

## SP INTERNSHIP PLACEMENT SYSTEM – FREQUENTLY ASKED QUESTIONS (FAQ)

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## Application Timeline

### 1. What is the closing date for applications?

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

Our internship duration is generally 22 weeks long. There are 2 internship periods: Mar to Aug; Sep to Feb. All internship applications are open about 4 to 5 months prior to the internship commencement. We recommend companies to apply within the first few months of the internship application launch.

Example, if the internship application is open in Apr, companies should start submitting their internship job postings from Apr to early Jun. The earlier that companies submit, the earlier that the students can view the job postings. By Jun, majority of the students would have been assigned to a company.

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

Companies will start receiving the students CV and arrange interview with the students nearer to the term break such as June and December.

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.

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

The registered Contact Person of the companies will be able to download the official Placement Letter via the Internship Placement System (IPS) once the student has been approved by the school to be officially assigned to the company.

For internship applications submitted late or with no assigned students by 1 month before internship commences, it is most likely that there may be no remaining students to place out. As our students have generally high demand from the industry, we are unable to guarantee that each company's application will receive a student for internship.

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#### 4. Today is the closing day of application but I have just registered for an account to login to SP Internship Placement System (IPS). Can I still submit an internship job posting?

If you have just registered with us by filling up the Company Registration Form on the closing date, please submit an Internship Job Posting within 5 working days after receiving the registration success notification.

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#### 5. May I check when will the cut-off date be for students to apply?

There is no cut-off date for students to apply for internships under their choice of internship postings. However, students are expected to secure their internship placement one month before internship commencement date (eg. One month before March, or one month before Sep).

Our internship duration is generally 22 weeks long. There are 2 internship periods: Mar to Aug; Sep to Feb. All internship applications are open about 4 to 5 months prior to the internship commencement.

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## Company Registration/Login – CorpPass Issue

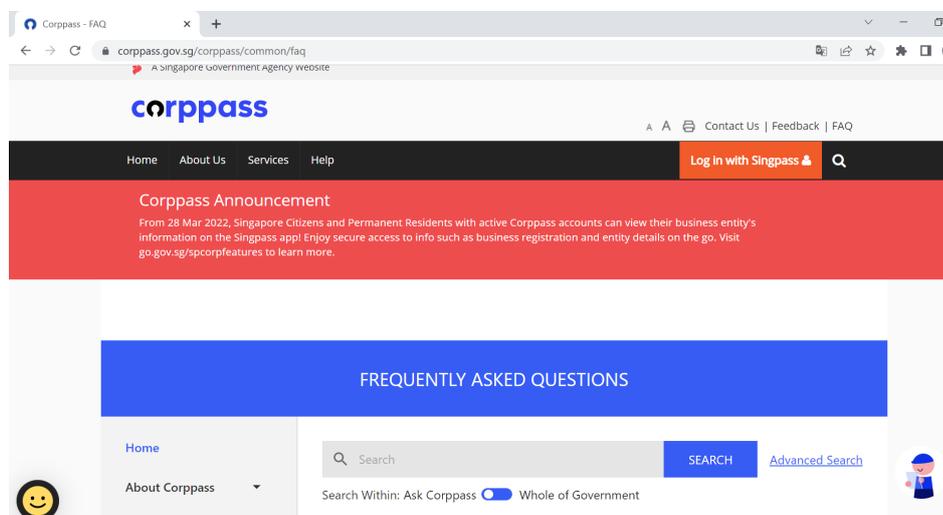
#### 6. What is CorpPass? Does company need this for internship job posting?

Corppass, or Corporate Pass in full, is the authorisation system for entities to manage digital service access of employees who need to perform corporate transactions. There are more than 200 government digital services available today, the “**SP Internship Management**” that comprises of the **Internship Placement System (IPS)** is one of the digital services too.

As the IPS allows the company to have visibility of the student’s information, hence it is required for companies to register for CorpPass and select the “SP Internship Management” in order for you to login to the IPS. You would need to request for the CorpPass account from your company’s person-in-charge to create an account for you at <https://www.corppass.gov.sg>. More information of how to create the account is also available at the <https://www.corppass.gov.sg/corppass/common/faq>.

With your CorpPass account, you may then login to our IPS at <https://internship.sp.edu.sg> to create internship job postings. Once login, you would be able to view the company and the contact person information. If any changes are necessary, you may edit the company information displayed and submit an internship job posting. **Benefits of the new Internship Placement System (IPS):**

- Enhanced security with the use of digital identification login
- Increased visibility of internship job posting status, from student application to interview arrangement, and offer making to students
- More flexibility and control for Companies



*Screenshot of the CorpPass website – FAQ page.*

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## 7. I do not have a CorpPass account. How do I get one?

Please refer to the CorpPass user guide at <https://www.corppass.gov.sg/corppass/common/userguides>. Registration for CorpPass account is free but it can only be done by authorised personnel in your company. CorpPass accounts can be issued to local entities (i.e. companies, organizations, associations, institutions) with a registered UEN number as well as foreign companies.

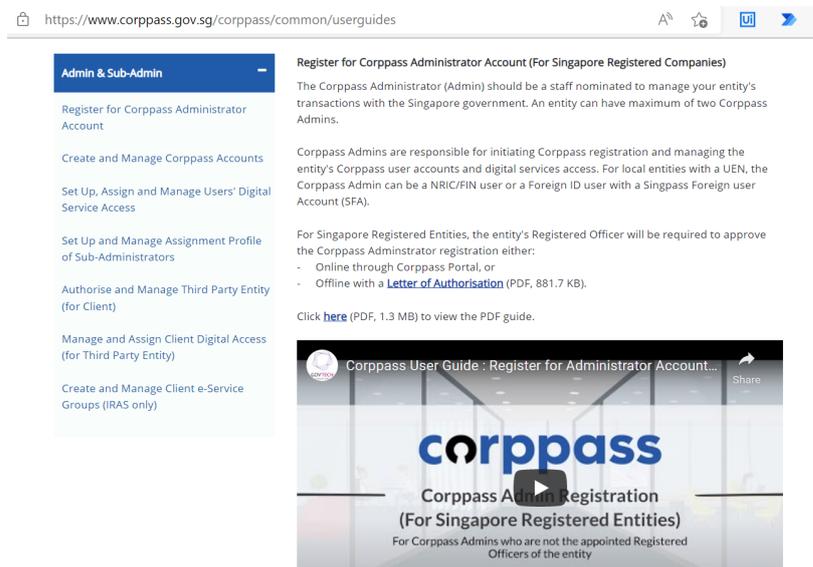
There are a total of **5 different CorpPass roles**:

- Registered Officer (RO)  
Applicable only for Singapore registered entity with Unique Entity Number (UEN).
- Corppass Administrator (Admin)
- Corppass Sub-Administrator (Sub-Admin)
- Corppass Enquiry User
- Corppass User

If you are the person officially registered to your company's entity with ACRA or a relevant UEN-issuance agency (i.e. **Registered Officer**), you may appoint yourself as CorpPass Administrator and register for **at most 2 CorpPass Administrator accounts** to transact on behalf of your company.

The **Corppass Administrator (Admin)** is a staff nominated to manage your entity's transactions with the Singapore government. If you have been selected by your company to be the **CorpPass Administrator**, you are responsible for initiating Corppass registration and

managing the entity's Corppass user accounts and digital services access. For local entities with a UEN, the Corppass Admin can be a NRIC/FIN user or a Foreign ID user with a Singpass Foreign user Account (SFA).



*Screenshot of the CorpPass FAQ website.*

**Corppass Sub-Administrators, Enquiry Users and User account types** are created by the Corppass Administrator of the entity. These group of users will need to activate their accounts after creation by the Administrator prior to transacting with digital services assigned to them.

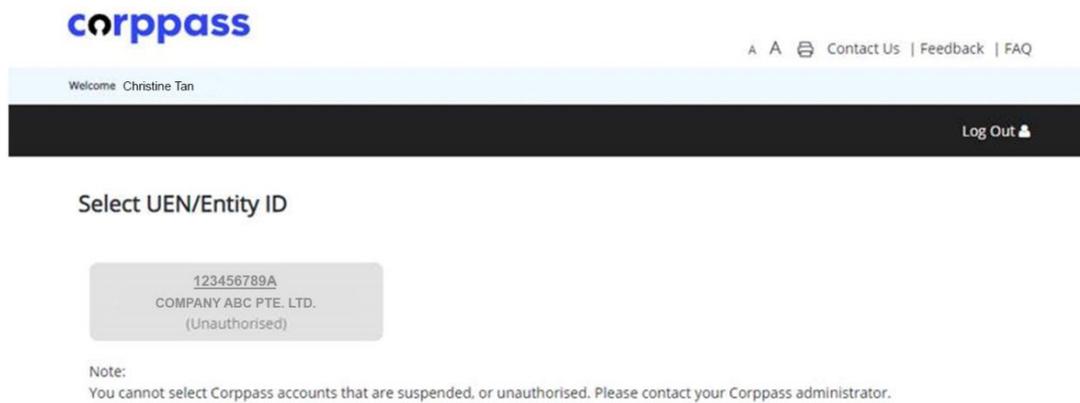
If you are **unsure of who is the CorpPass Administrator in your company**, please find out from this link: <https://www.corppass.gov.sg/corppass/enquirecp/enquire/singpassauth>

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8. I'm trying to get the CorpPass account, but I encounter an error that I cannot select a CorpPass account that is suspended, or unauthorised. My company's CorpPass account is definitely not suspended, why is there such an error message?

Some companies have feedback to us that they encounter an error when trying to create new CorpPass accounts. The error message that was displayed was that "You cannot select Corppass accounts that are suspended, or unauthorised. Please contact your Corppass administrator", similar to below screenshot.

Unfortunately, as this pertains to the individual company's CorpPass accounts, we are unable to step in to resolve this issue. The CorpPass administrator should be able to resolve this when they login to their CorpPass account.



*Screenshot of the CorpPass account creation error message.*

Corppass Admin needs to add “SP Internship Management” to the company’s list:

1. Login at [www.corppass.gov.sg](http://www.corppass.gov.sg)
2. Go to ‘e-Services’ -> **‘Select Entity e-Services’**
3. On the search bar to the right (next to ‘filter’), type in “internship”.
4. Tick the box on the left of “SP Internship Management”, then press ‘Next’.
  - a. If there is no checkbox to tick, it means this e-service is already in the company’s list; skip to Step 7 below.
5. Press ‘Submit’
6. Press ‘Return to Homepage’.

Corppass Admin to assign the company’s existing e-services to the appropriate staff:

7. Go to ‘e-Services’ -> **‘Assign selected e-Services’**
8. Tick the box next to the desired staff’s name(s) and press ‘Next’.
9. On the search bar to the right (next to ‘filter’), type in “internship”.
10. Tick the box on the left of “SP Internship Management”, then press ‘Next’.
11. Fill in the details as requested for the e-service.
  - “Authorization Effective Date” can be today.
  - “Authorization Expiry Date” can be left blank (sets to 31/12/9999).
  - Press ‘Next’
12. Press ‘Submit’.

If the employees are unsure of who their Corppass Admin is, they may use their Singpass to check:

- Go to [www.corppass.gov.sg](http://www.corppass.gov.sg)
- Click on ‘Services’ > ‘Find Your Corppass Admin’
- Login to Singpass
- Enter the company’s UEN
- Press ‘Search’ (the respective admins’ names will be displayed)

If the error still persist, please contact CorpPass at 6335 3530 during their operating hours or email them at [support@corppass.gov.sg](mailto:support@corppass.gov.sg).

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## 9. I have the CorpPass account or I'm arranging to get a CorpPass account. What is the government e-service to add for this Internship Placement System (IPS)?

If you are holding onto a CorpPass role that is a user / enquiry user, you cannot add the e-service to your CorpPass account. You must seek your CorpPass Administrator to assist in the adding of the e-service.

If you are the CorpPass Administrator, please search for agency "Singapore Polytechnic (MOE-SP)", the name of the e-service is "**SP Internship Management**". After adding the e-service, you will still need to register with us at the Internship Placement System (IPS) at <https://internship.sp.edu.sg> as there are certain required company information that is not available in MyInfoBusiness or in your ACRA company profile.

Govt. Agency	e-Service	Description	Additional Agency Check	Additional Details Required
<input type="checkbox"/> SINGAPORE POLYTECHNIC (MOE-SP)	SP Internship Management	SP Internship Management System		

0 e-Service(s) Selected

*Screenshot of the e-service to add for your CorpPass account.*

Steps to add "SP Internship Management" to the company's list:

1. Login at [www.corppass.gov.sg](http://www.corppass.gov.sg)
2. Go to 'e-Services' -> '**Select Entity e-Services**'
3. On the search bar to the right (next to 'filter'), type in "internship".
4. Tick the box on the left of "SP Internship Management", then press 'Next'.
  - a. If there is no checkbox to tick, it means this e-service is already in the company's list; skip to Step 7 below.
5. Press 'Submit'
6. Press 'Return to Homepage'.

Corppass Admin to assign the company's existing e-services to the appropriate staff:

7. Go to 'e-Services' -> '**Assign selected e-Services**'
8. Tick the box next to the desired staff's name(s) and press 'Next'.
9. On the search bar to the right (next to 'filter'), type in "internship".
10. Tick the box on the left of "SP Internship Management", then press 'Next'.
11. Fill in the details as requested for the e-service.
  - "Authorization Effective Date" can be today.
  - "Authorization Expiry Date" can be left blank (sets to 31/12/9999).
  - Press 'Next'
12. Press 'Submit'.

Please refer to the CorpPass user guide at <https://www.corppass.gov.sg/corppass/common/userguides> . Registration for CorpPass account is free but it can only be done by authorised personnel in your company. CorpPass accounts can be issued to local entities (i.e. companies, organizations, associations, institutions) with a registered UEN number as well as foreign companies.

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## 10. I have the CorpPass account and added the correct government e-service “SP Internship Management”. Can I login to Internship Placement System (IPS) directly? Do I still need to register in this system?

After adding the e-service, you will still need to register with us at the Internship Placement System (IPS) at <https://internship.sp.edu.sg> as there are certain required company information that is not available in MyInfoBusiness or in your ACRA company profile.

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## 11. I have the CorpPass account. Can I use the same CorpPass account for all my supervisors or departments or divisions or branches internship job posting?

Please be reminded that you are not supposed to share your CorpPass account as it is tied to your SingPass account.

However, you may consolidate the internship requests from your colleagues and put up internship job postings on their behalf. Alternatively, check with your CorpPass Administrator to assist to register for additional CorpPass accounts. Your colleagues would then be able to put up new internship job postings in our Internship Placement System (IPS).

Please refer to the CorpPass user guide at <https://www.corppass.gov.sg/corppass/common/userguides> . Registration for CorpPass account is free but it can only be done by authorised personnel in your company. CorpPass accounts can be issued to local entities (i.e. companies, organizations, associations, institutions) with a registered UEN number as well as foreign companies.

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## 12. I forgot my CorpPass account password. How can I retrieve my password?

The government has linked CorpPass with SingPass accounts. You may login to CorpPass using your SingPass. Hence, there is no need to retrieve forgotten password for CorpPass. If you login to SingPass and there is no CorpPass information, it may imply that you have not been issued any CorpPass account.

Please refer to the CorpPass user guide at <https://www.corppass.gov.sg/corppass/common/userguides> . Registration for CorpPass account is free but it can only be done by authorised personnel in your company. CorpPass accounts can be issued to local entities (i.e. companies, organizations, associations, institutions) with a registered UEN number as well as foreign companies.

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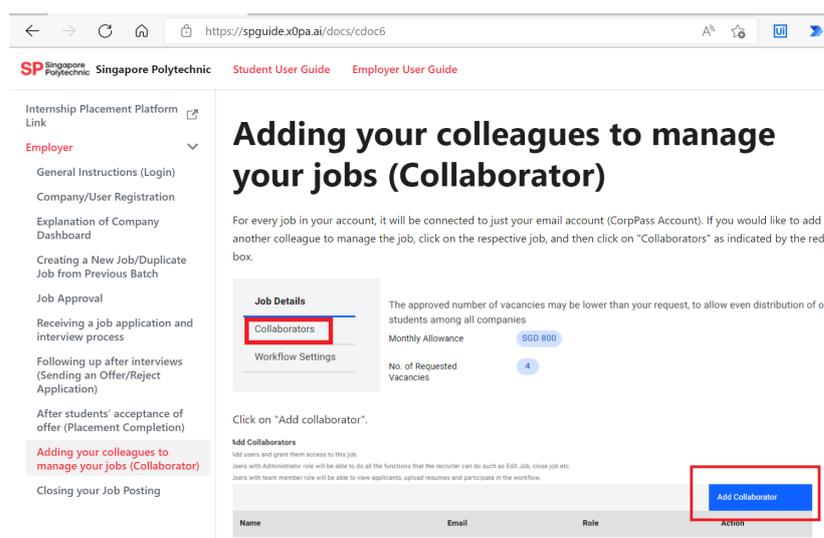
### 13. I am the HR or the main contact person for my company and I need to put up internship job postings on behalf of the department or divisional hiring managers. How can my department or divisional hiring managers take over the management of those internship job postings that I put up on their behalf? Example, selection of students, arrangement of interview timeslots.

Yes, you may put up several internship job postings on behalf of your various hiring managers in your company. After you have created the postings, you may add your hiring manager(s) as “**Collaborator**” of the internship job postings.

Your hiring managers must also have a CorpPass account and register in our Internship Placement System (IPS) first. Then, you may add your hiring manager as “Collaborator”. Your hiring manager can then continue to arrange for interview, select students etc.

There are 2 types of “**Collaborator**” – **Administrator** and **Team Member**. Being an “Administrator Collaborator” will allow the hiring managers to take action in IPS, such as shortlisting and sending internship offers to students. For “Team Member Collaborator”, they can view the student applicants but cannot take any action.

Please refer to the user guide at <https://spguide.x0pa.ai/> for more information.



Screenshot of the company user guide on adding of Collaborator.

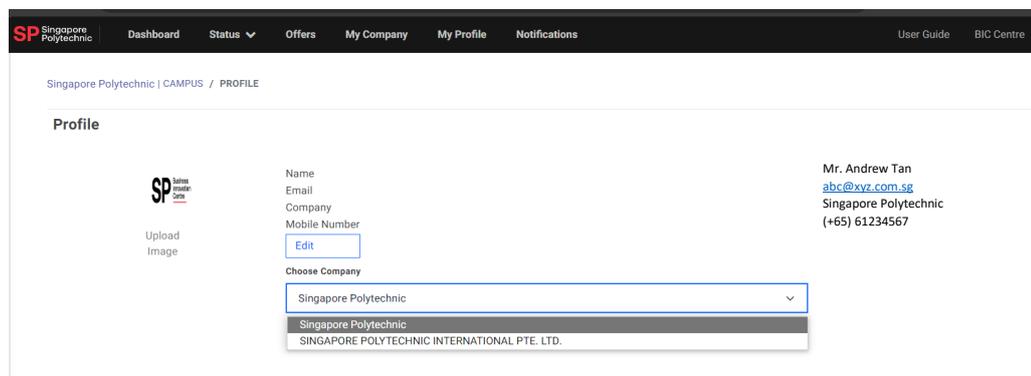
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14. I am the HR or contact person for more than 1 company and I need to put up internship job postings for these companies. Can I just use 1 CorpPass account to request for all these internship job postings meant for other companies?

It is possible now but this feature is still a work in progress. Please obtain the CorpPass account(s) for the various company entities and add the appropriate e-service “SP Internship Management” to your CorpPass account(s). If the CorpPass account is the same for all company entities, please register the account in our Internship Placement System for all company entities. Once done, please drop an email to our hotline [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg) to check on the registration. We would then assist to follow up and ensure that all the company entities registration in our system are complete.

Once confirmed registration, the login shall be done via OTP instead of CorpPass as we noted that the CorpPass login shall automatically bring the user to the first company in the CorpPass account list and this is similar to some of our Ministries that require CorpPass login too.

When login via OTP, our system shall then prompt the user to select the company to access the system. Once login, in order to access the next company, you would need to go to the menu “My Profile” and select the company from the dropdown list.



*Screenshot of toggling between the registered companies in IPS.*

Please note that the official Internship Placement Letter issued is tied to that company entity as it is auto-generated by the Internship Placement System (IPS). If there is a requirement that the Internship Placement Letter should address the different company entities, please submit the internship postings under each of the correct company entities and select back those students.

When submitting the internship postings, please indicate clearly that it is meant for another company entity in the Job Title e.g. “Accounting Intern (for XXXX)”, Job Description e.g. “This JD is for company XXXX. ... ..”, update Supervisor and Working Address, such that the student can understand easily.

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### 15. I have several Passcodes that were issued to me from the old SP Internship Application Form. Can I still use these Passcodes to login to this new SP Internship Placement System (IPS)?

As the old SP Internship Application Form is lacking in certain advanced features such as dashboard, viewing of student's resume, and selection of students, hence the old form is no longer in use. The Passcodes previously issued cannot be used to login to the new SP Internship Placement System (IPS). You will need to have a CorpPass account in order to login to the new IPS.

Please refer to the CorpPass user guide at <https://www.corppass.gov.sg/corppass/common/userguides> . Registration for CorpPass account is free but it can only be done by authorised personnel in your company. CorpPass accounts can be issued to local entities (i.e. companies, organizations, associations, institutions) with a registered UEN number as well as foreign companies.

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### 16. I am the new contact person for my company and the previous contact person has left the company. How do I know who is the CorpPass Administrator in my company?

If you are **unsure of who is the CorpPass Administrator in your company**, please find out from this link: <https://www.corppass.gov.sg/corppass/enquirecp/enquire/singpassauth>

Company should delete any CorpPass accounts previously held by the employees who had left the company.

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### 17. I have a CorpPass account but cannot login into the SP Internship Placement System (IPS). What is wrong?

If it is the first time that your company is accessing the SP Internship Placement System (IPS), you will need to register your company first as there are some company information that requires your completion. After registration, you can then proceed to login to the IPS. For subsequent access into the IPS, you will not need to do the registration any further and can proceed to login to the IPS.

If you have already registered in the IPS system but you cannot login to the system now, please check if your CorpPass Admin had added the appropriate e-service "SP Internship Management" for the company.

For the above scenarios, please ensure that the correct e-service has been added.

Govt. Agency	e-Service	Description	Additional Agency Check	Additional Details Required
<input type="checkbox"/> SINGAPORE POLYTECHNIC (MOE-SP)	 SP Internship Management	SP Internship Management System	<input type="checkbox"/>	<input type="checkbox"/>
0 e-Service(s) Selected				

*Screenshot of the e-service to add for your CorpPass account.*

Steps to add “SP Internship Management” to the company’s list:

1. Login at [www.corppass.gov.sg](http://www.corppass.gov.sg)
2. Go to ‘e-Services’ -> **‘Select Entity e-Services’**
3. On the search bar to the right (next to ‘filter’), type in “internship”.
4. Tick the box on the left of “SP Internship Management”, then press ‘Next’.
  - a. If there is no checkbox to tick, it means this e-service is already in the company’s list; skip to Step 7 below.
5. Press ‘Submit’
6. Press ‘Return to Homepage’.

Corppass Admin to assign the company’s existing e-services to the appropriate staff:

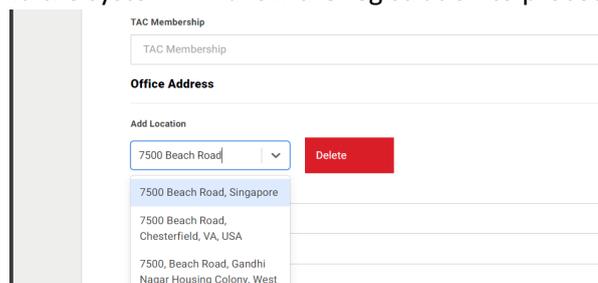
7. Go to ‘e-Services’ -> **‘Assign selected e-Services’**
8. Tick the box next to the desired staff’s name(s) and press ‘Next’.
9. On the search bar to the right (next to ‘filter’), type in “internship”.
10. Tick the box on the left of “SP Internship Management”, then press ‘Next’.
11. Fill in the details as requested for the e-service.
  - “Authorization Effective Date” can be today.
  - “Authorization Expiry Date” can be left blank (sets to 31/12/9999).
  - Press ‘Next’
12. Press ‘Submit’.

If the error still persist, please contact CorpPass at 6335 3530 during their operating hours or email them at [support@corppass.gov.sg](mailto:support@corppass.gov.sg).

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## 18. I am at the Registration Page, but I cannot modify address. How can I do so?

To modify the address, under the Add Location, type the address into the field, e.g. 7500 BEACH ROAD, and the system will allow the registration to proceed.



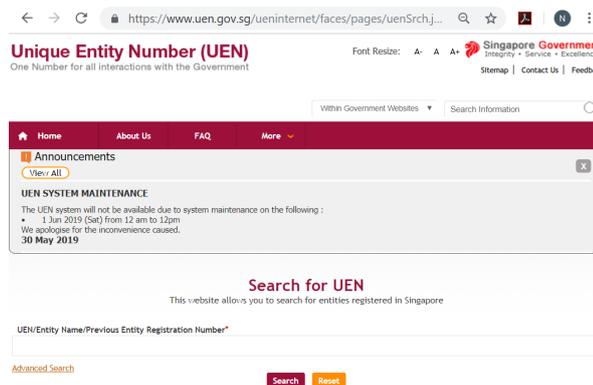
The screenshot shows a form titled 'TAC Membership' with a 'TAC Membership' input field. Below it is the 'Office Address' section. Under 'Add Location', there is a dropdown menu with '7500 Beach Road' selected and a red 'Delete' button. The dropdown menu is open, showing suggestions: '7500 Beach Road, Singapore', '7500 Beach Road, Chesterfield, VA, USA', and '7500, Beach Road, Gandhi Nagar Housing Colony, West'.

*Screenshot of company address update in IPS.*

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## 19. I am at the Registration Page, but I do not know what is my company UEN number. What is that and where to find my company 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*

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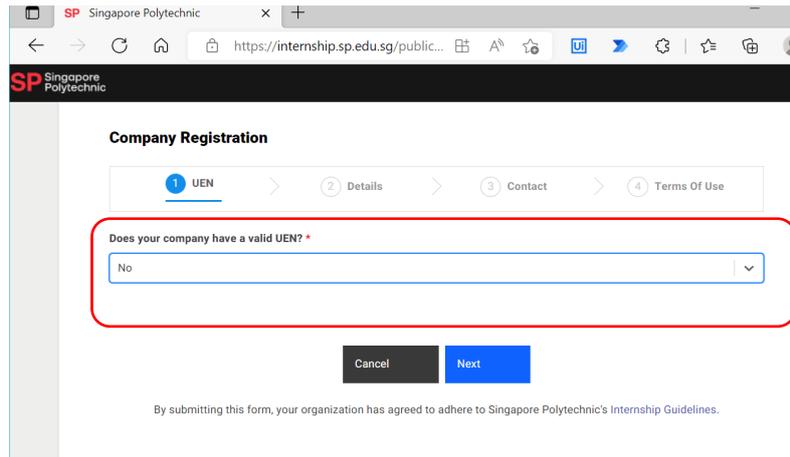
## 20. My company or business does not possess a UEN number as I am just starting my business / I am from a foreign company. Can I still get an intern from Singapore Polytechnic (SP)? How do I register my company or business in the SP Internship Placement System (IPS)?

If after searching the government UEN website, the UEN cannot be found then it is possible that your company or business is one of the following types:

- Newly launched
- Freelancer agency
- Foreign company

For foreign company, please note that it is still possible to request for a Singapore CorpPass account. Please refer to the CorpPass user guide at <https://www.corppass.gov.sg/corppass/common/userguides>. Registration for CorpPass account is free but it can only be done by authorised personnel in your company. CorpPass accounts can be issued to local entities (i.e. companies, organizations, associations, institutions) with a registered UEN number as well as foreign companies.

If it is not possible to register for a CorpPass account, you may register your company or business through the other alternative which is selecting no valid UEN. After submitting the registration form, the SP Internship Team would review to either approve or reject your company registration. Once approved, you may proceed to login to submit your internship job postings.



*Screenshot of company registration without UEN number*

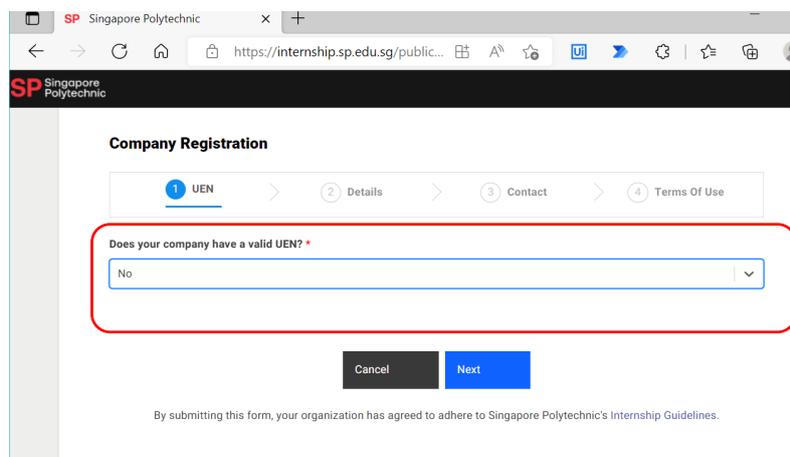
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21. My company does possess a UEN number but I am from one of the freelance agencies of the HQ (i.e. insurance agency, property agency). How do I register my company in the SP Internship Placement System (IPS)?

For such instances, we understand that the company HQ will not issue CorpPass to your agencies. We shall allow registration of yourself and your agency without CorpPass. However, when registering, please enter your company name in the following format:  
<actual company name in ACRA> - <agency name>

Example, PRUDENTIAL ASSURANCE COMPANY SINGAPORE (PTE) LIMITED - PACESETTERS

Please do not register using simply the company name itself in case the HR of your company HQ does register in our system using CorpPass. If unsure of your company name registered in ACRA, please check at <https://www.uen.gov.sg>.



*Screenshot of company registration without UEN number*

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22. I noticed that my company’s address listed in the ACRA or the UEN website is wrong. Can I update in the SP Internship Placement System (IPS)? Can the IPS link and sync the company’s address to ACRA?

You may update the company’s address in our SP Internship Placement System (IPS). To modify the address, under the Add Location, type the address into the field, e.g. 7500 BEACH ROAD, and the system will allow the registration to proceed.

The screenshot shows a web form titled 'TAC Membership' with a text input field containing 'TAC Membership'. Below this is the 'Office Address' section, which includes an 'Add Location' sub-section. In the 'Add Location' section, there is a search input field containing '7500 Beach Road' and a dropdown arrow. To the right of the search field is a red 'Delete' button. Below the search field is a list of address suggestions: '7500 Beach Road, Singapore', '7500 Beach Road, Chesterfield, VA, USA', '7500, Beach Road, Gandhi Nagar Housing Colony, West Hill, Kozhikode, Kerala, India', and '7500 Beach Road, Garapan,'. To the right of these suggestions are several empty text input fields.

*Screenshot of company address update in IPS.*

Unfortunately, the updated address stays in our IPS. It does not link and sync the company address in ACRA. Please contact your CorpPass Administrator to do the company address update in ACRA.

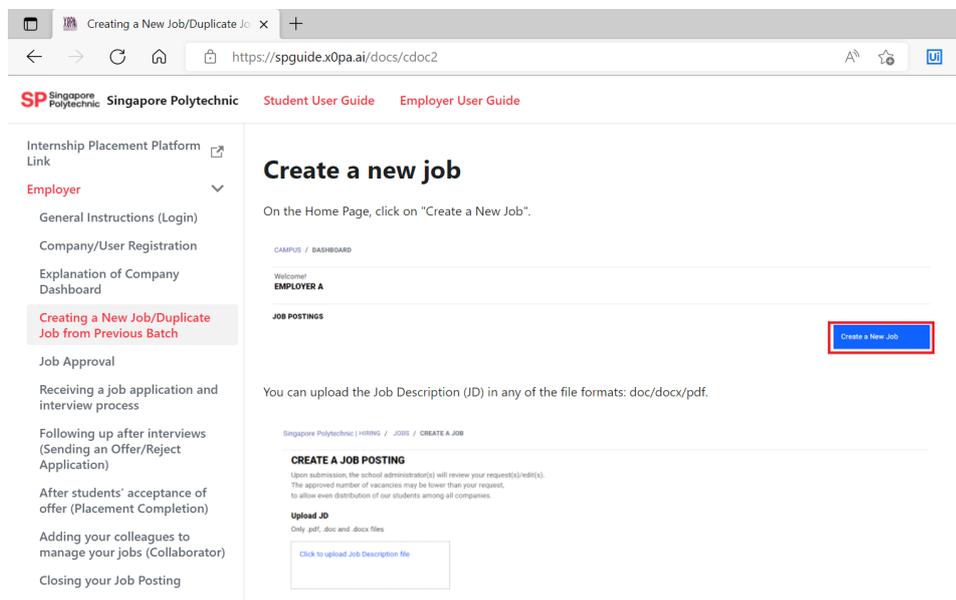
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## Internship Job Posting – Posting Queries

23. I need to enter very detailed 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 upload a separate Microsoft Word or Adobe Acrobat document onto the SP Internship Placement System (IPS) for that internship job posting. The student would then be able to view the uploaded document of job description in the IPS.

Please refer to the user guide at <https://spguide.x0pa.ai/> for more information.



*Screenshot of the company user guide on creation of new internship job posting.*

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24. Can the job description file upload help to fill up the rest of the internship job posting form? Do I need to fill up a detailed job description after uploading the file?

Due to the complexity of the internship job posting form, the job description file upload is unable to populate the rest of the form.

It is highly recommended that the job description should be as detailed as possible so that the students can make a proper decision when selecting the companies in the SP Internship Placement System (IPS).

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## 25. Can I select more than 1 diploma course for an internship job posting?

Although it is possible to select more than 1 diploma course for an internship job posting, the diploma courses selected must be from the same school, and not all schools allow this option.

It is strongly preferable and highly recommended that each internship job posting should be as descriptive as possible and to **keep to 1 diploma course**.

You may duplicate any of the submitted internship job posting to proceed with another posting for another diploma course selection and update the job description.

Please refer to the user guide at <https://spguide.x0pa.ai/> for more information.

The screenshot shows the 'Employer User Guide' interface. The main heading is 'Clone (Duplicate) Job from previous batch'. Below this, there are statistics for 'JOB POSTINGS': 13 TOTAL JOB POSTINGS (highlighted with a red box), 13 ACTIVE JOB POSTINGS, and 0 POSITION FILLED. A 'Create a New Job' button is visible. Below the statistics, there is a table of job postings. The first row is 'Customer Service Intern', which is highlighted with a red box. The table columns are Job Name, Created, and Summary. The 'Customer Service Intern' row shows it was created 5 hours ago and has 1 Application, 1 Shortlisted, 1 Rejected, and 0 Hired.

*Screenshot of the company user guide on duplicating of internship job posting.*

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## 26. I have many internship job requests to do, meant for different diploma courses across SP. Do I need to login and logout from SP Internship Placement System (IPS) after each internship job posting?

Since the SP Internship Placement System (IPS) is a portal now, you do not have to login and logout after each internship job posting. The login session is valid throughout all internship job postings till you click logout. You may straight away proceed to create new internship job posting. Please note that after 10-15 minutes of inactivity, the system shall log you out automatically.

Please refer to the user guide at <https://spguide.x0pa.ai/> for more information.

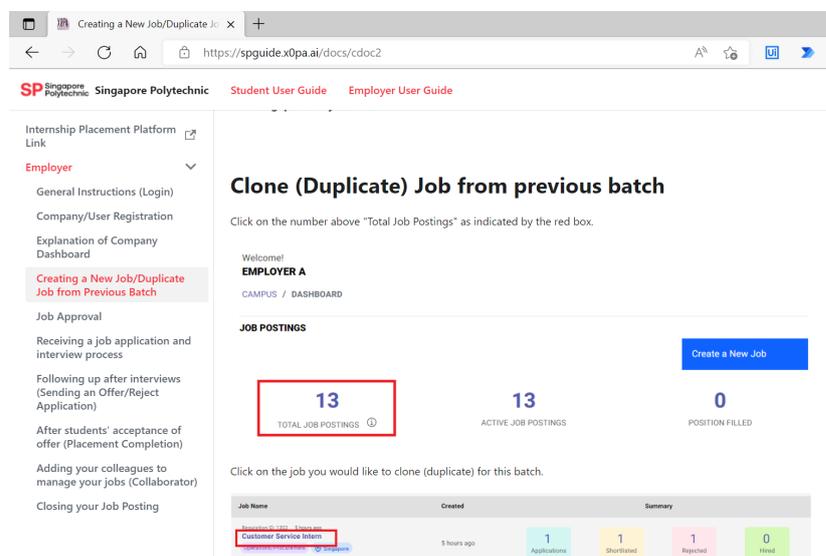
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## 27. I have many internship job requests from my various hiring managers. Is it possible for me to upload my own Excel list of internship requests into the SP Internship Placement System (IPS)?

Due to the complexity of the internship job posting form, it is not possible to upload your personal Excel file of internship requests into the SP Internship Placement System (IPS).

You may post as many internship job postings as required in the IPS system. You may also duplicate any of the submitted internship job posting to proceed with another posting for another diploma course selection.

Please refer to the user guide at <https://spguide.x0pa.ai/> for more information.



*Screenshot of the company user guide on duplicating of internship job posting.*

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## 28. In the internship job posting, it said to indicate an allowance that is of minimal baseline allowance? What is minimal baseline allowance?

Minimal baseline allowance refers to the minimum industry standard of allowance for our student interns. In general, the minimal baseline allowance is \$600 per month per student intern. However, each diploma course can have their own specific minimal baseline allowance.

For information of all the diploma courses baseline allowance, please refer to our internship website at <https://www.sp.edu.sg/industry/internship>.

Please note that should the **company be applying for EnterpriseSG Global Ready Talent (ESG GRT) Programme grant**, the allowance needs to be **minimal \$800** per month per student intern.

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## 29. I have submitted the internship job posting but I realised that I need to amend or delete my posting. What do I do?

You may login to the SP Internship Placement System (IPS) to make the additional postings, amendments or deletion of any internship job postings that have been submitted.

Any amendments of the internship job postings is subjected to the school's review and approval. Please refer to the user guide at <https://spguide.x0pa.ai/> for more information.

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## 30. I'm creating an internship posting but no matter how many times I just cannot submit it. What should I do?

Please check under **Status > Jobs**. The internship posting may have been saved but may require some editing such as re-selection of the diploma courses.

If the internship posting is not found under Status > Jobs, and the posting has documents uploaded, then this may be due to the documents. Please ensure the following:

- Documents uploaded should not exceed 1MB in total
- Filename of the documents should not contain any empty blank spaces and special characters such as \*&\/'"\$%
- Length of filename of documents to limit to maximum of 50 characters long.
- Example of good filename: *Job\_Description\_Sales\_Intern.PDF*
- Example of unsuitable filename: *Microsoft Word A&B PL – Job Description for Sales Intern.PDF*

If the documents are fixed to the above requirements and you are still unable to submit the posting, this may then be due to the browser. Please do a hard refresh and clear the cache and re-login to submit the posting. Please note that **Google Chrome, Mozilla Firefox, Microsoft Edge** are the more preferred browsers. Internet Explorer and Safari are not well supported for the SP Internship Placement System (IPS).

Should the above be complied and still unable to submit the internship posting, please print out in Adobe Acrobat PDF of what was intended to be submitted together with the documents to be uploaded and send to our email at [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg). We would then follow up and investigate into the issue and make an attempt to upload on your behalf.

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31. There are certain parts in the Internship Posting that I just cannot amend. No matter how many times I update and save, the changes were not saved. What's wrong?

This may be due to the browser issue. **Google Chrome, Mozilla Firefox, Microsoft Edge** are the more preferred browsers. Please do a hard refresh and clear the cache and re-login to submit the posting. Internet Explorer and Safari are not well supported for the SP Internship Placement System (IPS).

If you are already using the preferred browsers, please take some screenshots of the areas that cannot be updated and send to our email at [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg). We would then follow up and investigate into the issue.

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32. 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 internship job posting and thereby reduce the chance of allocating a student to your company.

Please do indicate the number of students that is actually required by your company in each internship job posting and make only the necessary offers to the student(s) after the interview(s).

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33. My posting indicated many vacancies requested. Why is the Number of Approved Vacancies lesser than my requested vacancies?

We seek your understanding as we have many industry partners to consider, we are unable to cater to all requested number of vacancies.

Hence, should a posting request for more than 3 students, such as 5 or 10 or 100, we are unable to cater to this number and have to reduce it to 2 or 3 for the approved vacancies.

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34. I am the new Company Lead. However, my colleague who was previously the Company Lead is still receiving the email notifications for the job postings he/she created instead. What should I do next?

Should such cases take place, please inform us through email at [Industry\\_and\\_Partnerships@sp.edu.sg](mailto:Industry_and_Partnerships@sp.edu.sg) or our general hotline number during office hours at **6870 6020**. As you are the Company Lead in the system, you should be the main contact person to receive all pertinent notifications. You may set your predecessor or ex-colleague as inactive, and the email notifications should be sent to you thereafter. Please provide us more information like the name and contact person in the system if problems persist. We will then assist to check in the system.

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## Internship Job Posting – Self-Sourced Internship

### 35. A student has approached my company to do internship. We have interviewed the student and found him/her suitable. How do we inform SP?

We appreciate the company's offer of an internship opportunity to our student. Please prepare an email from the company's corporate email address or provide a simple writeup with the company letterhead indicating the interest to engage our student for internship. Please also indicate clearly in the email or writeup of the student's name, diploma course and student administration number or student ID.

The student shall then login to our Internship Placement System (IPS) and create a Self-Sourced Internship Job and in that form, the student shall upload the email or writeup from you.

This would then trigger the IPS system to send you an email to submit an Internship Posting for that student. You may refer to the **question 36** on the next step.

Please refer to the user guide at <https://spguide.x0pa.ai/> for more information.

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### 36. I received an email notification that a student has self-sourced his/her internship with my company. What should I do next?

Please click the link in the email to access the Internship Placement System (IPS). If you have not yet registered in our IPS system, you will be triggered to register first. You must possess a CorpPass account and your email address used for registration into IPS must be the email address tied to your CorpPass account. You may refer to the previous section, **Company Registration – CorpPass Issue** onwards, on company registration with CorpPass account.

Once you have registered into the IPS system, you can login to IPS system and will be triggered to submit an Internship Posting for this self-sourced student. The submission of the Internship Posting would send an offer to the student automatically since this is triggered by the student's self-source submission. The school would then review the offer to the student together with the Internship Posting and if approved, the student would then be considered a confirmed placement to your company and you will see the confirmed placement in your dashboard.

Please note that your submitted Internship Posting is not a guaranteed placement of the student. The school shall have the right to review the Internship Posting to assure that the job scope is relevant to the student's course of study and there would be no biases on the student's internship assessment.

Please refer to the user guide at <https://spguide.x0pa.ai/> for more information.

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37. I received an email notification that a student has self-sourced his/her internship with my company. I have already submitted an Internship Posting for this in the Internship Placement System before receiving that self-sourced email. Can I somehow indicate the student in my submitted Internship Posting?

We apologise that the system is unable to allow indication of the student in the Internship Posting. We shall work towards improving the Internship Placement System (IPS) to make it more efficient and easy for companies to use.

As of now, please follow the link in the self-sourced email notification and re-submit an Internship Posting. Company should inform the self-sourced student to apply directly to the Internship Posting submitted.

You may refer to the previous **question 36** and also the user guide at <https://spguide.x0pa.ai/> for more information.

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38. I received an email notification that a student has self-sourced his/her internship with my company. I have accessed the link and is in the middle of filling up the Internship Posting for Self-Source Job. Can I indicate more than 1 student in that posting?

As that form is meant for Internship Posting of Self-Source job triggered by that student, it is not possible to increase the student count in the posting nor indicate another student in the posting.

If there are supposed to be more students who approached your company to self-source their internship, the students will need to create the Self-Source Internship Job posting in the Internship Placement System (IPS). If any of those students did not do so and there is no other email notification, it is possible that the students may have found another company to do internship. Please confirm with the students if that is the case.

Should the company require more student interns, please do submit a separate Internship Posting.

You may refer to other questions in this FAQ file and also the user guide at <https://spguide.x0pa.ai/> for more information.

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39. I received an email notification that a student has self-sourced his/her internship with my company. However, we do not recall interviewing this student and/or has no intention to engage this student for internship. In other words, we are not keen on that student. What should I do next?

Since the company has no intention to engage the student for internship, there is no action required from your end.

Should you receive multiple emails from the same student, please do let us know via email [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg). We shall then inform the student not to send any more emails to the company.

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40. I have submitted an Internship Posting for Self-Source after following the link in the email notification of student self-sourcing his/her internship with my company. However, I realised that I need to edit certain parts in that Posting, am I able to do so?

Yes, you may edit any of the submitted internship postings. Please note that any updates to the postings will require re-approval seeking from the school.

Please understand as that submitted internship posting is triggered by the self-sourcing mechanism, certain fields will not be editable such as change in diploma course, change in number of students required.

You may refer to other questions in this FAQ file and also the user guide at <https://spguide.x0pa.ai/> for more information.

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## Internship Job Posting – Grant Queries

41. My company would like to apply for the EnterpriseSG Global Ready Talent Programme (ESG GRT) grant. After I submit the internship job posting at the SP Internship Placement System (IPS), do I still need to login to EnterpriseSG portal to submit a grant application?

We regret to inform that the SP Internship Placement System (IPS) is not linked to the EnterpriseSG GRT grant portal. As such, companies are strongly advised to start the grant application process as soon as possible right after the submission of the internship job posting at our SP Internship Placement System.

Companies are to follow the grant application procedures at <https://www.enterprisesg.gov.sg/Grow-Your-Business/boost-capabilities/talent-attraction-and-development/global-ready-talent/internship-programme>

Please note that the company is required to indicate an internship allowance offer of minimal \$800 per month upfront in the internship job posting, if applying for ESG GRT grant. This grant is only applicable to local Singaporean and PR students.

The whole ESG GRT grant process requires several layers of approval and can take at least 4 to 6 weeks to clear and the final approval must be obtained before the internship commences. As such, companies are highly encouraged to start the grant application at the ESG GRT portal at least 2-3 months in advance of internship commencement date.

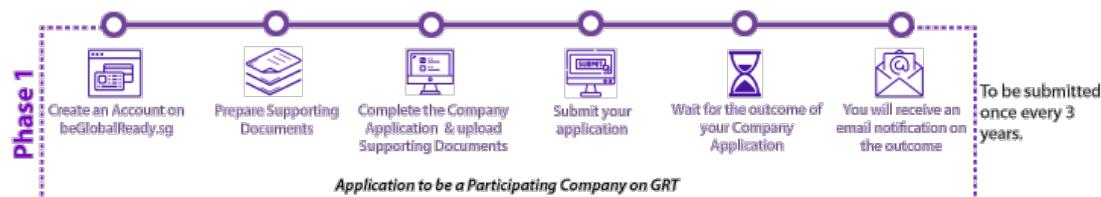
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42. This is my first time trying to apply for EnterpriseSG Global Ready Talent (ESG GRT) Programme grant. What are the application steps like?

Companies are advised to follow the grant application procedures at <https://www.enterprisesg.gov.sg/Grow-Your-Business/boost-capabilities/talent-attraction-and-development/global-ready-talent/internship-programme>

### Phase 1

SMEs will need to be an approved member of [ESG GRT Programme](#) at least 4 weeks before internship starts. Below are the steps usually involved in Phase 1.



**Phase 2**

SMEs will need to submit an internship job posting at the [ESG GRT Portal](#) to be approved by the relevant TAC and EnterpriseSG. The internship job posting will require at least 7 working days for approval. Below are the steps usually involved in Phase 2.



**Phase 3**

Upon approval of job posting in the EnterpriseSG Portal, the SMEs can then apply for the funding through the [Portal](#) using the confirmed Placement Email or Letter from SP, which requires another 7 working days for approval.

Overall, SMEs will need to start the funding support application **at least 14 working days** from Phase 2 before internship starts.

Once internship has started, SMEs will not be qualified to apply for ESG GRT Grant.



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**43. My company is worried on the payment of the internship allowance of \$800 per month per student intern if we are unable to obtain the ESG GRT grant. Can we lower the allowance?**

Yes, it is possible to lower the allowance to the baseline allowance. However, this is subjected to the school’s approval and also the student(s) assigned to your company.

If the school rejects or the student(s) does not accept the lowering of the allowance, please make a fast decision as to allow the internship allowance to remain as it is or to withdraw from the Internship Programme.

Please understand that there is no student replacement should the student be not willing to accept the lower allowance.

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44. What if my company actually got a foreign student for a particular internship job posting and not a local student, can we lower the allowance? What if there are a few students assigned to this internship job posting and only 1 or 2 student interns are foreign students while the rest are local students?

We strongly encourage that the companies maintain the same internship allowance for local and foreign students, as well as to maintain the same internship allowance across the different IHLs, in order to avoid unnecessary confusion and displeasure among the student interns.

Please understand that there is no student replacement should the company decide to reject the foreign students.

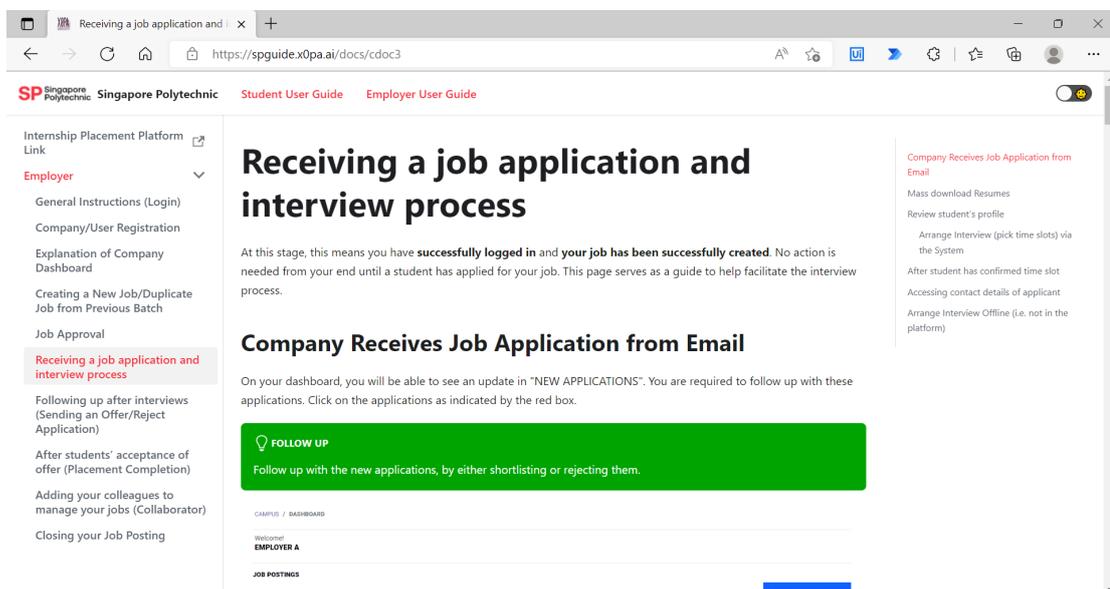
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## Internship Job Posting – Selection of Interns for Interviews

### 45. I have received student applications for my internship posting. What should I do next? How do I select or reject them?

Congratulations! That would mean there are students keen on your internship posting. You may do a review of their CV or profile and assess who to shortlist or reject. You can further arrange interview time slots within the Internship Placement System (IPS) and then accept and make offer to student, or to reject the student.

You may refer to the user guide at <https://spguide.x0pa.ai/> and follow the steps listed there.



*Screenshot of company user guide on reviewing student applicant for an internship posting.*

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### 46. I have accidentally shortlisted or rejected the wrong student. How do I undo this?

If you have accidentally shortlisted or rejected a student for interview and the company wants to reverse this action, then please contact either the Senior Liaison Officer of the diploma course listed in our website at <https://www.sp.edu.sg/industry/internship> or email the Internship Admin Team at [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg), and provide us with the name and job ID of the internship posting and the student name and student admission number in question, so that we would then be able to reverse this.

Once reversed, the internship posting will be updated and the student will be informed.

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#### 47. I recall my internship posting has a few student applications. I'm still deliberating which student(s) to shortlist or reject, but all of a sudden, the student(s) are gone from my posting. What happened?

The reason that the students “disappeared” from your internship postings is that the system has timed out on the student applications. At every stage of the internship process, the companies are given 10 days to take action from their last action. Example, you are given 10 days from the day that the student submitted their application to that particular internship posting to either shortlist or reject the student.

An email reminder notification will be sent to you and when it reaches you, please login to the Internship Placement System (IPS) to take the necessary action before it times out.

After timeout and you would like to retain some of the student applications, please do let the Senior Liaison Officer of the diploma course listed in our website at <https://www.sp.edu.sg/industry/internship> or email the Internship Admin Team at [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg), and provide us with the name and job ID of the internship posting and the student name and student admission number who you would like to retain, so that we can attempt a reversal and put back the student application.

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#### 48. Do I really need to set an interview date and time in the Internship Placement System (IPS)? Does it mean the interview is done through the system? Can I do it offline from the system?

It is not compulsory to arrange an interview date and timeslot in the Internship Placement System (IPS). If you do so, the system will assist to send notifications to students to select timeslot and inform you of the selected timeslots such that it eases you from taking the time to do the arrangement yourself.

When the interview timeslot is arranged through the system, it does not imply that the interview is conducted using the system. There is no video conferencing within the system. When arranging the interview timeslot through the system, it implies that you may indicate the date and time, interview location and if it is an online interview, you can indicate the interview link under the comments.

Alternatively, you may choose to arrange the interview offline and contact the student directly to arrange interview.

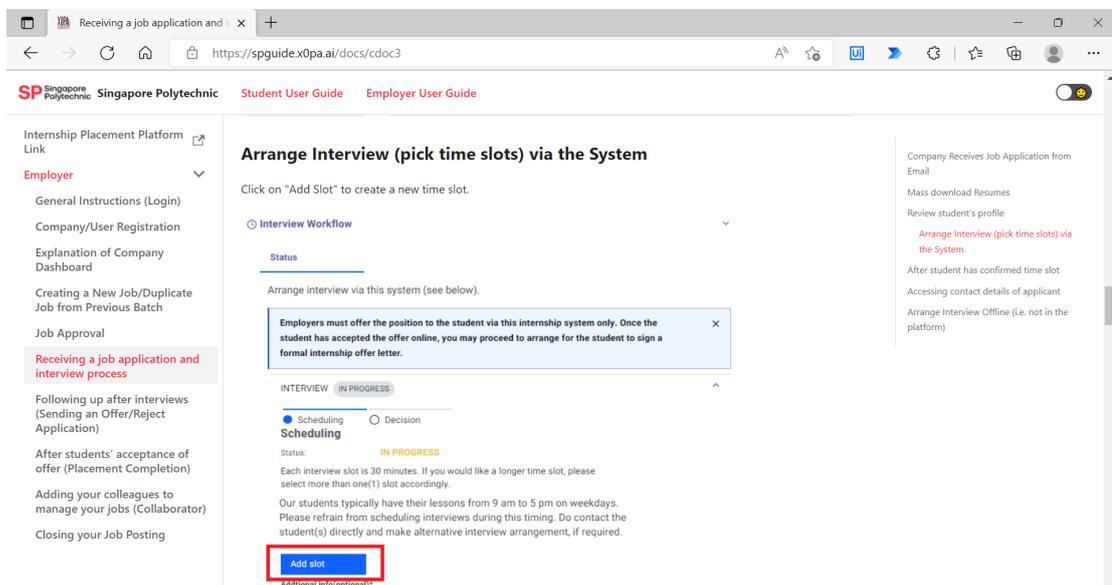
With regards to the interview timeslot, please take note that the student may be attending classes during term time. They are generally free from classes on Wednesday and Friday afternoon. You may arrange other timeslots in the week during their term break which is generally the month of June and December.

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#### 49. How do I set the interview date and time in the Internship Placement System (IPS)? I have accidentally set the wrong date and time.

You may refer to the user guide at <https://spguide.x0pa.ai/> under section “Receiving a job application and interview process”. Please follow the user guide to delete any timeslot that is not required.

If the student has already selected the timeslot and you need to change the timeslot date and/or time, then you would need to contact the student directly especially when the confirmed timeslot to change is happening within the next 48 hours. We apologise that the current system is not able to handle the change in confirmed timeslot.



*Screenshot of company user guide on arranging interview timeslots.*

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#### 50. My company has our own internship/career portal and my management wants the students to apply in our portal. I have done the internship posting in the Internship Placement System (IPS), so can I leave it as that and use my company's portal?

We understand the company's requirement to use your own portal. However, as the portal is not open to SP, we are not in the know of the current status of the student's internship application. We would like to seek the company's understanding to still put in the internship posting(s) in our Internship Placement System and we can collaborate such that the internship placement process would appear in both your company's portal and in our system.

An example of the list of possible steps between the company's portal and our system:

- i. Company to submit internship postings in our IPS system
- ii. Students to choose and apply for the internship postings
- iii. Company can shortlist the students and request the students to apply at the company's portal
- iv. Company can then choose to arrange interview timeslots within the system or arrange the timeslots offline, outside of the system
- v. Once interviews are done, company to indicate in our system to accept or reject the students

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## 51. I have interviewed or shortlisted the student(s) and I have decided to make an offer to the student(s). How do I do so?

You may refer to the user guide at <https://spguide.x0pa.ai/> under section "Following up after interviews". Please follow the user guide to accept or reject any of the shortlisted students.

If you have accidentally made an offer to or rejected the wrong student, please do let the Senior Liaison Officer of the diploma course listed in our website at <https://www.sp.edu.sg/industry/internship> or email the Internship Admin Team at [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg), and provide us with the name and job ID of the internship posting and the student name and student admission number who you would like to reverse the action, so that we can attempt a reversal.

The screenshot shows the 'Following up after interviews (Sending an Offer/Reject Application)' section of the Employer User Guide. The main heading is 'Following up after interviews (Sending an Offer/Reject Application)'. Below this, it states 'After interview has happened' and provides instructions: 'After interview, you are required to offer/reject the interviewed candidate via the platform. On the main dashboard, click on the number above "SHORTLISTED" as indicated by the red box above.'

The dashboard includes a 'JOB POSTINGS' section with the following data:

TOTAL JOB POSTINGS	2	ACTIVE JOB POSTINGS	0	ACTIVE SHARED JOB POSTINGS	0	POSITION FILLED	0
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The 'Candidates' section shows the following data:

TOTAL APPLICATIONS	1	NEW APPLICATIONS	0	FAVORITES	0	SHORTLISTED	1
COMPLETED INTERVIEWS	0	OFFERED	0	HIRED	0	REJECTED	0

The 'SHORTLISTED' count of 1 is highlighted with a red box. A 'Create a New Job' button is visible in the top right corner of the dashboard.

*Screenshot of company user guide on actions to take after interviews.*

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## Internship Job Posting – Making Offers to Interns

### 52. I have interviewed the students and I would like to accept them as interns. Is this confirmed? Do I have to do anything next?

Firstly, we thank the company for accepting our students for internship. The next step is actually to make an offer to our students in the Internship Placement System (IPS). Shortlisting the students for interview is not equivalent to a confirmation of the internship placement.

You may refer to the user guide at <https://spguide.x0pa.ai/> under section “Following up after interviews”. Please follow the user guide to accept or reject any of the shortlisted students.

The steps are:

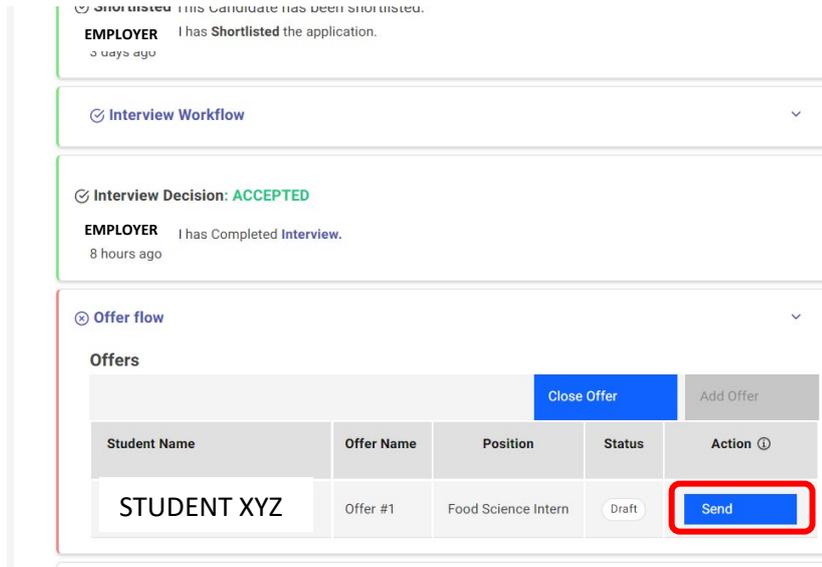
- Proceed to the intend internship posting
- Click the number on the **Applications** or **Shortlisted**

The screenshot shows the top navigation bar with options: Dashboard, Browse, Status, Offers, Admin, Analytics, My Profile, Notifications, Communication, and User Guide. Below the navigation, the breadcrumb trail reads: Singapore Polytechnic | CAMPUS / JOBS / JOB DETAILS. A green notification bar states: "This job posting has been approved by SP." The main content area displays the job details for "Food Science Intern" (Requisition ID: 7244). It includes tags for "MICROSOFT OFFICE", "R&D", and "PRODUCT DEVELOPMENT". A summary of statistics is shown: 2 Applications, 2 Shortlisted, 1 Rejected, and 0 Hired. The "Applications" and "Shortlisted" buttons are highlighted with red boxes. Other details include "No. of Requested Vacancies: 1" and "Company Name: SINGAPORE COMPANY XYZ". An "Edit Job" button is also visible.

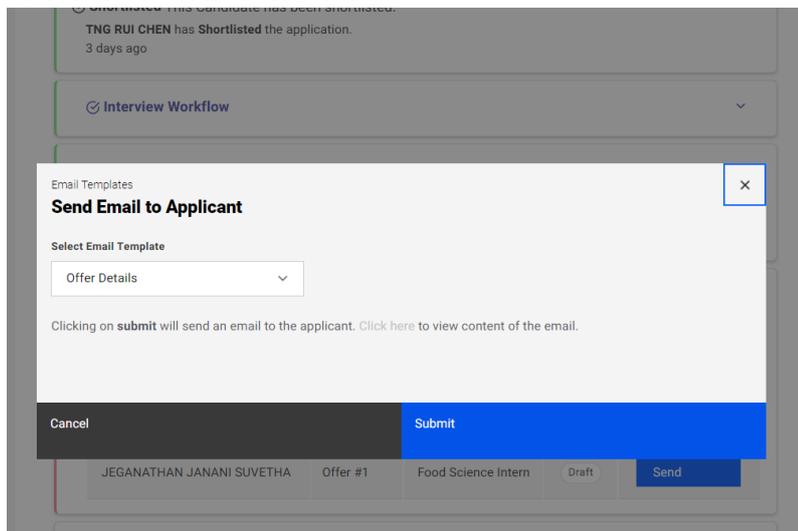
- Select the student from the list
- Under the student applicant information, select the **Interview Status** or the **Offer Info**.
- Click “Add Offer” button

The screenshot shows the "Offer flow" section of the system. It contains several panels: "Shortlisted" (This Candidate has been shortlisted. EMPLOYER has Shortlisted the application. 3 days ago), "Interview Workflow", "Interview Decision: ACCEPTED" (EMPLOYER has Completed Interview. 5 hours ago), and "Offer flow" (Offers). The "Offer flow" panel is highlighted with a red border and contains the text "Would you like to send an offer?" and a blue "Add Offer" button, which is also highlighted with a red box. Below this is a "Hiring Decision" panel.

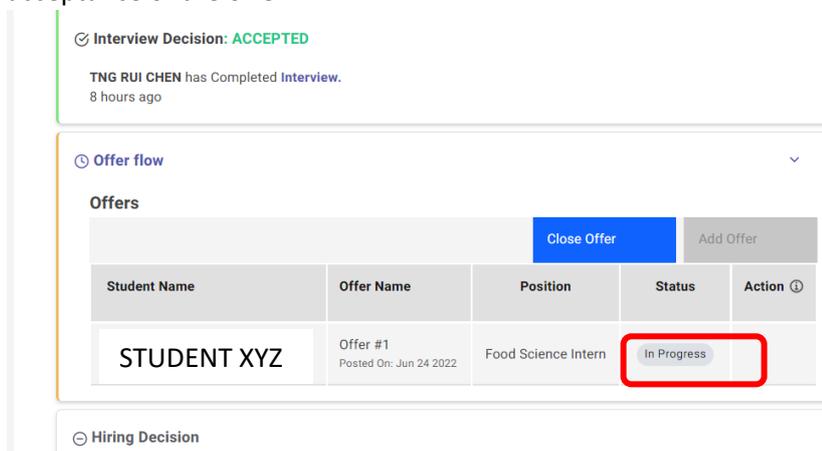
- Click "Send" button



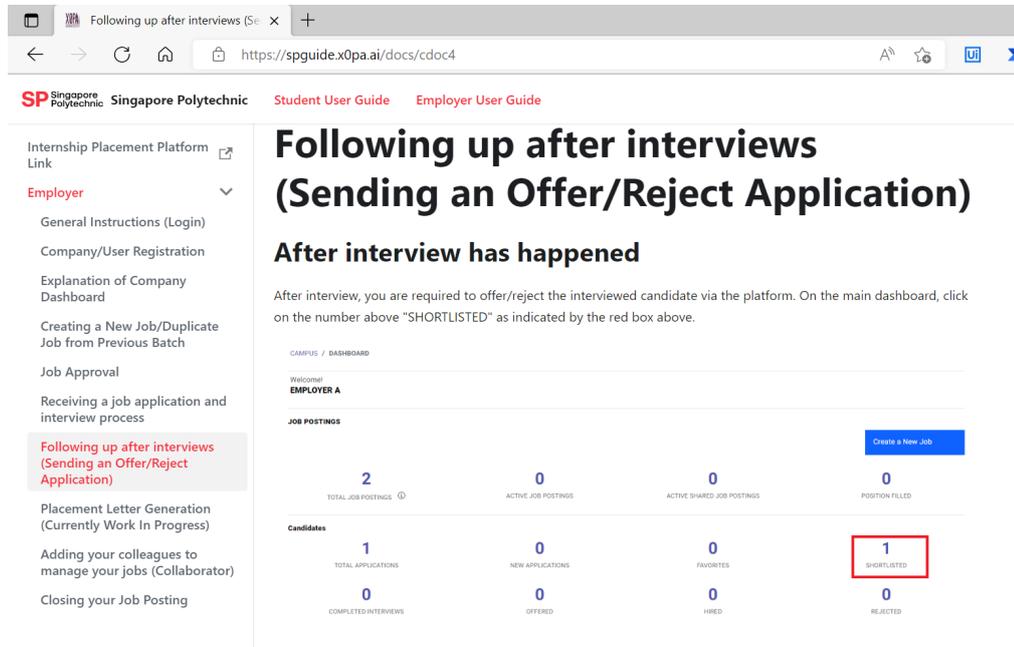
- Select "Offer Details" and click "Submit" button



- Status of the offer would then be updated to show "In progress", awaiting student's acceptance of the offer.



If you have accidentally made an offer to or rejected the wrong student, please do let the Senior Liaison Officer of the diploma course listed in our website at <https://www.sp.edu.sg/industry/internship> or email the Internship Admin Team at [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg), and provide us with the name and job ID of the internship posting and the student name and student admission number who you would like to reverse the action, so that we can attempt a reversal.



*Screenshot of company user guide on following up after interviews.*

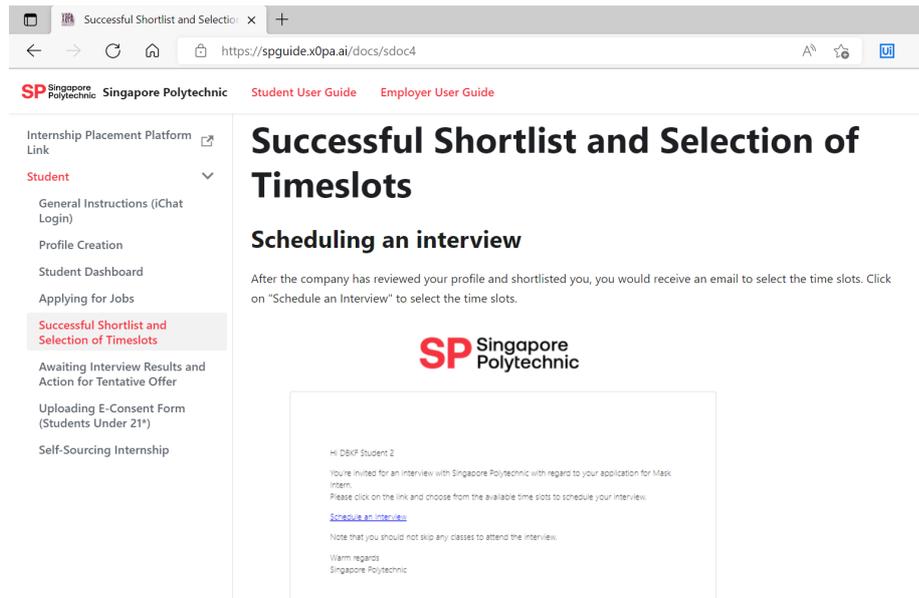
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**53. I have interviewed the students and I would like to make offers to the students but I can't seem to do so in the system, there is no make offer or reject button to click. Why?**

After setting up the interview date and timeslot(s) in the Internship Placement System (IPS), the student should select the timeslot to click and accept. You are unable to find the make offer or reject button under the Decision flow is because the student did not select the timeslot to click and accept.

Please do let us know the name and student admin. number of the student so that we can remind the student to do the needful in the system. Alternatively, you may also contact the student directly to remind the student to select the timeslot for interview.

The student may refer to the user guide <https://spguide.x0pa.ai/> on the timeslot selection.



*Screenshot of student user guide on selection of date and timeslot for interview.*

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#### 54. I have interviewed the students and I would like to make offers to all of the students but the system auto-rejected some of the students. Why?

We thank the company for making offers to our students for internship. As the system allowed more students to go for interviews than the number of approved vacancies from school, hence the company is unable to make offers to more than the number of approved vacancies.

Example, if the number of approved vacancies is 2 and there are 4 students applied to the posting, the company can only make offers to 2 students and should they accept the offer, then the other 2 students will be auto-rejected in the system.

We seek your understanding that we have many industry partners and we do need to consider the internship requirements of other industry partners too.

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#### 55. I have interviewed the students and I would like to make offers to all of the students outside of the system. Why should I go into the system to make an offer?

We seek your understanding that our students are applying for more than 1 company at a time and may have received more than 1 internship offer. Should companies decide to make offers to students outside of the system, there is a potential issue that the students may accidentally accept more than 1 offer and this may cause confusion to the “confirmed” companies.

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## 56. I have made the offers in the system. When will I get the official Placement Letters?

The Placement Letters shall be self-generated in the Internship Placement System (IPS). There shall be a Print Letter button or similar in the system for you to click and download the letter.

However, please note that this feature is still under construction in the system and shall be available at end of June 2022.

For now, if the company has intention to apply for the EnterpriseSG grant, please proceed with the Phase 1 and 2 of the grant applications. They can be done without the Placement Letter. Please refer to the section [Internship Job Posting – Grant Queries](#).

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## 57. I have accidentally made offers to too many students and they are all assigned to my company. Can I reject them?

Once you have made offers to students in the Internship Placement System (IPS) and the students have accepted your offer, upon approval by the school's Senior Liaison Officer, the IPS would then assign the students to your company. If the company suddenly decides that there are too many students assigned, please login to the Internship Placement System (IPS) to take action 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 done a few days prior to the 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.

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## 58. I have scheduled interviews with students in the Internship Placement System (IPS) and have conducted so with them. How may I proceed with providing offers or rejecting the students?

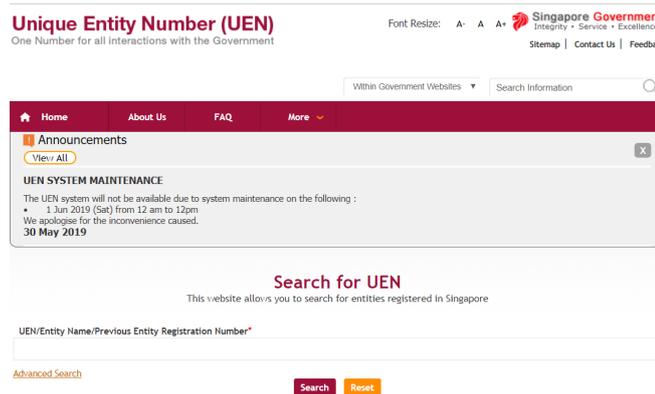
Students must have first accepted the interview invite in the system upon being contacted by the respective companies. If such does not happen, companies will not be able to progress to the next step of providing offers or rejecting the students.

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## Technical Issues

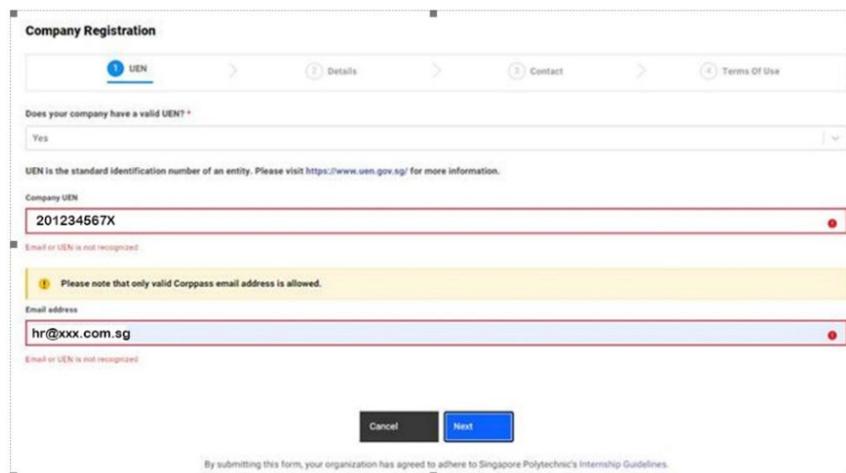
59. I have a valid company UEN number and I'm trying to register my company. However, I get an error that either the UEN or the email address is not recognised. Why?

You may find the correct UEN number by visiting URL, <https://www.uen.gov.sg> and fill in the company name to search.



*Screenshot of government UEN website*

If the UEN is correct, then it could be that the **email address entered is not a recognised email address attached to any CorpPass account**. As the CorpPass account is assigned to a particular staff in the company, hence the email address used should belong to that particular staff and not a general inbox email address. Example, based on below screenshot, the UEN number is correct but the email address registered should be [tan.huihui@xxx.com.sg](mailto:tan.huihui@xxx.com.sg) and not [hr@xxx.com.sg](mailto:hr@xxx.com.sg).



*Screenshot of the company registration page displaying the error*

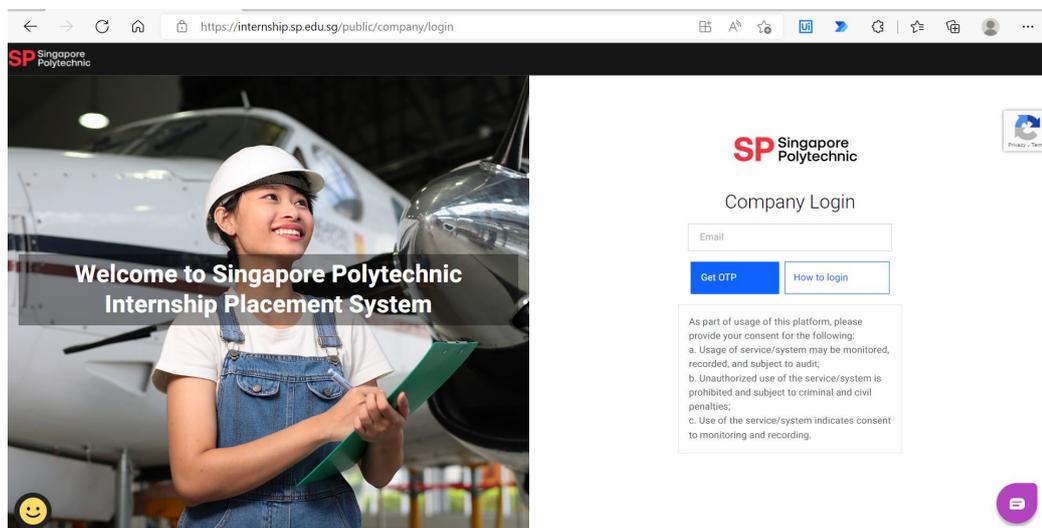
In order to proceed to the next page of the Company Registration, please enter a valid recognised email address that is tagged to a CorpPass account. You may check with your company personnel holding onto the CorpPass Administrator account to confirm if you have a CorpPass account. If you do not have, please request your CorpPass Administrator to provide you with a CorpPass account.

If still unable to proceed despite the correct UEN and valid email address, please send a screenshot of the error page and send it to [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg).

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60. I have a CorpPass account and has already registered on the SP Internship Placement System (IPS). However, when I tried to login using OTP, the error message displayed that the OTP was not recognised. I tried a few times but I keep getting the same error message. What is wrong and how do I login then?

This is a known issue and our system developer team is already looking into this. After clicking the “Get OTP” button, wait for the OTP email to come in and enter the OTP into the system. If the error message says that your OTP is wrong or invalid, please try refreshing the webpage. Once refreshed, you should be able to access the IPS and the dashboard is displayed.



*Screenshot of the login webpage of the SP Internship Placement System (IPS) to refresh*

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## 61. I think I have submitted my internship job postings. Why am I receiving so many email notifications from the SP Internship Placement System (IPS)?

You are receiving the email notifications due to either 1 of the following reasons:

- Approval or rejection of internship job posting by school
- Application of student(s) for your internship job posting
- Arrangement of interview time slots
- Selection of student(s) to offer for your internship job posting

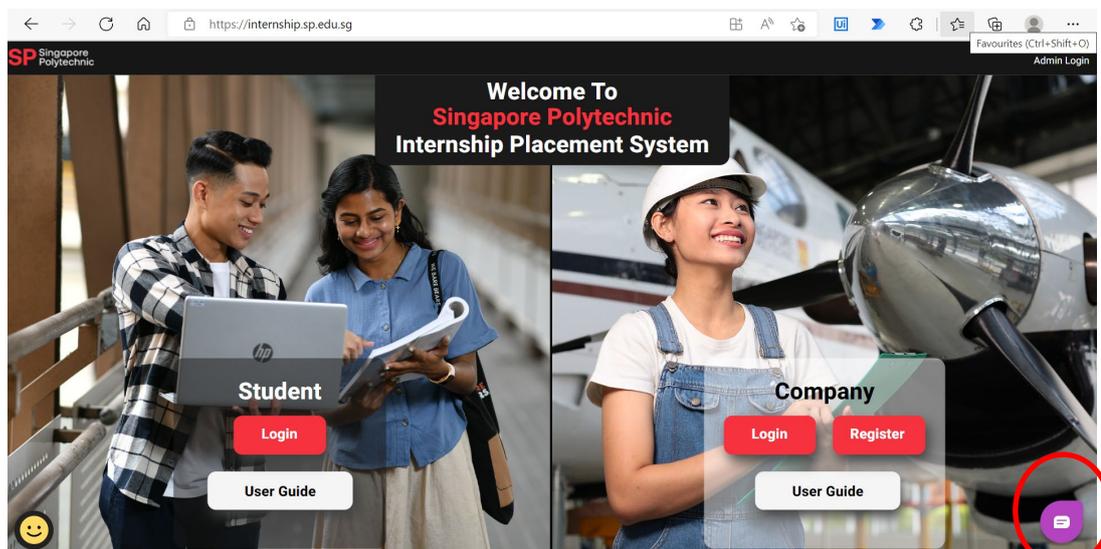
Companies are generally given a **time limit of 7 to 10 days** to take action in the SP Internship Placement System (IPS). Once it is timed out, the IPS would assist to reject the student(s) on behalf of the company as the student(s) need to urgently seek a confirmed internship placement preferably one month before internship starts.

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## 62. While filling up the internship job posting, if I encounter a question or an error, who do I approach?

You may refer to the **FAQ** listed here, the **company user guide** at <https://spguide.x0pa.ai/> for more information, or to use the **ChatBot** that is found on every webpage in the SP Internship Placement System (IPS).

You may also contact our general hotline number during office hours at **6870 6020** or email us at [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg).



Screenshot of the highlighted ChatBot in the SP Internship Placement System (IPS)

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### 63. I was half-way filling up the internship posting but the system automatically log me out. I have lost all that I was typing. How can I prevent the auto logout?

We apologise that the auto-logout is not a good experience. We have extended the window time for idleness to be 45 minutes.

While filling up the internship posting, please occasionally move the mouse and click into a field once in a while, within the 45 minutes, to extend the time session so that the system will not do any auto-logout.

If you have already done so and the system still do auto-logout, please do feedback to us at our general hotline number during office hours at **6870 6020** or email us at [industry\\_and\\_partnerships@sp.edu.sg](mailto:industry_and_partnerships@sp.edu.sg).

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### 64. May I use my mobile devices to access the SP Internship Placement System?

Yes, you may use your mobile devices to access the SP Internship Placement System (IPS). However, due to the screen resolution of your mobile devices, you may not be able to view all the features of IPS fully and may not have a good usage experience.

You may use your mobile devices to do checking of the dashboard and statuses of parts of the internship placement process such as viewing of student applications, selecting the students for interview, making an offer to the students to accept for internship. You would then be able to conveniently access the IPS to check these statuses on the go.

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### 65. I am working in the government statutory board or ministry too. Do I need to use the designated air-gap terminal to access the SP Internship Placement System?

No, you **do not need to use the designated air-gap terminal** to access the SP Internship Placement System (IPS). You may use any computer, laptops, or your mobile devices with a good internet connection to access the IPS. Please note that you will still require a **CorpPass** account to login to access the IPS.

Please refer to the CorpPass user guide at <https://www.corppass.gov.sg/corppass/common/userguides>. Registration for CorpPass account is free but it can only be done by authorised personnel in your statutory board or ministry. CorpPass accounts can be issued to local entities (i.e. companies, organizations, associations, institutions) with a registered UEN number as well as foreign companies.

If you are **unsure of who is the CorpPass Administrator in your statutory board or ministry**, please find out from this link:

<https://www.corppass.gov.sg/corppass/enquirecp/enquire/singpassauth>

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## 66. What is/are the preferred browser(s) to use for the SP Internship Placement System (IPS)?

**Google Chrome, Mozilla Firefox, Microsoft Edge** are the more preferred browsers. Internet Explorer and Safari are not well supported for the SP Internship Placement System (IPS).

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## 67. I am unable to log into the Internship Placement System (IPS). What should I do next?

You may follow the steps below on the troubleshooting procedures.

- 1) Switch to google chrome if you had used another web application (e.g., Microsoft edge, Safari) to log in.
- 2) Clear cache, as well as all browsing histories and cookies
- 3) Use a different wi-fi connection if possible
- 4) Turn off all company VPNs (Virtual Private Networks) if possible. Google chrome is the recommended browser. Incognito in Google Chrome. Microsoft Edge's in private window.
- 5) Switch to another device if the above troubleshooting procedures still do not work.
- 6) Provide us with screenshots regarding to the errors/problems faced so that we may assist you appropriately.

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## 68. Errors have been commonly encountered when handling information for self-sourced companies. Why do these happen?

Very often, errors have resulted due to bugs within the Internship Placement System (IPS). These issues will be addressed by our system developers and the errors will normally be rectified once the self-sourced job forms have been completed by the company.

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Last Updated:

Apr 2024