

Student's Pass Application Guide

A Step-by-Step Guide for New & Renewal Applicants

Information Session Guide •



Updated: 30 September 2026



OVERVIEW

Your 6-Step Application Journey

Follow each step in sequence to complete your Student's Pass application successfully.



STEP 1
Register



STEP 2
eForms



STEP 3
Monitor



STEP 4
Formalities



STEP 5
Digital Pass



STEP 6
Notify



OVERVIEW

Six Steps to Your Student's Pass



Step 1 — Register on SOLAR

Create your ICA SOLARPLUS account using the registration number provided by Newcastle Australia Institute of Higher Education (NAIHE).



Step 2 — Complete eForms

Fill in and submit all required eForms and supporting documents within the portal.



Step 3 — Monitor Application

Track your application status and respond promptly to any requests for clarification.



Step 4 — Complete Formalities

Submit COF documents, pay the issuance fee, and attend the ICA appointment if required.



Step 5 — Receive Digital Pass

Retrieve your digital Student's Pass after completing formalities.



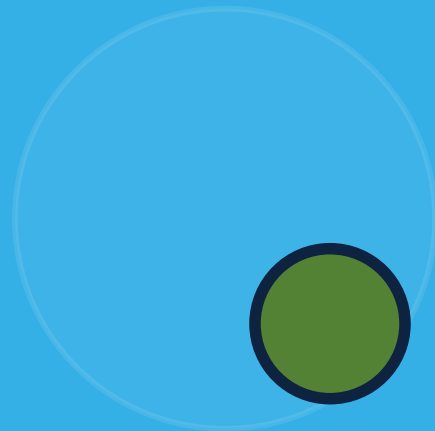
Step 6 — Notify Student Central

Submit your digital pass to Singapore Student Central as instructed.



Register on ICA SOLARPLUS

Before you can apply, you must create your ICA SOLARPLUS account.



Create Your ICA SOLARPLUS Account

1 Visit the Portal

Go to eservices.ica.gov.sg/esvclandingpage/solarplus to access the SOLARPLUS registration page.

2 Enter Your Registration Number

Use the SOLARPLUS Registration Number provided in the email from NAIHE.

3 Set Up Your Account

Complete your profile, set a secure password, and confirm your email address.

4 Log In and Begin

Once registered, log in to start your Student's Pass application.



Important Note

You must register using the exact details provided by NAIHE. Do not create a duplicate account if you already have one.



Documents Required for Registration



Passport (Biodata Page)

Check passport validity against your IPA and entry requirements.



Offer Letter

Official acceptance letter issued by NAIHE.



Passport-Sized Photo

White background; refer to ICA photo guidelines.



Birth Certificate

Prepare if requested by ICA.



Academic Transcripts

Prepare your education history and records if requested.



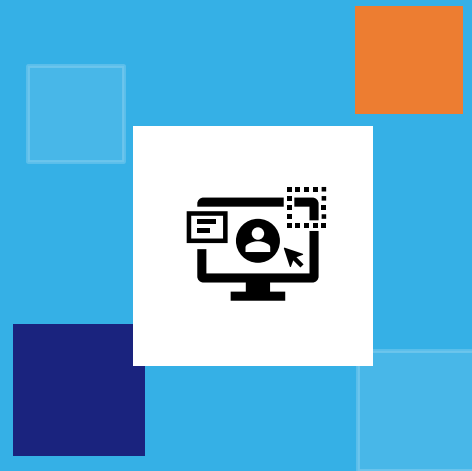
Previous Pass (if renewal)

Copy of your current or most recent Student's Pass.



Complete Your eForms

Submit all required forms and supporting documents through the SOLARPLUS portal.



STEP 2

New Application vs Renewal — What's Different?



New Application

- ✓ Complete all eForms from scratch.
- ✓ Upload all required supporting documents.
- ✓ Pay the S\$45 non-refundable processing fee.
- ✓ Apply 2–3 months before your course starts.



Renewal Application

- ✓ Some fields may be pre-filled from your previous application.
- ✓ Upload updated documents (e.g., new passport, latest transcripts).
- ✓ Pay the S\$45 non-refundable processing fee.
- ✓ Renew early while your pass is valid.



Filling In Your eForms



Personal Particulars

Enter your full name, date of birth, nationality, and passport details exactly as they appear on your passport.



Course & Institution Details

Select NAIHE as your institution and enter your course name, level, and commencement date.



Local Contact Information

Provide a Singapore address and contact number. If you have no local address yet, ask Singapore Student Central what to enter.



Key Reminder

Follow the date format shown in each form.
Check all declarations before submitting.



Uploading Your Supporting Documents

1

Prepare Your Files

Use the formats and size limits shown in the portal. Ensure scans are legible.

2

Upload via Document Repository

In the SOLARPLUS portal, navigate to the Document Repository. Click [Upload Document] for each required file, then click [Proceed].

3

Verify Uploads

Confirm each upload appears before proceeding.

4

Submit the Application

Review all details on the preview page, then click [Submit]. Check the portal and email for ICA updates.



Technical Tip

If you encounter upload errors, log out and log back in to the portal before retrying. Ensure your file names contain no special characters.



Monitor Your Application

Track your application status and respond to ICA requests promptly to avoid delays.



STEP 3

What Your Application Status Means

Status	Meaning	Action Required
● Receiving Attention	ICA is reviewing your application.	No action needed — wait for update.
● Request for Clarification	ICA requires additional information.	Respond within the stated deadline.
● IPA (Pending Document Submission)	In-Principle Approval granted; upload COF documents.	Proceed to Part 4 immediately.
● IPA (Document Received)	COF documents received; Step 1 processing.	Wait for Step 1 to show "Completed".
● IPA (Pending Issuance Fee)	Documents approved; pay the issuance fee.	Pay S\$60 issuance fee (+ S\$30 MJV if applicable).
● IPA (Pending Clarification)	ICA needs clarification on your COF documents.	Respond promptly via the portal.



STEP 3

How to Respond to a Request for Clarification

1

Log In to SOLARPLUS

Access your account and navigate to the View Application Status page.

2

Read the Request Carefully

ICA will specify exactly what additional information or documents are needed.

3

Prepare Your Response

Gather the requested documents or information. Ensure all files meet ICA's format and size requirements.

4

Submit Your Response

Upload the required documents and submit your response through the portal before the stated deadline.



Important

Failure to respond within the deadline may result in your application being withdrawn. Contact Singapore Student Central immediately if you are unsure how to respond.



Complete Your Formalities (COF)

Submit required documents, pay the fee, and complete formalities as directed.



UPLOAD



PAY



ATTEND



STEP 4

Completion of Formalities — 3 Parts



Part 1 — Upload COF Documents

Submit all required Completion of Formalities documents through the SOLARPLUS portal.



Part 2 — Make Issuance Fee Payment

Pay the S\$60 Student's Pass issuance fee (and S\$30 for Multiple Journey Visa, if applicable) after your documents are approved.



Part 3 — Attend ICA Appointment (if required)

Attend the ICA appointment as scheduled and present the required documents to complete your Student's Pass formalities.



ICA Medical Examination Report — Completion Guide



Personal Particulars

Fill in all personal details according to your passport. Ensure your name and passport number are entered exactly as they appear.



Medical Examination Section

This section must be completed by the Examining Doctor. It requires the doctor's signature, clinic's stamp, and date of examination.



Declaration

Complete the declaration truthfully. Submit a report only if required in your IPA.



Reports May Be Rejected If...

It is incomplete, contains missing information, is not signed and stamped by the examining doctor, contains alterations, or does not meet ICA's medical requirements.



Terms & Conditions of STP — Completion Guide



Use the Latest Version

Always download and use the latest version of the T&C form. Fill in English and sign off properly. All dates must be written in dd/mm/yyyy format.



Local Contact Details

Provide a local Singapore address and contact number where possible. If you have no local address yet, ask Singapore Student Central what to enter.



Fields to Complete

Application ID

Signature

Name

Date of Birth

Nationality/Citizenship

Travel Document No.

Contact Number

Residential Address

Date



Document Repository & Summary



Upload Each Document

In the portal, click [Upload Document] to select and upload each respective COF document, then click [Proceed].



Preview & Submit

Check all details carefully on the preview page before clicking Submit. ICA will process your COF documents and notify you of the outcome via email.



Technical Difficulties

If you face issues uploading documents, log out and log back in to the portal to resubmit.



After Uploading

Your application status will change to 'IPA (Document Received)' and Step 1 status will show 'Processing'.

Status Update

IPA (Pending Document Submission)



IPA (Document Received)



Make Payment — Issuance Fee



After Documents Are Approved

You will be notified to make payment for the Student's Pass Issuance Fee. Your application status will show 'IPA (Pending Issuance Fee)'.



Fees

S\$60 issuance fee for the Student's Pass, plus S\$30 for Multiple Journey Visa (if applicable).



Timing

Wait for Step 1 (Upload Documents) status to change to 'Completed' before making the issuance fee payment.



Print Outcome Letter

Click [Print Outcome Letter] on the View Application Status page to print your IPA letter. Bring the IPA letter if you have an appointment.



Completion of Formalities — Two Scenarios



Scenario 1: On-Site @ ICA Building

- ✓ Book an e-Appointment with ICA and be present in person with all required documents listed in your IPA letter.
- ✓ Go to ICA Services Centre, 2 Crawford Street, Level 3.
- ✓ Click [Make Appointment] on the View Application Status page.



Scenario 2: Exempted from Reporting

- ✓ Follow your IPA instructions if no ICA appointment is required.
- ✓ Your pass is issued digitally after required formalities.
- ✓ Check your email for a message from no-reply@file.gov.sg to retrieve your digital STP.



On-Site Formality — Required Documents



IPA Letter

In-Principle Approval letter — print a copy.



International Passport

Original passport must be presented in person.



ID Photo

White background — refer to ICA photo guidelines.



SG Mobile Number

Required to receive your OTP during the appointment.



Email Address

Needed to receive your digital pass notification.



Tenancy Agreement

Bring proof of local address if listed in your IPA.



No Contact Lenses

For biometric enrolment, do not wear coloured, patterned or cosmetic contact lenses.



On-Site Formality — Conduct on the Day



Getting There

- ➔ Go to ICA Services Centre, 2 Crawford Street, Level 3.
- ➔ Arrive on time for your scheduled e-Appointment.
- ➔ Follow the officer's instructions before leaving. Check your email for the digital pass.



Please Remember To

- ✓ Be polite and respectful to ICA officers at all times.
- ✗ Do not leave trash in the ICA building.
- ✗ Avoid taking photographs inside the ICA building.
- ✗ Do not bring food or drinks into the appointment area.



Digital Pass Issuance & Notifying Student Central

ICA uses FileSG — a secure digital document platform developed by GovTech — to issue your digital pass.



Retrieving Your Digital Student's Pass



STEP 1

Check Email

Look for an email from **no-reply@file.gov.sg** after your formalities are completed.



STEP 2

Access FileSG

Click the secure link provided in the email to access the FileSG platform.



STEP 3

Verify Identity

Use Singpass or the access method in ICA's email.



STEP 4

Download Pass

View and download your digital Student's Pass in PDF or OA format for your records.



ICA issues digital Student's Passes; no physical card is issued.



PART 6

Notify Your Student Ambassador



Download Digital Pass

Save the PDF copy of your digital Student's Pass from the FileSG platform securely to your personal device.



Email To Singapore Student Central

Submit the PDF to Singapore Student Central through the instructed channel.



Update Records

Singapore Student Central will verify the pass and update your records.



Process Complete!

Congratulations! You have successfully completed all steps of the Student's Pass application. You are now ready to focus on your studies at NAIHE.



IMPORTANT

If Your Application Is Rejected



Rejection Notice

You receive an official rejection notification from ICA via email or the SOLARPLUS portal.



Contact UON Immediately

Do not submit a new application. Contact Singapore Student Central right away.



Prepare Documents

Gather additional supporting documents (e.g., financial statements, study plans) as advised by NAIHE.



Appeal Submission

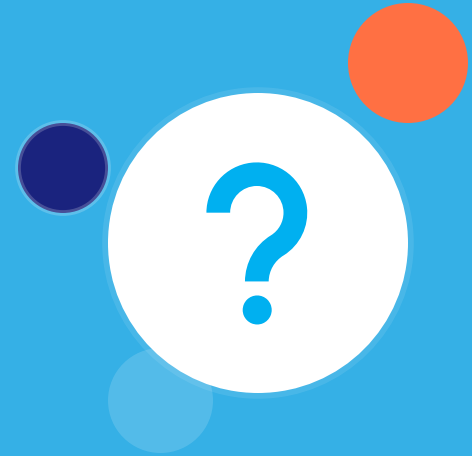
NAIHE will assist in submitting the appeal to ICA. Follow Singapore Student Central's advice on appeal steps and timing.



FAQ

Frequently Asked Questions

Find answers to common questions regarding the Student's Pass application, eForms, formalities, and digital pass retrieval.



General Questions

Q What is a Student's Pass (STP)?

A A legal document issued by the Immigration & Checkpoints Authority (ICA) that allows international students to reside in Singapore for their full-time studies at Newcastle Australia Institute of Higher Education Singapore (NAIHE)

Q When should I apply for my Student's Pass?

A Apply online 2–3 months before your course starts, after receiving the school's registration details.

Q Do I need a separate visa to enter Singapore?

A If you require an entry visa, it is included in your IPA. Carry the IPA when entering Singapore.

Q How long is the Student's Pass valid for?

A The validity is generally tied to the duration of your course, subject to ICA's final approval and your continued enrollment as a full-time student.



General & Application

Q Can I work in Singapore while holding a Student's Pass?

A NAIHE students holding a Student's Pass are not permitted to work in Singapore or participate in any industrial attachment or internship, whether paid or unpaid, during their course of study.

Q What happens if my passport expires before my course ends?

A You must renew your passport at your embassy in Singapore. Report your new passport details to ICA within 14 days using its e-Service.

Q Do I need to undergo a medical examination?

A Complete a medical examination if your IPA requires one; follow ICA's report instructions.

Q Can I bring my family members to Singapore?

A Your parents or spouse may apply for a Social Visit Pass to visit you.



Application & eForms

Q What should I do if I made a mistake on my eForm 16?

A If you have not submitted the application, you can still edit the form. If already submitted, contact Singapore Student Central immediately for assistance.

Q What file format is required for uploading documents?

A Follow the portal's current format and file size limits. Upload clear scans.

Q Do I need to print the eForms after submitting them?

A Keep copies for your records. Bring only what your IPA specifies.

Q Can I leave some fields blank in the eForms?

A Complete required fields. Follow the form's instructions for fields that do not apply.



eForms Questions

Q I made a mistake on my submitted eForm. Can I edit it?

A Once submitted, eForms cannot be edited online. Contact Singapore Student Central immediately; they will advise if you need to withdraw and resubmit the application.

Q Do I need to print the completed eForms?

A Keep copies. Your IPA lists the documents to bring to formalities.

Q What are the file requirements for document uploads?

A Follow the portal's format and size limits. Upload legible scans.

Q How do I fill in fields that do not apply to me?

A Complete mandatory fields and follow the form's instructions.



Status & Application Questions

Q How long does it take for ICA to process my application?

A ICA's processing time depends on the school category and visa needs. Some cases take longer.

Q How can I check the status of my application?

A Check your application status through ICA's Student's Pass e-Service.

Q What does "Receiving Attention" mean?

A This status means that your application has been successfully submitted and is currently being reviewed by ICA officers. No action is required from you at this stage.

Q Can I travel to Singapore while my application is still processing?

A ICA recommends applying before arrival. If approved, bring your IPA to complete formalities in Singapore.



Application & Formalities

Q Can I travel out of Singapore while my application is processing?

A It is highly recommended to remain in Singapore until your Student's Pass formalities are fully completed to avoid any immigration complications or entry issues.

Q Must I bring original documents to the ICA building?

A Bring your passport and every document listed in your IPA.

Q What happens if I miss my scheduled ICA appointment?

A If you miss your ICA appointment, you should book a new appointment as soon as possible. Missing your appointment may delay the processing of your Student's Pass. If you are unable to attend for any reason, please inform Singapore Student Central promptly for further guidance.

Q How long does the completion of formalities take at ICA?

A Arrive on time and follow ICA's instructions. Check your email after formalities.



Formalities, Digital Pass & Application

Q Can I get a physical Student's Pass card?

A No. ICA has fully transitioned to digital Student's Passes. The digital pass issued via FileSG is the only official document and is valid for all purposes in Singapore.

Q What if I lose my digital Student's Pass?

A If you lose access to your digital Student's Pass, you can usually retrieve it through your Singpass account. If you are unable to do so, contact Singapore Student Central or ICA for assistance as soon as possible.

Q How do I access FileSG if I don't have Singpass?

A Follow ICA's FileSG guide for access without Singpass.

Q Do I need to notify NAIHE after getting my digital pass?

A Submit a copy of your Student's Pass to Singapore Student Central through the instructed channel.



Application Questions

Q

What should I do if I decide to withdraw my application or cancel my enrollment?

A

You must notify Singapore Student Central immediately. NAIHE will assist in cancelling your Student's Pass application with ICA. If your pass has been issued, arrange its cancellation with Singapore Student Central.



FAQ Section Complete

You have reviewed all the frequently asked questions regarding the Student's Pass application process.





Thank You

**We look forward to welcoming you to Newcastle
Australia Institute of Higher Education!**

NEED ASSISTANCE?

If you have any further questions, please contact
Singapore Student Central

