NEW PROFESSIONAL REGISTRATION SYSTEM (PRS)

MANUAL FOR NEW REGISTRANTS (APPLICANTS WITH OVERSEAS QUALIFICATIONS)
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INTRODUCTION

The Allied Health Professions Council (AHPC) has put together this Professional Registration System (PRS) manual for applicants with overseas qualifications so as to facilitate your online application for registration in 2015. If you intend to practise as an occupational therapist, physiotherapist or speech-language therapist in Singapore, you will need to submit an online application to the Allied Health Professions Council.

The AHPC’s website (www.ahpc.gov.sg) provides important information on our eligibility criteria. We strongly advise that you take some time to go through our webpage to familiarise yourself with registration requirements. You are also advised to familiarise yourself with AHPC’s Supervised Practice Guidelines (2014) when considering offers of employment as an allied health professional in Singapore. If your potential employer/establishment is unable to comply with the requirements set out in the Supervised Practice Guidelines, your application for registration may be unsuccessful. There will be no refund of fees paid for an application.

The PRS 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 enquiries@ahpc.gov.sg if you have further questions.
1. **BEFORE SUBMITTING YOUR APPLICATION**

In order to facilitate the submission of your application for registration to the AHPC, please prepare all the following supporting documents. You should have a soft copy of these documents saved at a known location on your computer. Files must be in JPEG or PDF format and should not exceed 1 MB each. Please ensure that file names are clear and specific (i.e. "NRIC", "Passport photo", “Employment Offer” and “SF2” instead of "Document 1", "AHPC 1" etc.).

The list of documents is as follows:

a) Copy of NRIC (front and back) or Passport or Work Permit or Employment Pass.

b) A copy of your passport photo taken against a white background within the last 6 months.

c) Copy of basic and postgraduate qualification certificates

d) Employment offer (printed on employer letterhead).

e) Duly completed 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)

Depending on your credentials, you may need to upload these additional documents:

a) Copy of Certificate of Registration with other regulatory authorities

b) Copy of Results of Licensing or National Examination

c) Certificate of Service (CoS) from your last employer if you have professional practice experience

d) English Language Proficiency results [for applicants whose qualifications do not come from Singapore, Australia, Canada (except Quebec), New Zealand, Republic of Ireland, South Africa, United Kingdom and the United States of America].

As an applicant holding an overseas qualification, please arrange for the University or Institute of Higher Learning awarding the qualification to send the following to the Council directly:

a) A Letter of Verification\(^1\) of your basic and postgraduate qualification (if applicable)

b) Transcript of examination results for every year of your education

c) An original testimonial from the Dean, Registrar or Lecturer of the University or Institute of Higher Learning, attesting to your good character (required for fresh graduates only)

If you have been registered or licensed in another country within the past 3 years, please arrange with the regulatory or licensing authority with whom you were registered or licensed, to send direct to the Council a Certificate of Good Standing\(^2\) and details\(^3\) of your registration or licensure.

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\(^1\) The Letter of Verification from the University or Institute of Higher Learning must contain the applicant’s name, date of entry into the course, date of graduation, degree or title conferred, medium of instruction for the course, and must be duly endorsed by the Dean, Registrar or an authorised officer of the awarding institution if such information is not already included in the transcript

\(^2\) The Certificate of Good Standing must reach the Council within 3 months of its date of issue.
You will have to make arrangements for these documents to be sent directly to the AHPC at the following address

To: Registrar
Allied Health Professions Council
16 College Road, #01-01
College of Medicine Building
Singapore 169854

Other items that you should have on hand include

- Credit card or eNETs.

Please note that the application form should take you approximately 20 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 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.

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3 Details of registration or licensure must contain the applicant’s name, date and type of registration, registration number, information on his/her professional conduct, information on his/her registration suspension or cancellation, and fitness to practice if not already included in the Certificate of Good Standing.
2. **ACCESSING THE PRS**

2.1 To access the new PRS, please go to the AHPC’s website at [http://www.ahpc.gov.sg/](http://www.ahpc.gov.sg/). Scroll down the page on the left column and you will locate the tab labelled, “Pre Application”. Clicking on this button will bring you to the pre-application eligibility questions.
3. **PRE-APPLICATION ELIGIBILITY QUESTIONS**

3.1 Before applying, you will need to answer a set of pre-application questions in order to gauge your eligibility for registration.

**Please answer the pre-application questions honestly.** If you do not meet the criteria, you will not be able to submit an application to the AHPC.

We strongly recommend that you take steps to remedy the situation before attempting to submit your application. There will be no refund of fees paid for an application.

3.2 If you meet the criteria to register with the AHPC, completing the pre-application questions will allow you to apply for registration via the “Proceed” button. **Please click the “Proceed” button.**
4. **PERSONAL PARTICULARS, TEMPORARY USER ID & PASSWORD**

4.1 Please **key in your particulars** ensuring that they are accurate and correctly capitalised.

E.g. “Tan Ah Mei”; “TanahMei22@mailerbox.com”

If you are a **Singaporean** or **Singapore Permanent Resident**, please key in your NRIC.

If you are a **foreigner**, please key in your passport number, employment pass or work permit.

In order to avoid delays in the processing of your application, please **provide a correct and active email address** that you check regularly. All future correspondences and important information from the AHPC will be sent to this email address.

**Upon completing the required fields, click “Proceed”**.
4.2 You will receive a temporary user ID and password (Refer to screenshot below).

Please print or save this page for your reference. An e-mail will also be sent to the email address provided. If it is not in your inbox, please check your spam mailbox.

Click on the “Proceed” button to continue with your application.
5. **LOGGING INTO THE PRS**

5.1 **Please key in your temporary User ID and password and click on the “Login” button.**

You will be prompted to reset your password when you log in.

You may also log in via SingPass. For more information on SingPass, please go to their website at [https://www.singpass.gov.sg](https://www.singpass.gov.sg).
6. **Changing Your Password**

6.1 You will need to **key in the temporary user ID and the password assigned to you by the system, followed by your chosen new password**.

Please note that this **new password should be alpha numeric**. We strongly advise for you to keep a record of your password once changed.

Click on the “Submit” button to complete this process.

6.2 If you wish to change your password subsequently, you may access this option after you log in by clicking on “Change Password” on the upper right of the screen.
7. **HOW TO GET TO THE APPLICATION PAGE**

7.1 You will then be directed to a landing page. Please click on the “Application” tab on the left side of the screen.

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

7.3 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.
8. **FILLING IN YOUR APPLICATION FORM**

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.

8.1 **PERSONAL TAB**

8.1.1 In the “Personal” page, you will be required to fill in your personal particulars.

![Application Form Image](image-url)
8.1. Under the “Nationality” field, if you are a Singaporean, please select “Singapore Citizen”.

8.1. For Singapore Permanent Residents, please type in the year you obtained your permanent residency.
8.1. **2c** For Foreigners, please note that the “Residential Status” field is compulsory.

If you have yet to obtain the relevant work pass from the Ministry of Manpower (MOM), please select “Others” from the dropdown list and specify the status relevant in your case (e.g. Pending EP).

Please note that you can only complete your work pass (EP/S) application process with MOM only upon receiving the In-Principle Approval letter/email from the AHPC.

8.1. **2d** If you are currently holding a work pass, please type in the year you obtained your work pass.
8.1.3 You are **NOT** required to complete the section on “Information on Spouse”.

Once you have completed the first page of the application, please click on the “Proceed” button to continue to the next page.
8.2 QUALIFICATIONS TAB

8.2.1 You are now on the "Qualifications" page of the application form. Please ensure that you have filled up the mandatory fields which are marked by an asterisk (*).

As you fill in the fields for your university/institution, its name and corresponding qualifications might be automatically generated by the PRS. Please select the most accurate entry.

E.g. Under the field, "University / Institution," please locate and select "The University of Queensland" from the dropdown list if you are a University of Queensland graduate. Similarly, under the "Qualification" field, please select "Bachelor in Occupational Therapy", "Bachelor in Physiotherapy" or “Bachelor in Speech Pathology” where applicable.
8.2.2 However, if you are unable to locate your University/Institution, please select the “Others” option and key in your institution’s name, as it appears on your graduation certificate. Please do not make use of abbreviations (e.g. University of Queensland instead of UQ). Similarly for the “Qualifications” field, if you are unable to locate your qualification, please select the “Others” option and key in your qualification as it appears on your graduation certificate. Please type out your qualification in full (e.g. Bachelor of Science in Physiotherapy instead of BSc Physiotherapy).

Click on the “Update” button once you have keyed in the mandatory information.
8.2.3 Where applicable, please complete the sections on post-graduate qualifications, past work practice experience and registration/licensing details obtained outside of Singapore.

For licensing, please note that some countries (e.g. Philippines, Taiwan) require their allied health professionals to sit for and pass a licensing examination before they may be registered to practice with their respective regulatory boards. The relevant supporting documents should be uploaded with the application in the “Documents” tab.

If you were not required to take a licensing examination, you may leave these fields blank and proceed to the next section on “Postgraduate/ Post-registration Allied Health Qualifications Obtained”.

![Image of application form](image-url)
8.2.4 To add postgraduate / post-registration allied health qualifications obtained, click on the “Add Postgraduate Qualification” button.

8.2.5 A new window will pop up. Please fill in the particulars of your postgraduate qualification in this window.
8.2.6 If you are unable to locate your University or Qualification, please select the “Others” option. Similar to the “Basic Allied Health Qualification” section (8.2.2), 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.

8.2.7 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.
8.2.8 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”.

8.2.9 Please note that the work experience declared should be related to your professional practice as an allied health professional. Also, a Certificate of Service (CoS) should be obtained from your current employer. The CoS should be uploaded with the application in the “Documents” tab.

To fill in your past work practice experience, click on the “Add Practice Experience” button.
8.2.10 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 worked per week.

8.2.11 If your past work experience includes 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.

However, if you are not able to locate the employer’s name, please select the “Others” option in the “Employers Name” field and refer to the next step in this guide.
Overseas work experience will fall into the “Others” category. When you select the “Others” option, additional fields will be revealed. Click on the “Save” button once you have keyed in the mandatory information.

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 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.
If you are registered or licensed with overseas professional registration authorities, you will need to provide details of your registration in the “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).

Some examples of regulatory bodies include the following:
   a) Australian Health Practitioner Regulation Agency (Australia)
   b) Health and Care Professions Council (United Kingdom)
   c) Professional Regulation Commission (Philippines)
8.2.17 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 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.

8.2.18 Once you have completed this page of the application, please click on the “Proceed” button to continue to the next page.
8.3 **EMPLOYMENT TAB**

When filling up the “Employment” section of your application form, please note that your inputs into the “Employer” and “Practice Place” fields may not necessarily be the same. We strongly advise that you confirm this information with your prospective employer and input the correct information.

Your “Employer” is the party with whom you entered into an employment contract with, while your “Practice Place” is where you will be practicing as an allied health professional. If you have more than one practice place, your primary practice place should be where you are located most of the time followed by your secondary practice place.

8.3.1 Please fill up the "Employment" section of the application, ensuring that all mandatory fields (marked with *) are completed.

If you are currently “Residing in Singapore, but not working, you will need to provide a reason for why you are not working. Please select the most appropriate response under the field “If Not Working, state reason”. If none of the options are applicable, please select “Others” and then indicate "Obtaining AHPC registration".
8.3. If you are currently residing overseas but not working, under "Current (Singapore) Employment Details", please select "Residing overseas but not working".

Please select the most appropriate response under the field “If Not Working, state reason”. If none of the options are applicable, please select “Others” and then indicate your reasons for non-employment.

8.3. If you are working full-time overseas, under "Current (Singapore) Employment Details", please select "Working full-time overseas".

No further information is required in this page.
8.3.1d If you are currently working full-time in Singapore, under "Current (Singapore) Employment Details", please select "Working full-time in Singapore".

You will need to fill in the details of your current employment.

8.3.1e If you are working part-time overseas, under "Current (Singapore) Employment Details", please select "Working part-time overseas".

You will need to provide the number of hours you work per week on part-time employment.
8.3.1f If you are currently working part-time in Singapore, under "Current (Singapore) Employment Details", please select "Working part-time in Singapore".

You will need to provide the number of hours you work per week on part-time and details of your current employment.

8.3.1g If you are working in other fields overseas, under "Current (Singapore) Employment Details", please select "Working in other fields overseas".

No further information is required on this page.
8.3. If you are currently working in other fields in Singapore, under "Current (Singapore) Employment Details", please select "Working in other fields in Singapore".

You will need to provide the details of your current employment.

8.3.2 Under the section “Proposed (Singapore) Employment Details” please provide details of your employer. You will need to indicate your “Activity Status” (e.g. Part-time or Full-time employment) and name of your employing institution. For the field indicating your employing institution /organisation, the address will be automatically populated as you type the name of the institution.

You may leave the “Date Joined” and “Date Left” fields blank.
8.3.3a **FOR APPLICANTS WITH ONLY 1 PRACTICE PLACE:**

Once you have confirmed that you will be working at 1 practice place only, please fill up the "Principal Place of Practice" section accordingly. When keying in your employment details, you may leave the “Date Joined” and “Date Left” fields blank.

Click on the “Proceed” button to continue to the “Documents” section.
8.3.3b  **FOR APPLICANTS WITH MORE THAN 1 PRACTICE PLACE:**

8.3.3b.1 If you will be working in more than 1 practice place under the same employer, please fill in the details of your principal place of practice i.e. the place where you will be practising most of the time. You may leave the “Date Joined” and “Date Left” fields blank.

Once done, please click on the “Add Secondary Place of Practice” button to provide the information required in your other places of practice.

**IMPORTANT:** As a therapist under supervised practice, you will need to ensure that you are practising at the same location as your assigned supervisor, and is able to receive timely supervision.

8.3.3b.2 Clicking on the "Add Secondary Place of Practice" button will open up a new window. Please fill in the mandatory information and then select "Save".
8.3. 3b.3 After you click “Save”, you should see the details of your secondary practice place reflected on the application form. Please check to make sure that the information is accurate. If you have made any errors, please select the relevant Name of 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.

Once confirmed, click on the “Proceed” button to continue.
8.4 DOCUMENTS TAB

8.4.1 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), Passport, Work Pass from MOM

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

Under "Additional Documents" please upload:
- 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/h.prof/ahpc/en/topnav/forms_downloads.html)

If applicable, please upload your:
- Certificate of Registration with other regulatory authorities
- Results of licensing or National examination
- Results of English Language Proficiency Tests (i.e. IELTS, TOEFL or OET)

As an applicant with overseas qualifications, please also upload:
- Copy of the your basic and postgraduate qualification certificates in the profession

If you are currently working as a Therapy Associate or Aide in Singapore, or has been working overseas as an allied health professional, please upload:
- A Certificate of Service (CoS) or Work Testimonial from your current employer (Your name, appointment, period of appointment, nature of work and assessment of work performance must be indicated on the CoS and printed on the employing institution’s letterhead. It should be duly signed by an authorised person and endorsed with the employing institution’s stamp.

If you have answered “Yes” to any of the questions under “Declarations” (section 8.5 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.).
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 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.
8.5 DECLARATION TAB

8.5.1 All fields are mandatory in the "Declaration" section. Please answer all questions.
8.5.2 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.).
8.5.3 Please take note of the last part of the “Declaration” section with the following statement:

“I agree to allow this application including all of the information contained, and declarations set out, in this application to be accessed by prospective employer.”

Clicking “No” would mean that your prospective employer would not be able to access your application and will not be able to submit any subsequent applications on your behalf. You will need to write in to AHPC to request for access for your HR if you change your mind subsequently.

Click on the “Proceed” button to continue on to the “Confirmation” section.
8.6 CONFIRMATION TAB

8.6.1 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.

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

8.7.1 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.
8.8 **ACKNOWLEDGEMENT TAB**

8.8.1 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.

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.
9. **RETRIEVING YOUR APPLICATION**

9.1 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.
10. **Enquiring about the Status of Your Application**

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

10.1 **Pending processing**: AHPC has received your application and is in the midst of processing.
10.2. **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”.

Under “Remarks” the AHPC will indicate the necessary documents to be uploaded so that we may continue to process your application. If you did not submit all the necessary documents, the missing ones will be indicated.

Please upload all your missing documents at once if more than 1 document has been requested for. Once done, click on the “Proceed” button.
10.2. Successfully uploading the pending documents will result in the 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.”
11. **POSSIBLE REGISTRATION OUTCOMES**

11.1 **IPA**: Your application for registration is under in-principle approval (IPA).

You will be issued with an IPA letter and you will need to approach the Ministry of Manpower (MOM) to complete the process of obtaining the relevant work pass before the AHPC can continue to process your application.

Your employer will need to submit a soft copy of the work pass approval from MOM via e-mail to the AHPC.

11.2 **Pending Exam**: In order to be registered with the AHPC, you will be required to take and pass the relevant Qualifying Examination (QE).

You will be issued with a letter to register for the QE which is administered by higher educational institutions in Singapore. More information on the QE can be found on our website at: [http://www.healthprofessionals.gov.sg/content/hprof/ahpc/en/leftnav/qualifying_examinations11.html](http://www.healthprofessionals.gov.sg/content/hprof/ahpc/en/leftnav/qualifying_examinations11.html)

Once you have received your QE results, you must inform the AHPC by submitting a copy of your results. The AHPC can then continue with the review of your application for registration.
11.3 **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 your new registration ID with the AHPC and an appointment to collect your registration certificate.

11.3.1 If your employer is making the payment for your Practicing Certificate directly to the AHPC, please come down to the AHPC on your appointment date to complete your registration process after you receive your outcome email.

Please note that **AHPC has to be informed that your employer is making the payment for you and payment should be made at least 2 weeks prior to your application for registration submission.** This is so that the AHPC has adequate time to update this information into the system. If you submit your application before this information has been updated, you run the risk of making a double payment.
11.3. If you are making payment for your practicing certificate on your own, 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.

11.3.2a 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.
11.4 **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. You cannot start work until you have collected your registration certificate and have applied for practising certificate. The “Approved” status will be reflected after you have collected your registration certificate.

Your practicing certificate will be sent to you via registered mail to the preferred mailing address which you had provided.

11.5 **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.
11.6 **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
12. FAQs

12.1 HOW TO SAVE YOUR APPLICATION

12.1.1 You will find a button labelled "Save as Draft" at the bottom of each page of the online application 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.

12.1.2 You will receive the message that your changes have been successfully saved. When you save the application online, the drafts will stay in your “Enquire Applications” records for 30 days. After 30 days, any incomplete applications will be automatically deleted by the system.
12.2 **WHAT IF I LOSE MY PASSWORD?!**

12.2.1 **WHEN HOLDING ON TO TEMPORARY USER ID (I.E. X000000A)**

12.2.1.1 Please click on the “Reset Password” link beside the Login button to begin the process of resetting your password. Clicking this link will prompt the system to send you a new password to the e-mail provided in your application for registration.

12.2.1.2 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 can be found in the first email you received from AHPC. If you have lost your user ID, please contact the AHPC at enquiries@ahpc.gov.sg. It is important to note that in this situation, your application may be delayed.

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

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**MINISTRY OF HEALTH SINGAPORE**

Allied Health Professions Council

Instructions for Authorized Users:
This site is best viewed using IE or Mozilla Firefox 11.

Healthcare Professionals:
You may login via SingPass or your User ID and password. For first time login users, please click here to view the documentation required for processing.

HI Personnel:
You may login via your User ID and password. If you do not have an account, please click here to download the form and mail the signed form to sig_admin@ahpc.gov.sg.

User ID: 
Password: 

Alternatively, you can login using SingPass.
12.2. 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.
12.2.2  **WHEN HOLDING ON TO PERMANENT USER ID (YOUR REGISTRATION NUMBER)**

12.2.  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.

12.2.2.1  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.

12.2.2.2  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 enquiries@ahpc.gov.sg.

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

![Screenshot of the login page with the reset password option highlighted.](image-url)
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.
12.3 **MISCELLANEOUS**

**Q:** How long does it take for the AHPC to process an application for registration?

**A:** The processing time for each application will take minimum 2 weeks, provided the application and all required documents and information are in order as determined by the AHPC.

**Q:** It has been more than 6 weeks and I have yet to receive the outcome of my application for registration. Why is it taking so long?

**A:** Applications for registration are usually delayed if the submission is incomplete or complex. The AHPC can only formally process each application after all the required documents have been submitted. This includes documents that have to be sent to the AHPC directly from source. You might wish to follow up with the regulatory/licensing authority and/or University for documents where applicable. You may also write in to us at enquiries@ahpc.gov.sg for updates on your application.

**Q:** What are the documents that need to be sent to the AHPC directly from source?

**A:** You will need to arrange with your University or Institute of Higher Learning awarding the qualification to send the following documents to the AHPC directly

a) A Letter of Verification\(^4\) of your basic and post graduate qualification
b) Transcript of examination results are every year of the applicant’s education
c) An original testimonial from the Dean, Registrar or Lecturer of the University or Institute of Higher Learning, attesting to the applicant’s good character (required for fresh graduates only).

If you are registered or licensed in another country within the past 3 years, you will need to arrange with the regulatory or licensing authority with whom you were registered or licensed, to send a Certificate of Good Standing\(^5\) and details\(^6\) of your registration or licensure.

You will have to make arrangements for these documents to be sent directly to the AHPC at the following address

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\(^4\) The Letter of Verification from the University or Institute of Higher Learning must contain the applicant’s name, date of entry into the course, date of graduation, degree or title conferred, medium of instruction for the course, and it must be duly endorsed by the Dean, Registrar or an authorised officer of the awarding institution if such information is not already included in the transcript.

\(^5\) The Certificate of Good Standing must reach the Council within 3 months of its date of issue.

\(^6\) Details of registration or licensure must contain the applicant’s name, date and type of registration, registration number, information on his/her professional conduct, information on his/her registration suspension or cancellation, and fitness to practice if not already included in the Certificate of Good Standing.
To: Registrar
Allied Health Professions Council
16 College Road, #01-01
College of Medicine Building
Singapore 169854

Q: Can I start practicing without my practising certificate?

A: If you have made payment for your practicing certificate and collected your registration certificate, you may start practicing.