

SportSync NREP Renewal Application User Guide

UPDATED 26 November 2025

Contents

01	General orientation	Page 3
02	Clocking in CE Hours	Page 5
03	Where to begin	Page 9
04	Application flow	Page 10
05	Track your applications	Page 17
06	View your memberships	Page 20
07	Updating CE hours and resubmitting the renewal application	Page 21
08	Versioning Control	Page 22

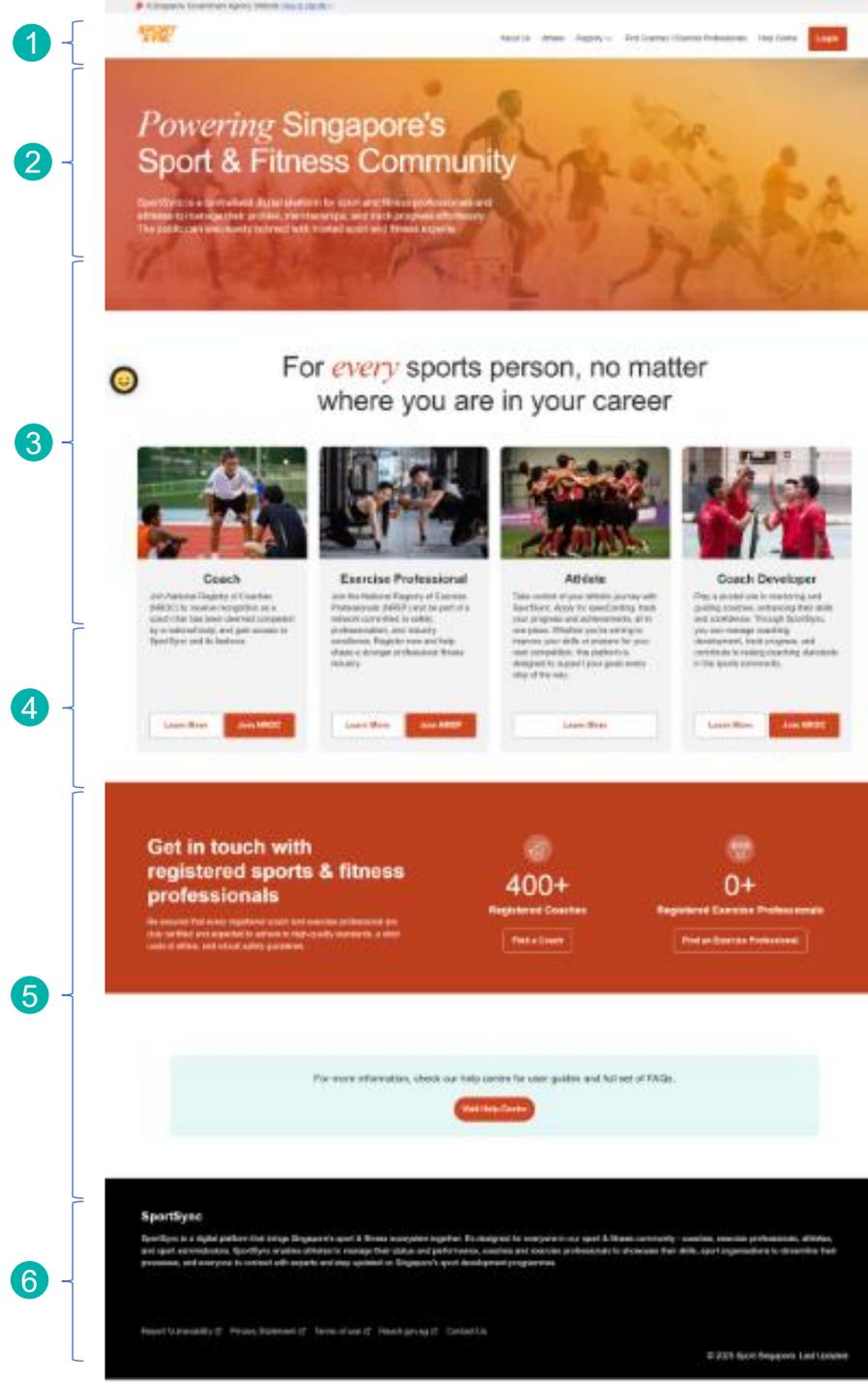
General orientation

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

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.

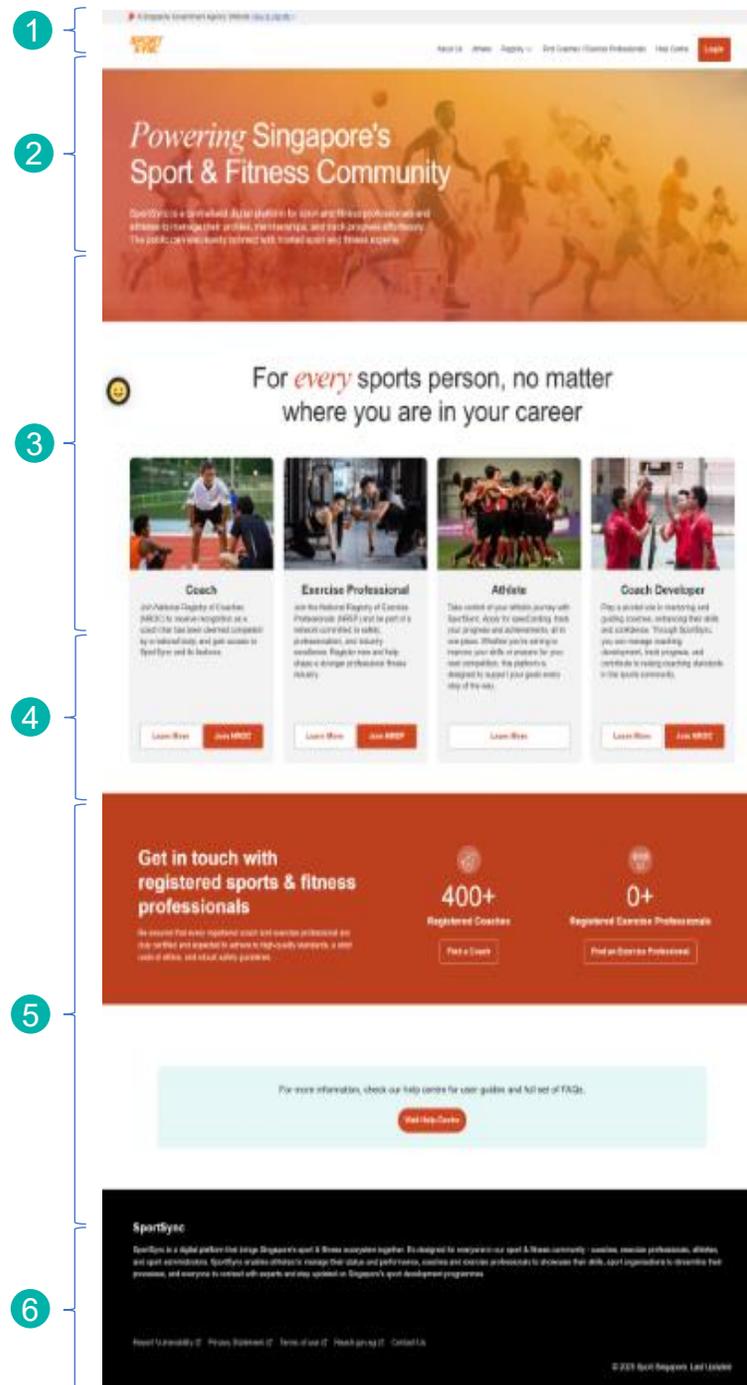
6 Bottom banner

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

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

A Singapore Government Agency Website [How to identify](#) ▾

SPORT SYNC

Dashboard Memberships **2** My Profile Help Centre Inbox

Apply for Renewal of Membership

Sport / Fitness Category: Coach (NROC) Sport/ Fitness Category: Water Polo

1

Unable to Proceed

You cannot proceed because the required Coach Continuous Education (CCE) hours has not been met. **To log hours, navigate to My Profile and select your registered fitness category under the Exercise Professional (NREP) section.** Please fulfil the requirements before applying for renewal.

2 [Proceed to My Profile](#)

I have read and accepted the [Terms and Conditions](#)

Apply for this Coach level

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

A Singapore Government Agency Website [How to Identify](#)

SPORT SYNC Dashboard Membership My Profile Help Centre Inbox

My Profile

General
Exercise Professional (NREP)
Aqua Fitness

Exercise Professional (NREP): Aqua Fitness

Certificates

General

- Active Understanding Safe Sport as a Coach No Expiry
- Active Test sfa Expires on 02 Dec 2025

Sport Specific

- Active SFA test 2 No Expiry
- Active Test BESE certificate 1 No Expiry

Certificate Repository +

Continuing Education (CE) Hours

Current Progress

	Education	Practice	Self Guided
Hours Per Category	10	0	0
Total CE Hours (Current / Required)	10 / 30		

Please note that the Total CE Hours displayed may not exactly match the combined total of Education, Practice, and Self-Guided Learning hours. For more details, please refer [here](#).

Education

- Unverified Continuing Education Classroom 10 Hours 0 Minutes Completed on 01 Nov 2025

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 will appear

1 *CCE/CE Category

Select an Option

*Activity Type

Select an Option

*Activity Name

*Endorsing Organisation / Personnel

*CCE/CE (Hours)

0

*CCE/CE (Minutes)

0

*Applicable Sport / Fitness Category

1 Item(s) Selected

Aqua Fitness x

*Completion Date

*Attachment **3**

Permitted file types: pdf, jpeg, jpg, png
Permitted file size: 3MB

Upload Files Or drop files

Cancel Save **4**

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 to 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.

The screenshot shows the 'Add Continuing Coach Education (CCE) Hours' form. The 'CCE/CE Category' dropdown is set to 'Education' (marked with a red circle 1). The 'Activity Type' dropdown is set to 'Events (NREP)' (marked with a red circle 2). The form includes fields for 'Activity Name', 'CCE/CE (Hours)' (set to 0), and 'Completion Date'. There is an 'Attachment' section with file type and size restrictions (pdf, jpeg, jpg, png; 3MB) and 'Upload Files' and 'Or drop files' buttons. 'Cancel' and 'Save' buttons are at the bottom.

The screenshot shows the 'Add Continuing Coach Education (CCE) Hours' form. The 'CCE/CE Category' dropdown is set to 'Practice' (marked with a red circle 1). The 'Activity Type' dropdown is set to 'Classes (NREP)' (marked with a red circle 2). The form includes fields for 'Activity Name', 'CCE/CE (Hours)' (set to 0), and 'Completion Date'. There is an 'Attachment' section with file type and size restrictions (pdf, jpeg, jpg, png; 3MB) and 'Upload Files' and 'Or drop files' buttons. 'Cancel' and 'Save' buttons are at the bottom.

The screenshot shows the 'Add Continuing Coach Education (CCE) Hours' form. The 'CCE/CE Category' dropdown is set to 'Self Guided' (marked with a red circle 1). The 'Activity Type' dropdown is set to 'Self-directed learning with verifiable assessment (NREP)' (marked with a red circle 2). The form includes fields for 'Activity Name', 'CCE/CE (Hours)' (set to 0), and 'Completion Date'. There is an 'Attachment' section with file type and size restrictions (pdf, jpeg, jpg, png; 3MB) and 'Upload Files' and 'Or drop files' buttons. 'Cancel' and 'Save' buttons are at the bottom.

Where to begin

Renewal applications can only be initiated from the Memberships page

After logging in:

The screenshot shows the SportSync Memberships page. At the top, there is a navigation bar with 'Dashboard', 'Membership', 'My Profile', 'Help Centre', 'Inbox', and a user profile icon. The main heading is 'Memberships' with a '+ New Membership' button. Below this, there are two membership cards. The first card is for 'Aqua Fitness' with a start date of 24-11-2025 and an expiry date of 31-12-2025. The second card is for 'Strength & Conditioning' with a start date of 29-7-2025 and an expiry date of 29-7-2026. Both cards have a 'Renew' button. A dashed blue box highlights the 'Renew' button on the first card, and a blue arrow points to it from a larger dashed blue box at the bottom of the page. The bottom of the page features a dark banner with the SportSync logo and a description of the platform, along with a copyright notice: '© 2025 Sport Singapore. Last Updated 03 Mar 2025'.

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

A Singapore Government Agency Website [How to identify](#)

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

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

A Singapore Government Agency Website [How to identify](#)

SPORT SYNC Dashboard Membership My Profile Help Centre Inbox

Apply for Renewal of NREP Membership

Fitness Category **Aqua Fitness**

Applicant Details Profile Photo CE Certifications Declarations Review

Please verify your personal particulars and contact details.

1 Personal Particulars [Edit](#)

Full Name Test Banana Tan	Gender
Identification Type NRIC	Identification Number S0000001
Birth Date	Age
Nationality	Race
Marital Status Married	Residential Status
Pass Type	Pass Expiry Date
Pass Status	Employment Sector
Employer Organisation	Job Title

Contact Details [Edit](#)

Mobile Number 87177211	Email tan@yahoo.com
Registered Address	Correspondence Address same as Registered Address <input type="checkbox"/>
Correspondence Address	

[Save Draft](#) [Save and Proceed](#)

1 Update your personal particulars

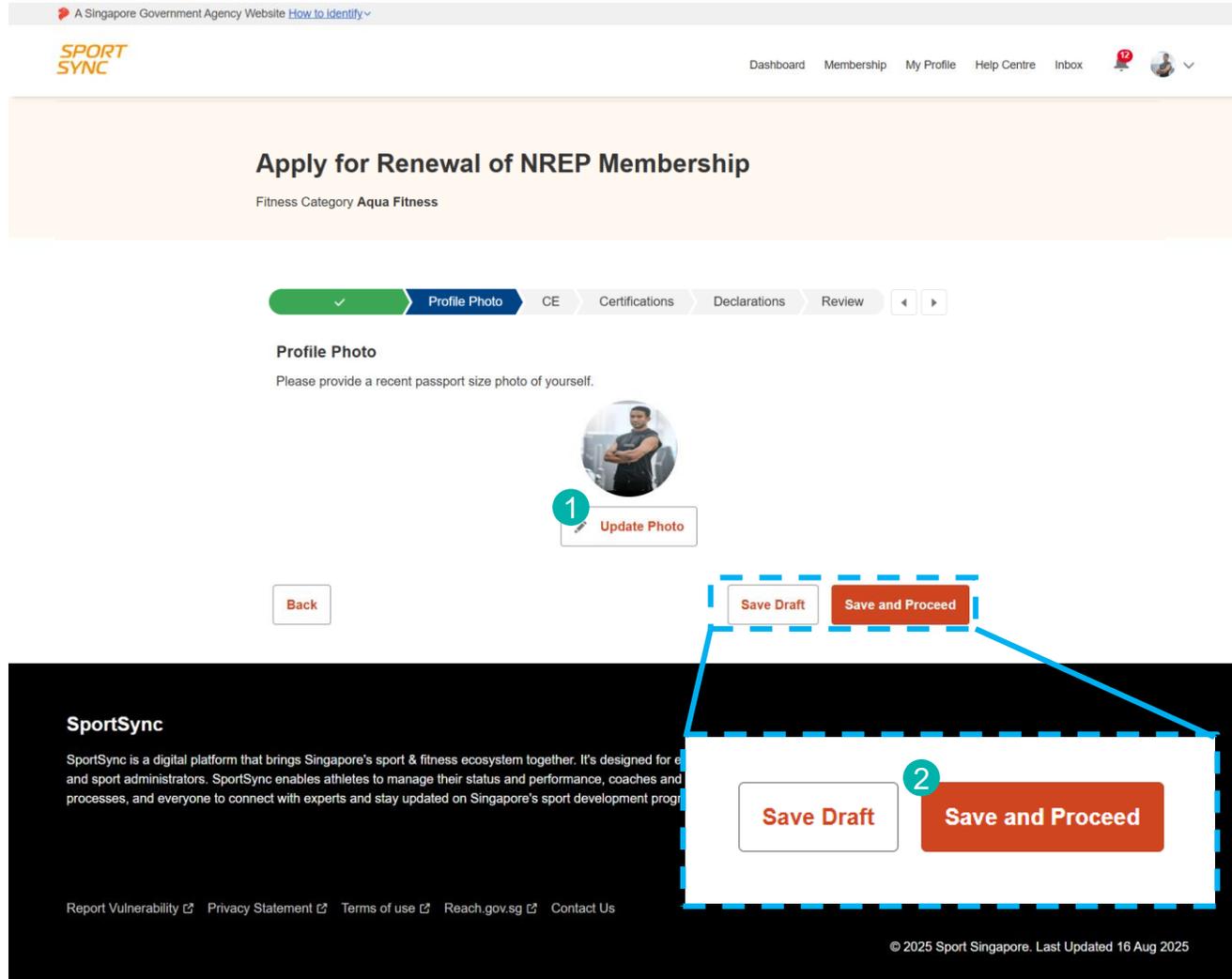
Your personal particulars will be extracted from singpass. Some of these details cannot be edited. However, for contact details such as mobile and email, if you may choose to update if you wish to.

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 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	*Activity Type
Education	Classroom
*Endorsing Organisation / Personnel	*Completion Date
SportSG	1 Nov 2025
*Attachment	
	

2

[Back](#) [Save Draft](#) [Save and Proceed](#)

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 proceed 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

A Singapore Government Agency Website [How to identify](#)

SPORT SYNC Dashboard Membership My Profile Help Centre Inbox

Apply for Renewal of NREP Membership

Fitness Category Aqua Fitness

✓ ✓ ✓ **Certifications** Declarations Review

Certifications

1 You will be required to submit 2 categories of certifications for:

- General
- Theory & Technical

Certification Category: General

2 **Standard First Aid** [Replace](#)

Valid Standard First Aid (SFA) with AED & CPR certification (from Singapore Resuscitation and First Aid Council accredited training centres)

* Certification Name: Standard First Aid * Issuing Organisation: Sport Singapore

Certification Number: * Issuing Country: SINGAPORE

* Completion Date: Aug 25, 2025 * Expiry Date: Aug 27, 2027

* Attachment: cert image.jpg

2 **Understanding Safe Sport as a Coach** [Replace](#)

Understanding Safe Sport as a Coach certification

* Certification Name: Understanding Safe Sport as a Coach * Issuing Organisation: Sport Singapore (SportSG)

Certification Number: * Issuing Country: SINGAPORE

* Completion Date: Aug 25, 2025 Expiry Date: No Expiry Date

* Attachment: cert image.jpg

[Back](#) [Save Draft](#) [Save and Proceed](#)

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 to 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

A Singapore Government Agency Website [How to identify](#)

SPORT SYNC Dashboard Membership My Profile Help Centre Inbox 

Apply for Renewal of NREP Membership

Fitness Category Aqua Fitness

Progress bar: 6 steps, all completed (indicated by checkmarks)

Declaration

Please answer the following questions truthfully and to the best of your knowledge.

1 *Have you ever been, or are you currently, under investigation by the police in Singapore or any other country?

Yes
 No

2 I hereby declare that I have read and understood and agree to the [Coach's Code of Ethics](#) which consists of following principles:

- Respect for individuals
- Responsible coaching
- Integrity in actions

3

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 Application Details
Please ensure that all the information is correct before submitting your application.

Overview
Sport / Fitness Category: Water Polo
Coach Level: Coach

Contact Details
Mobile Number: [Field]
Email: [Field]
Registered Address: [Field]
Correspondence Address: [Field]
Profile Photo: [Image]

Certifications
You will be required to submit 2 categories of certifications for:
• General
• Theory & Technical

Issued	Certification Name	Issuing Organisation	Completion Date	Expiry Date
Issued	Standard First Aid	Sport Singapore	Aug 29, 2025	Aug 27, 2027

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.

✓ Successfully submitted

Your application for renewal of NREP membership (Aqua Fitness) is pending approval.
Application ID: APP-002678.

You may proceed to view application details or return to memberships.
Application process will take 6-8 weeks.

[Return to Memberships](#) [View Application Details](#)

Track your applications

Access a historical record of all applications submitted

A Singapore Government Agency Website [How to identify](#)

SPORT SYNC

Dashboard Membership My Profile Help Centre Inbox

Memberships

+ New Membership

My Memberships Membership Applications

Memberships are sorted by the membership start date with the soonest shown first.
Upgrade: Changes membership status only — no extension of membership period.
Renew: You can renew your membership 3 months before it expires. Your renewal will be confirmed upon successful payment.

Active **NREP**

Strength & Conditioning
Start Date: 29-7-2025
Expiry Date: 29-7-2026

Full Name: TAN CHANG HUAT ERIC
SportSync ID: SS0300017

SportSync

SportSync is a digital platform that brings Singapore's sport & fitness ecosystem together. It's designed for everyone in our sport & fitness community - coaches, exercise professionals, athletes, and sport administrators. SportSync enables athletes to manage their status and performance, coaches and exercise professionals to showcase their skills, sport organisations to streamline their processes, and everyone to connect with experts and stay updated on Singapore's sport development programmes.

[Report Vulnerability](#) [Privacy Statement](#) [Terms of use](#) [Reach.gov.sg](#) [Contact Us](#)

© 2025 Sport Singapore. Last Updated 03 Mar 2025

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

A Singapore Government Agency Website [How to identify](#)

SPORT SYNC Dashboard Membership My Profile Help Centre Inbox

Memberships + New Membership

My Memberships **Membership Applications**

Application ID	Membership Type	Sport / Fitness Category	Application Type	Submitted Date	Application Status	Approval Date	Action
APP-032465	Coach	Aikido	Renewal	8/25/2025	Pending Payment		View Det
APP-032464	Coach	Aikido	New	8/25/2025	Approved	8/25/2025	View Det
APP-032463	Coach	Basketball	New	8/21/2025	Submitted		View Det
APP-032460	Exercise Professional	Dance Fitness	New	8/21/2025	Approved	8/21/2025	View Det
APP-032457	Coach	Athletics	New	8/21/2025	Submitted		View Det
APP-032451	Coach	Water Polo	New	8/21/2025	Additional Input Required		View Det
APP-032462	Coach	Handball	New		Draft		View Det
APP-032458	Exercise Professional	Aqua Fitness	New		Draft		View Det
APP-032455	Coach	Badminton	New		Draft		View Det
APP-032461	Coach	Badminton	New		Draft		View Det
APP-032452	Coach	Artistic Swimming	New		Draft		View Det
APP-032459	Coach	Artistic Swimming	New		Draft		View Det
APP-032456	Coach	Chess	New		Draft		View Det

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

A Singapore Government Agency Website [How to identify](#) ✓

SPORT SYNC Dashboard spexSchemes Membership My Profile Help Centre Inbox   ✓

← [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	3 Make Payment
Pending Payment	SGD 30.00	02/12/2025	

- > Applicant Details
- > Profile Photo 
- > Certifications
- > Declaration

MY FEED POST

Sort by: Most Recent Activity

1  [Kaoru Yap](#) (SportSG) Just now

[@JOHN WANNEY KLARL](#) (NSA/Athlete) Please check your application.

2

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

A Singapore Government Agency Website [How to identify](#)

SPORT SYNC Dashboard Membership My Profile Help Centre Inbox

Memberships

[+ New Membership](#)

My Memberships Membership Applications

Memberships are sorted by the membership start date with the soonest shown first.
Upgrade: Changes membership status only — no extension of membership period.
Renew: You can renew your membership 3 months before it expires. Your renewal will be confirmed upon successful payment.

Active **NREP**

Strength & Conditioning
Start Date: 29-7-2025
Expiry Date: 29-7-2026

Full Name: TAN CHANG HUAT ERIC
SportSync ID: SS0300017

SportSync

SportSync is a digital platform that brings Singapore's sport & fitness ecosystem together. It's designed for everyone in our sport & fitness community - coaches, exercise professionals, athletes, and sport administrators. SportSync enables athletes to manage their status and performance, coaches and exercise professionals to showcase their skills, sport organisations to streamline their processes, and everyone to connect with experts and stay updated on Singapore's sport development programmes.

[Report Vulnerability](#) [Privacy Statement](#) [Terms of use](#) [Reach.gov.sg](#) [Contact Us](#)

© 2025 Sport Singapore. Last Updated 03 Mar 2025

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

A Singapore Government Agency Website [How to identify](#)

SPORT SYNC Dashboard Games Hub spexSchemes Membership My Profile Help Centre Inbox

My Profile

- General
- Exercise Professional (NREP)
 - Aqua Fitness**
 - Strength & Conditioning

Exercise Professional (NREP) : Aqua Fitness

Certificates

General

- Active Understanding Safe Sport as a Coach No Expiry
- Active Test sfa Expires on 02 Dec 2025

Sport Specific

- Active SFA test 2 No Expiry
- Active Test BESE certificate 1 No Expiry

Certificate Repository +

Continuing Education (CE) Hours

Current Progress

	Education	Practice	Self Guided
Hours Per Category	10	0	0
Total CE Hours (Current / Required)	10 / 30		

Please note that the Total CE Hours displayed may not exactly match the combined total of Education, Practice, and Self-Guided Learning hours. For more details, please refer [here](#).

Education

- Unverified Continuing Education Classroom 10 Hours 0 Minutes Completed on 01 Nov 2025

Please remember to resubmit your application once you have uploaded your CE hours.

Resubmit Application

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.

