

FREQUENTLY ASKED QUESTIONS

Graduation Ceremony					
Q	I have completed my programme and should be graduating this year. I have not received the official email invitation to the virtual Graduation Ceremony. Who can I check with?				
A	We are sending out the official email invitation in batches in end Oct/ early Nov 2020. For full-time Diploma graduands, please check your BCAA email account. For part-time Diploma and full-time/part-time Specialist Diploma graduands, please check your personal or work email account, depending on the email address provided at the point of enrolment into the programme. Do check your spam/junk folder too.				
Q	What is Zoom? How do I access the virtual Graduation Ceremony?				
A	<p>Zoom (https://zoom.us) is a cloud-based video-conferencing platform, where you are can watch and participate in the virtual Graduation Ceremony. It works on Windows, Mac, Linux operating systems, as well as on Android and iOS devices.</p> <p>If you do not have a Zoom account, please sign up for one and download the application <u>before</u> the virtual Graduation Ceremony.</p> <ol style="list-style-type: none"> 1. Go to https://zoom.us 2. Click the orange button at the top 'SIGN UP, IT'S FREE' and enter the relevant details as required. Please use the same email address as in the registration for the virtual Graduation Ceremony. 3. Download the application into your desktop/laptop. 4. To access Zoom on your mobile device, you can search 'Zoom' in your Apple App Store or Google Play Store and download the application. <p>We will be sending the Zoom Meeting URL, Meeting ID and password nearer to the date of the virtual Graduation Ceremony via email only to those who have successfully registered for the virtual ceremony.</p>				
Q	Is there a dress code for attending the virtual Graduation Ceremony?				
A	<p>The recommended dress code is as follows:</p> <table border="1"> <tbody> <tr> <td>Ladies</td> <td>Light-coloured long-sleeved collared shirt or blouse.</td> </tr> <tr> <td>Gentlemen</td> <td>Light-coloured long-sleeved collared shirt with a tie.</td> </tr> </tbody> </table>	Ladies	Light-coloured long-sleeved collared shirt or blouse.	Gentlemen	Light-coloured long-sleeved collared shirt with a tie.
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Gentlemen	Light-coloured long-sleeved collared shirt with a tie.				
Q	Do I have to switch on my video for the virtual Graduation Ceremony?				
A	Yes. We require all graduands to switch on their video during the virtual Graduation Ceremony. You will have to mute your microphone, to avoid interference.				
Q	Can my family and/or friends attend the virtual Graduation Ceremony? How do they attend?				
A	Yes. You may forward the access link to them once you have received the email notification from the organising team.				
Q	Can I attend the virtual Graduation Ceremony although I did not register?				

A	Yes. However, your name will not be called out during the conferment. You are strongly encouraged to register to be able to participate in the Ceremony fully.		
Q	I would like to attend an in-person (face-to-face) ceremony, will there be any conducted next year?		
A	In the event that we are holding an in-person (face-to-face) ceremony for 2021 graduands, we will contact all 2020 graduates for interest of participation. Please note that there will not be any certificates or scrolls issued to you during the ceremony as you should have collected them this year.		
Collection of Certificates			
Q	When can I collect my certificate?		
A	Graduates can come to school to collect your Diploma/Specialist Diploma certificate in the following two periods:		
	Date	Monday 23 November to Friday 27 November 2020	Tuesdays & Thursdays <u>only</u> from 1 to 22 December 2020 and 29 December 2020
	Time	9.00 am to 4.00 pm	11.00 am to 3.00 pm
	Venue	Library, Academic Tower Level 7 BCA Braddell Campus 200 Braddell Road, Singapore 579700	
Q	Can I collect the certificate before 23 November 2020?		
A	No, the certificates will only be ready for collection on 23 November 2020. You can refer to the following questions & answers to if you are unable to collect during the two periods stated above.		
Q	I am unable to collect my certificate between 23 and 27 November 2020, Tuesdays & Thursdays from 1 to 22 December 2020 or 29 December 2020, how should I collect the certificate?		
A	Please write to BCA_SSC@bca.gov.sg with your full name, programme, year of graduation and contact details. As we are still working from home, we will arrange for certificate collection once a month from January to May 2021 only.		
Q	I am unable to collect the certificate personally, can I get someone to collect for me?		
A	You can authorise a proxy to collect on your behalf. You will need to submit an online authorisation form (https://form.gov.sg/5d2bfafb25129c0018952461) <u>before</u> he/she goes to the Academy to collect. Your proxy's NRIC/FIN number must be clearly stated in the authorisation form and he/she must bring along his/her identity card when collecting the certificate.		
Q	Currently, I am not residing in Singapore and unable to return due to the COVID-19 measures. How can I collect the certificate?		

A	<p>There are 2 options.</p> <ol style="list-style-type: none"> 1. You can authorise a proxy who is in Singapore to collect on your behalf. You will need to submit an online authorisation form (https://form.gov.sg/5d2bfafb25129c0018952461) before he/she goes to the Academy to collect. Your proxy's NRIC/FIN number must be clearly stated in the authorisation form and he/she must bring along his/her identity card when collecting the certificate. 2. You can request for your certificate to be mailed to your overseas address (https://form.gov.sg/5f9232590468b00011390262). Your certificate will only be mailed out in batches from mid-December 2020, by normal mail. BCA is not liable if the certificate is undelivered for any reasons and we will not reissue the certificate.
Q	Can you email a copy of the certificate to me?
A	Unfortunately, there is no soft-copy format of the certificates.
Q	I am in Singapore but it is inconvenient for me to collect from BCA Academy. Can you post the certificate to me?
A	Unfortunately, certificate mailing service is only extended to graduates who are not residing in Singapore currently.
Q	What is the latest date I can collect the certificate?
A	Certificates are only kept for 6 months from the date of the graduation ceremony, i.e. till May 2021.
Q	What happens if I am unable or have forgotten to collect my certificate after 6 months from the date of graduation?
A	You can request for a Statement of Certification at https://form.gov.sg/5d3019585f627200183101f4 . An administrative fee of \$23.00 is payable.
Q	Why am I not given the Certificate in Internal Audit (QEHS) - Quality ISO9001, Environmental 14001 & Health & Safety OHSAS 18001, Certification Course for Green Mark Managers and/or Fire Safety Manager Course.
A	These certificates are only issued for eligible students for certain diploma programmes. Please write to BCA_SSC@bca.gov.sg to enquire if you are certain that you have met the requirements but did not get the certificate(s).
Q	I need a transcript. How can I get one? (<i>applicable for Specialist Diploma graduates only</i>)
A	Results slip(s) were already emailed to you earlier. If you need a transcript, you can submit a request at https://form.gov.sg/5d3019585f627200183101f4 . An administrative fee of \$23.00 is payable.
Rental of Graduation Gown	
Q	Can I still rent a graduation gown even though it is a virtual Graduation Ceremony?

A	Rental of graduation gowns is still available through our vendor, Joyous Asia Events. The link to register for the graduation gown is given at the end of the Graduate Employment Survey.	
Photoshoot		
Q	Can I take photos at BCA Academy with my certificate and/or graduation gown?	
A	Yes, you can. You can also opt for a professional photoshoot with our vendor, Joyous Asia Events. The vendor will be stationed in BCA Academy on 25 to 27 November 2020 from 12.00 pm to 6.00 pm for the photoshoot. You can contact the vendor at 6844 7142 or enquiry@joyousasia.com for more information.	
Q	I am not available for the photoshoot from 25 to 27 November. Are there other dates?	
A	You can contact the vendor, Joyous Asia Events at 6844 7142 or enquiry@joyousasia.com directly.	
Others		
Q	I have a question which is not included in this FAQs list. Who should I contact?	
A	You can email your enquiry to:	
	For Diploma graduates (full-time/part-time)	BCA_graduation_dip@bca.gov.sg
	For Specialist Diploma graduates (full-time/part-time)	BCA_graduation_sdip@bca.gov.sg