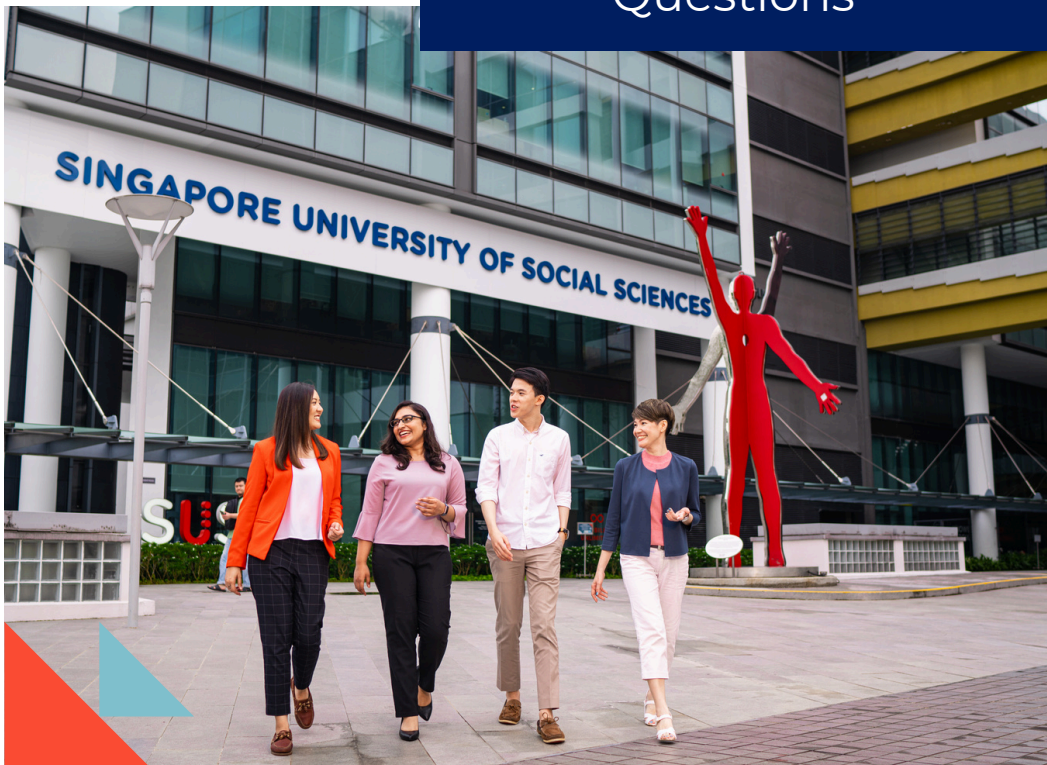




SUSS International Students

Frequently Asked Questions



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About SUSS and Singapore

SUSS is recognised for its role in adult education, applied research, and skills-based training. It is one of Singapore's six autonomous universities, and stands out for its emphasis on part-time degree programmes, continuous learning, and preparing students for the workforce with practical skills.

Singapore is a thriving metropolis offering a world-class infrastructure, a fully integrated island-wide transport network, dynamic business environment, vibrant living spaces and a rich culture largely influenced by the four major communities in Singapore with each offering different perspectives of life in Singapore in terms of culture, religion, food, language and history. Find out more about Singapore's history, culture, local lingo (Singlish), and more here: <https://www.visitsingapore.com/travel-tips/about-singapore/>

Useful Details

Most Singaporeans typically travel via Trains (MRT) and Bus. Public transport can be accessed using PayWave or EZLink card (Go to their website to learn more about it [here](#)). There are car sharing platforms you may explore; Singapore primarily uses Grab and Gojek.

Transportation Services

Contact Details

Emergency Numbers

Police: 999

Singapore Civil Defence Force (Ambulance & Fire Brigade): 995

Non-Emergency Ambulance: 1777

SUSS Departments

Student Helpdesk

Hotline: +65 6330 9111

Student Services Department (first point of contact for student-related matters)

Email: students@suss.edu.sg

Financial Aid Department (matters related to financial aid)

Email: financialaid@suss.edu.sg

MyMail (student email) Technical Support

Email: mymailsupport@suss.edu.sg

Canvas Learning Management System Technical Support (Online assignments submissions platform)

Email: lssupport@suss.edu.sg

C-Three (Professional Counselling, Life Coaching, Emotional Support)

Hotline: +65 6248 1600

Email: counsellingservices@suss.edu.sg

Online Booking: Click [Here](#)

Visa & Immigration

International students need a Student's Pass issued by the Immigration & Checkpoints Authority (ICA) to study at SUSS. Please read up on the requirements [here](#). You can apply for the pass through the ICA after receiving your offer letter from SUSS on the ICA's Solar System [here](#). If you require assistance with the application process, please email students@suss.edu.sg or submit an enquiry via ICA's [form](#).

For international students who do not require an entry visa to Singapore, you will only need to show your passport and disembarkation card to get through Singapore immigration.

For international students who require an [entry visa](#) to Singapore, the In-Principle Approval (IPA) letter, issued by ICA, will serve as a single-trip entry visa upon arrival in Singapore. Please show your passport, disembarkation card and the IPA letter to the Duty Officer at the Immigration Checkpoint when arriving in Singapore. You will be issued a short-term Social Visit Pass.



Documents to prepare

1. A valid passport for international travel with validity of at least six months
2. Photocopies of the bio-data page of your passport
3. Student pass In-Principal Approval (IPA) letter
4. Pre-enrolment medical report
5. SUSS' Letter of Offer (printed out)
6. Other forms of personal identification
7. Passport-sized photographs
8. Letter or emails containing accommodation arrangements in Singapore

How do I renew my Student Visa while studying in SUSS?



You can renew your Student's Pass through the **ICA Solar System**. The renewal process typically begins three months before the pass expires and SUSS will assist you with any required documentation to ensure a smooth process. Please email **students@suss.edu.sg** for more information or go to their website **[here](#)** for more information.

Finance & Insurance Matters



What are the tuition fees for international students? Are there any additional costs?

Tuition fees for international students vary depending on the programme. Besides tuition, you may need to budget for additional costs such as registration fees, course materials, health insurance, miscellaneous fees and student activities. Student's tuition fees can be found in each your respective course on the SUSS website [here](#).

Are there any scholarships available for international students?

SUSS offers limited scholarships to international students from ASEAN countries based on merit. More information for Full-Time Undergraduate scholarship for International Students [here](#).

Finance & Insurance Matters



Can I receive financial aid?

You may find financial aid information for Part Time ([Link here](#)) or Full Time students ([Link here](#)) on our website. Please check to see if you are eligible for any of the financial aid provided.

What are the living expenses in Singapore, including accommodation, food and transportation?

The cost of living in Singapore varies depending on your lifestyle. On average, students can expect to spend between SGD 1,000 to SGD 1,500 per month on accommodation, food, transportation, and other personal expenses. You may also calculate living expenses via the [EDB's cost of living calculator](#).

There are affordable student housing options near campus. A listing of our accommodation providers can be found on the SUSS website [here](#), we will cover more about accommodations at the Academic and Student Life section.

Finance & Insurance Matters



What is the scope of the insurance coverage for international students studying in SUSS?

Details on the coverage limits can be found in the SUSS website:

[\[Graduate Studies insurance\]](#) [\[Full Time Undergraduate insurance\]](#)

An international student who is studying on a “Student Pass” can look forward to a coverage plan that covers the following:

- [Hospitalisation and Surgery](#)

Coverage includes hospitalization, surgery, and inpatient care at government or restructured hospitals in Singapore, along with emergency treatments requiring hospital admission, all subject to coverage limits.

- [Outpatient Medical Treatment](#)

Includes consultations with general practitioners (GPs) and specialist referrals, as well as diagnostic tests and lab work necessary for treatment, all subject to coverage limits.

- [Accident Coverage](#)

Provides coverage for accidents, including accidental death, disability, and injuries.

Are international students allowed to work part-time during their studies?

International students on a valid Student's Pass can work part-time for up to 16 hours per week during the academic term as a Full-time Matriculated student. Find out more about working in Singapore [here](#) for the list of requirements and criteria to work in Singapore.

Can international students participate in internships or work placements by SUSS?

While the Career Development Office cannot guarantee internships or work placements, they do provide career guidance and workshops to aid in your professional development. Students will receive details about events in Student Portal, Email and Telegram (https://t.me/SUSS_STL) and they can sign up for these workshops

Is there student housing available on campus or nearby?

SUSS does not have on-campus housing, but there are plenty of student accommodations located nearby. The university can provide recommendations and guidance on finding a place that suits your budget and needs, including private apartments and student residences. Find out more [here](#).

Any contract or tenancy agreement signed is solely between student and house owner / service provider. Always make sure to personally visit the room / apartment for rent before making any commitments and never make any payments before that.

Where can I find my learning materials?

Your online classes, lectures and learning materials can be assessed via [Canvas](#). You may also find out more about other learning services [here](#).

Academic and Student Life

What is Student Portal and how do I access it?

The SUSS Student Portal is your main online student hub, allowing you to access your student details, complete e-course registration, check your school invoices, perform payment transactions, receive updates and news, and more!

The Student Portal can be accessed via this link: <https://portal.suss.edu.sg/home>

You may also find more information from the [Student Portal User Guide](#) or check out this short [video](#) on navigating the Student Portal.

Academic and Student Life

What support services does SUSS provide for international students (e.g., academic advising, counselling, career services)?

SUSS has a comprehensive support system for international students. This includes academic advising (students@suss.edu.sg), personal counselling services (counsellingservices@suss.edu.sg), and career guidance (careerdev@suss.edu.sg) to help students transition smoothly into university life and beyond.

If you require more help with onboarding and transition into SUSS and Singapore, please email us at studentlife@suss.edu.sg.

Does SUSS provide English Language support for international students who are not proficient in their English Language skills?

Core Learning offers various programmes to enhance our students' English language skills. These include the [English Proficiency \(EP\) Programme](#), [Writing Coaches](#) and [Writing Workshops](#).

Academic and Student Life

How can I get more involved in extracurricular activities and student clubs at SUSS?

SUSS has a vibrant student life with numerous clubs and societies in areas like sports, arts, entrepreneurship, and social causes. International students are encouraged to join these groups, which are a great way to make friends, explore interests, and engage with the campus community. Student life programmes can be found [here](#).

Event details are also sent out through Student Portal, Emails every Wednesday and Telegram [_ \(https://t.me/suss_stl\) _](https://t.me/suss_stl)

How does SUSS help international students adjust to life in Singapore?

SUSS has a dedicated international students' onboarding programme that provides ongoing support, cross cultural immersion workshops, buddy programme, and student events. We hope that international students feel welcomed and well-supported throughout their time at SUSS through these programmes. If you require wellbeing support during your onboarding period, please reach out to Student Life at studentlife@suss.edu.sg

Contact Information

For further details or inquiries

Singapore University of Social Sciences
Student Success Centre
463 Clementi Road
Singapore 599494

studentlife@suss.edu.sg

www.suss.edu.sg

