NEW PROFESSIONAL REGISTRATION SYSTEM (PRS)

MANUAL FOR EXISTING REGISTERED ALLIED HEALTH PROFESSIONALS

VERSION 2.0
# Contents

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INTRODUCTION

The Allied Health Professions Council (AHPC) has put together this Professional Registration System (PRS) manual for existing registered Allied Health Professionals (AHPs) so as to facilitate your applications for the following functions:

   a) Update Particulars
   b) Renewal of Practicing Certificate
   c) Application for Reprint of Registration Certificate or Practicing Certificate
   d) Application for Certificate of Good Standing
   e) Application for Conversion from Conditional Registration to Full or Restricted Registration

The abovementioned functions may be accessed via the AHPC website (www.ahpc.gov.sg).

We hope that you will find this manual useful. You may also write in to us at AHPC@spb.gov.sg if you have further questions.
1. **UPDATE PARTICULARS**

1.1 To begin updating your personal particulars, please log into the Professional Registration System.

1.2 On the column to the left of the screen, click on “Administration” and then select “Update Particulars”. There are two different sets of information that may be updated.

Please note that updates under category (a), as mentioned in the following sections, are uploaded onto the system immediately after your confirmation while updates under category (b) will need to be approved by the AHPC.
1.3.1 Your options to “Update Particulars” is dependent on your registration type.

Allied Health Professionals under **Full Registration** will have the following options:

a) Marital status, religion, and contact details
b) Identification type/no, name, nationality, residential status and employment details

1.3.2 Allied Health Professionals under **Conditional, Restricted or Temporary Registration** will have the following options:

a) Marital status, religion, and contact details
b) Identification type/no, name, nationality, and residential status

Updates on your employment details will have to be submitted to the AHPC via e-mail for processing and approval.
1.4.1a **FOR APPLICANTS WHO ARE UPDATING THEIR MARITAL STATUS, RELIGION, AND CONTACT DETAILS**

1.4.1a. If you are updating your marital status, religion and/or contact details, please select the first option.

1.4.1a. Proceed to key in the new information. Once done, please scroll to the bottom of the page and click on the “Proceed” button.
1.4.1a. Clicking on the “Proceed” button will bring you to the “Confirmation” tab. Please verify all the information before scrolling to the bottom of the page to click “Confirm”.

1.4.1a. Successful submission of your new particulars will generate an acknowledgement notification. You will also receive an e-mail from the AHPC informing that your particulars have been updated successfully.
1.4.1a. A record of your application to “Update Particulars” may also be found under your “Enquire Applications”. Successful updates will be indicated as “Approved” under “Application Status.”
1.4.1b FOR APPLICANTS WHO ARE UPDATING THEIR IDENTIFICATION TYPE/NO, NAME, NATIONALITY, RESIDENTIAL STATUS AND EMPLOYMENT DETAILS

1.4.1b. If you are updating your identification type/no, name, nationality, residential status and/or employment details, please select the second option.

Important: If you are an allied health professional who is under conditional or restricted registration with the AHPC, please note that you are required to seek AHPC's approval at least 1 month in advance for any change of employer, place of practice or type of establishment and/or sector during the period of your registration by e-mail at AHPC@spb.gov.sg. A failure to do so amounts to non-compliance with the conditions and restrictions of your registration. The option to submit your change of employment place is not available for conditional registrants on the PRS.

1.4.1b. Proceed to key in the new information. Below is an example of how a fully registered allied health professional might key in the change in their employment status. Once done, please scroll to the bottom of the page and click on the "Proceed" button.
1.4.1b. Clicking on the “Proceed” button will bring you to the “Confirmation” tab. Please verify all the information before scrolling to the bottom of the page to click on the “Confirm” button.

1.4.1b. Successful submission of your new particulars will generate an acknowledgement notification. You will be informed of your application number and that the changes to your particulars have been submitted. This information will also be provided to you in the form of an e-mail from the AHPC.
1.4.1b. A record of your application to “Update Particulars” may also be found under your “Enquire Applications.” When you first submit your application to update your identification type/no, name, nationality, residential status and/or employment details, its application status will be reflected as “Application Submitted.”

Please check on the status of your application to “Update Particulars” regularly. Depending on the information that you wish to update, the AHPC might require you to provide additional documents in support of your application. In such instance, your application status will indicate “Pending Supporting Documents”.

To see the documents required and upload the documents, please click on the hyperlink in the “Remarks” column.
1.4.1b. Under “Remarks”, the AHPC will inform you of the necessary documents. Please ensure that you have saved a soft copy of the documents in a known location in your computer.

To begin, select the “Browse” button to locate the appropriate file on your computer. Once found, click on the “Attach” button. You would receive the message that your document has been updated successfully. You may upload multiple documents.

When all the required documents have been uploaded, please click “Proceed” to continue.

1.4.1b. You will receive an acknowledgement notifying you that your additional documents have been submitted successfully.
1.4.1b. The status of your application to update particulars will be updated to “Pending Processing” under “Enquire Applications”.

Please allow the AHPC five working days to process your application.
1.4.2 **POSSIBLE OUTCOMES FOR APPLICATIONS TO UPDATE PARTICULARS - IDENTIFICATION TYPE/NO, NAME, NATIONALITY, RESIDENTIAL STATUS AND/OR EMPLOYMENT DETAILS**

1.4.2.1 **Approved:** Your application to update your particulars has been approved.

This status will be reflected under your “Enquire Application” tab.

Please check back on the status on your application under “Enquire Application” 5 working days after submission of pending documents.
1.4.2.2 **Rejected**: Your application to update your particulars has been rejected.

This status will be reflected under your “Enquire Application” tab. If you have any enquiries about your rejected application, please e-mail AHPC@spb.gov.sg.
2. **RENEWAL OF PRACTICING CERTIFICATE**

2.1 **BEFORE SUBMITTING AN APPLICATION FOR RENEWAL OF PRACTICING CERTIFICATE**

Before submitting your application for a renewal of practicing certificate (PC), note the following important instructions.

Renewal of Practicing Certificate should be made no later than 30 days before the expiration of your current PC. A late application fee of SGD100 shall be charged for late renewals.

**IMPORTANT:** If you are a Nanyang Polytechnic student who has recently completed your degree conversion programme or a conditionally registered allied health professional, please select only **PC renewal for 1 year** when submitting your application for renewal of PC.

As the Professional Registration System only accepts payment by credit card or eNETS, please ensure that you have your credit card or eNETS information ready at hand before proceeding to file your application.

The online application may take approximately 10 minutes to complete. The system will log you out if you have been idle for 30 minutes. Unless you have saved your progress, all your inputs will be lost. As such, we recommend that you set aside adequate time to complete your application form.

You will have the option to save your application if you wish to complete it at a later time. Please click on the “Save” button at the bottom of the page to do so. To prevent yourself from losing your work, you should save your application if you have to step away from your keyboard.
2.2. **SUBMITTING AN APPLICATION FOR RENEWAL OF PRACTICING CERTIFICATE**

**2.2.1** To begin submitting an application for renewal of practicing certificate (PC), please log into the Professional Registration System.

**2.2.2** On the column to the left of the screen, click on “Application” and then select “PC Renewal/ Application”.

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**Image 1:** Login page of the Professional Registration System.

**Image 2:** Welcome page of the Professional Registration System with highlighted options for application and renewal.
2.2.3 You will be brought to the “Update Particulars” tab.

Towards the top of the page, you will see a hyperlink that will provide you with some important instructions when applying for PC renewal online. Please take the opportunity to click on it and read through the instructions.
2.2.4 After going through the instructions, return to the main “PC Renewal/ Application – Update Particulars” page.

Please scroll down to see the listing of your personal particulars. Verify all your data and complete the declaration at the bottom of the page accordingly. If "No" is selected, you will be directed to “Update Particulars” (for more information on how to update particulars, refer to section 1 of this guide).

It is important to note that you must inform the AHPC when there are changes to your personal particulars. This will allow the AHPC to keep you notified of any new registration information and maintain the online register.

If your information is true and accurate, select "Yes" and then click on the “Proceed” button at the bottom of the page.
2.2.5 Clicking on the "Proceed" button will bring you to the “Form" tab.

Please fill in the mandatory fields which have been marked with an asterisk (*).

Under the field, “PC Type”, fully registered allied health practitioners may wish to note that selecting “Full-fee (2 years)” will allow you to save SGD20 of the PC Application fee.

If you are a conditionally registered registrant, please select only PC renewal for 1 year when submitting your application for renewal of PC.

Under the field “Send PC by”, please select “Registered Mail.”

Once you have filled in the form, please scroll to the bottom of the page and click on the “Proceed” button. You will be brought to the “Declarations" tab.

All fields are mandatory in the "Declarations" section. Please answer all questions.

Once completed, scroll to the bottom of the page and click on the “Proceed” button to continue to the "Confirmation" tab.
2.2.7 If you answered “Yes” to any of the questions in the “Declarations” tab, please provide full details in a separate document and attach it under the “Mandatory Documents” section in the “Form” tab.

You may access the “Form” tab by clicking on it. Please name the file clearly (e.g. “Declaration - Qn 1” etc.)

Once completed, click on the “Proceed” button to continue to the “Declaration” tab. Click on the “Proceed” button at the bottom of the screen of the “Declaration” tab to move on to the “Confirmation” tab.
2.2.8 The “Confirmation” section allows you to review what you had previously keyed in your application for PC renewal. Please check your information carefully to ensure that it is accurate and truthful. Once done, click on the “Confirm” button at the bottom of the page to continue.
2.2.9 For “Payment,” please confirm with your employer if they will be making payment for your PC renewal on your behalf. Your employer will have to inform the AHPC that payment will be made on their end **before** you put in the online application. **Please note that if your employer is paying for your practising certificate renewal fee directly to the AHPC, you should not be able to access the "Payment" tab.**

If you have to make your own payment, or pay in the first instance and claim from your employer subsequently, please have your eNETS or credit card ready. The AHPC only accepts payments by eNETS and credit card.

Click on "Proceed" to continue. You will be directed to a different site with instructions on how to submit your payment.

Once you have completed the payment process, you will be directed to the "Acknowledgement" tab.
Congratulations! You have successfully submitted your application.

The “Acknowledgement” tab provides you with your application number for reference. You may wish to print or save this page. Please note that your receipt will only be generated 5 working days after payment was made.

To track the status of your practising certificate renewal application, you may retrieve your application under the “Enquire Application” function. Immediately after the submission of your application, the application status will indicate "Pending Processing."

Please allow the AHPC a minimum of four weeks to process your application. If you have received any complaints or disciplinary action during your previous years as a registered allied health professional in Singapore or if your application was submitted late, a longer time will be required to process your application.
2.3. POSSIBLE PRACTICING CERTIFICATE RENEWAL APPLICATION OUTCOMES

2.3.1 Approved: Your application for PC renewal / application has been approved.

Your application status under “Enquire Applications” will be updated to indicate “Approved.”

Your new PC will be sent to you via registered mail.

2.3.2 Rejected: Your application for PC renewal / application has been rejected.

If you have any enquiries about your rejected application, please e-mail AHPC@spb.gov.sg.
3. **Reprint of Practicing Certificate (PC) and Registration Certificate (RC)**

3.1. **Submitting an Application for Reprint of Practicing Certificate (PC) and Registration Certificate (RC)**

3.1.1 To begin submitting your application for reprint of your PC or RC, please log into the Professional Registration System.

3.1.2 On the column to the left of the screen, click on “Application” and then select “Reprint of PC/RC”.

![Login screenshot](image1)

![Application screenshot](image2)
3.1.3 You will be brought to the “Reprint of PC and RC” tab.

Towards the top of the page, you will see a hyperlink that will provide you with some important instructions for requesting a reprint of PC and/or RC. Please take the opportunity to click on it and read through the instructions.
3.2. **FILLING IN YOUR APPLICATION FORM FOR REPRINT OF PC AND RC**

3.2.1 **REPRINT OF REGISTRATION CERTIFICATE**

3.2.1.a If you are requesting for a replacement of your original Registration Certificate, please select the “Replacement of Original Registration Certificate” option.

3.2.1.b You are required to state your “Reasons for Application” and mode for AHPC to send the new certificate to you. Please select the most appropriate response under the field “Reason for Application” and select “Self-Collection” in the “Send Certificate by” field.
3.2.1. Please note that your application for a reprint of RC will need to be accompanied by a statutory declaration.

To begin, select the "Browse" button to locate the appropriate file on your computer. Once found, click on the "Attach" button. You will receive the message that your document has been updated successfully. You may upload multiple documents.

3.2.1. When all the required documents have been uploaded, please click “Proceed” to continue.
3.2.1. The “Confirmation” section allows you to review what you had previously keyed in your application for a replacement registration certificate. Please check the information carefully to ensure that it is accurate and truthful and that your documents have been successfully uploaded.

Once done, click on the “Confirm” button at the bottom of the page to continue to the “Payment” page.

3.2.1. For “Payment,” Click on the ”Proceed” button. You will be directed to a different site with instructions on how to submit your payment.

Once you have completed the payment process, you will be directed to the ”Acknowledgement“ tab.
3.2.1. Congratulations! You have successfully submitted your application.

The “Acknowledgement” tab provides you with your application number for reference. You may wish to print or save this page. You will also receive a confirmation email from the AHPC.

3.2.1. To track the status of your application to reprint RC, you may retrieve your application under the “Enquire Application” function. Immediately after the submission of your application, the application status will indicate “Application Submitted”.

Please allow the AHPC a minimum of 2 weeks to process your application.
3.2.2 **Reprint of Practicing Certificate**

3.2.2. If you are requesting for a replacement of your original Practicing Certificate, please select the “Replacement of Original Practicing Certificate” option.

3.2.2. You are required to state the “Reasons for Application” and mode for AHPC to send the new certificate to you. Please select the most appropriate response under the field “Reason for Application” and select “Registered Mail” in the “Send Certificate by” field.
3.2.2. Please note that your application for a reprint of PC will need to be accompanied by a statutory declaration.

To begin, select the "Browse" button to locate the appropriate file on your computer. Once found, click on the "Attach" button. You will receive the message that your document has been updated successfully. You may upload multiple documents.

3.2.2. When all the required documents have been uploaded, please click “Proceed” to continue.
3.2.2. e The "Confirmation" section allows you to review what you had previously keyed in your application for replacement practicing certificate. Please check your information carefully to ensure that it is accurate and truthful and that your documents have been successfully uploaded. Once done, click on the “Confirm” button at the bottom of the page to continue to the "Payment" page.

3.2.2. f For “Payment,” Click on the "Proceed" button. You will be directed to a different site with instructions on how to submit your payment. Once you have completed the payment process, you will be directed to the "Acknowledgement" tab.
Congratulations! You have successfully submitted your application.

The “Acknowledgement” tab provides you with your application number for reference. You may wish to print or save this page. You will also receive a confirmation email from the AHPC.

To track the status of your application to reprint RC, you may retrieve your application under the “Enquire Application” function. Immediately after the submission of your application, the application status will indicate “Application Submitted”.

Please allow the AHPC a minimum of 2 weeks to process your application.
3.2.3. **CERTIFIED TRUE COPY OF REGISTRATION CERTIFICATE**

3.2.3. a If you are requesting for a certified true copy of your original Registration Certificate, please select the “Certified True Copy of Registration Certificate” option.

3.2.3. b You are required to state your “Reasons for Application” and mode for AHPC to send the new certificate to you. Please select the most appropriate response under the field “Reason for Application” and “Send Certificate by”.

When you have finished filling in these fields, scroll to the bottom of the page and click “Proceed” to continue to “Confirmation” tab.
3.2.3. The “Confirmation” section allows you to review what you had previously keyed in your application for a certified true copy of your registration certificate. Please check your information carefully to ensure that it is accurate and truthful.

Once done, click on the “Confirm” button at the bottom of the page to continue to the “Payment” page.

3.2.3. For “Payment,” Click on the "Proceed" button. You will be directed to a different site with instructions on how to submit your payment.

Once you have completed the payment process, you will be directed to the "Acknowledgement" tab.
3.2.3. e Congratulations! You have successfully submitted your application.

The “Acknowledgement” tab provides you with your application number for reference. You may wish to print or save this page. You will also receive a confirmation email from the AHPC.

3.2.3. f To track the status of your application for a certified true copy of your RC, you may retrieve your application under the “Enquire Application” function. Immediately after the submission of your application, the application status will indicate “Application Submitted”.

Please allow the AHPC a minimum of 2 weeks to process your application.
3.3. **POSSIBLE OUTCOMES FOR REPRINT OF RC AND PC**

3.3.1 **Pending Collection:** Your application to reprint RC and PC is pending collection.

Your application status under “Enquire Applications” will be updated to indicate “Pending Collection.”

Depending on your mode of delivery, you may self-collect your RC or PC or it will be mailed to you by registered mail.

3.3.2 **Approved:** Your application to reprint RC and PC has been approved.

This status is updated only after your RC or PC has been collected or has been mailed out to you.
4. **Certificate of Good Standing**

4.1. **Submitting an Application for Certificate of Good Standing**

4.1.1 To begin submitting an application for Certificate of Good Standing (CGS), please log into the Professional Registration System.

4.1.2 On the column to the left of the screen, click on “Application” and then select “Issuing of CGS”.
4.1.3 You will be brought to the “CGS – Form” tab.

Towards the top of the page, you will see a hyperlink that will provide you with some important instructions for applying for a CGS. Please take the opportunity to click on it and read through the instructions.

4.1.4 After going through the instructions, return to the main “CGS - Form” page.

There are mandatory fields in this form which are marked by an asterisk (*). Please go through the form carefully and ensure that all these fields are completed correctly. If any of these fields are missed, you will not be able to proceed to the next page of the application.
4.1.5 **Please note that the AHPC does not endorse additional forms.** Please leave the checkbox blank.

4.1.6 You will be required to indicate the reason for your application. Please select the most appropriate response from the dropdown box.
4.1.7 You will have to provide more information on the organisation requesting for the CGS. Click on the “Add Requesting Authority” button to activate a pop up window.

4.1.8 Please fill in the particulars of the requesting authority in this window.

In the “Send By” field, please choose “Registered Mail only”.

Your CGS will be mailed out to the receiving party's address as provided in this window. As such, please ensure that the correct address and contact person are provided. You are responsible for providing the correct information. If the wrong address is provided, you will have to submit another application and incur fresh application fees if the AHPC has already mailed out the document.

Click on the “Save” button once you have filled up the necessary information.
4.1.9 The pop-up window will close and your inputs will be updated onto the main form. If you have made any errors, please select the "Registered Mail" hyperlink to activate the pop up and make the necessary changes. If you wish to delete the entry, select the “Delete” action to the right of the table.

4.1.10 After filling in the details of your requesting authority, you have reached the declaration portion of this form.

All fields are mandatory in this section. Please answer all questions.
4.1.11 If you answered "Yes" to any of the questions, please provide full details in a separate document and attach it under the “Additional Documents” section which can be found immediately below the “Details of Requesting Authority” portion.

Please select the appropriate “Document Title” from the dropdown box. Next click on the “Browse” button to locate the appropriate file on your computer. Once found, click on the “Attach” button. The file must be clearly named (e.g. “Declaration - Qn 1” etc.)

Once completed, click on the “Proceed” button to continue to the “Declaration” tab. Click on the “Proceed” button at the bottom of the screen of the “Declaration” tab to move on to the “Confirmation” tab.
4.1.12 Once completed, scroll to the bottom of the page and click on the “Proceed” button to continue to the “Confirmation” tab.

4.1.13 The “Confirmation” section allows you to review what you had previously keyed in your application for CGS. Please check the information carefully to ensure that it is accurate and truthful. Once done, click on the “Confirm” button at the bottom of the page to continue.
4.1.14 For "Payment," please have your eNETS or credit card ready. The AHPC only accepts payments by eNETS and credit card.

Click on "Proceed" to continue. You will be directed to a different site with instructions on how to submit your payment.

Once you have completed the payment process, you will be directed to the "Acknowledgement" tab.

4.1.15 Congratulations! You have successfully submitted your application.

The "Acknowledgement" tab provides you with your application number for reference. You may wish to print or save this page. Please note that your receipt will only be generated 5 working days after payment was made.
To track the status of your application for CGS, you may retrieve your application under the “Enquire Application” function. Immediately after the submission of your application, the application status will indicate “Application Submitted.”

Please allow the AHPC a minimum of 2 weeks to process your application.
4.2. **POSSIBLE OUTCOMES FOR CGS APPLICATION**

4.2.1 **Pending supporting documents:** Additional documents are required from you in order to continue processing your application.

To find out which documents are pending and to upload these documents to your application, please go to the remarks column, and click “Here”.

```
Welcome Ms TEST2 Last successful login: 15/05/2015 12:45:27 PM
```

![Enquire Applications screenshot](image)

<table>
<thead>
<tr>
<th>Application No.</th>
<th>Application Type</th>
<th>Date of Submission</th>
<th>Application Status</th>
<th>Remarks</th>
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<tr>
<td>AMPC-21150221-S005-RC3</td>
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<td>24/02/2015</td>
<td>Approved</td>
<td>-</td>
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<td>Approved</td>
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<td>AMPC-21150221-S007-RC3</td>
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<td>22/04/2015</td>
<td>Rejected</td>
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</tr>
<tr>
<td>AMPC-21150221-S036-POC</td>
<td>PC Renewal/Application</td>
<td>22/04/2015</td>
<td>Approved</td>
<td>-</td>
</tr>
<tr>
<td>AMPC-21150221-S054-RC3</td>
<td>Registration</td>
<td>14/05/2015</td>
<td>Pending Processing</td>
<td>-</td>
</tr>
<tr>
<td>AMPC-21150221-S092-CGS</td>
<td>CGS</td>
<td>16/05/2015</td>
<td>Pending Supporting Documents</td>
<td>Kindly check and attach all the required documents.</td>
</tr>
</tbody>
</table>

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4.2.2 Under "Remarks" the AHPC will indicate the necessary documents to be uploaded so that we may continue to process your application. If you had not submitted all the necessary documents, the missing ones will be indicated.

Please upload all your missing documents together if more than 1 document has been requested for. Once done, click on the “Proceed” button.

4.2.3 Once you have successfully uploaded the pending documents, you will receive a notification that your documents have been submitted successfully to the AHPC. You will also receive an email notification. The status of your application will then be updated to, “Pending processing.”
4.2.4 **Pending processing:** AHPC has received your application and is in the midst of processing.

4.2.5 **Pending collection:** Your application for CGS is pending collection.

The AHPC has prepared your CGS and is preparing to mail it to your requesting authority.
4.2.6 **Approved:** Your application for CGS has been approved.

Your application status under “Enquire Applications” will be updated to indicate “Approved” when the AHPC has mailed your CGS.

4.2.7 **Rejected:** Your application for CGS has been rejected.

If you have any enquiries about your rejected application, please e-mail AHPC@spb.gov.sg.
5. Extension of Conditional Registration or Conversion from Conditional to Full or Restricted Registration

5.1. Submitting an Application for Extension of Conditional Registration or Conversion from Conditional to Full or Restricted Registration

5.1.1 As a conditionally registered allied health professional, you may be required to extend the duration of your conditional registration in order to satisfy conditions imposed by the AHPC. Conditionally registered allied health professions who have successfully satisfied the conditions of their registration will also be eligible to convert to full or restricted registration.

Such individuals will receive a letter from the AHPC to notify them to submit another application for registration. Do not submit your application for extension or conversion via the Professional Registration System (PRS) until you have received this letter. You may receive auto-generated e-mails from the PRS reminding you to submit your application for PC renewal. Please ignore these e-mails.

To submit an application to extend your conditional registration or for conversion to full or restricted registration, please log into the PRS.
5.1.2 On the column to the left of the screen, click on “Application” to expand the list of options available to you.

5.1.3 Please click on the “Registration” tab for submitting a registration application.

5.1.4 You will then see a set of instructions for submission of application for registration.

Please read them carefully and then click on the “Proceed” button at the bottom of the page.
5.2. **FILLING IN YOUR APPLICATION FORM FOR CONVERSION OR EXTENSION**

You will then see the first page of the application form. There are mandatory fields in this form which are marked by an asterisk (*). Please go through the form carefully and ensure that all these fields are completed correctly. If any of these fields are missed, you will not be able to proceed to the next page of the application.

In addition, you will be logged out of the system if it has been idle for 30 minutes. All your inputs will be lost if you did not save your progress.

You will have the option to save your application as a draft at the end of each page by clicking the button, "Save as Draft". To prevent you from losing your work, you should scroll to the bottom of the page to save your application if you have to step away from your keyboard.

5.2.1 **PERSONAL TAB**

5.2.1. In the "Personal" page, please select the type of register (i.e. Occupational Therapist, Physiotherapist, Speech-Language Therapist) you are registering for.

At the same time, please verify if your personal particulars are accurate. These details would have been provided from your last application for registration.
5.2.1. If you detect any errors, you will need to update your particulars. Please refer to Section 1 – Update Particulars of this manual for the step by step guide.

Once you have confirmed that all the information on the first page of the application is correct, please click on the “Proceed’ button to continue to the next page.
5.2.2 **Qualifications Tab**

5.2.2.1 You are now on the "Qualifications" page of the application form. Similar to the "Personal" tab, please verify if your information is accurate. These details would have been provided from your last application for registration.

At this point, you will also be able to add any postgraduate qualifications, practice experience or licensing details acquired during your period of conditional registration.

5.2.2.2 If you would like to add a postgraduate qualification, click on the "Add Postgraduate Qualification" button to activate a pop up window.
5.2.2. Please fill in the particulars of your postgraduate qualification in this window. As you key in the details of your qualification, the entry will be autopopulated by the system.

If you are unable to locate your University or Qualification, please select the “Others” option. Key in your institution's name and qualification, as it appears on your graduation certificate.

Please do not make use of abbreviations (e.g. University of Queensland instead of UQ) and type out your qualification in full (e.g. Master of Science in Physiotherapy instead of MSc Physiotherapy).

Click on the “Save” button once you have keyed in the mandatory information.

5.2.2. The pop-up window will close and your inputs will be updated onto the main form. If you have made any errors, please select the relevant University/Institution hyperlink to activate the pop up and make the necessary changes. If you wish to delete the entry, select the “Delete” action to the right of the table.
5.2.2. It is not necessary to fill in the section for “Clinical / Housemanship / Internship Experience of Applicant”. Please ignore it and proceed onto “Past Work Practice Experience”.

5.2.2. To fill in your past work practice experience, click on the “Add Practice Experience” button.
5.2.2. A new window will pop up. Please fill in the particulars of your past work practice experience in this window.

Please note that if you had been working on a part-time basis, it is necessary to declare the number of hours you work per week.

As your past work experience would mostly likely include employment in Singapore, the details of the organisation may be automatically populated as you key in the information. Please select the most accurate entry, continue to fill up all the mandatory fields and click on the “Save” button when done.

5.2.2. The pop-up window will close and your inputs will be updated onto the main form. If you have made any errors, please select the the relevant Institution / Organisation hyperlink to activate the pop up and make the necessary changes. If you wish to delete the entry, select the “Delete” action to the right of the table.
5.2.2. If you are registered or licensed with overseas professional registration authorities, you will need to provide details of your registration in "Registration / Licensing Details (obtained outside Singapore)".

To begin keying in this information, click on the "Add Licensing Details" button.

A new window will pop up. Please fill in the particulars of your registration or licensing details with regulatory bodies outside of Singapore.

When keying in the name of the professional regulatory body, please key in its name in full (e.g. Australia Health Practitioner Regulation Agency instead of AHPRA). Please fill in the mandatory fields and click on the "Save" button once you have keyed in the information.

Please also note that professional associations are not professional regulatory bodies (i.e. Singapore Physiotherapy Association, Occupational Therapy Australia, Speech Pathology Australia).
5.2.2.11 The pop-up window will close and your inputs will be updated onto the main form. If you have made any errors, please select the the relevant Name of Council/Regulatory Authority hyperlink to activate the pop up and make the necessary changes. If you wish to delete the entry, select the "Delete" action to the right of the table.

5.2.2.12 Once you have completed this page of the application, please click on the "Proceed" button to continue to the next page.
5.2.3 **Employment Tab**

5.2.3.1 You are now on the "Employment" page of the application form.

This page will indicate your employment details as was provided when you submitted your initial application for registration.

5.2.3.2 If you are changing employers, you will need to key in your new "Proposed (Singapore) Employment Details".

Please note that the details in your “Principle Place of Practice” may not be changed in this section. You will need to write in to AHPC at AHPC@spb.gov.sg so that we may update the information. Alternatively, you may update this information after the approval of your conversion or extension of registration by submitting an update of particulars application (for more information on how to update particulars, refer to section 1 of this guide).
Once you have verified your employment information or keyed in the details of your new employment, click on the "Proceed" button to continue.
5.2.4. **DOCUMENTS TAB**

In the documents section, please prepare the following documents to be uploaded as part your application for registration.

Under "Mandatory Documents" please upload:
- Copy of NRIC (front and back), Work Pass from MOM
- A copy of your passport photo taken against a white background within the last 6 months
- Employment offer (printed on employer letterhead)
- AHPC Form SF2 (Undertaking by Supervisor). This form may be downloaded from AHPC’s website at [http://www.healthprofessionals.gov.sg/content/hprof/ahpc/en/topnav/forms_downloads.html](http://www.healthprofessionals.gov.sg/content/hprof/ahpc/en/topnav/forms_downloads.html)

Singapore citizens and permanent residents should be uploading a copy of their NRIC and not any of the other identification documents.

If you have answered “Yes” to any of the questions under “Declarations” (section 6.5 of this guide), please upload:
- All supporting documentation and full details

Each file must be in JPEG or PDF format and should not exceed 1 MB.

You should save these files in your computer at a known location so as to facilitate your uploading. File names should be clear and specific (i.e. "NRIC", "Passport photo", "Employment Offer" and "SF2" instead of "Document 1", "AHPC 1" etc.).
5.2.4. When uploading your documents, please take note of the description of the document (i.e. NRIC or Work Pass or Passport) and upload the CORRECT item.

To begin, select the "Browse" button to locate the appropriate file on your computer. Once found, click on the “Attach” button. You will receive the message that your document has been updated successfully. You may upload multiple documents.

If you have made any mistakes uploading the documents, you may click on the “Replace” or “Delete” hyperlinks and proceed to re-upload the correct ones.

When all the required documents have been uploaded, please click “Proceed” to continue.
5.2.5 **DECLARATION TAB**

5.2.5 All fields are mandatory in the "Declaration" section. Please answer all questions.

[Image of the declaration section of the application]

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5.2.5. If you have answered “Yes” to any of the questions, please provide full details in a separate document and upload them at the “Documents” tab.

You may access the “Documents” tab by clicking on it. Similarly, please name the files clearly (e.g. “Declaration-Qn 1” etc.).
5.2.5. Once you have filled up all the questions in the “Declaration” tab, click on the “Proceed” button to continue on to the “Confirmation” section.
5.2.6 CONFIRMATION TAB

5.2.6.1 The “Confirmation” section allows you to review what you had previously keyed in your application for registration. Please check your information carefully to ensure that it is accurate and truthful.

If you wish you make any changes, please click on the relevant tabs at the top of the page to access the page and edit your information.

5.2.6.2 Once done, click on the “Confirm” button at the bottom of the page to continue.
### 5.2.7 Payment Tab

For "Payment," please confirm with your employer if they will be making payment for your registration on your behalf. Your employer will have to inform the AHPC that payment will be made on their end before you put in the online application. Please note that if your employer is paying for your registration directly to the AHPC, you should not be able to access the "Payment" tab.

If you are required to make your own payment, or pay in the first instance and claim from your employer subsequently, please have your eNETS or credit card ready. The AHPC only accepts payments by eNETS and credit card.

Click on "Proceed" to continue. You will be directed to a different site with instructions on how to submit your payment.

Once you have completed the payment process, you will be directed to the "Acknowledgement" tab.
5.2.8  **Acknowledgement Tab**

5.2.8.  Congratulations! You have successfully submitted your application.

The “Acknowledgement” tab provides you with your application number for reference. You may wish to print or save this page.

5.2.8.  After you have successfully submitted your application for registration, you can begin to track the status of your application. You may check on your application status by logging into the system and retrieving your application.
5.3. **Enquiring about the Status of your Application**

You can check the status of your application after retrieving your application. The different application statuses include:

5.3.1 **Pending processing:** AHPC has received your application and is in the midst of processing.
5.3.2 **Pending supporting documents**: Additional documents are required from you in order to continue processing your application.

To find out which documents are pending and to upload these documents to your application, Go to the remarks column, and click “Here”.

5.3.3 Under "Remarks" the AHPC will indicate the necessary documents to be uploaded so that we may continue to process your application. If you had not submitted all the necessary documents, the missing ones will be indicated.

Please upload all your missing documents together if more than 1 document has been requested for. Once done, click on the “Proceed” button.
5.3.4 If you have successfully uploaded the pending documents, you will receive a notification that your documents have been submitted successfully to the AHPC. You will also receive an email notification. The status of your application will then be updated to, "Pending processing."
5.4. **Possible Registration Outcomes**

5.4.1 **Pending Registration:** The AHPC has received all your documents and is in the midst of seeking approval.

Once the approval has been received, you will receive an e-mail from the AHPC informing you of the outcome of your application. This email will also include an appointment to collect your registration certificate.

5.4.1. a You will need to make payment for your practicing certificate. The PRS will indicate that you have to “Pay Outstanding Fee.” The fees include your application for a practicing certificate and practicing certificate fee. **It is important to note that you should make payment after receiving the outcome email and before you come down to the AHPC to collect your registration certificate.**

Please click on "Pay Outstanding Fee" to make your payment via credit card or E-NETS. You will be directed to a different site with instructions on how to submit your payment.

5.4.1. b Successful payment will bring you to the confirmation page below. Please save or print a copy of the receipt for your reference. Please note that receipts can only be downloaded 5 days after payment has been made. Once payment is completed, please come down to the AHPC on your appointment date to complete your registration process.
5.4.2 **Approved**: Your application for registration has been approved.

To complete the registration process, you will need to come down to our office to collect your registration certificate. The “Approved” status will be reflected after you have collected your registration certificate.

5.4.3 **Withdrawn**: Your application for registration has been withdrawn.

Applications for registration may be withdrawn if pending documents have not been submitted by the stipulated deadline. Deadlines for submission would have been indicated in letters of reminder sent to you.

Please note that once your application has been withdrawn, you will need to submit a new application and incur fresh application fees if you wish to be registered with the AHPC. Applications with the “Withdrawn” status are also not eligible for a refund.
5.4.4 **Rejected**: Your application for registration has been rejected.

You did not meet the criteria for registration and your application has been rejected.

Any person who is refused registration by the AHPC may, within 30 days of the notice given, submit a written appeal to the Minister for Health whose decision shall be final. The appeal should be sent to:

Minister for Health
Ministry of Health
16 College Road
College of Medicine Building
Singapore 169854
6. FAQs

6.1 How to Save your Application

6.1.1 You will find a button labelled "Save as Draft" at the bottom of the "Form" pages for both "Update Particulars” and “Renewal of PC” application. The “Save as Draft” button can also be found at the bottom of each page of the online application for registration form except in the “Documents”, “Confirmation”, “Payment”, and “Acknowledgement” pages.

To save your progress, scroll to the bottom of the page and click the "Save as Draft" button.

Please note that you will be logged out of the system if it has been idle for 30 minutes. All your inputs will be lost if you did not save your progress. To prevent losing your work, please remember to save your application often.
6.2 RETRIEVING YOUR APPLICATION

6.2.1 To retrieve your application, please log into the PRS and click on the “Enquire Applications” option on the left side of the screen. Then click on the application you wish to retrieve.

Please note that you will not have the option to delete any draft applications. The system will automatically delete incomplete applications after 30 days.
6.3 WHAT IF I LOSE MY PASSWORD?

6.3.1 Please click on the “Reset Password” link beside the Login button to have your reset password sent to the email you have provided in your application for registration.

6.3.2 You will have to complete 3 fields in order to reset your password. Please have on hand your NRIC number/ FIN number/ Passport number, date of birth and your AHPC user ID. Your user ID is your registration number with the AHPC and can be found on your registration certificate or practicing certificate. If you have lost your user ID, please contact the AHPC at AHPC@spb.gov.sg.

After you have completed the 3 mandatory fields, please click on “Reset Password”.

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6.3.3 A pop-up window will appear to inform you that an email with a new password has been sent to your preferred email address. Clicking “OK” will bring you back to the Log-in page.
6.4 MISCELLANEOUS

Q: What happens if I do not receive my new practising certificate before my existing one expires?

A: You cannot practise without a valid practising certificate. If you have not received your new practising certificate, you will have to stop practicing until your application to renew PC has been approved. If your application status is still indicated as “Pending Processing” or “Rejected” after your existing PC expires and you have not heard from the Secretariat, please contact us at AHPC@spb.gov.sg.

Q: Which PC Type should I choose? Full-fee (1 year) or Full-fee (2 years)?

A: If you are an allied health practitioner under full registration or restricted registration who intends to keep working in Singapore, you may wish to consider selecting the Full-fee (2 years) option. This will allow you to save SGD 20 on the yearly renewal fee.

However if you are an allied health practitioner under temporary or conditional registration who does not intend to maintain your practice in Singapore, you should select the option most aligned with your contracted employment period in Singapore.