

INTERNSHIP APPLICATION – FREQUENTLY ASKED QUESTIONS (FAQ)

	Page
Application Timeline	
1. What is the closing date for applications?	3
2. When will companies receive the students CV or interview the students?	3
3. When will companies get confirmation of the students for internship?	3
4. Today is the closing day of application but I have just registered for a Passcode. Can I still submit an internship application?	3
5. I have received too many students assigned to my company. Can I reject them?	3
Application Form – Passcode Issue	
6. What is Passcode? Does company need this for internship application?	4
7. I do not have a Passcode. How do I get one?	4
8. I have the Passcode. Can I use the same Passcode for all my supervisors or departments or divisions or branches internship request?	6
9. I forgot my Passcode. How can I retrieve my Passcode?	6
10. I am the HR or contact person for more than 1 company but I have only 1 Passcode. Can I use the same Passcode for all the companies under me to do internship request?	7
11. I have just 1 Passcode but would like to select a few courses of students. Do I need to make multiple application submissions? What would happen if I submit a few applications using same Passcode?	7
12. I have received many Passcodes. Why do I have so many?	8
13. I have Passcodes that are linked to departments or divisions or branches and I do not need to apply for internship for those departments. What do I do with those Passcodes?	8
14. For the same department or division, I need to request for more than 5 diploma courses and I only have 1 Passcode. What do I do?	8
15. I am the new contact person for my company and I have received the Passcode that is sent to the previous contact person. Can I use this Passcode?	9
16. I am at the Registration Form but I do not know what is my company's UEN number. What is that and where to find my company's UEN number?	9
17. I have received the Passcode(s) but cannot login into the internship application form. What is wrong?	9
Application Form – Self-Sourced Internship	
18. Many students have approached my company to do internship and my company has accepted them. What should I do next?	10
19. How do I enter more than 1 student who approached my company to do internship in the application form?	11
20. I have filled in the students' information in the Internship Application Form, is this considered a confirmed assignment of these students to my company?	11
Application Form – Technical & Submission Issues	
21. I have submitted the internship application form but I realised that I need to amend my application form. What do I do?	12
22. I am not sure whether I can get the diploma course of students that my company wants. Can I select more diploma courses so that I should stand a high chance of getting at least 1 student?	12

23. [I need to enter a few job description for the same diploma course selected. The space provided in the application form is limited. How can I do so?](#) [13](#)
24. [My company office hours start from afternoon, but the application form does not allow me to enter starting time from PM. What can I do?](#) [13](#)
25. [My company has more requirements like able to use what type of software or able to speak what language or must be locals. Where do I enter these requirements?](#) [14](#)
26. [I think I have submitted my internship application form. Why am I still receiving reminder emails asking me to submit the internship application form?](#) [14](#)
27. [What is/are the preferred browser\(s\) to use for the internship application form?](#) [14](#)

Application Timeline

1. What is the closing date for applications?

Please refer to our industry website, internship schedule table, <https://industry.sp.edu.sg/internship/#Request>. The closing dates differ slightly for different courses.

[Back to top](#)

2. When will companies receive the students CV or interview the students?

Companies will start receiving the students CV or interview the students once the application has closed for the diploma course.

Example, if the closing date is 31 May, companies should receive students CV and interview arrangement from various school Senior Liaison Officers starting June to July.

[Back to top](#)

3. When will companies get confirmation of the students for internship?

Companies will receive an official Placement Letter via email to the registered Contact Person usually 1 month before internship starts.

[Back to top](#)

4. Today is the closing day of application but I have just registered for a Passcode. Can I still submit an internship application?

If you have just registered with us by filling up the Registration Form on the closing date, please submit the Internship Application Form within 5 working days after receiving the Passcode.

[Back to top](#)

5. I have received too many students assigned to my company. Can I reject them?

Once you have received the students CV or interview arrangement or received the official Placement Letters, please inform the school immediately of the withdrawal or reduction of students required at the very latest 1 week before internship starts.

Should the withdrawal or reduction of students be informed to the school(s) on the day of internship starting date, the students will need to be placed to other companies resulting in a delay in the students' internship and may affect the students' internship grades.

Hence, companies who do late internship withdrawal or reduction of students, the companies will be put into the waiting list in the next round of internship application period.

[Back to top](#)

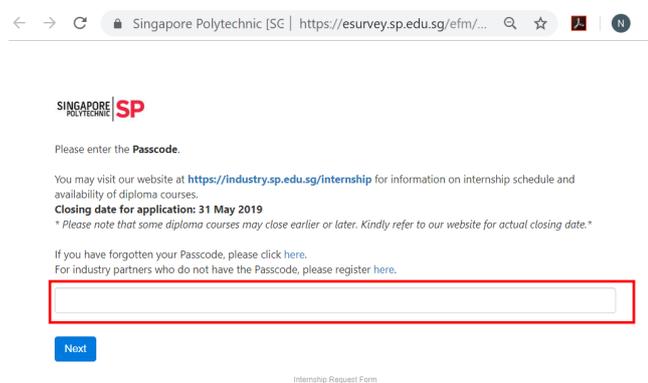
Application Form – Passcode Issue

6. What is Passcode? Does company need this for internship application?

The Passcode is like a login password to access the Internship Application Form. It is a 8-digit number that is unique to each company, each contact person and each department or division or branch.

Once login, you would be able to view the company and the contact person information. If any changes are necessary, you may edit the information displayed and submit together with the application form.

If no changes to the displayed information are necessary, you may proceed to fill in the rest of the internship application form.

A screenshot of a web browser showing the passcode entry page for the Singapore Polytechnic Internship Request Form. The browser address bar shows the URL: https://esurvey.sp.edu.sg/efm/... The page features the Singapore Polytechnic (SP) logo at the top left. Below the logo, the text reads: "Please enter the Passcode." followed by a link to the industry website for more information. A closing date of 31 May 2019 is noted. A red rectangular box highlights a text input field for the passcode. Below the input field is a blue "Next" button. The page footer includes the text "Internship Request Form".

Screenshot of the Internship Application Form – filling in the Passcode.

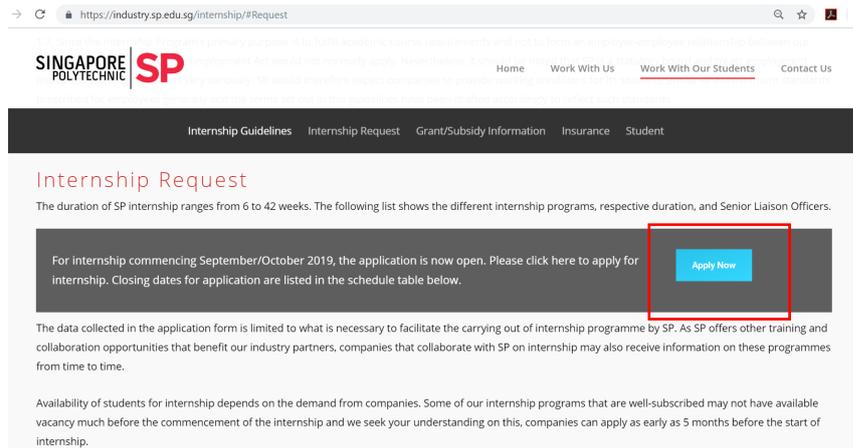
[Back to top](#)

7. I do not have a Passcode. How do I get one?

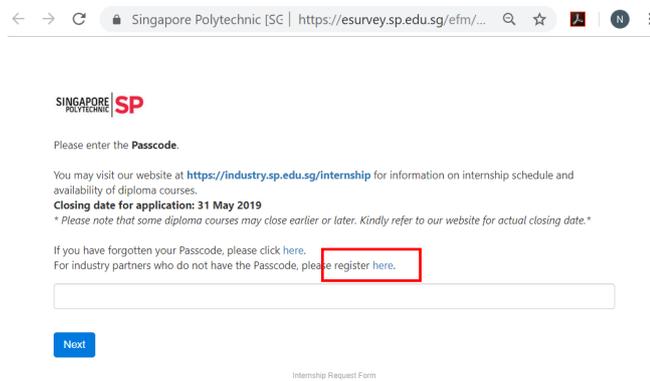
Please go to <https://esurvey.sp.edu.sg/efm/se/5D88DEAA3F9C3B61> and fill in the Registration Form.

You should receive the Passcode in about 3 to 4 working days. Please check your spam and junk folders in case the Passcode email had landed in those folders.

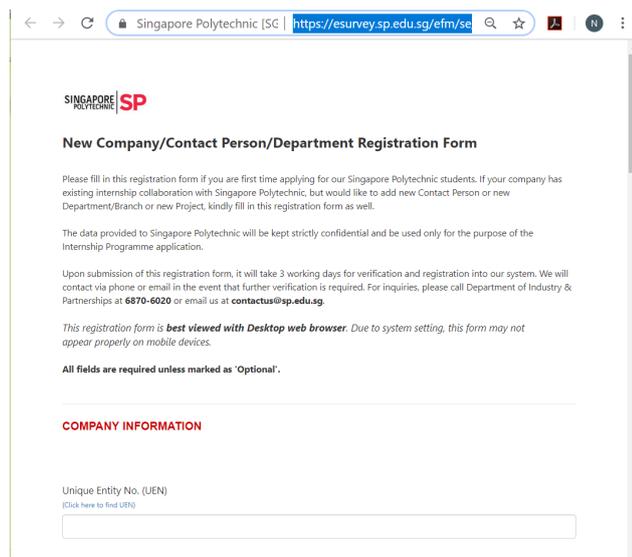
You may also access the Registration Form from our industry webpage at <https://industry.sp.edu.sg/internship/#Request>, click “Apply Now” button and then click the “register here” link.



Screenshot of the industry webpage – Internship Request



Screenshot of the Internship Application Form – filling in the Passcode.



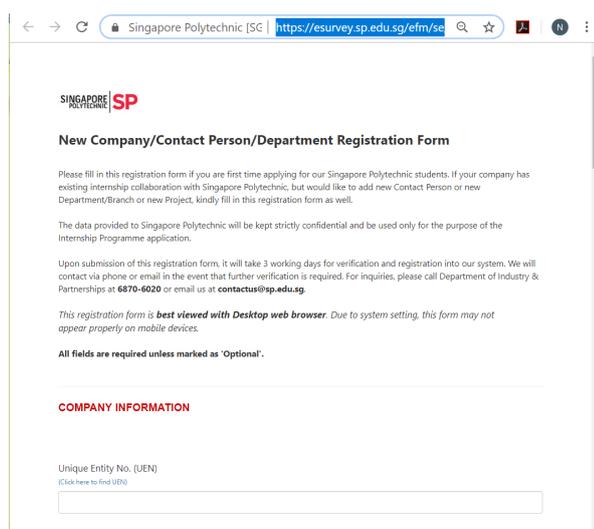
Screenshot of the Registration Form

[Back to top](#)

8. I have the Passcode. Can I use the same Passcode for all my supervisors or departments or divisions or branches internship request?

Please apply for a different Passcode for each department or division or branch. The internship placement of student to company involves the department or division or branch. The student would then be able to know which department or division or branch to correctly report to.

To apply for a different Passcode, please go to <https://esurvey.sp.edu.sg/efm/se/5D88DEAA3F9C3B61> and fill in the registration form. You should receive the Passcode in about 3 to 4 working days. Please check your spam and junk folders in case the Passcode email had landed in those folders.

A screenshot of a web browser displaying a registration form from Singapore Polytechnic. The browser's address bar shows the URL 'https://esurvey.sp.edu.sg/efm/se'. The page header includes the Singapore Polytechnic logo and the title 'New Company/Contact Person/Department Registration Form'. The form contains several paragraphs of text providing instructions and contact information. A section titled 'COMPANY INFORMATION' is visible, with a field for 'Unique Entity No. (UEN)' and a link to find the UEN. The form is designed for desktop viewing.

Screenshot of the Registration Form

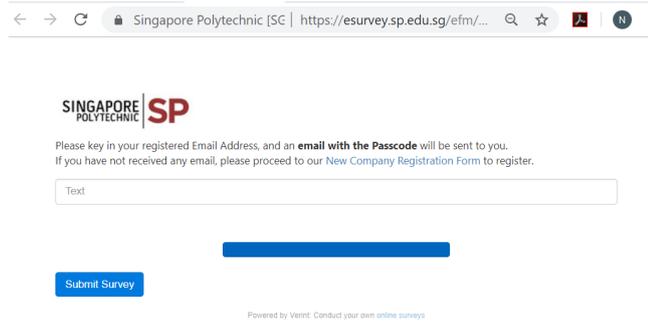
[Back to top](#)

9. I forgot my Passcode. How can I retrieve my Passcode?

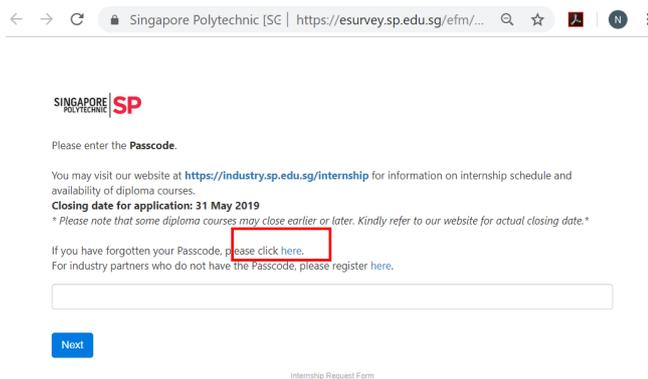
Please go to <https://esurvey.sp.edu.sg/efm/se/5D88DEAA466E0E3F> and fill in your email address. If the Passcode has already been issued to you, the Passcode will be sent to you via email immediately.

However, if the Passcode email does not reach you within 24 hours, it means that the Passcode has not been issued to you at all. Please go to <https://esurvey.sp.edu.sg/efm/se/5D88DEAA3F9C3B61> and fill in the registration form instead.

Alternatively, you may visit our industry webpage at <https://industry.sp.edu.sg/internship/#Request>, click the “Apply Now” button and then click the forgot passcode link.



Screenshot of the Forget Passcode Form



Screenshot of the Internship Application Form – Forgot Passcode Link.

[Back to top](#)

10. I am the HR or contact person for more than 1 company but I have only 1 Passcode. Can I use the same Passcode for all the companies under me to do internship request?

No. Each Passcode is unique to each company, each contact person and each department or division or branch. Please do not use the same Passcode. Doing so will overwrite the application meant for the other company.

Please go to <https://esurvey.sp.edu.sg/efm/se/5D88DEAA3F9C3B61> and fill in the registration form for the other company(ies).

[Back to top](#)

11. I have just 1 Passcode but would like to select a few courses of students. Do I need to make multiple application submissions? What would happen if I submit a few applications using same Passcode?

You may select up to maximum of 5 courses per application submission. Please do not use the same Passcode and re-submit multiple times. Doing so will overwrite the applications submitted previously.

If the company requires more than 5 courses of students, please refer to Question 14.

[Back to top](#)

12. I have received many Passcodes. Why do I have so many?

As the main contact person in the company, if the company has many departments or divisions or branches, you would receive as many Passcodes. The Passcode emails should have indicated that the Passcode is meant for which department or division or branch.

Each Passcode is unique to each company, each contact person and each department or division or branch.

[Back to top](#)

13. I have Passcodes that are linked to departments or divisions or branches and I do not need to apply for internship for those departments. What do I do with those Passcodes?

If you do not have any internship request for those departments or divisions or branches, please ignore those Passcodes.

If you have received reminder emails on those Passcodes, you may ignore the reminder emails.

[Back to top](#)

14. For the same department or division, I need to request for more than 5 diploma courses and I only have 1 Passcode. What do I do?

Please drop us an email at iSupport@sp.edu.sg to request for an additional Passcode for the same department or division. Please supply us the following information in your email:

- Company Name
- Contact Person
- Contact Person Email Address
- Department or Division or Branch Name

The screenshot shows a web browser window titled "Internship Application Form Gen...". The address bar shows the URL: <https://esurvey.sp.edu.sg/EFM/se/5D88DEAA6758AF9308D6C...>. The page content includes a heading "Please select the courses to request for internship." and two radio buttons: "By School" (selected) and "By Category". Below this, a note states: "Please select the courses to request for internship, maximum of 5 courses. Courses are ordered by School." The page displays a list of courses from various schools, including ABE, CLS, EEE, MAD, MAE, SB, SOC, and SMA. Five courses are selected with blue checkmarks: EEE - Energy Systems and Management, EEE - Engineering Systems, MAE - Mechanical Engineering, SB - Accountancy, and SB - Business Administration.

Screenshot of Internship Application Form – Maximum of 5 courses per application

[Back to top](#)

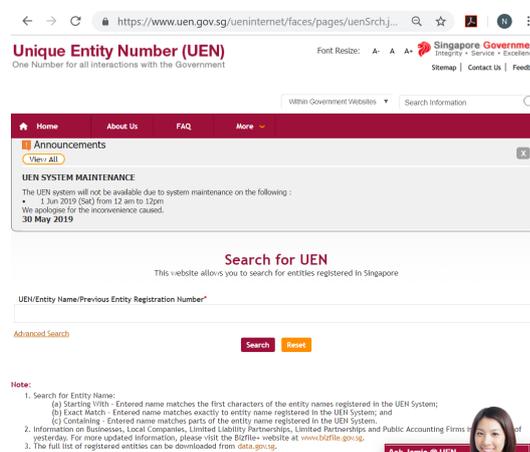
15. I am the new contact person for my company and I have received the Passcode that is sent to the previous contact person. Can I use this Passcode?

Yes, you can use the Passcode. Please update the contact person information to your own contact information once you have login into the internship application form at <https://esurvey.sp.edu.sg/efm/se/5D88DEAA3F9C3B61>.

[Back to top](#)

16. I am at the Registration Form but I do not know what is my company's UEN number. What is that and where to find my company's UEN number?

UEN number refers to Unique Entity Number that the company registers with Accounting and Corporate Regulatory Authority (ACRA). You may find the UEN number by visiting URL, <https://www.uen.gov.sg> and fill in the company name to search.



Screenshot of government UEN website

[Back to top](#)

17. I have received the Passcode(s) but cannot login into the internship application form. What is wrong?

The Passcode is a 8-digit number. If the Passcode has 0s in front, you will need to enter the 0s as well such that the Passcode entered is a 8-digit number.

If the 8-digit number has been entered but still cannot login, please try a different browser such as Google Chrome, Mozilla Firefox, or Microsoft Edge. These browsers are preferable as compared to Internet Explorer.

[Back to top](#)

Application Form – Self-Sourced Internship

18. Many students have approached my company to do internship and my company has accepted them. What should I do next?

If you do not have the Passcode to login into the internship application form, please go to <https://esurvey.sp.edu.sg/efm/se/5D88DEAA3F9C3B61> and fill in the registration form. The Passcode will then be issued to you via email within 3 to 4 working days.

If you have the Passcode, please login into the internship application form and fill in the student(s)' details. The student's name, student admission number and mobile number should be entered into the form.

If any of the student's information is missing, is it difficult for the schools to identify the students who have done their self-sourced internship. Please get the missing information from the students.

(a) I declare that no one in the company's management is related to the student mentioned below.
(b) I understand that Singapore Polytechnic has the right to terminate this internship attachment at any time should Singapore Polytechnic find the attachment unsuitable or inappropriate, in which case the student may have to repeat his/her internship.
(c) I understand that the submission of this form may not constitute a confirmed internship placement depending on the relevancy of the job scope.

Yes, I have the student's details
 No

STUDENT INFORMATION
Please fill in the student details below. If there is more than 1 student, please fill in all their details separated by semicolon (;).

Student Name

Student Admission No.

Diploma Course Code (e.g. DBA)

For **Dip in Accountancy**, please select the area of specialization required.

Financial Accounting (In House)

Screenshot of the Internship Application Form – Self-sourced Internship

[Back to top](#)

19. How do I enter more than 1 student who approached my company to do internship in the application form?

Please fill in the students' details separated by semicolon (;). It does not matter that the students are from different diploma courses.

For example, if there are 3 students who have approached you:

Name: Tan Lee Lee; Rudy Ong; Daniel Goh

Students Admission Number: 1712345; 1723456; 1734567

Diploma Course: DBA; DBA; DAC

(a) I declare that no one in the company's management is related to the student mentioned below.
(b) I understand that Singapore Polytechnic has the right to terminate this internship attachment at any time should Singapore Polytechnic find the attachment unsuitable or inappropriate, in which case the student may have to repeat his/her Internship.
(c) I understand that the submission of this form may not constitute a confirmed internship placement depending on the relevancy of the job scope.

Yes, I have the student's details
 No

STUDENT INFORMATION
Please fill in the student details below. If there is more than 1 student, please fill in all their details separated by semicolon (;).

Student Name
Tan Lee Lee; Rudy Ong; Daniel Goh

Student Admission No.
1712345; 1723456; 1734567

Diploma Course Code (e.g. DBA)
DBA; DBA| DAC

For **Dip in Accountancy**, please select the area of specialization required.
 Financial Accounting (In House)

Screenshot of the Internship Application Form – Self-sourced Internship

[Back to top](#)

20. I have filled in the students' information in the Internship Application Form, is this considered a confirmed assignment of these students to my company?

By filling in the Internship Application Form with the students' information, this does not guarantee a confirmed assignment. The schools will review the application and perform background check of the students and companies.

Once it is confirmed, an official Placement Letter will be sent to the companies about 1 month before the internship commences.

[Back to top](#)

Application Form – Technical & Submission Issues

21. I have submitted the internship application form but I realised that I need to amend my application form. What do I do?

Please use the same Passcode that was issued to you and login into the internship application form. The application that you submitted should be displayed to you and you may make the amendments from there and click submit again.

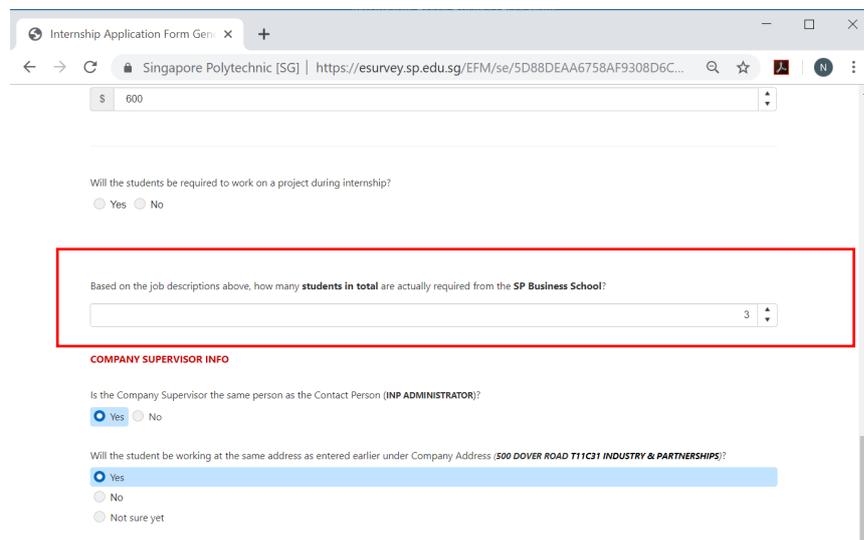
Please use Google Chrome or Microsoft Edge or Mozilla Firefox when you are making amendments to your submitted application form.

[Back to top](#)

22. I am not sure whether I can get the diploma course of students that my company wants. Can I select more diploma courses so that I should stand a high chance of getting at least 1 student?

Please select the most suitable diploma courses based on the job description. By selecting more diploma courses that do not fit, the schools will filter out your application and thereby reduce the chance of allocating a student to your company.

Please do indicate the total number of students that is actually required by your company in the application form. The schools will then know not to over-assign the students to your company.



The screenshot shows a web browser window with the URL <https://esurvey.sp.edu.sg/EFM/se/5D88DEAA6758AF9308D6C...>. The page contains a form with several questions. A red box highlights a dropdown menu with the text: "Based on the job descriptions above, how many students in total are actually required from the SP Business School?". The dropdown menu shows the number "3" selected. Below this, there is a section titled "COMPANY SUPERVISOR INFO" with two questions: "Is the Company Supervisor the same person as the Contact Person (NP ADMINISTRATOR)?" with "Yes" selected, and "Will the student be working at the same address as entered earlier under Company Address (500 DOVER ROAD T11C31 INDUSTRY & PARTNERSHIPS)?" with "Yes" selected.

Screenshot of the Internship Application Form – Indicating total number of students actually required from each school

[Back to top](#)

23. I need to enter a few job description for the same diploma course selected. The space provided in the application form is limited. How can I do so?

If the space is limited to enter all the job description, please proceed to submit the application form online and separately send the job description as email attachment in Microsoft Word, or Adobe PDF, to the Senior Liaison Officer listed in the industry webpage, <https://industry.sp.edu.sg/internship/#Request>.

In the email to the Senior Liaison Officer, please indicate:

- Company Name
- Contact Person
- Department
- Which diploma course the job description is meant for

[Back to top](#)

24. My company office hours start from afternoon, but the application form does not allow me to enter starting time from PM. What can I do?

By default, the working start time is set to AM. If your company office hours start from afternoon, please use the 24-hour clock notation.

Example, if the office hour starts from 1pm, please enter 13:00.

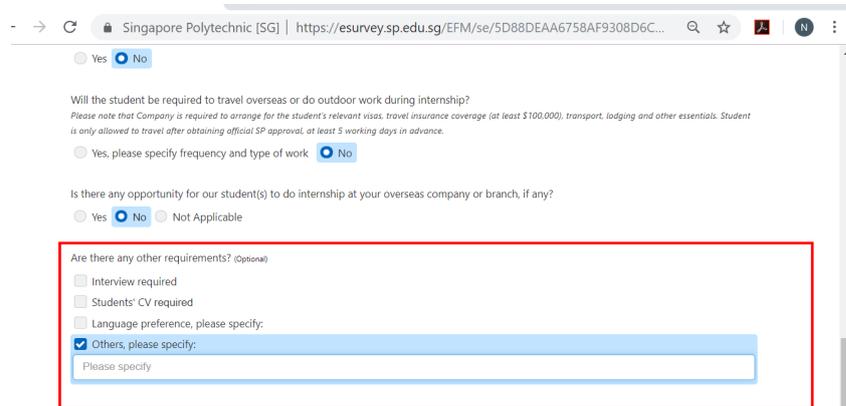
The screenshot shows a web browser window with the URL <https://esurvey.sp.edu.sg/EFM/se/5D88DEAA6758AF9308D6C...>. The page title is "Internship Application Form Gen...". The main heading is "INTERNSHIP REQUEST INFORMATION". Under "WORKING HOURS", there is a note: "MOH guidelines: Students are only allowed to work up to 44 hrs/week and a maximum of 72 hrs/month of overtime. Company must either provide time off in-lieu or pay the student at least 1.5 times his hourly rate, for the overtime." Below this, it says "Monday to Friday" and "Please indicate proper time format". There are two input fields: "Start Time" with "13:00 AM" and "End Time" with "10:00 PM". A red box highlights the "Start Time" field. Below this, it says "Please enter weekend working hours if any (Optional)". There is a table for "Weekend Hours" with columns "Start Time" and "End Time". The rows are "Saturday" and "Sunday", each with two input fields for "AM" and "PM". At the bottom, it asks "Is there any shift work required?" with radio buttons for "Yes" and "No", where "No" is selected.

Screenshot of Internship Application Form – Working Hours

[Back to top](#)

25. My company has more requirements like able to use what type of software or able to speak what language or must be locals. Where do I enter these requirements?

Please enter the requirements by selecting “Others” as in the screenshot under the question “Are there any other requirements?” below.



Screenshot of the Internship Application Form – Requirements

[Back to top](#)

26. I think I have submitted my internship application form. Why am I still receiving reminder emails asking me to submit the internship application form?

You are receiving the reminder emails due to either 1 of the following reason:

- a. You have other Passcodes that have not yet completed an internship application
- b. Your application form is actually saved as draft only and not really submitted

If the reason is **a** and you do not need to make any more internship application, please ignore the reminder emails.

If the reason is **b**, please login into your internship application form using the same Passcode and click the “Submit” button.

[Back to top](#)

27. What is/are the preferred browser(s) to use for the internship application form?

Google Chrome, Mozilla Firefox, Microsoft Edge are the more preferred browsers as compared to Internet Explorer.

[Back to top](#)

Last Updated:

12 Sep 2019