministry of Health website (<https://www.moh.gov.sg/covid-19>).

11. I am unable to self-source my own accommodation, and the student hostel arrangement is not suitable for me. Could I opt for the SDF, instead of the student hostel?

As capacity at SDF is prioritised for travellers from other countries/ regions, you may wish to consider non-SDF hotels for your SHN accommodation.

12. I already have an accommodation arrangement for my long-term stay in Singapore, but I/my family members are not the owners or sole tenants of this residence (i.e. I am renting a room from the open housing market, living with people from other households). Am I allowed to serve my SHN in this location?

You will not be allowed to serve your SHN there. You should secure a booking at a hotel at your own cost, or request accommodation at an assigned MOE-managed hostel space (charges apply).

Should you have extenuating circumstances, e.g. medical reasons, and must serve your SHN in your own private accommodation, you may appeal to MOE to do so. All requests will be assessed on a case by case basis.

13. My booking at a self-sourced hotel was cancelled after I received entry approval from MOE. Can I opt to stay at an MOE-managed hostel?

Please inform NAFA of your request immediately, so that MOE can check whether your request can be accommodated. If an available hostel room can be assigned to you, you will have to make payment for your stay at the MOE-managed hostel prior to entering Singapore. If there are no hostel rooms available, your entry approval will be void.

14. Can I serve my SHN in my apartment that I rent with other STP holders?

If you wish to serve your SHN at a self-sourced accommodation for long-term stay, wholly rented by STP holders, you will have to request prior approval from MOE.

As part of the approval process, you will be required to provide documentation (e.g. pictures of en-suite bathroom, tenancy agreement showing that the place of residence is wholly rented by STP holders). Your accommodation will be assessed for suitability for SHN.

15. Can I serve my SHN in a self-sourced accommodation (e.g. hotel room) and share the room with another STP holder who is travelling with me on the same date/same flight/same country?

No. If you choose to opt for self-sourced accommodation in a hotel, it must be for a private room with an ensuite bathroom, to be occupied by you only.

16. My date of arrival in Singapore has been delayed, and I am unable to extend the date of my stay at my self-sourced accommodation. Can I request to serve out the remainder of my SHN at a student hostel/SDF?

As much as possible, you should serve the full period of SHN at the same location. If this is not possible for reasons beyond your control, you may submit an appeal to MOE.

17. How do I seek MOE's approval for my SHN accommodation? How do I apply for an MOE-managed hostel space?

If your request for entry is shortlisted for approval, you will receive a FormSG link from MOE, for you to declare the location where you will be serving your SHN, and that this location meets the SHN requirements. You will need to reply by the stipulated deadline. No late returns will be entertained.

As this process may change in the future, please check your email regularly on the update.

18. How much does an MOE-managed hostel space cost? I will need to pay for both my regular accommodation and the hostel space – can I seek a reimbursement or financial support from the Government?

The MOE-managed hostel space will cost \$490 for 14 days. This is a highly subsidised rate that already incorporates broad-based support by MOE for all STP holders. Should you require additional financial support beyond MOE's support, we encourage you to reach out to your institution.

19. The Singapore Government had reviewed the SHN requirements and updated the SHN requirements for the country I was in for the past 14 days. I had been granted approval to enter before the changes in SHN requirements, and I am now required to serve my SHN at an SDF. Will I still get to stay at my SHN accommodation?

It depends. If the new SHN requirements have taken effect before your entry and require that you now serve your SHN at an SDF, you are required to abide by the prevailing requirements.

20. How will I be allocated a room in a hostel? How will I know who I am sharing a room with, and that they are responsible/ healthy?

You will be assigned on a first-come-first-serve basis. We will take every effort to assign you a single room, but in the event, there is insufficient capacity, you may be required to share a room. If so, we will ensure that your roommate will be of the same gender and age group as you.

21. When will I know which hostel room I am staying in, and who my roommates might be?

You will be informed of the hostel you have been assigned to when you receive your entry approval letter. The exact room and your roommate, if any, will be allocated when you check-in.

22. What happens if I come down with COVID-19, in the course of my SHN and can't rule out that this was a result of room-sharing? Who will pay for my treatment cost?

If you did not depart Singapore after 27 March 2020, your treatment cost will be covered by the Government. Otherwise, you will need to bear the cost of the treatment yourself. We strongly recommend that you have insurance that covers Covid-19 treatment.

23. How much does an MOE-managed hostel space cost? I will need to pay for both my regular accommodation and the hostel space – can I seek a reimbursement or financial support from the Government?

The MOE-managed hostel space will cost **\$490** for 14 days, **for all students who left before 27 March 2020**. This is a highly subsidised rate that already incorporates support by MOE for all students who left before 27 March 2020.

If you left after 27 March 2020, you will need to pay **\$980** to serve your SHN in an MOE-managed hostel.

Group 2: For Individuals who have been in other countries in the last consecutive 14 days prior to entry to Singapore.

24. What options do I have for SHN accommodation?

You will have to serve your SHN at SHN Dedicated Facilities.

25. The Singapore Government had reviewed the SHN requirements and updated the SHN requirements for the country I was in for the past 14 days. However, I had been granted approval to enter before the changes in SHN requirements. I was required to serve my SHN at an SDF and made payment accordingly. Can I now stay at my SHN accommodation instead, and get a refund?

You will need to seek MOE's approval for your SHN accommodation. If approved, you may obtain a refund for the SDF. We will share more details on the process to do so at a later date.

26. I am an STP holder arriving from one of the countries/ regions not listed in the press release. Based on the press release, I understand I will have to pay \$2,000 for my stay at the SDF, and an additional \$200 for testing. This is very expensive – can I seek a reimbursement or financial support from the Government?

MOE will be providing some support for all STP holders in our publicly funded institutions.

If you left Singapore before 27 March 2020, you will need to pay a subsidised rate of \$840 for 14 days of SHN.

If you left Singapore after 27 March 2020, in disregard of the Government's prevailing travel advisory, you will be charged \$1,500 for your 14-day stay at the SDF.

27. I am an STP holder and have made my payment of \$840 or \$1,500 for the SDF hotel. If I am required to share a room at the SDF hotel upon arrival, how much will it cost?

If you are paying the MOE-subsidised rates, there will be no further reimbursement. If you had left Singapore after 27 March 2020 and had paid the student full rate of \$1,500 in advance, you may apply for a reimbursement of \$500 from MOE through your institution, if you had shared a room.

Cost relating to the SHN Dedicated Facilities (SDFs), MOE-managed hostels, testing

28. When do I have to make payment for my SHN accommodation (SDF or MOE-managed hostel) and/ or test?

You will receive a payment link from MOE in your Provisional Entry Approval letter. You will need to make the full fee payment by the stipulated deadline.

29. I need to make payment for SHN accommodation (SDF or MOE-managed hostel) before MOE issues my entry approval. In the event that I cannot secure any air ticket after I paid for the MOE-managed hostel/SDF cost, can I receive a refund?

You must be prepared to enter Singapore within **two weeks** of the date of the Approval Letter for Entry, which provides flexibility to deal with possible flight delays. Please keep your institution updated if your travel plans change. Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation.

30. What is the timeline given for me to secure and show documentation of payment for hostel/SDF after obtaining the Provisional Entry Approval to enter? If I cannot make the payment by the due date, what would happen to my Provisional Entry Approval?

After obtaining a Provisional Entry Approval letter, you will receive a payment link, and have to make payment by the stipulated deadline. If you are not able to make the payment on time, your Provisional Entry Approval will lapse. You will need to submit a new application through your institution if you still wish to enter Singapore.

31. I have already made payment for a student hostel/SHN facility, but I am unable to arrive/no longer wish to enter Singapore. Can I seek a refund?

Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation. Please contact your institution if there was an extenuating circumstance that required you to change your travel plans or SHN accommodation.

32. I have been approved for entry into Singapore. However, I wish to change my SHN accommodation to a different accommodation type. Can I seek a refund?

Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation. Please contact your institution if there was an extenuating circumstance that required you to change your travel plans or SHN accommodation. You may have to submit a new application with the updated accommodation details. Please note that you must receive Entry Approval, under your new accommodation, before you enter Singapore.

33. How long will the MOE-subsidised rate be accessible for?

Eligible students may access the MOE-subsidised rates up to end 2020 for now. MOE will review this at the end of the year.

34. I had undergone the test as arranged on Day 11 of my SHN. However, my SHN has been extended as I have received an inconclusive test result, or the test result is not ready. Will I have to pay for extending my stay at my MOE-managed hostel/SDF, or for the cost of retest(s)?

You do not need to make any additional payment for both your stay and the retest(s).

Transport from Port of Entry to SHN Accommodation

35. How do I get from the airport/bus station/train station to my SHN accommodation (SDF, MOE-managed hostel)?

If you are serving your SHN at an SDF, dedicated transport will be provided.

If you are serving your SHN at a non-SDF accommodation (e.g. self-sourced hotel, MOE-managed hostel, private accommodation), you are required to find your own transport via taxi or any other private transportation from the checkpoint when travelling back to your place of residence. If you use a taxi, you should only book one from the list of contact numbers provided. Please identify yourself as a person subject to a Stay-Home Notice when making the booking and when boarding the vehicle. When travelling in the taxi, you should sit alone in the back seat, with windows down and the air-conditioning turned off. Public transport should be avoided.

Service Provider		Contact Number*
1	ComfortDelgro Taxi (Comfort & CityCab taxis)	6333 1133
2	TransCab	6213 0997
3	SMRT	6477 5971
4	Prime	6776 7553
5	Premier	6681 9462
6	HDT	8507 9691

You should not be taking any public buses/trains to your accommodation.

Serving the SHN

36. What are the things I can and cannot do while on the SHN?

During the period of the SHN, you are required to remain in your SHN accommodation at all times during the 14-day period. If you do not comply with the SHN, you may be prosecuted under the Infectious Diseases Act and/or have your Student Pass cancelled. More details are available at <https://www.moh.gov.sg/covid-19>. If in doubt, please contact your school.

37. What if I need to purchase items or need things like toiletries, food items or medicine during my 14 days SHN? Can I order things from online stores?

Generally, you are allowed to purchase items online and have them delivered to the SHN location. If you are staying in the SDF or student hostel, please ensure that the items are fully paid for and to inform the admin office on the purchase.

38. **How will I be monitored? What is the Homer App and how can I download it?**

You will be required to have a Singapore-registered mobile number and download the Homer mobile application, which will be used to report your health status and location. This app is only used as part of the Quarantine Order or Stay-at-Home Notice. Homer is available on both iOS and Android operating systems. For more information, please go to www.homer.gov.sg.

Students with SG mobile number on arrival in SG	Students without SG mobile number on arrival in SG
1) Student arrives in SG 2) Student will provide their Singapore mobile number to the ICA officer 3) An SMS with instructions to download HOMER App will be sent to student's mobile number 4) Student downloads HOMER App	1) Student arrives in SG 2) Student proceeds to SHN facility 3) Student receives local SIM card from the agent/friend 4) Student calls MOE to register local mobile number (MOE tel: 9623 2563) 5) An SMS with instructions to download HOMER App will be sent to student's mobile number 6) Student downloads HOMER App

**PSHN – persons serving stay home notice*

COVID-19 Test

39. **What is the swab test for and how will it affect my Stay-Home Notice?**

All Persons under SHN (PSHNs) are required to be swabbed towards the end of their SHN, typically Day 11. Either MOE or your educational institution will inform you of the swab appointment and testing location by SHN Day 8. You will be informed of the test outcomes via SMS approximately 2 to 3 days later. Should you receive an inconclusive outcome, your SHN may be extended, and you may be sent for subsequent retests.

40. **How can I make my way to the test site?**

You should use your own private vehicle or pre-booked taxi to travel to the testing facility and back. If you use a taxi, you should only book one from the list of contact numbers provided. Please identify yourself as a person subject to a Stay-Home Notice when making the booking and when boarding the vehicle. When travelling in the taxi, you should sit alone in the back seat, with windows down and the air-conditioning turned off. Public transport should be avoided.

Service Provider		Contact Number*
1	ComfortDelgro Taxi (Comfort & CityCab taxis)	6333 1133
2	TransCab	6213 0997
3	SMRT	6477 5971
4	Prime	6776 7553
5	Premier	6681 9462
6	HDT	8507 9691

41. What happens if I am sick or unavailable to attend the swab test?

All PSHNs must do their swab tests towards the end of their SHN. Testing capacity is limited and appointment schedules are booked in advance. We thus seek your cooperation in adhering to the appointment schedule.

If you have extenuating reasons for not being able to attend the appointment at the stated date and time, please inform your institution. We will strive to rebook another appointment of another date subject to availability but do note that your SHN stay may then be prolonged at your own costs.

42. What happens if my swab test is positive? Will I be warded and have to go for treatment?

If the pooled swab test results are positive, you will be required to go for additional testing to confirm the diagnosis. Another appointment will be made for you at the earliest opportunity. Meanwhile, you should continue to self-isolate until the retest results are known.

If the individual swab test is positive, the medical team will contact you and inform you on the next steps, including hospitalisation.

After SHN

43. I have completed my 14-day SHN. What should I do next?

If you have not done your medical check-up for the ICA formalities, please visit any registered clinic in Singapore to complete your medical check-up.

Upon collecting your medical check-up, you will be required to complete ICA formalities in person. NAFA has arranged for the ICA Offsite Student's Pass Enrolment to be held on **23 July 2020** at NAFA campus (subject to change due to any change in the COVID-19 measures by the Government).

Orientation

44. When can I receive my orientation details?

You should expect to receive your e-orientation package by early July, upon receiving your Student's Pass IPA and making the full payment of the 1st semester tuition fee.

Hospitalisation insurance

45. I paid S\$60 of hospitalisation insurance fee to NAFA. Does the hospitalisation insurance cover COVID-19 treatment?

NAFA students taking full-time programmes are covered by a medical insurance policy that provides a 24-hour annual coverage of up to S\$20,000 per student for hospital and surgical benefits in government and restructured hospitals in Singapore.

Claims related to COVID-19 treatment fees will be assessed by the insurer and subject to approval. The following conditions apply:

- If the student is tested positive **after** 14 days upon arrival in Singapore
- Inpatient treatment in Singapore as recommended by the hospital
- In compliance with the Singapore Government's border measures and SHN requirements

Please call the Office of Student Care at 6512 6142 or email studentcare@nafa.edu.sg for enquiries regarding medical insurance claims.

Other General Information

46. What has NAFA done to ensure my well-being at NAFA campus amid the COVID-19 situation?

The well-being and safety of the NAFA community is the academy's top priority. In the best interests of our students, NAFA has put in place precautionary measures to safeguard our community against the 2019 novel coronavirus (COVID-19). These measures are aligned to the guidelines set by Singapore's Ministry of Education and the Ministry of Health.

Please visit the following link:

<https://www.nafa.edu.sg/about-nafa/news/advisory-on-covid-19>

47. What is the current COVID-19 situation in Singapore?

Please refer to the latest on COVID-19 situation in Singapore from <https://www.moh.gov.sg/covid-19>