

## CDAC POST-SECONDARY BURSARY – FREQUENTLY ASKED QUESTIONS

### 1. What are the eligibility criteria for the CDAC Post-Secondary Bursary?

The eligibility criteria for CDAC Post-Secondary Bursary are as follows:

- **Race / Nationality**

The student applicant or one of the applicant's parents must either be a Chinese Singapore Citizen or a Chinese Singapore Permanent Resident

- **Household Income**

The family's gross monthly household income must either not exceed **\$4,800** or the gross per capita income must not exceed **\$1,400**

- **School Enrolment**

The student applicant must be a full-time post-secondary student who is actively enrolled in a Junior College, ITE, Polytechnic or Art School, and not be on year-long medical leave, absenteeism or deferment of studies

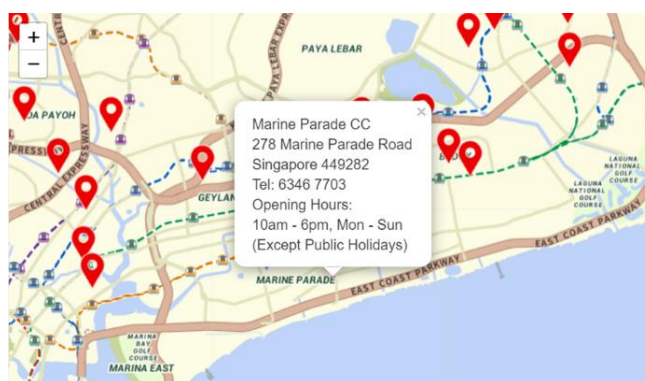
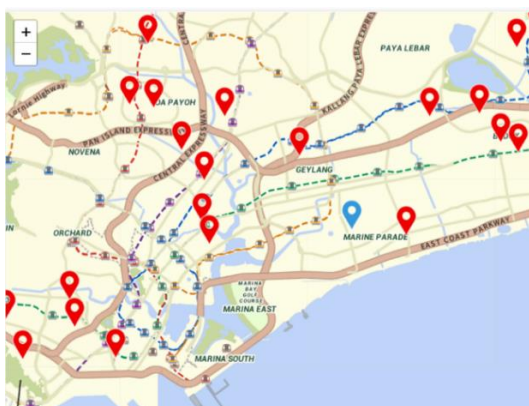
### 2. I do not have a Singpass account. How can I apply for one?

You may apply for Singpass using the following methods:

- a. Register online: <https://www.singpass.gov.sg/home/ui/register/instructions>
- b. Register at Singpass counter: <https://www.singpass.gov.sg/home/ui/counter-locations>

Location of Singpass counters:

- i. Please key in your postal code to locate the Singpass counter nearest to you.
- ii. Your location will be marked in blue.
- iii. Find the red **pin** nearest to you.
- iv. Click on the red **pin** to view the details of the Singpass counter – including the address, contact number and opening hours.



### 3. I have forgotten my Singpass account password. How can I reset it?

You may reset your Singpass account password [here](#).

### 4. What should I do if I am a foster parent / legal guardian applying for the bursary on behalf of a child?

Please contact us at 6603 5555 during office hours or email us at [student@cdac.org.sg](mailto:student@cdac.org.sg) for assistance.

**5. How will I be informed of the outcome of my child's application?**

You may log in to the myCDAC portal to check the status of your application. The application outcome will also be sent to **your child's personal email address**. If your child did not receive our email notification, please advise him/ her to check the junk or spam folder. Processing applications requiring supporting documents may take up to four weeks.

**6. I do not know how to complete the online application form. Who can I approach for assistance?**

- (i) Please call us at 6603 5555 during office hours and our staff will guide you through the application process; or
- (ii) Visit any of our CDAC Centres for assistance (please refer to this [link](#) for the operating hours of the CDAC Centres); or
- (iii) Refer to the tutorial videos available on our [website](#).

**7. Can I use the same myCDAC portal account that I have created for a past Tuition / CDAC-SFCCA Bursary application?**

You may use the same account to log in to myCDAC portal. If you have forgotten your password and/or login details, please reset your password [here](#) or use Singpass to access the portal.

**8. If my younger child is an existing CDAC Tuition / CDAC-SFCCA Bursary recipient and my older child is being nominated for the CDAC Post-Secondary Bursary in the same year, do I need to submit a new online application for my older child?**

Please submit a new CDAC Post-Secondary Bursary online application for your older child.

**9. If both of my children are nominated for the CDAC Post-Secondary Bursary in the same year, do I need to submit separate applications for them?**

If your children are in the same school type (i.e., both are in Junior College / Polytechnic / ITE etc.) and have the same application deadline, you may apply for them through one application.

Otherwise, please submit separate applications when your respective child receives an invitation email from CDAC.

**10. If I am a foster parent / guardian and both my birth child and ward have been nominated for the CDAC Post-Secondary Bursary, do I need to submit separate applications for them?**

Please submit separate applications for your birth child and foster child.

You may submit an online application for your birth child using Singpass through the application link provided and contact us at 6603 5555 (during office hours) for assistance on the application for your foster child/ ward.

**11. Can I apply for the CDAC Post-Secondary Bursary for my child if he/she is not nominated by the school?**

Only nominated students are eligible to apply for the CDAC Post-Secondary Bursary. Your child may approach his/her school to express interest in the bursary.

**12. I have a family member whose details are not reflected in the system. What should I do when I am using Singpass Myinfo to apply?**

You may add your child(ren)'s or their grandparents' details if they are living at the same address under the "Family Info" tab.

**13. One of my children is no longer staying with me under the same address. How do I remove him / her from the list of household members?**

Please click on the name of the child who is no longer staying in the same household and select the checkbox that states "This child is no longer living in the same residential address".

**14. Is PayNow the only payment mode for the CDAC Post-Secondary Bursary?**

PayNow is the only payment mode for the CDAC Post-Secondary Bursary. Nominated students need to ensure that their PayNow is registered and linked to their NRIC number.

**15. I have yet to complete the application form and I could not find the draft in the portal. What should I do?**

Your draft application will be cancelled after 31 days from the date of creation. Please submit a new application.

**16. What should I do if I receive an error message stating "Myinfo NRIC does not match current login user"?**

Please get your spouse to be the main applicant instead. If the error persists, please contact us at 6603 5555 during office hours or email us at [student@cdac.org.sg](mailto:student@cdac.org.sg) for assistance.

**17. What can I do if my application has been rejected?**

You may submit an appeal via the myCDAC portal within 14 days of receiving the rejection outcome.

**18. I need to update my details and documents after submitting my application. Who can I contact?**

Please email us at [student@cdac.org.sg](mailto:student@cdac.org.sg) for assistance.