

## Frequently Asked Questions (FAQs)

### Orientation Matters

**1. I did not receive any email regarding Orientation.**

Email to [orientation@nafa.edu.sg](mailto:orientation@nafa.edu.sg) with your full name and application number for assistance.

**2. I am having trouble logging in with the password provided from the Welcome Email.**

Email to [orientation@nafa.edu.sg](mailto:orientation@nafa.edu.sg) with your full name and application number for assistance.

**3. I have not received my class allocation (for School of 3D Design, Design & Media, Fine Art and Fashion Studies).**

Email to [orientation@nafa.edu.sg](mailto:orientation@nafa.edu.sg) with your full name and application number for assistance. For other programmes, your class allocation will be provided during the Orientation.

**4. What if I cannot attend orientation or have to miss part of it?**

Email to [orientation@nafa.edu.sg](mailto:orientation@nafa.edu.sg) with your full name, application number, reason and proof for missing orientation (if any).

**5. Can my parent(s) and/or guardian(s) accompany me during orientation?**

Parent(s) and/or guardian(s) are not permitted to accompany students during Orientation. They can visit the campus during Open House in January.

**6. What is the attire for Orientation, class and workshops?**

Students are expected to be properly and decently attired on campus. The following are considered inappropriate attire:

- Singlets, shorts and slippers
- Clothing that exposes midriff or show visible cleavage or undergarment
- Transparent (see-through) clothes
- Clothes printed with vulgar or offensive words or pictures
- Revealing low-rise pants

Students are also required to adhere to specific attire and footwear guidelines for workshops, laboratories and studios

### Attendance and Class Information

**7. Where can I find study-related information such as timetable?**

Study-related information can be found on iLearn@NAFA (Canvas). Click [here](#) to explore the user-guides for the various e-resources.

**8. When will I receive my timetable?**

Students will receive details about their class timetable and study-related information during Orientation. Your school will provide you with the necessary information.

### **9. Where can I find the Academic Calendar?**

Please visit the Studentnet@Canvas (<https://ilearn.nafa.edu.sg>) > Academic Calendar.

### **10. How can I arrange for assistance to attend the Orientation if I have any physical disability or injury?**

Email to [orientation@nafa.edu.sg](mailto:orientation@nafa.edu.sg) for special assistance arrangements.

## **Facilities and Services**

### **11. Carpark rates and Season parking:**

For parking rates, please check [here](#) for more information.

To apply for Season parking for the following vehicle:

For car: Download LOT\$ App from Goggle Play/App Store. The rate is \$170 per month.

For motorbike, email to [est@nafa.edu.sg](mailto:est@nafa.edu.sg) as there are limited lots available.

### **12. Locker rental for students:**

Students can rent a locker using their NAFA email only (e.g. [F25XX1234@nafa.edu.sg](mailto:F25XX1234@nafa.edu.sg)).

Yearly rental rates: small locker \$49, large Locker \$79.

Register at <https://rent-a-locker.com/>. Locker locations are available on the website.

### **13. Prayer room for Muslim students:**

Muslim students seeking prayer facilities can visit Masjid Bencoolen, located approximately 3-5 minutes away from NAFA Campus 1 and 2.

### **14. Is there a canteen in NAFA?**

There is no canteen in NAFA, but food vending machines are located on level 1 of each campus. Microwave ovens are available in each campus for students' use at the following locations:

- Campus 1 Wing B Level 1 (Student Activity Centre)
- Campus 1 Tower Block Level 8 (Student Activity Centre)
- Campus 2 Level 1
- Campus 3 Wing B Level 4

## **Payment and Financial Matters**

### **15. Programme fee matters:**

Click [here](#) for more information.

Email to Finance Office at [finance@nafa.edu.sg](mailto:finance@nafa.edu.sg) or approach the Finance counter at Campus 1 Wing B #01-11 for assistance.

## **16. CPF Education Loan Scheme and application procedure:**

Singapore Citizens/ Singapore Permanent Residents who are pursuing full-time MOE-funded diploma and bachelor's degree courses and who are eligible for MOE Tuition Grant (TG) can apply for a loan from their own or their parent's CPF savings to pay for the tuition fees.

The total amount withdrawn for tuition fees plus accrued interest has to be repaid in full with cash to the CPF Board, one year after graduation or termination of studies, whichever is earlier.

To find out more about the CPF Education Loan Scheme, please refer to: <https://www.cpf.gov.sg/member/faq/other-schemes/cpf-education-loan-scheme>

Click [here](#) for application procedure.

## **17. Post-Secondary Education Account (PSEA)**

The Post-Secondary Education Account (PSEA) is administered by MOE and is opened automatically for all eligible Singaporeans.

Singaporeans who are pursuing the NAFA Foundation Programme or MOE-Funded Diploma and Bachelor's Degree courses can use their own or their siblings' PSEA funds to pay for the approved fees and charges at NAFA.

Students may call the 24-hour automated PSEA hotline at 6260 0777 to check available balance in their PSEA account. More information is available at: <https://www.moe.gov.sg/financial-matters/psea>

Click [here](#) to apply online.

## **18. MOE Tuition Grant Scheme:**

To find out more about the MOE Tuition Grant Scheme, please refer to: <https://go.gov.sg/tgwebsite>

Email to [studentaffairs@nafa.edu.sg](mailto:studentaffairs@nafa.edu.sg) with your full name and application number for assistance.

## **19. Scholarships and Financial Assistance:**

For government financial schemes: [www.nafa.edu.sg/govtfinancialschemes](http://www.nafa.edu.sg/govtfinancialschemes)  
For in-house Scholarships/Merit Awards/Bursaries: [www.nafa.edu.sg/scholarships](http://www.nafa.edu.sg/scholarships)  
For in-house financial aids: [www.nafa.edu.sg/finaidschemes](http://www.nafa.edu.sg/finaidschemes)

Email to [faas@nafa.edu.sg](mailto:faas@nafa.edu.sg) for assistance.

## **Additional Information**

### **20. Tertiary Concession Card:**

Click [here](#) for more information.

### **21. Recommended notebook specifications:**

Recommended notebook specifications can be viewed [here](#).

## **22. Co-Curricular Activities:**

Explore Studentnet@Canvas (<https://ilearn.nafa.edu.sg/>) Student Life and Services > Co-Curricular Activities (CCA) in NAFA for more information.