



NTU-H3 Taught Module Information Sheet for Students

Key Contact Personnel

Q1 Who are the key contact personnel for the NTU-H3 Taught Module?

- For module-specific queries, please contact your Module Lecturer.
- For administrative matters, your first point of contact should be your H3 School Coordinator(s). The list of H3 School Coordinators can be found at <https://www.ntu.edu.sg/education/talent-outreach/h3-taught/school-coordinators>.
- If you need further assistance, please contact the Talent Outreach Section, NTU:
 TalentOutreach@ntu.edu.sg
 6790-6633

Course Timetable

Q2 How will I know when I should attend lessons for my NTU-H3 Taught Module?

- Refer to the detailed timetable at <https://www.ntu.edu.sg/education/talent-outreach/h3-taught/resources-students>.
- Your Module Lecturers will inform you accordingly should there be any changes to the schedule.

Attendance

Q3 Is it compulsory for me to attend all lectures, tutorials, and laboratory lessons?

- Attendance for all lectures, tutorials, and laboratory sessions is compulsory.
- You are expected to be present for all lessons unless you have a Medical Certificate (MC) or an official excuse from your school.
- Attendance will be tracked and your H3 School Coordinator will be informed of any absence.

Q4 What should I do if I fall ill and am not able to attend classes?

- You should see an independent medical practitioner immediately to obtain an MC to certify that you are medically unfit to attend class. The MC must cover the day of your absence.
- Send an email to TalentOutreach@ntu.edu.sg and cc your H3 School Coordinator.
- Include the following in your email:
 - a) Name
 - b) School
 - c) Date(s) of absence
 - d) Reason for your absence
 - e) Clear image of your MC

Q5 What should I do if I am unable to attend classes due to representing my school in a competition?

- You are required to seek approval for any absence from your NTU-H3 Taught Module lessons.
- You will need to inform your H3 School Coordinator. Your H3 School Coordinator will have to submit an official letter of excuse to cover the duration of your absence. This letter must be emailed to NTU 3 working days before the period/date of absence.
- You must receive official approval from NTU through your H3 School Coordinator before absenting yourself from any NTU-H3 Taught Module lessons.

Tests & Examination

Q6 Can I be excused from a test? Will there be a make-up test?

- An absence must be covered by an MC from a doctor or an official letter of excuse from your H3 School Coordinator.
- A make-up test is **not** guaranteed and will be considered on a case-by-case basis.
- However, if you are absent from a test **without** a valid reason, a request for a make-up test will **not** be entertained and zero marks will be awarded.

Q7 Will there be a make-up paper if I miss the NTU-H3 Taught Module Written Examination?

- No, it is compulsory that you sit for the NTU-H3 Taught Module Written Examination.
- You will receive an 'Absent' grade if you do **not** turn up for the paper, regardless of the reason.
- If you are absent, your school's H3 School Coordinator will be notified for follow-up actions.

Q8 Will my tests and examination scripts be returned to me? Why?

- Your tests and examination scripts will **not** be returned as the results count towards your final GCE A-Level grade. This is in line with MOE/SEAB's guidelines.

Q9 Are there any examination rules and regulations that I should take note of?

- All students sitting for the NTU-H3 Taught Module Written Examination must read through the [NTU-H3 Taught Module Examination Rules and Regulations](#).

Q10 What happens if the MRT breaks down or if there are other unexpected situations during the day of the NTU-H3 Taught Module Written Examination?

- Refer to the [Guidelines on the Handling of Unexpected Situations](#) for more information.

Q11 What happens if I fall seriously ill or if an adverse event occurs on or during the period/day of the NTU-H3 Taught Module Written Examination?

- A candidate whose performance in the NTU-H3 Taught Module Written Examination has been affected by serious illness or adverse events may apply for Special Consideration (SC). Such events may include:
 - Debilitating illness
 - Psychological condition (e.g. severe anxiety or depression);
 - Bereavement in the immediate family (either a grandparent, parent, or sibling);
 - Serious trauma (e.g. victim of crime, accident, or disaster).
- For more information, you should refer to the [Special Consideration Application Form](#).

Access Arrangements

Q12 Can I apply for AA for my NTU-H3 Taught Module examinations?

- Applications for Access Arrangements (AA) apply to the NTU-H3 Taught Module Written Examination only.
- Candidates who wish to apply for AA must complete the [Access Arrangement Application Form](#).
- The completed form and all supporting documents must be submitted to your school's H3 School Coordinator in hard copy for completion of Sections E and F in confidence.
- All applications must be submitted through your school's H3 School Coordinator by 1 March of the year of examination.

Q13 *Can I withdraw after I have handed in my Consent Form for an NTU-H3 Taught Module?*

- | Withdrawal Schedule | Penalty |
|--------------------------|---|
| Before Withdrawal Period | <ul style="list-style-type: none"> No penalty |
| Within Withdrawal Period | <ul style="list-style-type: none"> Course fee: \$60 |
| After Withdrawal Period | <ul style="list-style-type: none"> Course fee: \$60 SEAB Admin fee: \$50 for Singapore PRs
\$70 for International Students An 'Absent' grade will be issued by SEAB in the A-Level result slip |

- Download and print the [MOE H3 Withdrawal Form](#).
- You are to complete and sign the *Withdrawal Form*. You will also have to obtain the acknowledgement of your parent/guardian as well as that of your H3 School Coordinator.
- Submit the original copy of the *Withdrawal Form* to NTU through your H3 School Coordinator.

Q15 *How do I activate my NTU network account?*

- ### Network Account Password Changer for STUDENT, STAFF, ASSOC Network Account

1. The new password must be minimally 12 characters, comprising of at least three of the following:
 - I) Uppercase alphabet (A-Z)
 - II) Lowercase alphabet (a-z)
 - III) Numeric characters (0-9)
 - IV) Special Character (e.g., ~!@#\$%^&*~.+)
2. You cannot reuse your previous 3 passwords as new password.
3. Must not contain your username or part of your display name.
4. Please restart your Windows computer after changing your password.
5. If you are using multiple devices such as handphone, tablets to access NTU services, please make sure the latest password is used on each of these devices with immediate effect.

- If you are unable to change your password, it is likely because you have entered your date of birth wrongly during your application. In this case, please email TalentOutreach@ntu.edu.sg with your full name, school, username, and correct date of birth (DDMMYYYY) for assistance.

Q16 How do I change my NTU network account password?

- Go to <https://pwd.ntu.edu.sg/PasswordReset.aspx> and follow the instructions given to change your password.

Q17 I have forgotten my NTU network account password, what should I do?

- You can perform the self-reset of your password through the Self Service Password Reset portal: <https://pwd.ntu.edu.sg/pwdotp/RP1>.
 - 'Select Account' – Network Account
 - 'Select Domain' – Student
 - Follow the steps and fill in the relevant fields.
 - Your password will be reset to your Date of Birth (DDMMYYYY) followed by a 6-digit access code sent to your registered mobile number/email address.

Accessing Microsoft Teams**Q18 How do I access Microsoft Teams?**

- You can access Microsoft Teams using:
 1. Teams desktop app - download via <https://teams.microsoft.com/downloads> and complete the installation
 2. Web browser - via <https://teams.microsoft.com>
 3. Teams mobile app - download via Apple App Store or Android Play Store
- You are strongly encouraged to download and install Microsoft Teams on your laptop.
- Enter your username in this format: username@student.main.ntu.edu.sg.
- Enter the password that you have set for your NTU network account.

Accessing NTULearn**Q19 What is NTULearn?**

- NTULearn is an online learning platform for students to have easy and ready access to available resources. It complements traditional lectures by providing an e-learning platform for online content delivery, community learning and assessment through e-learning tools.

Q20 How do I access NTULearn?

- Navigate to NTULearn: <https://ntulearn.ntu.edu.sg/>.
- Enter your username in this format: username@e.ntu.edu.sg.
- Enter the password that you have set for your NTU Microsoft email account.

Accessing my NTU Email Account**Q21 How do I access my NTU email account?**

- Log onto Office 365: <http://www.outlook.com/e.ntu.edu.sg>.
- Enter your email address in this format: username@e.ntu.edu.sg.
- Enter the initial password, which is your date of birth in this format: DDMMYYYY.
- Follow this [guide](#) to set up your 2FA (Two Factor Authentication).
- Please note that you are required to change the passwords for both your **Network Account** and **Office 365 EDU Account**. The passwords for these two accounts are not synced.

IT Support

Q22 *What should I do if I encounter problems with my NTU network account and other technical difficulties?*

- Contact the IT Service Desk hotline at 6790 4357 for further assistance.
- The operating hours for the hotline are as follows:
Monday - Friday: 8.30 pm to 5.00 pm
- You can also raise an online service request form via the following link:
<https://www.ntu.edu.sg/life-at-ntu/internet-account-and-policy/contact-service-desk>.

NTU Pass

Q23 *What is the NTU Pass?*

- As an NTU-H3 Taught Module student, you can download the NTU Pass app, which holds your digital NTU ID card.
- The app serves as official identification to identify you as an NTU-H3 Taught Module student.
- You can use the app to access the library and borrow library materials.
- For more information, refer to <https://www.ntu.edu.sg/life-at-ntu/internet-account-and-policy/ntu-pass/#download-app>.

Library Services

Q24 *How do I access the NTU Library? How do I borrow reference materials from the library?*

- You will need to use the NTU Pass app for access to libraries within NTU.
- You can use the NTU Pass by opening the Digital Key in the app and tapping it against the reader to enter the campus libraries with gantries or borrow library materials.
- Watch how to use the app [here](#).

Q25 *What should I do if I have questions about library services, resources, and facilities?*

- You can go to [NTU Ask A Librarian](#) to find the answers to your questions in the FAQs.
- If you are unable to find the answers in the FAQs, you can write to NTU Library using the 'Ask Us' feature found on NTU Ask A Librarian or email them at library@ntu.edu.sg.

Getting Around NTU

Q26 *How do I locate a lecture theatre, tutorial room or laboratory?*

The NTU campus map is available at <http://maps.ntu.edu.sg>, where you can search for the specific venue and navigate the route from your current location on campus.

Q27 *How do I travel to NTU and within the campus?*

- You can take Bus Service 179 and 199 from Boon Lay Bus Interchange and the free Campus Rider from Pioneer MRT station exit B bus stop. For more information, refer to <https://www.ntu.edu.sg/life-at-ntu/visiting-ntu>.
- Internal shuttle bus services are available. For more information, please visit <https://www.ntu.edu.sg/life-at-ntu/visiting-ntu/internal-campus-shuttle>.

- Use the NTU Omnibus app to track buses in real-time and get timely bus service updates. For more information, refer to the NTU Omnibus App User Guide - <https://ebook.ntu.edu.sg/ntu-omnibus-app-user-guide.html>.