

Muis

Halal Competency Assessment (HCA)

User Guide for Individuals claiming Skills Future Credit (Singaporeans only)

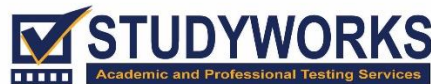
STUDYWORKS EXAM PORTAL

Examining Authority



Majlis Ugama Islam Singapura
(Islamic Religious Council of Singapore)

Administered by



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Information correct as of 16 July 2024

Section A: Assessment Booking Process Overview

**How to register for your
Halal Competency Assessment using your
Skills Future Credit – for Singaporeans only**

**Decide if you will pay for your own exam or
claim SkillsFuture Credit**



Self-sponsored individuals

For non-Singaporeans or Singaporeans who wish to make full payment themselves for the HCA, [please click here to view the Self-sponsored individual user guide](#)







Available at

<https://register.studyworks.com.sg/SelfSponsoredGuide.pdf>

Skills-Future Credit Claim

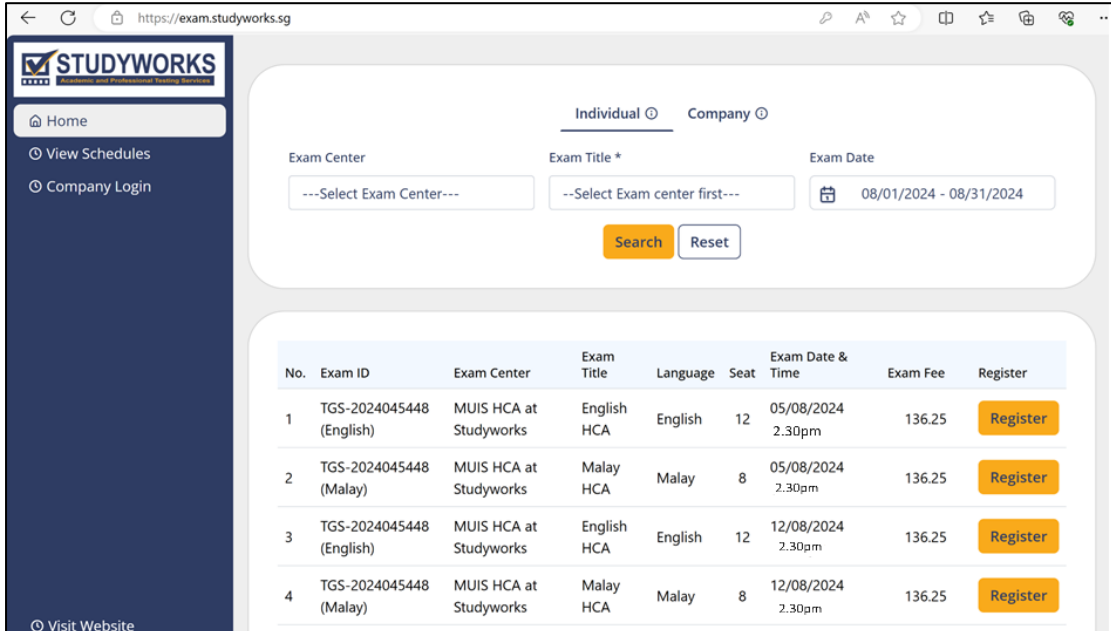
(only for Singaporeans)

-please see next page

<h2>Skills-Future Credit Claim for HCA (only for Singaporeans)</h2>	
	<p>1. Go to the Skills Future website at https://www.myskillsfuture.gov.sg to ensure that you have enough Skills Future Credits (full credit claims only - \$136.25)</p>
	<p>2. Click here and submit your registration request to book a HCA test.</p> <ul style="list-style-type: none"> • Fill in your name, NRIC, email address and select the test date. • Click submit. Check your email and download the acknowledgement of registration form. <p>(Expected time-frame for processing: 3 to 5 working days)</p>
	<p>3. Go to the Skills Future website and submit your claim. https://www.myskillsfuture.gov.sg (Expected time-frame for processing: 3 to 5 working days)</p>
	<p>4. Upon approval, Muis will inform Studyworks (Expected time-frame for processing: 3 to 5 working days)</p>
	<p>5. Confirmation email will be issued once the credit claims is approved. (Expected time-frame for processing: 3 to 5 working days)</p>
	<p>6. Show up at the assessment centre with your PHYSICAL ID for your assessment on assigned date and time.</p> <ul style="list-style-type: none"> • Studyworks will inform Muis of successful candidates who pass. • If you are unsuccessful, please register to sit for another assessment in two weeks' time after studying again.

Section B: Submit HCA registration request to Studyworks

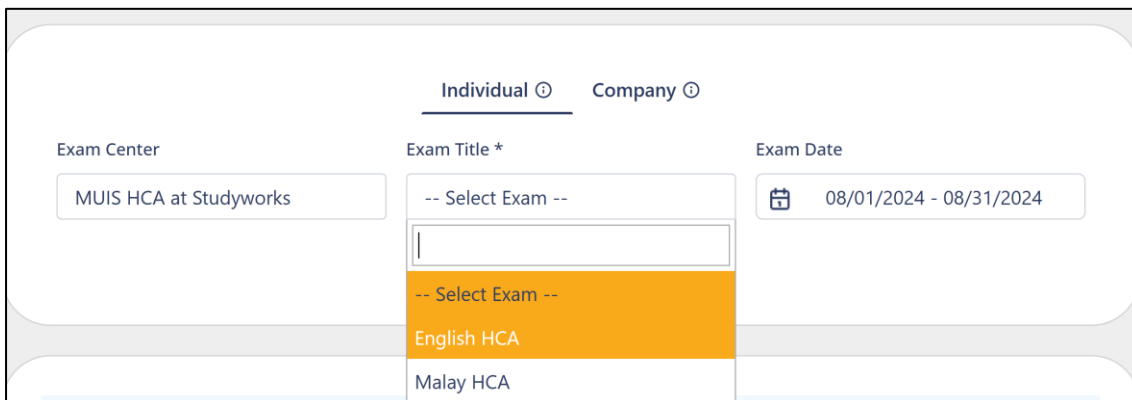
Step 1: [Click here to book test date](#)



The screenshot shows the Studyworks website interface for booking an exam. The page is titled "Individual" and "Company". The search filters are: Exam Center (---Select Exam Center---), Exam Title * (--Select Exam center first---), and Exam Date (08/01/2024 - 08/31/2024). There are "Search" and "Reset" buttons. Below the filters is a table of available exams:

No.	Exam ID	Exam Center	Exam Title	Language	Seat	Exam Date & Time	Exam Fee	Register
1	TGS-2024045448 (English)	MUIS HCA at Studyworks	English HCA	English	12	05/08/2024 2.30pm	136.25	Register
2	TGS-2024045448 (Malay)	MUIS HCA at Studyworks	Malay HCA	Malay	8	05/08/2024 2.30pm	136.25	Register
3	TGS-2024045448 (English)	MUIS HCA at Studyworks	English HCA	English	12	12/08/2024 2.30pm	136.25	Register
4	TGS-2024045448 (Malay)	MUIS HCA at Studyworks	Malay HCA	Malay	8	12/08/2024 2.30pm	136.25	Register

Step 2: Register for the HCA test – soft booking



The screenshot shows the Studyworks website interface for registering for an exam. The page is titled "Individual" and "Company". The search filters are: Exam Center (MUIS HCA at Studyworks), Exam Title * (-- Select Exam --), and Exam Date (08/01/2024 - 08/31/2024). The Exam Title dropdown menu is open, showing options: English HCA and Malay HCA.

- Select the exam center as MUIS HCA at Studyworks
- Select English or Malay HCA
- Select the date range
- Click Search

[Individual](#) [Company](#)

Exam Center:

Exam Title *:

Exam Date:

- A list of available test dates will appear.

No.	Exam ID	Exam Center	Exam Title	Language	Seat	Exam Date & Time	Exam Fee	Register
1	TGS-2024045448 (English)	MUIS HCA at Studyworks	English HCA	English	12	05/08/2024 2.30pm	136.25	<input type="button" value="Register"/>
2	TGS-2024045448 (Malay)	MUIS HCA at Studyworks	Malay HCA	Malay	8	05/08/2024 2.30pm	136.25	<input type="button" value="Register"/>
3	TGS-2024045448 (English)	MUIS HCA at Studyworks	English HCA	English	12	12/08/2024 2.30pm	136.25	<input type="button" value="Register"/>

- Click on Register

Home / Exam Detail

Exams Title	Language	Available seats
English HCA	English	12 / 12

Exam Centre	Exams ID	Exam date
MUIS HCA at Studyworks	TGS-2024045448 (English)	5 August, 2024 2.30pm

Total

\$136.25 Skills future credit applicable

- Confirm the details such as exam title, date and time.
- Click on Enroll now.

Individual	Company	Exams Title	Available seats
<p>1 ————— 2 ————— 3</p> <p>Subsidies *</p> <p>Select One</p> <p>ID type *</p> <p>NRIC</p> <p>ID number *</p> <p>ID Number</p> <p>Confirm</p> <p>Cancel</p>		English HCA	12 / 12
		Centre name	MUIS HCA at Studyworks
		Exams ID	TGS-2024045448 (English)
		Language	English
		Exams Date and Time	5 August, 2024 230pm
		Total	
		Skills future credit applicable	\$136.25

- Under subsidies, select Skills Future Credit

1 ————— 2 ————— 3

Subsidies *

Select One

Select One

Cash (Reserve Seat)

Skills Future Credit

ID Number

ID type *

NRIC



ID number *

ID Number

Please fill out this field.

Confirm

- Select NRIC and type in your NRIC number. Click Confirm.
- Skills Future Credit is only available to eligible Singaporeans.

Individual  Company 

NRIC/FIN Valid!

1

2

3

Full name *

Nationality

Date of birth *

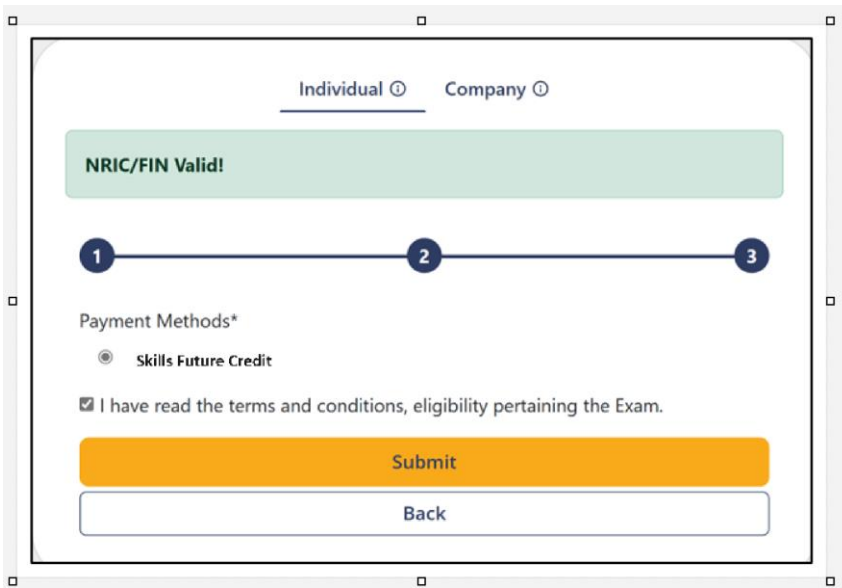
Gender *

Race *

Contact number *

Email *

- The system will validate your NRIC number.
- Please continue to fill in the rest of the information required carefully.
- Please note that filling out this registration form does not guarantee that your application is approved.
- Please note that by using our websites and exam portals to register for the HCA, you give consent to Studyworks Pte Ltd, Muis and Skills Future to collect your personal information for the purpose of claiming Skills Future credit and for processing your registration and booking for the HCA exam.



Individual Company

NRIC/FIN Valid!

1 2 3

Payment Methods*

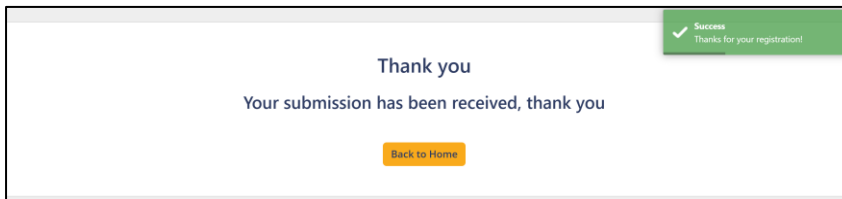
Skills Future Credit

I have read the terms and conditions, eligibility pertaining the Exam.

Submit

Back

- Click on Skills Future Credit and check the box for the Terms and conditions and click Submit.
- You do not need to make payment if you have enough Skills Future Credit.



Thank you

Your submission has been received, thank you

Success
Thanks for your registration!

Back to Home

- After completion, you will see this screen.
- Please note that this is an initial registration.
- Your test date is not confirmed at this point.

Step 3: Download the acknowledgement form and save it on your computer.

MUIS HCA at Studyworks

Islamic Religious Council of Singapore (Muis) 273 Braddell Rd, Singapore Islamic Hub, Singapore 579702
 Telephone: 8891 7993
 GST Reg. No.: M90009989R UEN: T08GB0028L

Invoice

Your name
 Phone number
 Email address

Booking #: 01022
 Date: 10/06/2024

Description	Quantity	Unit Price(\$)	Amount(\$)
English HCA Exam ID:TGS-2024045448 (English) Date & Time:12 August 2024 02:30 pm Exam Run:English HCA 12 Aug 2024 Monday 230pm Exam Ref:English HCA 12 Aug 2024 Monday 230pm 1. Your name	1 PAX	\$136.25	\$136.25
Total Amount inclusive of GST:			\$136.25
Total Amount before subsidies:			\$136.25

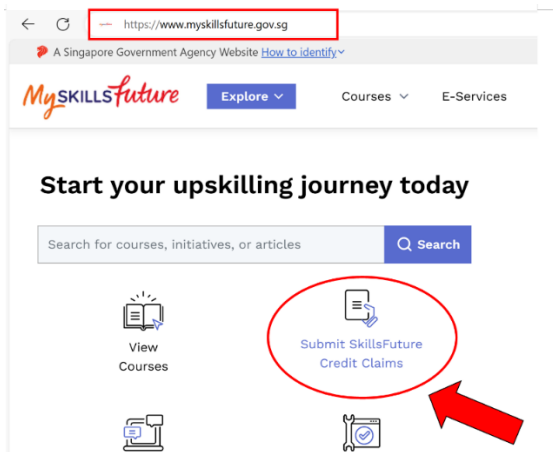
Singapore Dollars: One Hundred Thirty Six and Cents Twentyfive only.

Please note: This acknowledges registration, not booking confirmation. Our staff will coordinate further details soon.

- Check your email for the acknowledgement form in pdf.
- This is a pro-forma invoice. It is not a receipt.
- Download the pdf and use it to submit your claim to Skills Future.
- Go onto the next step.

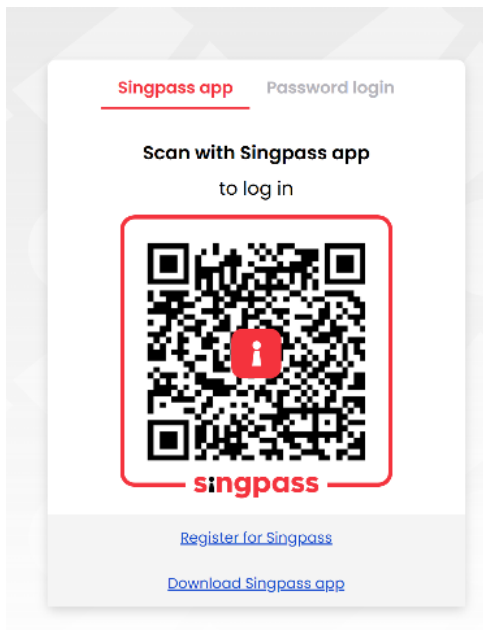
Section C: Navigate to Skills Future website to submit claim

Step 4. Navigate to the Skills Future website and log in



Click to the Skills Future website

<https://www.myskillsfuture.gov.sg>



Log in with your Singpass app

Submit A Claim
Claim Status
Refund Status

1

Select Course


2


Fill In Details

3

Review

What do you need before submitting the claim?

 Complete your profile if this is your first time submitting a claim.

 Register for a course with a training Provider.

Obtain a soft copy of the official invoice/receipt that contains:

- Name as per NRIC
- Name of training provider
- Course title
- Amount of course fees paid (in SGD)
- Course start date

*Please make sure the file size of your soft copy is not more than 4MB.

Supported Browsers: Individual portal is supported for all browsers except Internet Explorer.

Select registered courses 0

- Click on Submit A Claim

Supported Browsers: Individual portal is supported for all browsers except Internet Explorer.

Select registered courses 0

Please note that your Course Enrolments may not be reflected in real-time. If you have registered with the Training Provider and do not see your enrolment record listed here, you may click on "Proceed to Submit a Claim" on the left to search for your course and submit your claim.

Select for a course to submit a claim

Search by Course Name/Ref No.

Search by Training provider

- Search Halal Competency Assessment.
- You may type Halal and click search.
- Do ensure that the correct course is selected.

Select registered courses **0**

Please note that your Course Enrolments may not be reflected in real-time. If you have registered with the Training Provider and do not see your enrolment record listed here, you may click on "Proceed to Submit a Claim" on the left to search for your course and submit your claim.

Select for a course to submit a claim

Halal Competency Search by Training provider

1 course(s) found

Halal Competency Assessment

Course ID: TGS-2024045448

Training Provider: **Majlis Ugama Islam, Singapura**

Course Support Period(s): 01/03/2024 to 28/02/2025

Select

Load More

- **Select the correct course provider - Muis**
- **Click on Select and follow the steps**
- **Please ensure you have the following information ready:**
 1. Name as per NRIC
 2. Name of training provider: Majlis Ugama Islam, Singapura
 3. Course Title: TGS- 2024045448
 4. Amount of course fees paid - \$136.25 with GST.
 5. Course Start Date: the date you have selected on the Studyworks registration site

SkillsFuture Credit claim

Halal Competency Assessment

Course ID:TGS-2024045448
 Training Provider:Majlis Ugama Islam, Singapura
 Course Run Dates:01/03/2024 to 28/02/2025

Payment details

Amount Of Credit To Claim *	Fee Payable By You (Including GST) *
S\$ 136.25	S\$ 136.25

The claim amount should not be more than the nett course fee, or your SkillsFuture Credit balance (whichever is lower).

Upload supporting documents *

Drag and Drop or [Browse](#) your files.

jpeg, png, pdf - max file size 4MB.

muis skc i...
2.61 KB

Remove
↑

Back
Review

- Under Payment details payment details, type in \$136.25 for “Amount of credit to claim.” The fee for the HCA is \$136.25 inclusive of GST
- For “Fee payable by you”, type in \$136.25.
- For the HCA, you must claim the full amount of \$136.25
- Partial claim amounts are not allowed.
- Upload the Acknowledgement Form that you received by email from Studyworks which is the pro-forma invoice.
- If you did not receive an email with the form within three working days, please contact support@studyworks.com.sg
- Please note that you must fill in all details accurately in order for the Skills Future Credit claim to be processed correctly.
- Muis reserves the right to reject your claim if you are not eligible for Skills Future Credit.
- Upon approval, the exam fee of \$136.25 will be paid from your Skills Future Credit account to Muis directly so that you do not need to make any cash payments.
- Upon approval, Muis will inform Studyworks.

Section D: Receive confirmation from Studyworks

Step 5: Receive confirmation email from Studyworks

- If your claim is approved, Muis will inform Studyworks and Studyworks will add you to the exam date.
- You will receive a confirmation email from Studyworks with 3 to 5 working days.
- Only candidates who receive the confirmation email will be allowed to test.
- For candidates who urgently require to take the HCA, you are advised to purchase the exam directly by making payment with your credit card in order to get your choice date.
- Please note that there is NO REFUND for HCA exams if you purchase the HCA exam as a self-sponsored individual.

Important Information:

Please note that the process of submitting a claim may take up to two weeks.

If you urgently require to take the HCA, you are advised to make full payment on your own at the HCA exam portal instead of submitting a claim to use the Skills Future credit.

Please note that there is NO REFUND for exams purchased at the Studyworks Exam Portal if you change your mind and decide to use your Skills Future Credit.

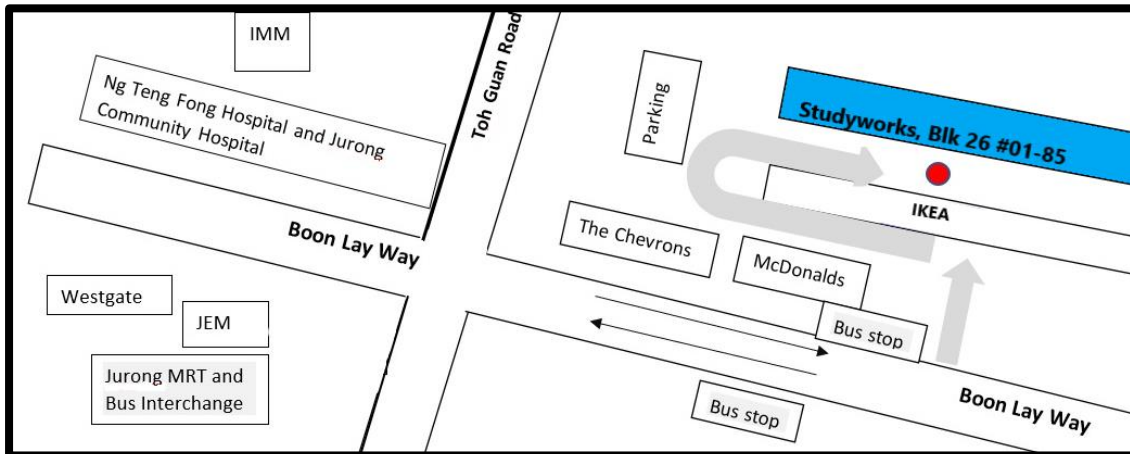
Section E: Rescheduling and Cancellation Policy when using Skills Future Claim that has been approved

If you	Action to take
Reschedule	<p>Rescheduling is not allowed as each test date and time is tied to a specific Skills Future Claim.</p> <p>You will need to cancel your Skills Future claim at the Skills Future website and re-register for a new exam date and time.</p> <p>Please re-start the process from Step 1.</p> <p>You must inform Studyworks at support@studyworks.com.sg</p>
Cannot come for the exam and Cancel your assessment <u>at least 1 day</u> before the assessment date	<p>You will need to cancel your Skills Future claim at the Skills Future website and re-register for a new exam date and time.</p> <p>Please re-start the process from Step 1.</p> <p>You must inform Studyworks at support@studyworks.com.sg</p>
Do not show up for your assessment on test day	<p>You will need to email Muis at info@muiss.gov.sg to request a refund of your Skills Future Credit back to your Skills Future account. Refunds are subject to approval by Skills Future and/or Muis.</p> <p>Please re-register for a new exam date and time.</p> <p>Please re-start the process from Step 1.</p> <p>You must inform Studyworks at support@studyworks.com.sg</p>
Cancel your test a second time	<p>If you cancel a test, re-book and cancel again without a valid reason (e.g. MC/Hospitalization/Reservist/ Bereavement), there will be a \$20 admin fee payable to Studyworks.</p> <p>Work or work-related reasons cannot be used as valid reasons.</p> <p>Proof of valid reasons may be requested by Studyworks, Muis or Skills Future.</p> <p>The \$20 must be paid by yourself and cannot be claimed via Skills Future Credit.</p>

- **Please note that for Skills Future Claims, the HCA assessment fee is paid directly to MUIS by Skills Future.**
- **You will not receive any cash payout.**
- **The HCA assessment fee is non-refundable.**
- **Please visit the [Skills Future website](#) for more information**

Section F: Assessment Day information

1) Location



Studyworks Pte Ltd, 26 Boon Lay Way, Unit 01-85, Singapore 609970

Studyworks is located between Jurong East MRT and Clementi MRT stations.

From Clementi MRT station, take bus 105 and alight when you see the MacDonalDs and cross the road at the traffic light to Tradehub 21.

From Jurong East MRT station, take bus 105 and alight at the bus stop just outside the MacDonalDs.

2) Date and Time

Please check the date and time of your assessment and arrive at the examination centre at least 45 minutes before your scheduled assessment time. Doors will open 30 minutes before the assessment. If you are more than 15 minutes late, you will not be allowed entry into the examination centre, and your assessment fee may be forfeited.

3) Identification Document

Please bring your PHYSICAL, valid identification document (ID) such as your Singapore NRIC, FIN, Military SAF 11B or Passport. We cannot accept photocopies, photographs, company ID cards or name cards as ID. As your ID must be on the table while you test, we cannot accept electronic ID such as Singpass. Muis may require a photograph of you to be taken to verify your identity at the Assessment centre.

4) Personal Belongings

You will be assigned a locker to place your personal belongings inside.

You will not be allowed to access your handphone, electronic devices, study materials at any time once the assessment starts. Failure to comply with the rules and participation in any form of dishonesty will result in you being dismissed from the examination centre, banned from future exams, assessment results withheld, and/or possible legal actions taken against you.

Section G: Rules and Regulations

Muis Halal Competency Assessment (HCA) Rules and Regulations

*This assessment is 90 minutes long and consists of 50 multiple choice questions.
You must answer all questions.*

These rules and regulation must be complied with throughout the assessment. Muis may take action should any candidate be deemed not complying with the rules and regulation.

BEFORE THE START OF THE ASSESSMENT

1. Candidates are to report 30 minutes before the start of the assessment.
2. Latecomers who are late for more than 15 minutes will not be allowed to sit for the assessment and assessment fee will be forfeited. No refunds are allowed.
3. Candidates must be properly attired to be allowed entry into the assessment room. Those who are not appropriately dressed (e.g. singlets) will not be allowed admission to the assessment room. Unless worn for religious purposes, headgear such as hats, caps and the hood on the jacket are not allowed.
4. Candidates must bring a valid physical government-issued identity document (ID) such as the Singapore NRIC, Driving License, Military SAF 11B or Passport. **Digital IDs (e.g. in Singpass App) are not accepted.**
5. Candidates are not allowed to bring any prohibited items to the workstation or access them when the assessment is ongoing. Prohibited items include but not limited to the following:
 - (i) mobile phones
 - (ii) computers
 - (iii) calculators
 - (iv) electronic or wireless technology
 - (v) wearable technology such as fitness trackers and smart watches
 - (vi) analog and digital watches
 - (vii) audio and video recording devices
 - (viii) notes
 - (ix) writing materials
 - (x) food and drink
6. **All personal belongings** should be kept in lockers provided. Please ensure all electronic devices are switched off. The invigilator is authorised to examine all suspicious items in the possession of the candidate at the workstation and confiscate these items if they are deemed to be items that threaten to breach the security of the assessment. Those

caught in the possession of such prohibited items at the workstation will be treated as having cheated or attempting to cheat.

7. The invigilator will escort candidates to their workstations. Do not attempt to start the examination until the invigilator provides further instructions. Do not attempt to navigate outside of the assessment screen or you will be locked out of the assessment.

DURING THE ASSESSEMENT

1. Candidates must place their identity document on the top left corner of the desk at all times. Do not take the assessment on behalf of another person.
2. There are no breaks for this assessment. If a candidate uses the restroom, the time will not be paused. No additional time will be allocated.
3. Time taken to provide feedback to questions will be regarded as part of the assessment time. No additional time will be allocated.
4. Once the assessment begins, candidates are not allowed to leave the assessment centre until the end of the assessment. Once a candidate exits the assessment centre, he/she will not be allowed re-entry into the examination centre.
5. A candidate must not, for any reason, speak to or have communication with another candidate.

AFTER THE ASSESSMENT

1. Candidates should keep the noise level to the minimum and leave the assessment room quickly.
2. Candidates will not be able to access their results immediately after the assessment is completed. **An email notification on assessment results will be sent within 3 working days after the end of the assessment.**

REMINDER

The invigilator reserves the right to deny entry or expel any candidate from the examination centre if he/she is deemed to be uncooperative or wilfully acting against the instructions of the invigilator. Such candidates may be disqualified from the current assessment, barred from further taking of the Muis Halal Competency Assessment, and have their past assessment results voided.

Candidates are reminded that the assessment centre is under constant audio and video surveillance.

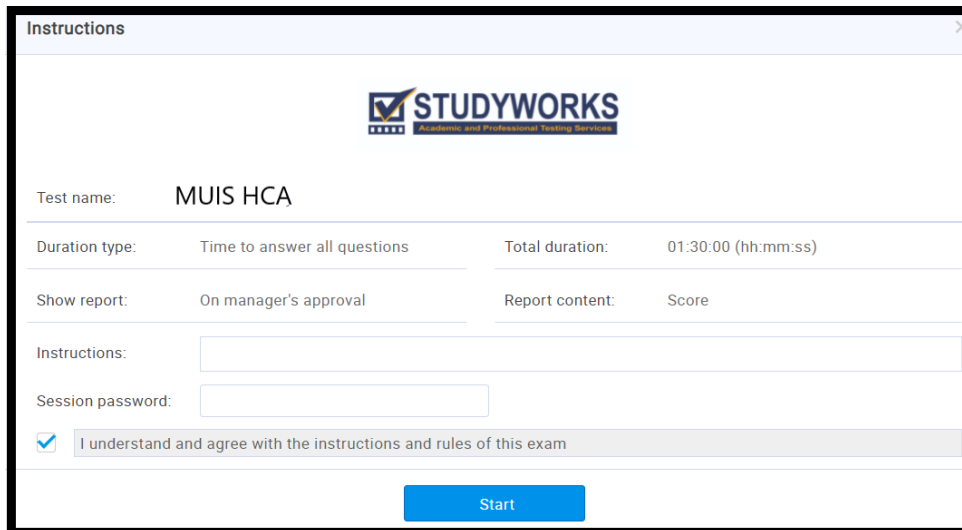
Do not attempt to reboot the system, tamper with the monitor, power switch or cable. Please notify the invigilator immediately if you have any technical issues.

Muis reserves the right to amend these rules and regulations at any time.

Section H: Taking the Assessment

Examination Interface

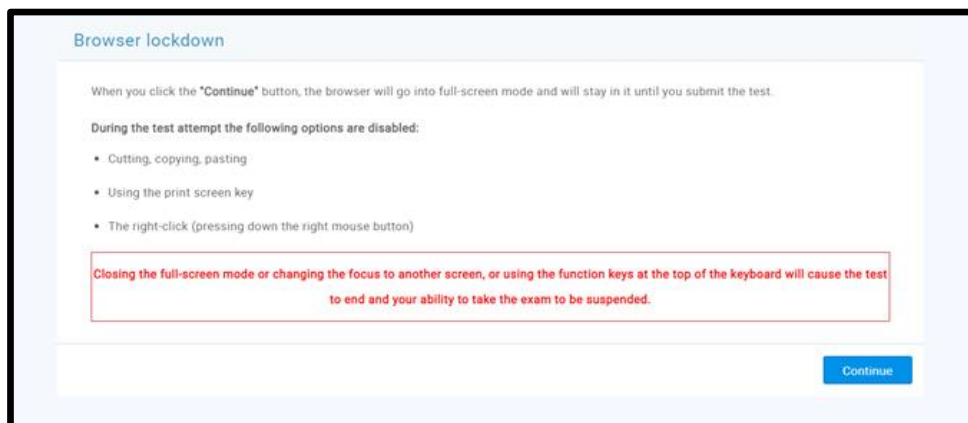
1) Examination Login



The screenshot shows a window titled "Instructions" with the STUDYWORKS logo at the top. Below the logo, the test name is "MUIS HCA". There are two columns of information: "Duration type: Time to answer all questions" and "Total duration: 01:30:00 (hh:mm:ss)"; "Show report: On manager's approval" and "Report content: Score". There are two input fields for "Instructions:" and "Session password:". At the bottom, there is a checked checkbox with the text "I understand and agree with the instructions and rules of this exam" and a blue "Start" button.

- Once seated at your assigned seat, you will need to login with your NRIC/FIN number and Password.
- You must read the instructions and agree to the Terms and Conditions to proceed.
- The invigilator will provide you with the session password once all candidates are seated.
- Click **Start** only when the invigilator tells you to.

2) Examination Start

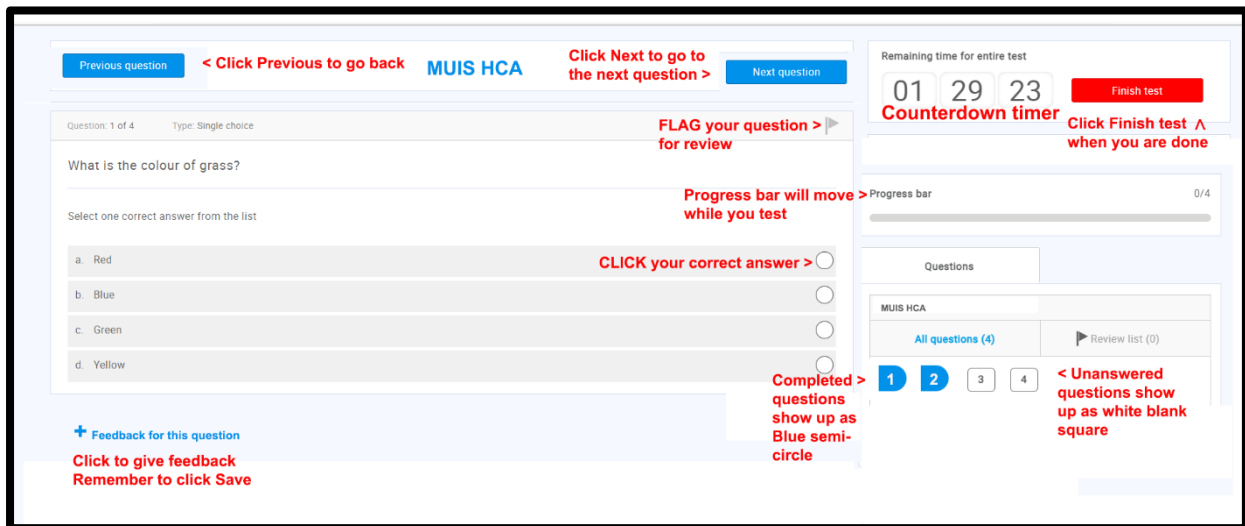


The screenshot shows a window titled "Browser lockdown" with a light blue background. It contains the following text: "When you click the 'Continue' button, the browser will go into full-screen mode and will stay in it until you submit the test." Below this, it says "During the test attempt the following options are disabled:" followed by a list: "Cutting, copying, pasting", "Using the print screen key", and "The right-click (pressing down the right mouse button)". A red-bordered box contains the warning: "Closing the full-screen mode or changing the focus to another screen, or using the function keys at the top of the keyboard will cause the test to end and your ability to take the exam to be suspended." At the bottom right, there is a blue "Continue" button.

- The assessment will be in browser lockdown mode, and you will not be allowed to navigate outside of the window.

- If you try to navigate outside of the window or open another window, your assessment will be terminated immediately, and you will be asked to leave the examination centre.
- There will be no refund of your assessment fees.

3) Question Page

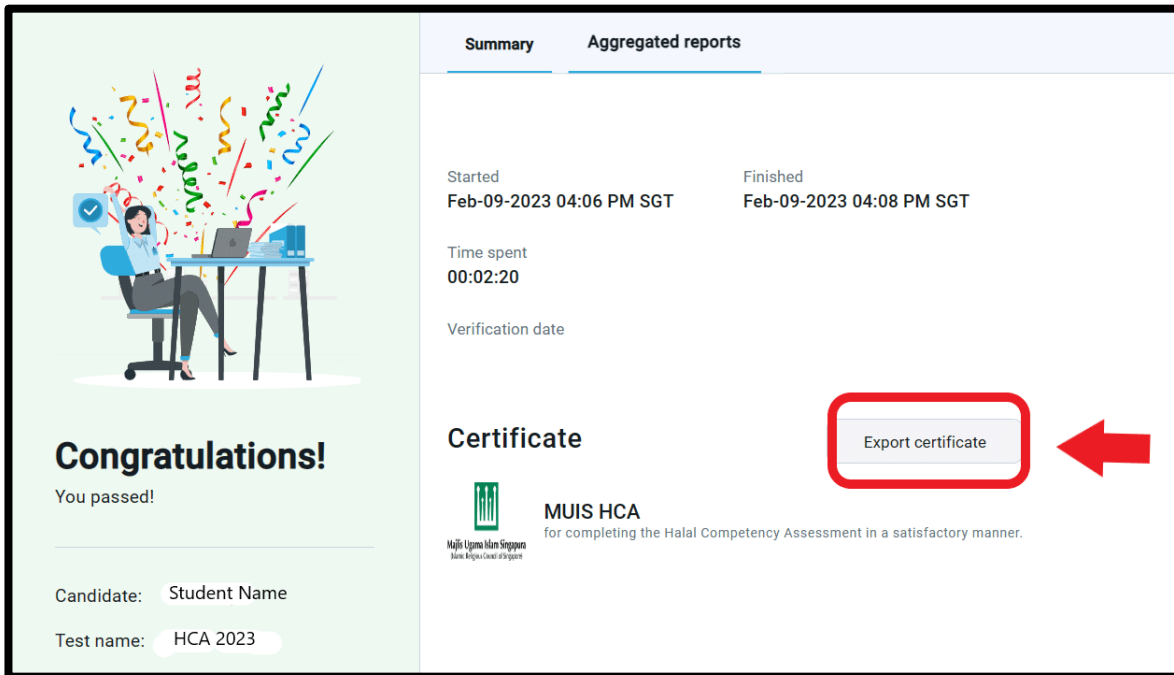


- One question will be shown per page on the left side of the screen.
- When you hover over an answer choice, a blue-coloured button will appear over the options.
- **Please click onto the answer you wish to select.**
- The table on the right side displays the number of questions, and completed questions will be highlighted as a blue semi-circle.
- Click the 'Flag' icon to highlight questions you wish to review later before finishing the assessment.
- Click on **Previous question** or **Next question** to navigate through the assessment.
- The timer at the top right corner displays the time left for the assessment.
- The progress bar on the right side shows how many questions you have completed.
- If you wish to provide feedback on an assessment question, please click on Feedback.
- Please ensure you click **Save** for the feedback to be submitted.
- Once you are done answering all the questions, click on **Finish test** at the top right corner.
- You will be asked to confirm that you are ready to submit your answers and finish your assessment. Please note that once confirmed, you will not be able to return to the assessment to change or review your answers. It is your responsibility to ensure you have answered all the questions.

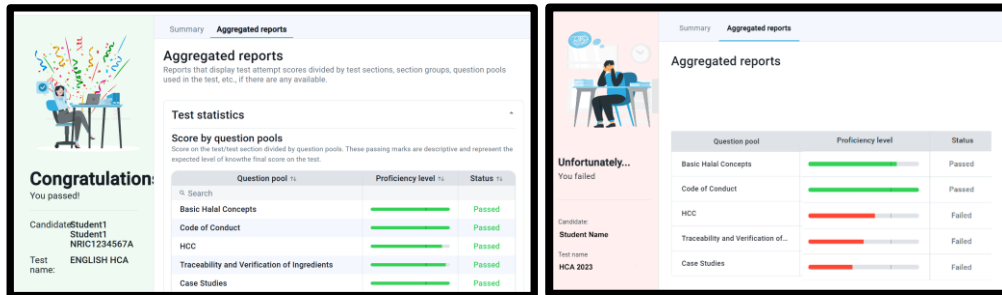
- You may leave the assessment centre when you are sure that you are done with your assessment.
- Assessment results as Pass/Fail will be released within 3 working days.

Section I: Assessment Results

Step 1: Check Assessment Results



- Log into the [Studyworks Exam Portal](#).
- Navigate to My Assessments and click on Personal Report for the assessment you completed.
- You will see your result as Pass or Fail within 3 working days.
- If you passed, you may click on Export Certificate to download and save your certificate as a PDF.
- Studyworks will inform Muis that you passed within 5 working days.
- To view on how well you have done for the various areas of study, you may click on **Aggregated reports** tab.



- If you did not pass, you may click on Aggregated reports and you will be able to view the areas of study that you need to improve on. Please note that you will only be able to view the report of your **latest** assessment.
- Please study again and re-purchase a new assessment in two weeks' time.
- You will **not** be able to export a certificate.
- Resources about the HCA may be found at <https://www.muis.gov.sg/Halal/Halal-Certification/Halal-Competency>
- You can consider attending a Halal training course conducted by training providers such as at Warees Halal Limited (WHL).

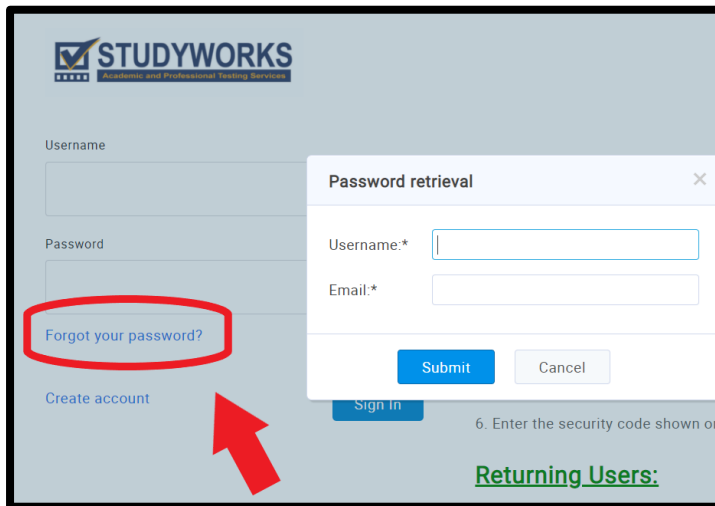
Section J: Special Accommodations

For candidates who require special attention (e.g wheelchair user), please email us at least five working days before your assessment date to inform us so that we may assist you. Please email to support@studyworks.com.sg or call 6251 6448.

Section K: Frequently Asked Questions

Q1: I have forgotten my password to my Studyworks account. How can I reset it?

If you have already created an account but you forgot your password, please click on the **“Forgot your password?”** link on the Studyworks Exam Portal at <https://hca.studyworks.com.sg> and request for password retrieval. The password will be sent to your email address.



If you have clicked on **“Forgot your password?”** and you still do not receive an email with the password, it means that your Username or Email address is incorrect. Please contact Studyworks at support@studyworks.com.sg for assistance.

Q2: I am not receiving any emails from Studyworks even though I booked an exam.

Please add our email address (support@studyworks.com.sg) to your Contacts or Address Book in your email programme. Your Anti-Virus software could be blocking our emails. You can also give us a phone call at 6251-6448.

Q3: I need some technical support. Whom do I contact?

If you need additional help, please contact us. We are here to help!

Q4: I would like to provide feedback on my assessment or testing experience.

Please email us at support@studyworks.com.sg within 48 hours of any incident for your issue to be resolved. Kindly state clearly the date and time of your Assessment.

Studyworks Pte Ltd

26 Boon Lay Way, Tradehub 21, Unit 01—85, Singapore 609970

Email: support@studyworks.com.sg

Tel: 62516448 WhatsApp business account: 8891 7993

Office Hours: Monday to Friday 9am to 5pm