



Account related/ Application

What is myCDAC portal?

myCDAC portal is an online portal that provides you with greater ease and convenience to apply for and manage CDAC-related programmes.

I do not know how to apply via myCDAC portal. Can I have a hardcopy form?

We are going paperless. You can apply for our tuition classes via myCDAC portal. If you encounter any issues while applying for the Tuition Programme, please drop us an email at student@cdac.org.sg for assistance.

What if I do not have a computer/mobile phone to access myCDAC portal?

Please visit one of our CDAC Centres, which are equipped with computers, to submit your application during operating hours. The operating hours of CDAC Centres are listed [here](#).

Do I need to re-create an account if I want to apply for Chinese Language and Character Building/ Community Chinese Reading?

No, you only need to create an account once.

What happens if the Co-Applicant has yet to respond to my Singpass Myinfo submission?

If the Co-Applicant has yet to respond, the status under the Co-Applicant tab will appear as "Pending". The link to submit Myinfo via Singpass, which is sent to the Co-Applicant's email, will expire with the application form in 7 days.



Can my friend assist to submit a tuition application on behalf of my child?

Parent should create an individual account and apply for the tuition programme. This is because personal information, including income and addresses, are required for submission. Hence, it may not be in the best interest of your child when a third-party is assisting with the application. Moreover, a child's programme status and schedule are only accessible by the main account holder.

How do I check the duration of my Singapore Permanent Resident (SPR) status?

Please check the Date of Issue as printed on the back of your NRIC and calculate the duration of your SPR status based on the date indicated. Alternatively, you may check with ICA on your SPR status.

The details of a family member, who has just moved in with me, are not reflected in the system. What should I do when I am using Singpass Myinfo to apply?

You can only add your child's grandparents if they are living at the same address under the "Family Info" tab.

I have yet to complete my application form and am unable to find the draft in my homepage. What should I do?

Your draft application will be cancelled by the system after 7 days from the creation of the application. Please apply again.



Singpass

Who is eligible for a Singpass account?

The user must be at least 15 years old.

The following groups of users are eligible to apply for Singpass:

- Singapore Citizens and Permanent Residents
- Employment Pass and Personalised Employment Pass holders
- EntrePass holders
- S-Pass holders
- Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders)
- Long Term Visit Pass-Plus (LTVP+) holders
- Long Term Visit Pass holders
- Selected Work Permit Holders requiring Singpass to access government digital services.

For more information, please visit www.singpass.gov.sg

I am unable to login to myCDAC portal via Singpass. What should I do?

- 1) Have you created a myCDAC account? (You will need to create an account first.)
- 2) You will only be able to log in via Singpass after you have submitted an application and give consent to retrieve your information via Singpass Myinfo. You can choose to log in to myCDAC portal via Singpass for future transactions.

Why do I need to apply using Singpass?

MyInfo is a convenient and secure service for you to easily retrieve your personal information from government-verified data sources. Both the main applicant (Parent) and co-applicant (Parent) are required to provide consent before retrieving information via Singpass Myinfo to pre-fill the online application form.



FAQS on myCDAC portal



What if my spouse and I do not have a Singpass account?

You can access <https://www.singpass.gov.sg/home/ui/register/instructions> to register for a Singpass account. You will also be required to download the Singpass app on your mobile phone before applying for the CDAC Tuition Programme.

My spouse is not employed. Why is he/she still required to apply for Singpass?

We will need to retrieve your spouse's income information via Singpass Myinfo to verify his/her income status.

I have lost my Singpass account password and am unable to access Singpass. What should I do?

Please access the Singpass website (<https://www.singpass.gov.sg/home/ui/login>) to reset your password.

My child's information is not reflected in my family info. What should I do?

You can add your child's information by clicking on the Add button.



Usage of Collected Data

What data will be captured from Myinfo?

Myinfo is authenticated through Singpass. Myinfo is a digital personal data platform, which helps citizens to pre-fill digital forms automatically.

The following information will be retrieved to pre-fill the myCDAC form

singpass

Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

This digital service is requesting the following information from Singpass, for the purpose of form filling.

- › NRIC/FIN
- › Name
- › Sex
- › Race
- › Date of Birth
- › Residential Status
- › Mobile Number
- › Email
- › Registered Address
- › HDB Type
- › Housing Type
- › CPF Contribution History (up to 15 months)
- › IRAS Notice of Assessment (Latest Year)
- › Marital Status
- › Children Birth Records - Birth Cert Number
- › Children Birth Records - Name
- › Children Birth Records - Sex
- › Children Birth Records - Race
- › Children Birth Records - Date of Birth
- › Sponsored Children Records - NRIC
- › Sponsored Children Records - Name
- › Sponsored Children Records - Sex
- › Sponsored Children Records - Race
- › Sponsored Children Records - Date of Birth
- › Sponsored Children Records - Residential Status



FAQS on myCDAC portal



Application Outcome

How do I check the status of my child's application? When will I be informed of the outcome of my child's application?

If you applied using Singpass Myinfo, you will be informed of your eligibility via email after submitting the online application form.

Alternatively, you can log in to myCDAC portal to check the status.

Class placement will be released via main applicant's email.

Intake	Apply by	Email notification on successful placement (Fee waiver)	Email notification on payment notice (\$10 commitment fee)	Payment by	Email notification on successful placement (\$10 commitment)
January	27 Nov 23	8 Dec 23	7 Dec 23	11 Dec 23	
February	27 Dec 23	9 Jan 24	8 Jan 24	12 Jan 24	1 day after the \$10 payment is made
March	27 Jan 24	9 Feb 24	8 Feb 24	12 Feb 24	

Please note that class placement is not confirmed until you have paid the commitment fee and received the commencement letter. For those who have received a fee waiver, placement is confirmed after you have received your commencement letter.



I did not receive any email outcome/notification. What should I do?

Please check your junk/spam folder. Alternatively, you can log in to myCDAC portal to check your application status.

Programme Requests

I am a parent of P2 and P6 students. May I still apply for my P6 child when his/her PSLE results and Secondary 1 posting results are not available yet?

You can apply and submit the tuition application from 1 Nov 2023. You may add the P3 programme for your P2 child first. You can log in to myCDAC portal from **13 Dec 2023** to add the Sec 1 programme(s) for your P6 child.

My son is in P6, and my daughter is in Sec 4 NA this year. The CDAC tuition enrolment starts in November this year, but they have yet to receive confirmation on the streams they will be offered for the upcoming year. When should I start applying for next year's tuition classes?

You can apply and submit the tuition application for your children from **13 Dec 2023**. Furthermore, you would need to log in to myCDAC portal and request for Sec 5 NA subjects to be added after the release of N Level results.



Can I apply for the same programme twice?

No, every student may apply for the same subject once across all centres. For example, you cannot select P6 Chinese and P6 Higher Chinese concurrently or apply for P6 Chinese at different centres.

I have applied for 2 subjects during the application. How can I add another subject?

Click "My Programmes" in myCDAC portal. Under "My Children's Programme Requests", click 'Add' to register the subject(s) that you wish to apply for.

How do I transfer/ withdraw my child from a class?

Click "My Programmes" in myCDAC portal.

- If your child has been successfully placed, click 'Withdraw' under "My Children's Programmes".
- If your child is on a waitlist, click 'Cancel' under "My Children's Programme Requests".

I have applied for the programme wrongly. What should I do?

Click "My Programmes" in myCDAC portal.

- If your child has been successfully placed, click 'Withdraw' under "My Children's Programmes".
- If your child is on a waitlist, click 'Cancel' under "My Children's Programme Requests".

Click 'Add' to register the subject that you wish to apply for.



Waiver/Subsidy

How do I apply for a subsidy?

There is no need to submit an application for subsidy separately. Subsidies for CDAC tuition programme are applicable to families with a gross monthly household income not exceeding \$4,800 and/or gross per capita income not exceeding \$1,400.

Eligibility for subsidy will be assessed upon submission of the online application form. If you fulfil the criteria and is offered a tuition place, a one-time \$10 commitment fee will be collected from each student enrolled in the tuition programme, regardless of the number of subjects.

Fee waiver is applicable to Chinese families with a gross monthly household income not exceeding \$2,400 and/or gross per capita income not exceeding \$800.

Non-Chinese families may approach the respective Self-Help Groups to apply for a fee waiver.

My family income has exceeded the income criteria. My child has been in the programme for the past few years, and we need your help. Is there anything we can do?

CDAC's subsidised tuition is targeted to help the students from lower-income families. Applications for CDAC tuition are open to families with a gross monthly household income not exceeding \$4,800 and/or gross per capita income not exceeding \$1,400.

If family is facing financial difficulties and wishes to appeal, please drop us an email at student@cdac.org.sg for assistance.

I have applied for tuition for my child earlier than my friend. Why is his/her child offered placement, while my child is not?

Tuition placement is not on a first-come, first-served basis. Applications are assessed based on the family's income. CDAC reserves the right to make the final decision.



Payment

How do I make an online payment?

Access myCDAC portal, click "My Payments", select "Pay", and a QR code will pop up. Please scan the QR code using your mobile banking app to make payment.

Can I pay the commitment fee by cash?

In line with Singapore's Smart Nation Initiatives, CDAC will accept online payment. Payment via NETS is also acceptable at CDAC centres. Cash payment at our CDAC centres are no longer be accepted.

How do I make payment via mobile banking app on my phone?

: The commitment fee can be paid using one of the following payment modes:

- "Scan & Pay" or "Scan to pay" found in mobile banking apps,
- "Scan" in DBS PayLah! app or
- "Scan QR code" in Google Pay.

Upon receiving the payment advice, please scan the QR Code in your myCDAC portal to make payment. If you are unable to download mobile banking app, you may approach your banks or use mobile wallets such as DBS PayLah! or Google Pay. You may also visit any CDAC centre to make payment via NETS.

What if I do not have an Internet banking account and/or am unable to make payment via online banking?

You may visit any of the CDAC centres/ Vibrance @ Yishun to make payment via NETS.



FAQS on myCDAC portal



If I do not have a mobile banking account, can I pay by GIRO?

GIRO payment is not available.

Committment Fee

I received a notification to pay the one-time \$10 commitment fee. When do I need to pay the fee?

You will need to make the payment within 5 days after receiving the payment notice email. For example, if you received the payment notice on 7 Dec 2023, you will need to make the payment by 11 Dec 2023, 11:59pm to secure your child's placement.

I am a non-Chinese. I wish to apply for a fee waiver. Do I need to pay for the commitment fee?

Yes, you are still required to pay the commitment fee to secure the class placement. If you want to apply for a fee waiver, please contact your respective Self-Help Groups.



I missed the deadline to pay the commitment fee. What should I do?

If the commitment fee is not paid within the stipulated timeline, the system will revoke your child's placement and automatically inform the next student in the waiting list to make payment.

You will need to resubmit a request to add the programmes under "My Children's Programme Requests", subject to availability. You do not need to submit a fresh application.

Is the commitment fee refundable if I withdraw my child from the tuition programme?

No, the \$10 commitment fee is non-refundable.

If I withdraw my child from the tuition programme and decide to apply for it again within the same year, do I need to pay the commitment fee again?

No. A one-time \$10 commitment fee will be collected from each student enrolled in the tuition programme, regardless of the number of subjects in the same year.



FAQS on myCDAC portal



I wish to add programme(s) for my child. Do I need to pay for the commitment fee again?

If you are applying for the Community Chinese Reading Project or Chinese Language and Character Building Programme, you are required to pay an additional \$10 commitment fee for every programme.

If you are adding tuition subjects, you are not required to pay an additional commitment fee within the same year.

After application

I have forgotten my password and/or login details for myCDAC portal. What should I do?

The username is your email address. Click "Forgot your password?" in the login page to reset your password.

I need to update my income details and documents after submitting my application. What should I do?

You will not be able to change your income details and documents after you have submitted your application. Please contact us at student@cdac.org.sg for assistance.