SportSync NREP Renewal Application User Guide

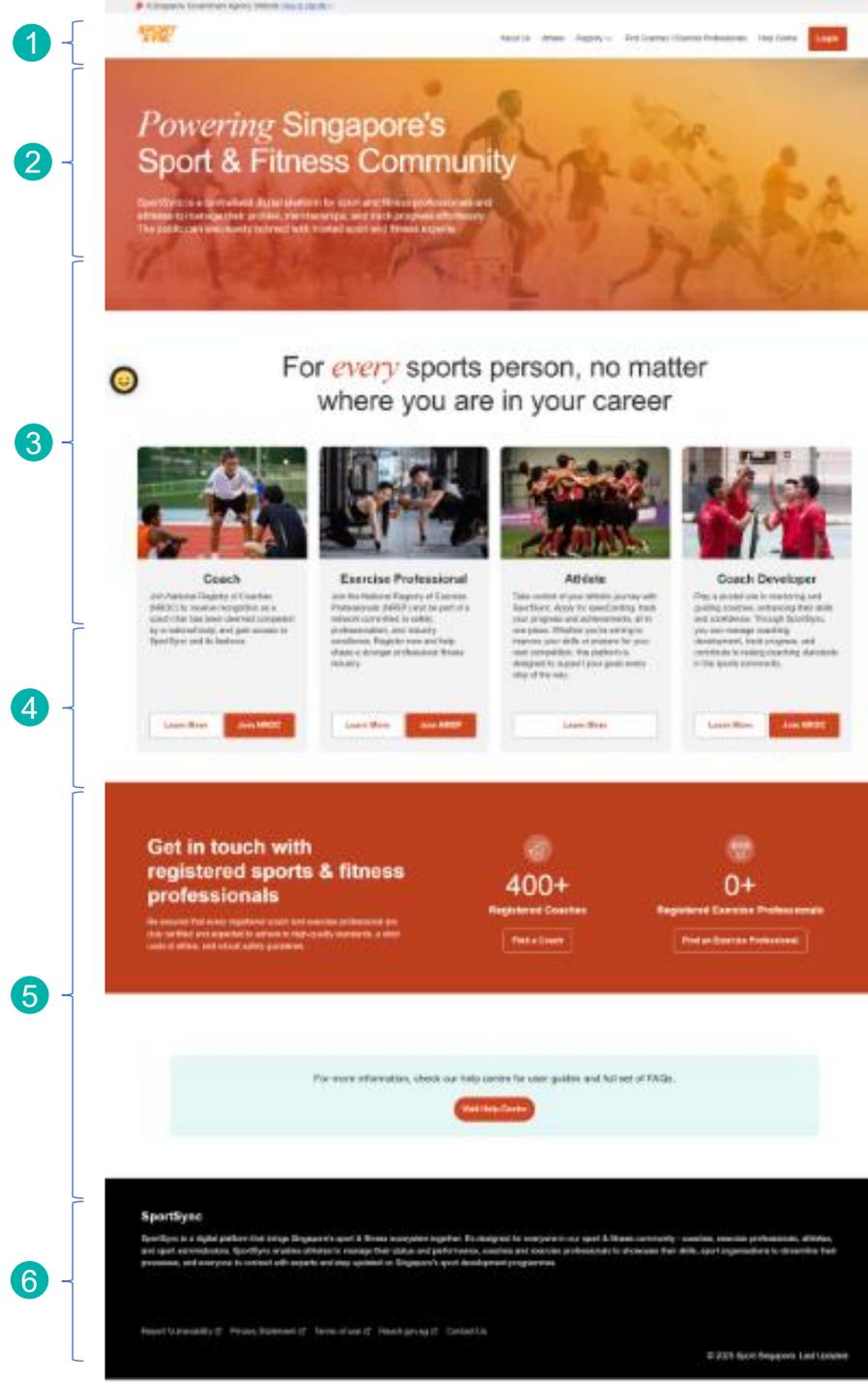**UPDATED 26 November 2025**

Sport SINGAPORE

Contents

General orientation

Desktop view

Every page of the site will contain the following components:

- Global navigation bar
- Various content folds
- Bottom banner

Please refer to the elaborations on the right for the functions of each component

1 Global Navigation Bar

The global navigation bar serves as a consistent guide across all pages of a website, helping users easily access key sections of the website. It reflects the site's structure to clarify content hierarchy, and encourages deeper engagement by simplifying navigation.

2 Content folds

3
4
5

Content folds on a webpage are visually distinct sections that organize related information, guiding users smoothly through the site's narrative. Each fold focuses on a specific theme—like a hero section, features, testimonials, or FAQs—and is often separated by design elements such as background changes or spacing. This structure helps users digest content easily, keeps the layout clean, and enhances the overall user experience by presenting information in a logical, engaging flow.

6 Bottom banner

The bottom banner of a webpage is the final section users see as they scroll down. It typically includes contact details, site links, legal information like privacy policies, quick navigation options, and copyright notices. Designed to be clean and functional, it wraps up the page while offering useful links and actions without distracting from the main content.

General orientation

Mobile view

The mobile view contains the same components as the desktop view, however in order to accommodate the narrower real estate of a browser on your mobile device, these same components will be loaded in a more simplified and compact interface to allow for quick, touch-friendly access. Please see how these sections appear in mobile view in contrast to the desktop view on the right.
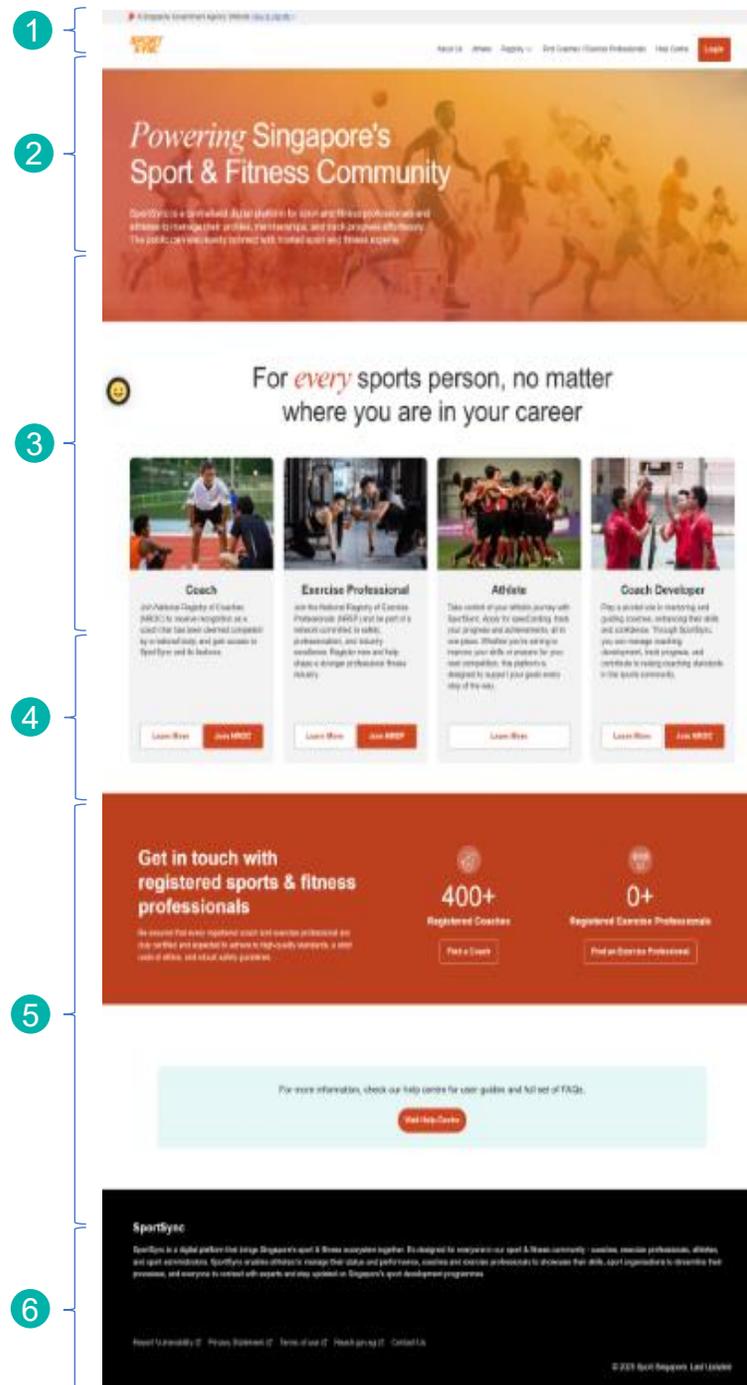
1 Global Navigation Bar

In the desktop view all website sections are fully visible as individual buttons that users can already click and/or hover over to access. In mobile view, these website section buttons are collapsed into a hamburger menu, which will require users to click into first.

2 Content folds
3
4
5

In the desktop view, the contents are loaded to fully utilise the width of screen real estate that is available. In mobile view, the content will be now overflow downwards and elongating each fold with no loss of content and/or functionality. A user will simply need to continue to scroll down the mobile webpage as they continue to consume the content and if there are any call to actions the user can still click into those functions identical to that of the desktop view.

6 Bottom banner

In the bottom banner the only difference is the elongation of the fold due to the text wrapping and overflowing to the next line depending on the mobile screen size and resolution.

Clocking in CE Hours

You must clock enough CE hours before you can apply for renewal of membership

1 Blocked from proceeding

If you do not accrue enough CE hours as mandated by the prevailing regulations surrounding membership renewal, the system will block you from proceeding with any renewal applications.

2 Proceed to My Profile

You may proceed back to your profile to proceed to clock in your CE hours.

Clocking in CE Hours

Proceed to your profile to input CE hours

1 Proceed to My Profile

You may proceed back to your profile to proceed to clock in your CE hours.

2 Select the fitness category

CE hours are logged to each membership which is active. Start by selecting the fitness category which you have clocked the CE hours for.

3 Check how much hours to fulfill

You will need to fulfil requirements under two categories. The denominator indicates the minimum hours you are required to clock in and the numerator indicates the actual hours you have clocked in till date for this membership.

4 Click on '+' to add

Under the "Continuing Education (CE) Hours" page fold, click the '+' sign on the top right corner to initiate the adding of new CE hours.

5 Click to delete

Click on the trash button to delete unverified records. Verified records cannot be deleted.

Clocking in CE Hours

On click of the (+) button, the following modal with appear

1 Fill in all mandatory fields

Ensure all mandatory fields are populated.

2 Select the fitness category

The fitness category associated with the selected membership will be automatically populated. If the CE hours apply to any other active memberships, select the fitness category to which the CE hours also apply.

3 Upload supporting documents

Supporting documents must be uploaded according the pre-designated upload fields with the details of your supporting documents populated in the corresponding fields.

4 Save

Once you have filled in all your relevant details please click "Save".

Clocking in CE Hours

IMPORTANT: Make sure you select only the NREP-specific values in the popup modal.

1 Select a CE category

Exercise Professionals can select either **Education**, **Practice** or **Self Guided**.

2 Select an Activity Type

- If **Education** is selected as the CE category, Exercise Professional should select only **Events (NREP), Curriculum-based learning (NREP),** or **Publication(s) (NREP)** as the values.

- If **Practice** is selected as the CE category, Exercise Professionals should select only **Classes (NREP)** as the values.

- If **Self Guided** is selected as the CE category, Exercise Professionals can select any of the values within the dropdown list.

Where to begin

Renewal applications can only be initiated from the Memberships page

After logging in:

① Click to renew

You can initiate the pre-applications page from the memberships page only, as renewal are only applicable to memberships that are already existing.

NOTE: The renew button will only work earliest 3 months before the expiry of your existing membership.

Application flow

Step 1: Pre-application page

SPORT SYNC

Dashboard   spexSchemes   Membership   My Profile   Help Centre   Inbox

Apply for Renewal of Membership

1

Registry Type

Exercise Professional (NREP)

2

Sport / Fitness Category

Aqua Fitness

3

Please have a digital copy of the following documents before proceeding:
- Required certificates
- One passport size photo

Note:
This membership is renewable in 3-year blocks.
This application should take about 5 mins to complete.

Please accept the terms and conditions to proceed with the application.

4

Required Certifications

✓ Valid Standard First Aid (SFA) with AED & CPR certification

✓ Understanding Safe Sport as a Coach certification

✓ Basic Exercise Science (BES) Certification or equivalent (required from 1 April 2026 onwards)

✓ Relevant fitness/exercise certification(s)

5 ☐ I have read and accepted the Terms and Conditions

6 Apply for Renewal

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1 **Confirm the registry type**

As this is a renewal, you cannot adjust this field. If it appears to be wrong, you may have selected the wrong membership to renew.

2 **Confirm the sport/fitness category**

As this is a renewal, you cannot adjust this field. If it appears to be wrong, you may have selected the wrong membership to renew.

3 **Confirm the level**

As this is a renewal, you cannot adjust this field. If it appears to be wrong, you may have selected the wrong membership to renew.

4 **Check the requirements**

Requirements may have been updated over the years while you were a member which now requires you to be compliant upon renewal. Do check if that is the case and that you have those requirements fulfilled.

5 **Accept the T&C**

Click on the hyperlink to view the T&C. After which, click on the checkbox to indicate your acceptance.

6 **Start the application**

Click to initiate your renewal application.

Application flow

Step 2: Check and update your details

Application flow

Step 3: Upload profile photo
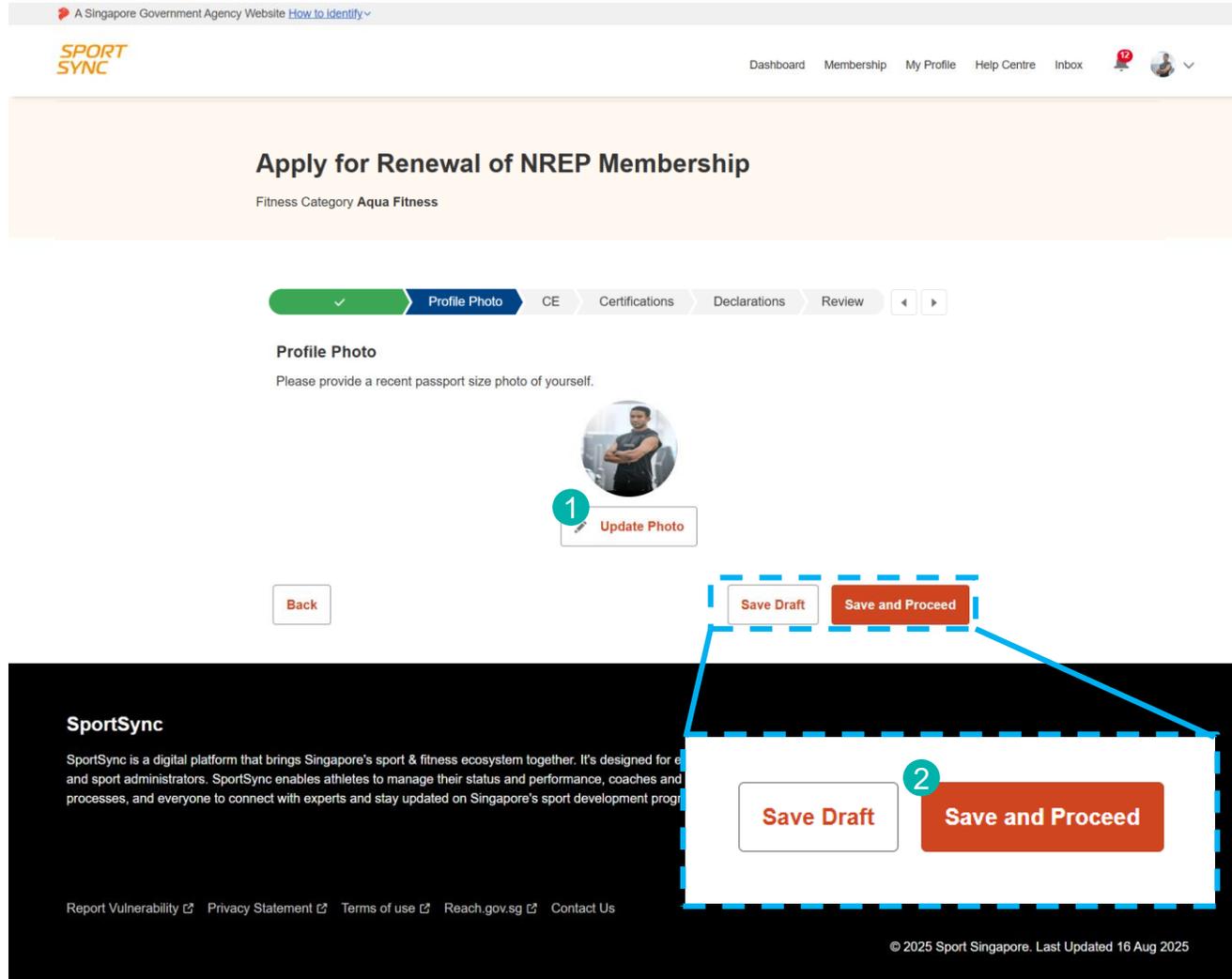
1 **Upload your profile photo**

Your profile photo will be shown on the public registry search page. Please ensure that the photo meets the prevailing requirements of the registry as stated in our T&Cs.

2 **Save and proceed**

Once you have updated all your relevant details please scroll to the bottom of the page and click "Save and Proceed". This saves your latest edits as a draft and loads the next page of the application.

Application flow

Step 4: Confirm that CE hours are accurate

Apply for Renewal of NREP Membership

Fitness Category **Aqua Fitness**

| ✓ | ✓ | CE | Certifications | Declarations | Review | ◄ ► |

①

Continuing Education (CE) Hours

Please verify your CE hours.

| Unverified | **Continuing Education Classroom** | **10 Hours 0 Minutes** |

*CCE/CE Category
Education

*Activity Type
Classroom

*Endorsing Organisation / Personnel
SportSG

*Completion Date
1 Nov 2025

*Attachment

Banana (10).pdf

②

Back

Save Draft

Save and Proceed

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① **Review your CE Hours**

A key factor of your renewal success is that the CE hours that you have submitted are accurate and eligible to be recognised as such. If you notice any errors you will need to procced back to your profile to edit your CE hours before proceeding again.

② **Save and proceed**

Once you have updated all your relevant details please scroll to the bottom of the page and click "Save and Proceed". This saves your latest edits as a draft and loads the next page of the application.

Application flow

Step 5: Review certificates

1 Review your certificates

In most cases, renewals may not necessarily require new certificates if all existing certificates are still valid. However, you may choose to replace certificates that may need updating.

2 Upload certificates

Certificates must be uploaded according the pre-designated upload fields with the details of your certificate populated in the corresponding fields.

3 Save and proceed

Once you have updated all your relevant details please scroll to the bottom of the page and click "Save and Proceed". This saves your latest edits as a draft and loads the next page of the application.

Application flow

Step 6: Answer and accept declaration questions and clauses

1 **Read each statement carefully**

Once you have read and fully understood the statements, click the checkbox to indicate that you fully accept and are aware of the implications of each of the declaration clauses.

2 **Answer each question truthfully**

Read the question carefully and answer each question truthfully, depending on your response you may be prompted to elaborate on the answer you have chosen.

3 **Save and proceed**

Once you have updated all your relevant details please scroll to the bottom of the page and click "Save and Proceed". This saves your latest edits as a draft and loads the next page of the application.

Application flow

Step 7: Review and submit

1 **Review your application carefully**

This is a full summary of all the details and documents you have submitted as part of your application. Read through the summary to review that all information provided is true and accurate to the best of your knowledge.

2 **Submit the application**

Click the button to submit, upon successful submission you will be prompted with a pop-up modal.

Track your applications

Access a historical record of all applications submitted

1 **Click on memberships**

Go to the global navigation bar and click on "Memberships" to view all registry memberships and historical applications

2 **Click on Membership Applications**

Click the button to access a list view of all the historical records of all applications submitted and their corresponding statuses.

Track your applications

View statuses of applications and access details

① View the status

Statuses indicate the stage in which your application is currently in. Some statuses indicate that the administrators are still processing your application, while others indicate that you may need to respond to a query.

② Click on an Application

Click on a particular application to access a view of the details of an application and where queries may be raised.

Track your applications

Respond to queries to the application

SPORT SYNC

Dashboard   spexSchemes   Membership   My Profile   Help Centre   Inbox   4

← Back to Membership Applications

⚠ **Your application is pending payment. Please view payment details below and proceed to make payment by the due date.**

Application
APP-002678

Application Status	Membership Type	Application Type	Sport	Level	Submitted On
Pending Payment	Exercise Professional	Renewal	Aqua Fitness		11/24/2025

Payment Details

Payment Status	Payment Amount	Due Date	
Pending Payment	SGD 30.00	02/12/2025	**③ Make Payment**

> Applicant Details

> Profile Photo

🙂

> Certifications

> Declaration

MY FEED   POST

Sort by:
Most Recent Activity ⌄   🔍 Search this f…   ▼   ↻

Kaoru Yap (SportSG)
Just now
① @JOHN WANEY KLARL (NSA/Athlete) Please check your application.

👍 Like   💬 Comment

Write a comment…   **②**

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① **Read queries raised**

Administrators may raise queries about parts of your application that may require your clarification.

② **Click on comment**

Clicking on the button will allow you to respond to administrators

③ **Make payment**

Once a renewal application is successful, please click here to make payment through the payment gateway.

View your memberships

Memberships can be viewed in one consolidated page

1 Click on memberships

Go to the global navigation bar and click on "Memberships" to view all registry memberships and historical applications

2 View memberships

Each membership is represented by 1 card. Each card will state the registry (NROC/NREP), the sport/fitness category, the level, and the expiry date.

Updating CE hours and resubmitting the renewal application

Proceed to your profile to update CE hours

① Proceed to My Profile

You may proceed back to your profile to proceed to clock in your CCE hours.

② Select the fitness category

Select the fitness category in the renewal application where the CE hour changes need to be made.

③ Click on '+' to add

Under the "Continuing Coach Education (CCE) Hours" page fold, click the '+' sign on the top right corner to initiate the adding of new CCE hours.

④ Resubmit Application

Click on the "Resubmit Application" button to return to the renewal application.

Versioning Control

This is summary of versions that have been updated

Update date	Summary of Changes	Remarks
26 November 2025	First version published on the refreshed portal that went live 15 December 2025	