

The background of the slide is a photograph of a modern bridge with a complex steel truss structure. A red semi-transparent overlay covers the entire image. In the foreground, a person is running on a path that curves under the bridge. In the distance, a city skyline is visible.

SportSync NROC Upgrade Application User Guide

UPDATED 28 AUGUST 2025

Contents

| | | |
|-----------|--------------------------------|-----------|
| 01 | Where to begin | Page 3 |
| 02 | Application flow | Page 4-5 |
| 03 | Track your applications | Page 6-13 |
| 04 | View your memberships | Page 14 |
| 05 | Versioning Control | Page 15 |

Where to begin

Step 1: Pre-application page

After logging in:

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

SPORT SYNC

DashboardMembershipMy ProfileHelp CentreInbox

Memberships

+ New Membership

My MembershipsMembership 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

NROC

Aikido
Provisional Coach
Start Date: 25-6-2025
Expiry Date: 25-8-2025

Full Name: Test Banana Tan
SportSync ID: SS0312552

Renew

Active

NROC

Water Polo
Coach
Start Date: 25-8-2025
Expiry Date: 25-8-2028

Full Name: Test Banana Tan
SportSync ID: SS0312552

Upgrade

SportSync

1 Click Upgrade

You can only upgrade existing memberships with available higher levels.

The upgrade button becomes unavailable during renewal periods. If your membership expires within 3 months, renew first before upgrading.

Application flow

Step 1: Pre-application page

SPORT
SYNC

Dashboard Membership My Profile Help Centre Inbox

Apply for Upgrade of Membership

1

Registry Type

Coach (NROC)

2

Sport / Fitness Category

Basketball

3

Master 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: Values and Principles in Sport Certification + NCAP Theory Level 3 + NCAP Technical Level 3

Option 2: Values and Principles in Sport Certification + SG-Coach Theory & Intermediate Sport Science (Accreditation) Level 3 + NCAP Technical Level 3

Option 3: Values and Principles in Sport Certification + NCAP Integrated Level 3

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

Apply for Upgrade

1 Confirm the registry type

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

3 Select the level

Select the higher level you want to upgrade to.

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 upgrade application.

CONFIDENTIAL

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 Upgrade of NROC Membership

Sport Water Polo Level Senior Coach

Applicant Details Profile Photo Certifications Declarations Review

Please verify your personal particulars and contact details.

1 Personal Particulars

| | |
|------------------------------|------------------------------------|
| 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

| | |
|---------------------------|---|
| Mobile Number 87177211 | Email myprofile@nroc.gov.sg |
| 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 Upgrade of NROC Membership' page on the SportSync portal. The page is titled 'Apply for Upgrade of NROC Membership' with sub-headers 'Sport Water Polo' and 'Larcel Bennis Coach'. A progress bar at the top indicates the current step is 'Profile Photo', with previous steps 'Dashboard', 'Membership', 'My Profile', 'Help Centre', and 'Inbox' visible. Below the progress bar, the 'Profile Photo' section instructs the user to 'Please provide a recent passport size photo of yourself.' A placeholder image of a man is shown with a red '1' and an 'Update Photo' button. At the bottom of the page, there are two buttons: 'Save Draft' and 'Save and Proceed'. A red dashed box highlights the 'Save and Proceed' button, and a red arrow points from the 'Save and Proceed' button in the footer to the 'Save and Proceed' button in the main content area. The footer contains the SportSync logo, a description of the platform, and copyright information: '© 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 Photo, then click "Save and Proceed" at the bottom to save and continue.

Application flow

Step 4a: Review General Certificates

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

SPORT SYNC

Dashboard | Membership | My Profile | Help Centre | Inbox

Apply for Upgrade of NROC Membership

Sport Water Polo | Level Senior Coach

✓ ✓ **Certifications** Declarations Review

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 certificate

*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](#) **3** [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 4b: Upload Theory & Technical certificates

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

SPORT SYNC

Dashboard Membership My Profile Help Centre Inbox

Apply for Upgrade of NROC Membership

Sport Water Polo Level Senior Coach

✓ ✓ **Certifications** Declarations Review

Certifications

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

- General
- Theory & Technical

Certification Category: Theory & Technical

1 *Which certification combination do you have?

- ☐ Values and Principles in Sport Certification + NCAP Theory Level 2 + NCAP Technical Level 2
- ☐ Values and Principles in Sport Certification + NCAP Theory Level 2 + SG-Coach Technical Level 2
- ☐ Values and Principles in Sport Certification + SG-Coach Theory & Intermediate Sport Science (Accreditation) Level 2 + NCAP Technical Level 2
- ☐ Values and Principles in Sport Certification + SG-Coach Theory & Intermediate Sport Science (Accreditation) Level 2 + SG-Coach Technical Level 2
- ☐ SG-Coach Theory Level 2 + Intermediate Sport Science + NCAP Technical Level 2
- ☐ SG-Coach Theory Level 2 + Basic Sport Science + NCAP Technical Level 2
- ☐ SG-Coach Theory Level 2 + Intermediate Sport Science + SG-Coach Technical Level 2
- ☐ SG-Coach Theory Level 2 + Basic Sport Science + SG-Coach Technical Level 2
- ☒ SG-Coach Full Integration Level 2
- ☐ Others

2

Unverified **SG-Coach Full Integration Level 2**

SG-Coach Full Integration Level 2

| | |
|---|---|
| *Certification Name Select an Option | *Issuing Organisation Select an Option |
| Certification Number | *Issuing Country Select an Option |
| *Completion Date | *Expiry Date |
| | <input type="checkbox"/> No Expiry Date |

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

Or drag files

3

1 Select the combination of certificates that apply to you

Choose the certificate combination that matches what you have for your sport and coach level.

2 Upload certificates

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 uploaded your certificates and updated the required details

Application flow

Step 5: 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 Upgrade of NROC Membership

Sport **Water Polo** Level **Senior Coach**

Progress bar: 5 steps, all completed (green 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?

2 ☐ Yes ☒ No

3 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

Buttons: Back, Save Draft, 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.

Step 6: Review and Submit

Singapore Government Agency Website

Apply for Upgrade of NROC Membership

Sport Basketball | Local Member Coach

Review Application Details

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

Overview

| | |
|--------------------------|-------------------|
| Sport / Fitness Category | Court / Local |
| Address | Residential Coach |

Registration Details

Please verify your personal particulars and contact details.

Personal Particulars

| | |
|-----------------------|-----------------------|
| Full Name | Gender |
| MATTHEW THOMAS | Female |
| Registration Type | Identification Number |
| FIS | SHAWA0301 |
| Born Date | Age |
| 11/05/1986 | 36 |
| Nationality | Race |
| AMERICAN | AMERICAN |
| Marital Status | Marital Status |
| Other | |
| Past Type | Past Expiry Date |
| P/Pass | 31/12/2018 |
| Past Status | Employment Sector |
| Live | MANUFACTURING |
| Employer Organization | Job Title |
| A&S SOFTWARE PTE LTD | TRAINING MANAGER |

Contact Details

| | |
|--|----------------------------------|
| Mobile Number | Email |
| +65 97671987 | mthomas@sgsport.sg |
| Residence Address | Correspondence Address (same as) |
| 123 LORONG 1 TORA PEROH T-520 TORA PEROH VIEW BANGKAPURH PRICES | Residence Address |

Profile Photo

Certifications

You will be required to submit 2 categories of certifications for

Cash Full Integration Level 1

| | |
|------------------------------|---------------------------|
| Int. | Issuing Organisation |
| Integration Level 1 - ABASIC | Sport Singapore (SportSG) |
| Int. | Issuing Country |
| | SINGAPORE |
| | Expiry Date |
| | No Expiry Date |

Yes, or are you currently under investigation by the police in Singapore or any other

been issued any of the following in Singapore or in any other country?

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

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

[Upgrade](#)

SportSync ID: XXXXXXXXXX [Renew](#)

Active  Expiring soon 

Name of Fitness
Expiry Date: 30 Mar 2025

[Renew](#)

SportSync ID: XXXXXXXXXX

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

DashboardMembershipMy ProfileHelp CentreInbox

Memberships

+ New Membership

My MembershipsMembership 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 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 specific application

SPORT SYNC Dashboard Membership My Profile Help Centre Inbox

Application: **APP-032508**

| Application Status | Membership Type | Application Type | Sport / Fitness Category | Level | Submitted On |
|--------------------|-----------------|------------------|--------------------------|-------------------|-------------------|
| Submitted | Coach | New | Athletics | Provisional Coach | 27/08/2025, 17:26 |

Application Details

Personal Particulars

| | |
|--|---|
| Full Name WATTNA TIWARAT | Gender Female |
| Identification Type FIN | Identification Number G4440433N |
| Birth Date 17/05/1980 | Age 65 |
| Nationality ARMENIAN | Race ARMENIAN |
| Marital Status Other | Residential Status |
| Pass Type P1Pass | Pass Expiry Date 31/12/2030 |
| Pass Status Live | Employment Sector MANUFACTURING |
| Employer Organisation AAS SISTEMAS PTE LTD | Job Title TRAINING MANAGER |

Contact Details

| | |
|--|---|
| Mobile Number +65 34567890 | Email myintotesting@gmail.com |
| Registered Address 123 LORONG 1 TOA PAYOH 13-220 TOA PAYOH VIEW SINGAPORE 310123 | Correspondence Address same as Registered Address <input type="checkbox"/> |
| Correspondence Address | |

MY FEED POST

Sort by: Latest Posts | Search this feed...

2 **Gabriel Yang (Employee)** 5m ago

Helo @WATTNA TIWARAT (Customer)

Thank you for uploading a photo meeting the proper ICA guidelines

Like Comment

Write a comment...

Be investigated by the police in Singapore or any other country?

ing in Singapore or in any other country?

I (SHOULD/NAD) been a court officer
Be Order (FIN) from a court of law

if of any offence in a court of law in Singapore or in any other country (even if the
will in a country?)

Singapore or in any country?

payment from any professional (e.g., staff, coach, service provider or athlete) or service
person (e.g., Sporting or Professional Body)

suffering from any medical condition, disease, physical or mental illness / impairment?

I am/has been L.A. you (a) are an undischarged bankrupt, (b) are a judgement debtor
ing more than 3 months of your last drawn pay, and/or (c) have signed a promissory
?

I understand and agree to the [Coach's Code of Ethics](#) which consists of following

SportSync

1 Read queries raised

Administrators may ask for clarification on parts of your application.

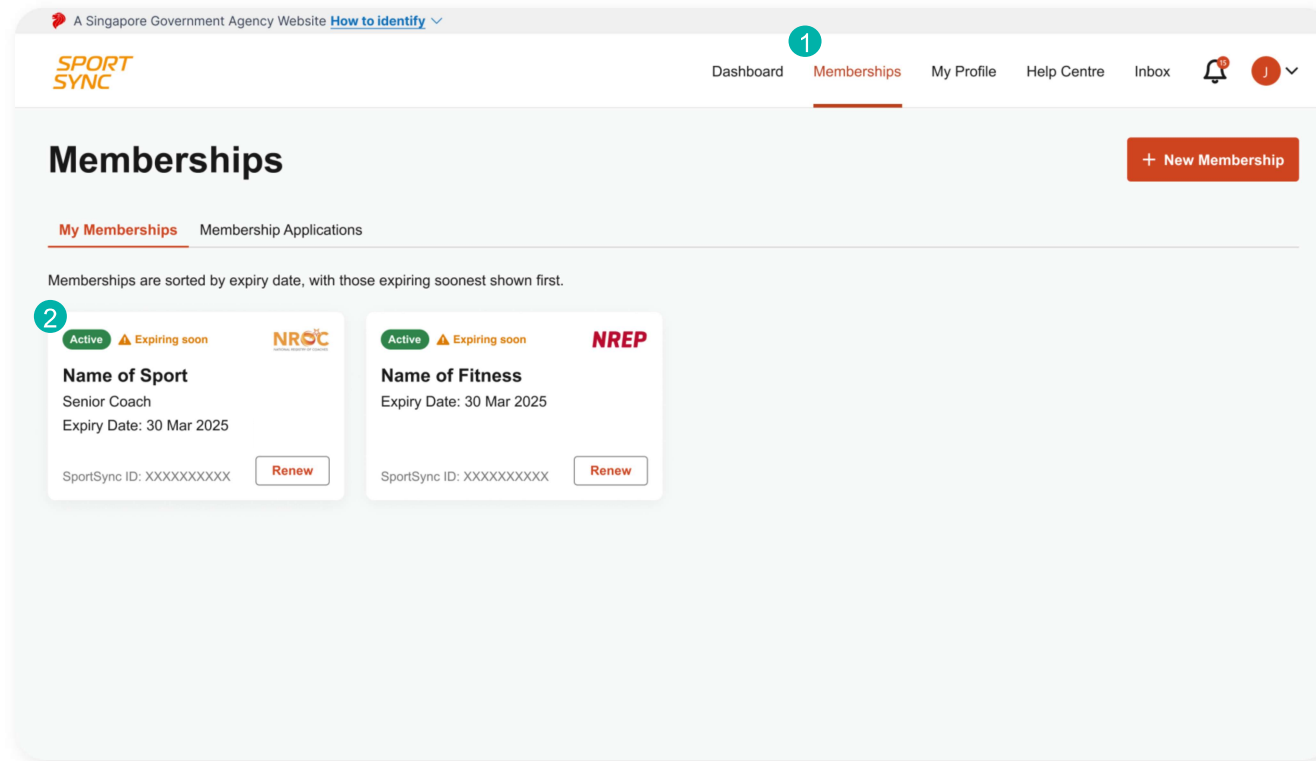
2 Click on comment

Click the button to respond to administrators.

CONFIDENTIAL

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

| Update date | Summary of Changes | Remarks |
|----------------|---|---------|
| 28 August 2025 | First version published on the refreshed portal that went live 1 September 2025 | |
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