



# SportSync NROC Renewal Application User Guide

UPDATED 28 AUGUST 2025

# Contents



<b>01</b>	<b>Clocking in CCE Hours</b>	Page 3-5
<b>02</b>	<b>Application flow</b>	Page 6-12
<b>03</b>	<b>Track your applications</b>	Page 13-15
<b>04</b>	<b>View your memberships</b>	Page 16
<b>05</b>	<b>Versioning Control</b>	Page 17

# Clocking in CCE Hours

You must clock enough CCE 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 sport under the Coach (NROC) section.** Please fulfil the requirements before applying for renewal.

**2**

Proceed to My Profile

Not This application should take about 5 mins to complete.

Option 2: Singapore Coach Excellence Programme Water Polo Level One (Full Integration)

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

Apply for this Coach level

## 1 Blocked from proceeding

If you have not yet accumulated the required CCE hours, you will be unable to proceed with renewal applications.

## 2 Proceed to My Profile

You may return to your profile to record your CCE hours.

# Clocking in CCE Hours

Proceed to your profile to input CCE hours

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

**SPORT SYNC**

Dashboard Membership **1** My Profile Help Centre Inbox

## My Profile

- General
- Coach (NROC)
- Aikido
- 2** Water Polo

Coach (NROC) : Water Polo

### Certificates

General

- Active** Standard First Aid Expires on Aug 27, 2027
- Active** Understanding Safe Sport as a Coach No Expiry

Sport Specific

- Unverified** SG-Coach Full Integration Level 2 - Water Polo No Expiry

Certificate Repository +

### Continuing Coach Education (CCE) Hours

Current Progress **3**

	Education	Practice
Minimum Hours Per Category (Current / Required)	24 / 24	0 / 36

Education

- Unverified** Education 24 Hours 0 Minutes Completed on Aug 24, 2025 **5**

**4** +

## 1 Proceed to My Profile

Return to your profile to record your CCE hours.

## 2 Select the sport

Select the sport for which you have completed CCE hours.

## 3 Check how many hours to fulfill

You must fulfil requirements in two categories. The denominator shows minimum required hours, the numerator shows hours you have completed for this membership.

## 4 Click on '+' to add

Under "Continuing Coach Education (CCE) Hours", click the '+' sign in the top right corner to add new CCE hours..

## 5 Click to delete

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

# Clocking in CCE Hours

Renewal applications can only be initiated from the Memberships page

After logging in:

The screenshot shows the SportSync Memberships page. At the top, there's a navigation bar with links to Dashboard, Membership, My Profile, Help Centre, and Inbox. Below this, the 'Memberships' section is displayed. It includes a '+ New Membership' button and tabs for 'My Memberships' and 'Membership Applications'. The 'My Memberships' tab is active, showing a list of memberships. Two memberships are listed: 'Baseball' and 'Strength & Conditioning'. Both are marked as 'Active'. The 'Baseball' membership has a 'Renew' button highlighted with a dashed blue box and a blue arrow. The 'Strength & Conditioning' membership also has a 'Renew' button highlighted with a dashed blue box and a blue arrow. A callout box labeled '1' points to the 'Renew' button. Below the memberships list, there's a 'SportSync' section with a 'Renew' button highlighted with a dashed blue box and a blue arrow. A callout box labeled '1' points to the 'Renew' button. The footer of the page includes the copyright notice '© 2025 Sport Singapore. Last Updated 03 Mar 2025'.

## 1 Click to renew

You can only renew existing memberships from the memberships page.

NOTE: The renew button will only appear 3 months before your membership expires.

# Application flow

## Step 1: Pre-application page

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

**SPORT SYNC**

Dashboard Membership My Profile Help Centre Inbox

### Apply for Renewal of Membership

1 Registry Type  
Coach (NROC)

2 Sport / Fitness Category  
Volleyball

3 Provisional Coach

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

**General**

- ✓ Valid Standard First Aid (SFA) with AED & CPR certification (from Singapore Resuscitation and First Aid Council accredited training centres)
- ✓ Understanding Safe Sport as a Coach certification

**Theory & Technical**  
If there are multiple options, you only need to fulfill one.

Option 1: SG-Coach Theory Level 1 + Foundational Sport Science + Experience in Sport Mentioned

Option 2: SG-Coach Theory Level 1 + Basic Sport Science + Experience in Sport Mentioned

Option 3: Values and Principles in Sport Certification + NCAP Theory Level 1 + Experience in Sport Mentioned

Option 4: Values and Principles in Sport Certification + SG-Coach Theory & Foundation Sport Science (Accreditation) Level 1 + Experience in Sport Mentioned

Option 5: SG-Coach Full Integration Level 1 + Experience in Sport Mentioned

*Note: This is a non-exhaustive list. Other certifications submitted will be reviewed and approved on a case-by-case basis.*

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

6

### 1 Confirm the registry type

You cannot change this field during renewal. If it looks wrong, you may have selected the wrong membership to upgrade.

### 2 Confirm the sport/fitness category

You cannot change this field during renewal. If it looks wrong, you may have selected the wrong membership to upgrade.

### 3 Confirm the level

You cannot change this field during renewal. If it looks wrong, you may have selected the wrong membership to renew.

### 4 Check the requirements

Requirements may have changed since you became a member. Check if new requirements apply and ensure you meet them.

### 5 Read & accept the T&C

Click the link to view terms and conditions, then tick the checkbox to accept.

### 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 NROC Membership

Sport Water Polo Level Senior Coach

Applicant Details Profile Photo CCE Certifications Declarations

Please verify your personal particulars and contact details.

#### 1 Personal Particulars

[Edit](#)

Full Name Test Banana Tan	Gender
Identification Type NRIC	Identification Number S00000001
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 <a href="mailto:myinfo@testing@gmail.com">myinfo@testing@gmail.com</a>
Registered Address	Correspondence Address same as Registered Address <input type="checkbox"/>
Correspondence Address	

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

### 1 Update your personal particulars

Your details will be pulled from Singpass. Contact details like mobile and email can be updated, but other information cannot be changed.

### 2 Save and proceed

Update your details, then click "Save and Proceed" at the bottom to save and continue.

# Application flow

## Step 3: Upload profile photo

The screenshot shows the 'Apply for Renewal of NROC Membership' page on the SportSync platform. The page has a navigation bar with links to Dashboard, Membership, My Profile, Help Centre, and Inbox. Below the navigation bar, there's a progress indicator with steps: Profile Photo (active), Certifications, Declarations, and Review. The main heading is 'Profile Photo' with a subtext: 'Please provide a recent passport size photo of yourself.' A placeholder image of a man is shown with an 'Update Photo' button. Below the image, there are two buttons: 'Back' and 'Save Draft'. A red dashed box highlights the 'Save Draft' and 'Save and Proceed' buttons. A red circle with the number '1' is placed over the 'Save and Proceed' button. Below this, a larger red dashed box highlights the 'Save Draft' and 'Save and Proceed' buttons again. A red circle with the number '2' is placed over the 'Save and Proceed' button. The footer contains the SportSync logo, a description of the platform, and links to Report Vulnerability, Privacy Statement, Terms of use, Reach.gov.sg, and Contact Us. The copyright notice at the bottom right reads '© 2025 Sport Singapore. Last Updated: 16 Aug 2025'.

### 1 Upload your profile photo

Your profile photo will appear on the public registry. Ensure it meets the requirements stated in our terms and conditions.

### 2 Save and proceed

Update your details, then click "Save and Proceed" at the bottom to save and continue.



# Application flow

## Step 4: Confirm that CCE hours are accurate

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

**SPORT SYNC**

Dashboard Membership My Profile Help Centre Inbox

### Apply for Renewal of NROC Membership

Sport Water Polo Level Senior Coach

✓ ✓ CCE Certifications Declarations

#### 1 Continuing Coach Education (CCE) Hours

Please verify your CCE hours.

**Education** 24 Hours 0 Minutes

\*CCE Category: Education

\*Activity Type: Classroom

\*Endorsing Organisation / Personnel: EO

\*Completion Date: Aug 24, 2025

\*Attachment: cert image.jpg

**Practice** 36 Hours 0 Minutes

\*CCE Category: Practice

\*Activity Type: Coaching Individuals / Teams

\*Endorsing Organisation / Personnel: EO

\*Completion Date: Aug 24, 2025

\*Attachment: cert image.jpg

Back Save Draft Save and Proceed

### 1 Review your CCE Hours

Your renewal success depends on accurate and eligible CCE hours. If you notice errors, return to your profile to edit your CCE hours before proceeding.

### 2 Save and proceed

Update your details, then click "Save and Proceed" at the bottom to save and continue.

# 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 NROC Membership

Sport Water Polo Level Senior Coach

✓ ✓ ✓ **Certifications** Declarations

#### 1 Certifications

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 General Certificates

Upgrades usually do not need new general certificates if existing ones are still valid. You can replace certificates that need updating.

### 2 Upload certificates (If required)

Upload certificates to the designated fields and fill in the corresponding certificate details.

### 3 Save and proceed

Click "Save and Proceed" at the bottom to save and continue, after you have updated the required certificates and details.

# Application flow

## Step 6: Answer and accept declaration questions and clauses

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

SPORT SYNC

DashboardMembershipMy ProfileHelp CentreInbox

Apply for Renewal of NROC Membership

Sport Water PoloLevel Senior Coach

✓

✓

✓

✓

✓

✓

◀

▶

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

Back

Save Draft

3 Save and Proceed

### 1 Read each statement carefully

Read and fully understand the statements and the Coach's Code of Ethics

### 2 Answer each question truthfully

Answer truthfully. You may need to provide more details based on your responses.

### 3 Save and proceed

Click "Save and Proceed" at the bottom to save and continue.

# Application flow

## Step 7: Review and Submit

**Apply for Renewal of NROC Membership**

**1 Review Application Details**

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

**Overview**

Sport / Personal Category: Athletics

Coach Level: Professional Coach

Application Details

Please verify your personal particulars and contact details.

**Personal Particulars**

Full Name: WONG TIAN HONG

Gender: Male

Identification Type: NRIC

Identification Number: 904543210

Birth Date: 1980-08-01

Age: 34

Nationality: SINGAPORE

Name: WONG TIAN HONG

Current Status: Other

Residential Status: Permanent Resident

Place Type: Main Expiry Date: 2025-08-01

Place Status: Employment Sector: MANUFACTURING

Employment Organization: ABC SYSTEMS PTE LTD

Job Title: TECHNICAL MANAGER

**Contact Details**

Mobile Number: 9771 1111

Email: wongtianhong@gmail.com

Registered Address: 123 LORONG 1, #01-1234567

Compendious Address using an: 123 LORONG 1, #01-1234567

Compendious Address: 123 LORONG 1, #01-1234567

**Profile Photo**

**2 Successfully submitted**

Your application for new NROC membership (Water Polo) is pending approval.  
Application ID: APP-032466.

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

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

### 1 Review your application carefully

Review the summary to ensure all submitted information and documents are accurate.

### 2 Submit the application



Click the button to submit. A pop-up will appear when submission is successful.

# Track your applications

Access a historical record of all applications submitted

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

**SPORT SYNC**



Dashboard **1** Memberships My Profile Help Centre Inbox  

## Memberships

[+ New Membership](#)

**2** My Memberships Membership Applications



Memberships are sorted by expiry date, with those expiring soonest shown first.

Active  Expiring soon 

**Name of Sport**  
Senior Coach  
Expiry Date: 30 Mar 2025

SportSync ID: XXXXXXXXXX

[Upgrade](#) [Renew](#)

Active  Expiring soon 

**Name of Fitness**  
Expiry Date: 30 Mar 2025

SportSync ID: XXXXXXXXXX

[Renew](#)

## 1 Click on Memberships

Click "Memberships" in the navigation bar to view all registry memberships and past applications.

## 2 Click on Membership Applications

Click the button to view all submitted applications and their 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		<a href="#">View Det</a>
APP-032464	Coach	Aikido	New	8/25/2025	Approved	8/25/2025	<a href="#">View Det</a>
APP-032463	Coach	Basketball	New	8/21/2025	Submitted		<a href="#">View Det</a>
APP-032460	Exercise Professional	Dance Fitness	New	8/21/2025	Approved	8/21/2025	<a href="#">View Det</a>
APP-032457	Coach	Athletics	New	8/21/2025	Submitted		<a href="#">View Det</a>
APP-032451	Coach	Water Polo	New	8/21/2025	Additional Input Required		<a href="#">View Det</a>
APP-032462	Coach	Handball	New		Draft		<a href="#">View Det</a>
APP-032458	Exercise Professional	Aqua Fitness	New		Draft		<a href="#">View Det</a>
APP-032455	Coach	Badminton	New		Draft		<a href="#">View Det</a>
APP-032461	Coach	Badminton	New		Draft		<a href="#">View Det</a>
APP-032452	Coach	Artistic Swimming	New		Draft		<a href="#">View Det</a>
APP-032459	Coach	Artistic Swimming	New		Draft		<a href="#">View Det</a>
APP-032456	Coach	Chess	New		Draft		<a href="#">View Det</a>

### 1 View the status

Statuses show your application's current stage. Applications that required actions from you include:

#### Draft

- to complete submission

#### Pending Applicant Confirmation

- to accept change of coach level suggested by Administrators

#### Pending Payment

- to complete payment for renewal of membership

#### Additional Input required

- to upload certificate or document required by Administrators

### 2 Click on View Details



Click "View Details" to check for queries.

# Track your applications


Respond to queries to the application

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

**SPORT SYNC**

Dashboard **Memberships** 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  
**NROC-00120252001**

Application Status	Membership Type	Application Type	Sport / Fitness Category	Coach Level	Submitted On
Pending Payment	NROC	Renewal	Water Polo	Coach	31/03/2025

**Payment Details**

Payment Status	Payment Amount	Due Date
Pending	\$60.00	DD/MM/YYYY




▼ Applicant Details


**Personal Particulars**

Full Name	NRIC/FIN
Placeholder	Placeholder
Date of Birth	Race



**My Feed**

Sort by: Most Recent Activity 🔍 S... ▾

 Discussion about moving locations — User16969798649275179734 created an event. October 11, 2023 at 7:17 AM

 Discussion about moving locations

[View more details](#)

 Like  Comment

## 1 Read queries raised

Administrators may ask for clarification on parts of your application.

## 2 Click on comment

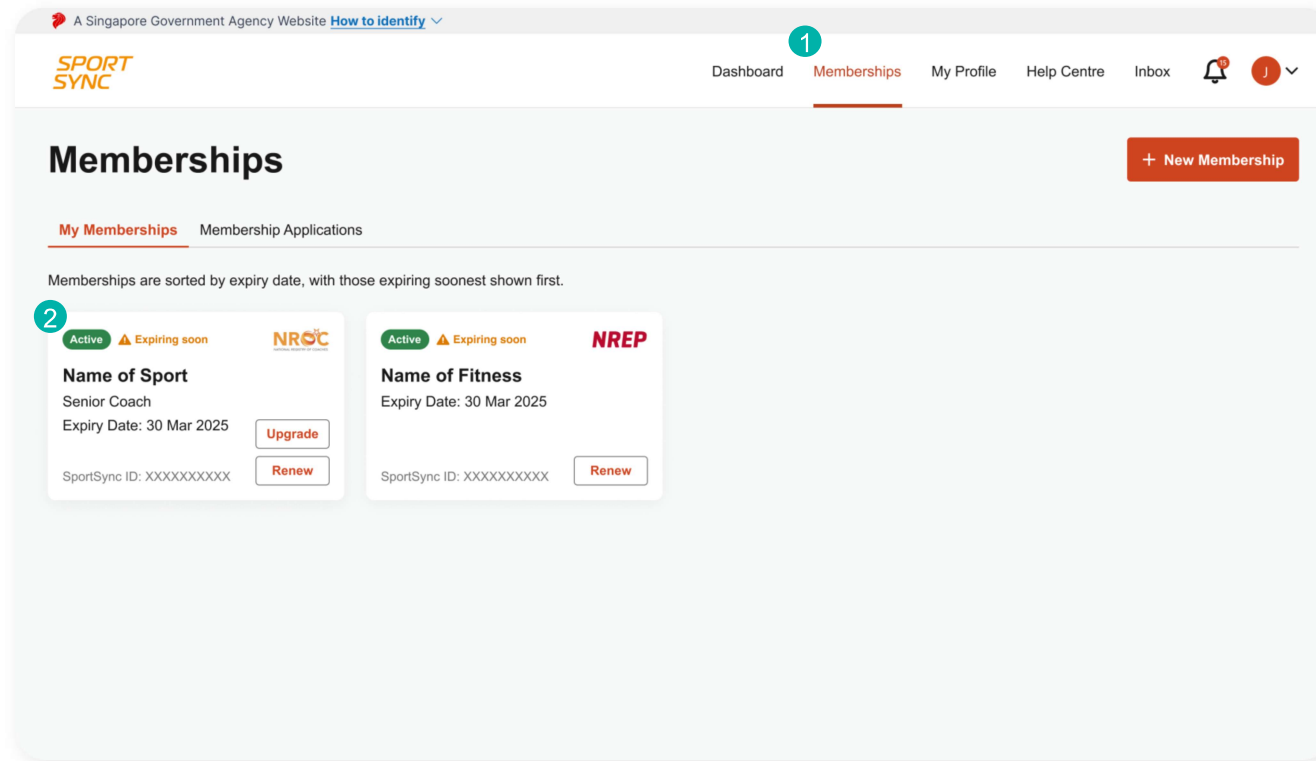
Click the button to respond to administrators.

## 3 Make payment

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

# View your memberships

Memberships can be viewed in one consolidated page



## 1 Click on Memberships

Click "Memberships" in the navigation bar to view all registry memberships and past applications.

## 2 View Memberships

Each membership card shows the registry type, sport category, level, and expiry date.



# Versioning Control

This is summary of versions that have been updated

[illegible]