

Muis

Halal Competency Assessment (HCA)

User Guide for Self-sponsored Individuals

STUDYWORKS EXAM PORTAL

Examining Authority



Majlis Ugama Islam Singapura
(Islamic Religious Council of Singapore)

Administered by



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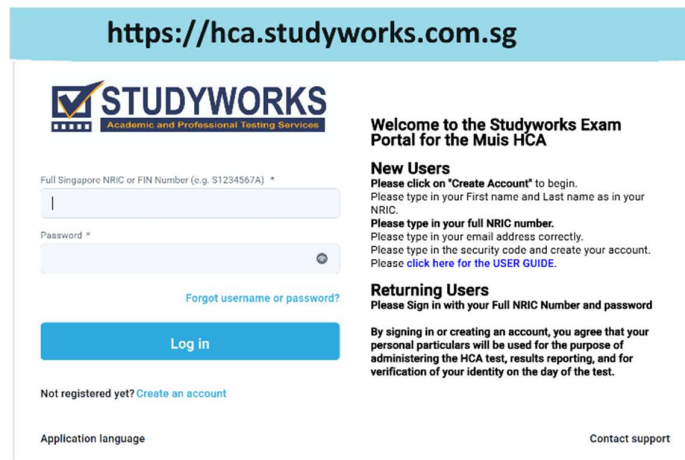
Information correct as of 1 Jan 2026

Section A: Assessment Booking Process Overview

How to register for your Halal Competency Assessment

1. Create a new account at the Studyworks Exam Portal

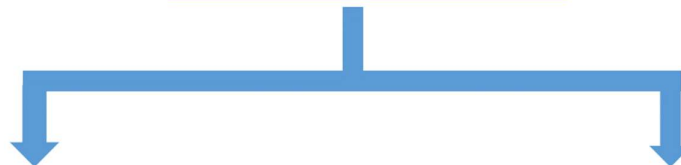
<https://hca.studyworks.com.sg>



The screenshot shows the Studyworks Exam Portal login page. It features the Studyworks logo and the text 'Welcome to the Studyworks Exam Portal for the Muis HCA'. There are two main sections: 'New Users' and 'Returning Users'. The 'New Users' section includes instructions to click on 'Create Account' and provides fields for 'Full Singapore NRIC or FIN Number' and 'Password'. The 'Returning Users' section includes instructions to sign in with their 'Full NRIC Number and password'. There is a 'Log in' button and a link to 'Create an account' for new users. At the bottom, there are links for 'Forgot username or password?' and 'Contact support'.

See pages a-b

Decide if you will pay for your own exam or claim SkillsFuture Credit



1a. Self-sponsored individuals

See pages 4 to 25.

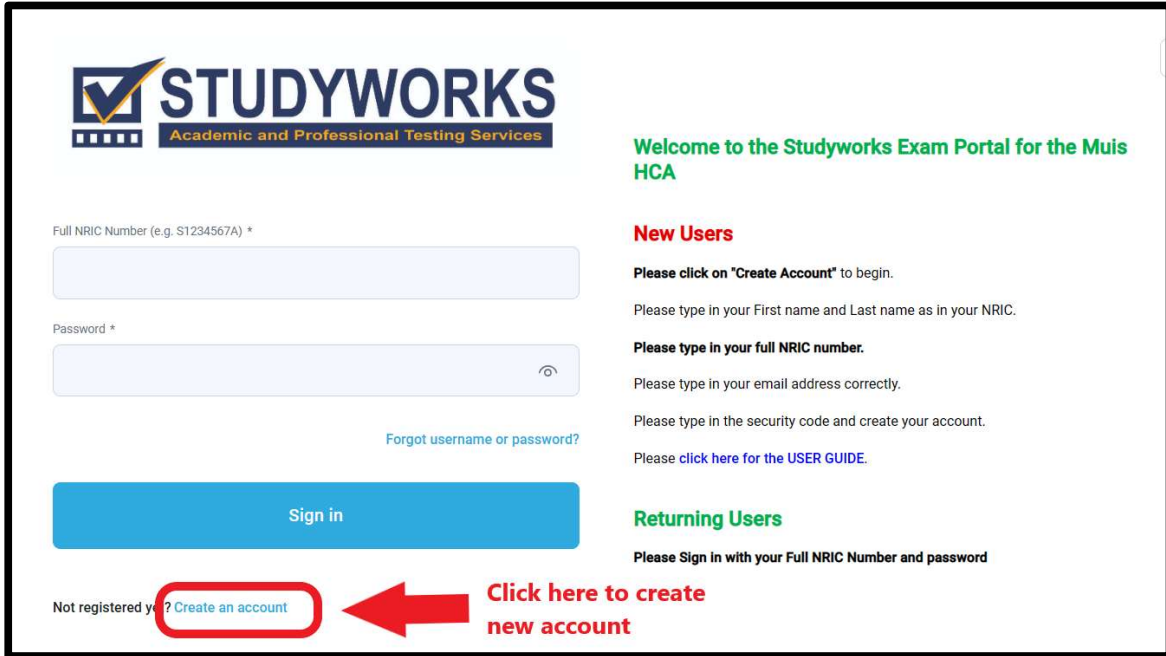
1b. Skills-Future Credit Claim

(only for Singaporeans)

See page 4 only.

If you are paying for yourself	If you are claiming Skills Future Credits
<ol style="list-style-type: none"> 2. Click to https://hca.studyworks.com.sg and create a new account. Use your full personal identification number (NRIC/FIN) as your login name (e.g. S1234567A). 3. Verify your account details. A default password has been given to you. Please change your password. 4. Select your assessment date and make payment with your credit card. 5. A confirmation email will be sent to your email. 6. Show up at the assessment centre for your assessment on selected date and time. 7. Studyworks will inform Muis of successful candidates who pass. 8. If you are unsuccessful, please register to sit for another assessment in two weeks' time after studying again. <p>For self-sponsored individuals only</p> <p>* Registration process: 1 day</p>	<ol style="list-style-type: none"> 2. Click to https://exam.studyworks.sg and submit your registration request to book a test using your Skills Future Credit. 3. Fill in your name, NRIC, email address and select the test date. 4. Click submit. Check your email and download the acknowledgement form. 5. Go to the Skills Future website and submit your claim. 6. Wait for Muis to check and validate you have enough Skills Future credit to use 7. If your Skills Future Credit is approved, Studyworks will email you a confirmation email. 8. Show up at the assessment centre for your assessment on selected date and time. 9. Studyworks will inform Muis of successful candidates who pass. 10. If you are unsuccessful, please register to sit for another assessment in two weeks' time after studying again. <p>* Registration process: approximately 2 weeks</p> <p>For the full User Guide for claiming Skills Future Credit, please click here.</p>

Section B: Create a Studyworks Account for Self-sponsored individuals



STUDYWORKS
Academic and Professional Testing Services

Full NRIC Number (e.g. S1234567A) *

Password *

[Forgot username or password?](#)

Sign in

Not registered yet? [Create an account](#)

Welcome to the Studyworks Exam Portal for the Muis HCA

New Users

Please click on "Create Account" to begin.

Please type in your First name and Last name as in your NRIC.

Please type in your full NRIC number.

Please type in your email address correctly.

Please type in the security code and create your account.

Please [click here for the USER GUIDE](#).

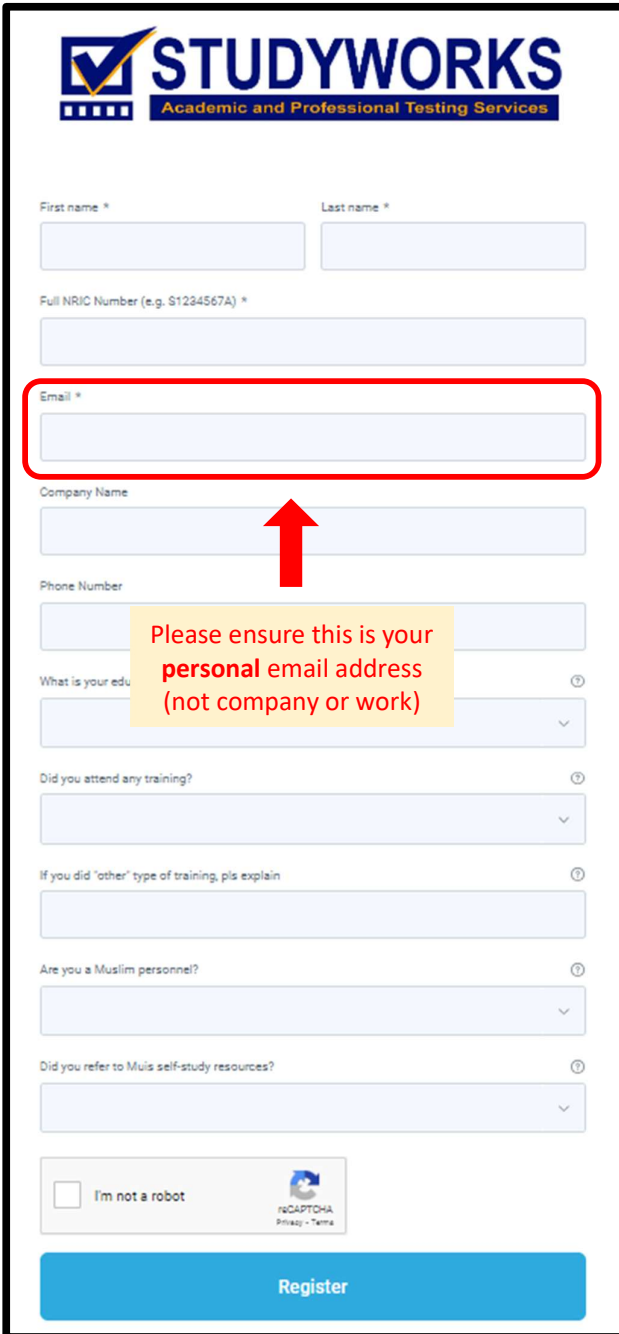
Returning Users

Please Sign in with your Full NRIC Number and password

Click here to create new account

Step 1: Register for a Studyworks account

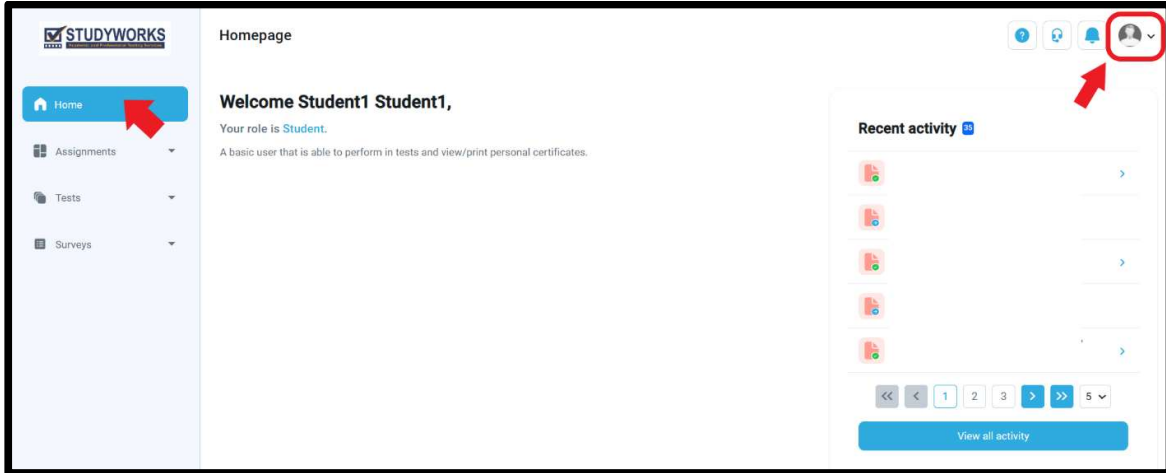
- Go to the Studyworks Exam Portal at <https://hca.studyworks.com.sg> and click on "Create an account" at the bottom left.



Step 2: Input Personal Details

- Type in your First and Last Name exactly as in your NRIC/ FIN document.
- Type in your full NRIC/ FIN number. **Your NRIC/ FIN number will be your Username. Please ensure you have entered it correctly.**
- Please type in:
 - Email address
(this should be your personal email address, not company/work)
 - Company Name (optional)
 - Phone number
- Click on the **I'm not a robot** checkbox and follow the instructions given.
- Please ensure all the information provided is correct and click **Register**.
- A confirmation email containing the default password will be sent to the email address provided.
- If you do not receive a confirmation email within 24 hours, please send an email to support@studyworks.com.sg

Section C: Verify Studyworks Account Details & Change Password

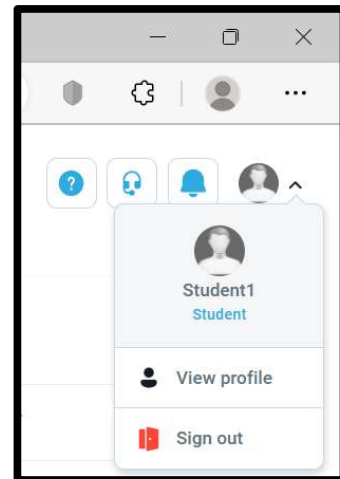


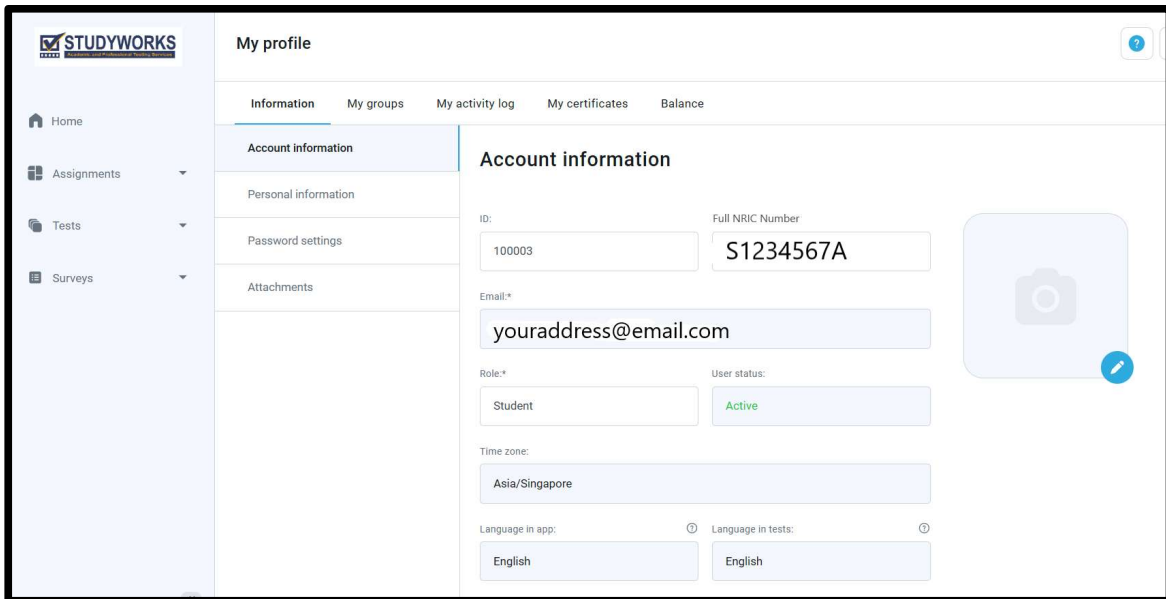
Step 1: Studyworks Account Homepage

- When you login to your Studyworks account, you will see the Homepage.
- To return to this Homepage, click on the **Home** button at the top left corner.

Step 2: Navigate to Profile Page

- Click on the button in the top right corner to get to your **Profile** page.
- Click on **View Profile** to access account details and user information.
- Click on **Account Information** to check your details.





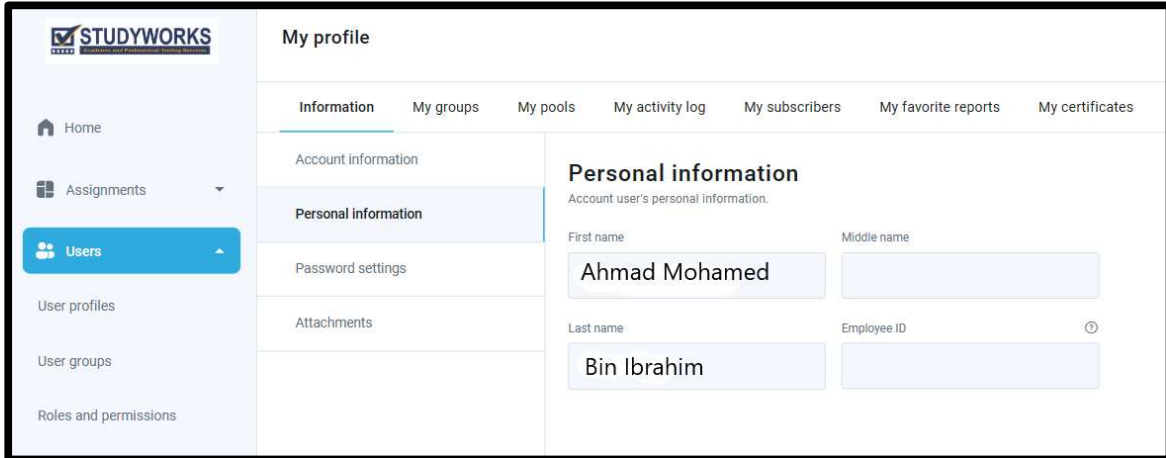
The screenshot shows the 'My profile' page with the 'Account information' tab selected. The page includes a sidebar with navigation links (Home, Assignments, Tests, Surveys) and a top navigation bar with links (Information, My groups, My activity log, My certificates, Balance). The 'Account information' section contains the following fields:

- ID:** 100003
- Full NRIC Number:** S1234567A
- Email:** youraddress@email.com
- Role:** Student
- User status:** Active
- Time zone:** Asia/Singapore
- Language in app:** English
- Language in tests:** English

IMPORTANT!

- Please check that your NRIC/FIN number and email address are correct.
- If you did not put in your NRIC or FIN number correctly, you will not be able to receive a certificate when you pass the exam.
- If you did not input a correct email address, you will not receive notifications from us.
- Please email us at support@studyworks.com.sg if you need assistance.

Step 3: Personal Information



My profile

Information | My groups | My pools | My activity log | My subscribers | My favorite reports | My certificates

Account information

Personal information
Account user's personal information.

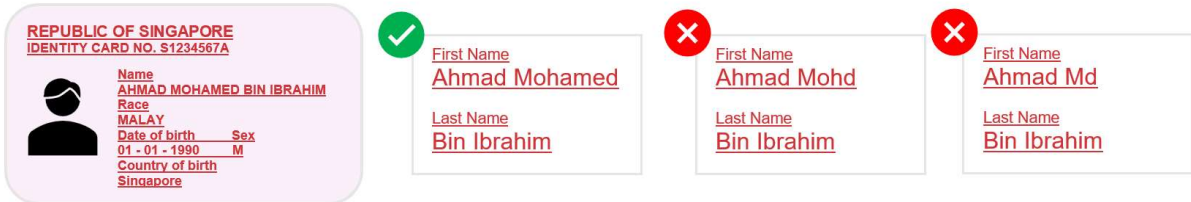
First name: Ahmad Mohamed

Middle name:

Last name: Bin Ibrahim

Employee ID:

- Please type in your name **exactly** as in your NRIC.
- Please type only into the First name and Last name boxes.



REPUBLIC OF SINGAPORE
IDENTITY CARD NO. S1234567A

Name: AHMAD MOHAMED BIN IBRAHIM
Race: MALAY
Date of birth: 01 - 01 - 1990
Sex: M
Country of birth: Singapore

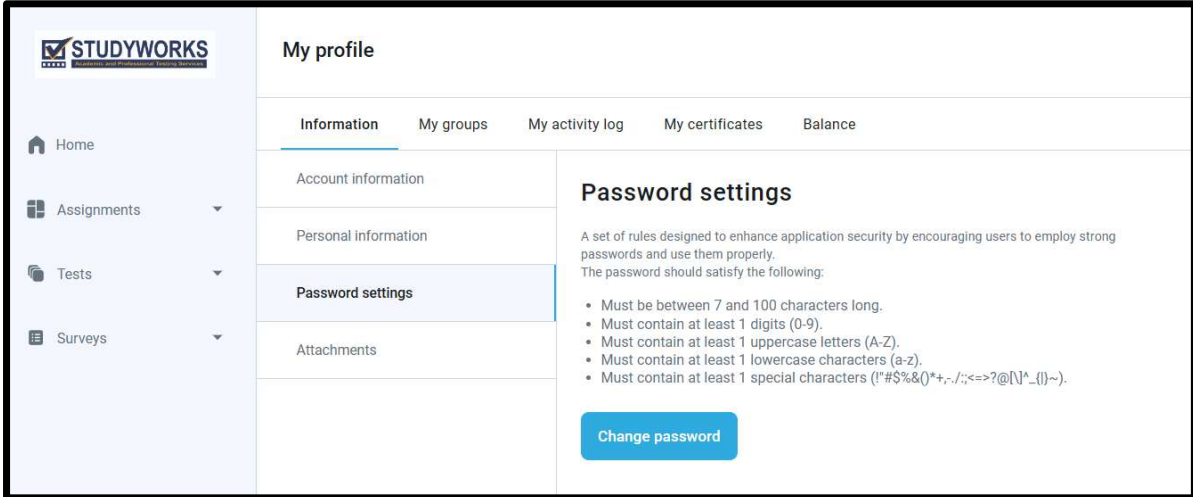
First Name: Ahmad Mohamed
Last Name: Bin Ibrahim

First Name: Ahmad Mohd
Last Name: Bin Ibrahim

First Name: Ahmad Md
Last Name: Bin Ibrahim

- If you did not put in your name correctly, you will not be able to receive a certificate when you pass the exam.

Step 4: Reset Password



My profile

Information | My groups | My activity log | My certificates | Balance

Account information

Personal information

Password settings

Attachments

Password settings

A set of rules designed to enhance application security by encouraging users to employ strong passwords and use them properly.
The password should satisfy the following:

- Must be between 7 and 100 characters long.
- Must contain at least 1 digits (0-9).
- Must contain at least 1 uppercase letters (A-Z).
- Must contain at least 1 lowercase characters (a-z).
- Must contain at least 1 special characters (!"#\$%&'()*+,-./:;<=>?@[\]^_`{|}~).

[Change password](#)

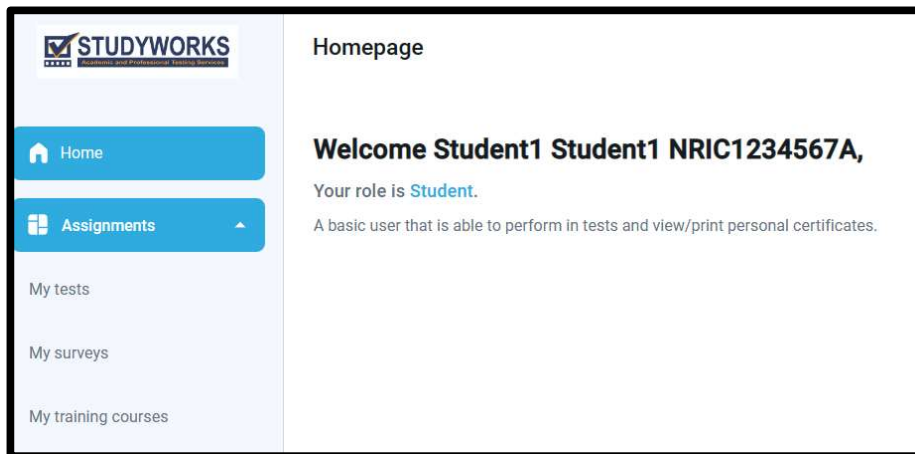
- Click on **Password settings** and click **Change password**.
- Please remember your password as you will need it **to login to your account on your scheduled assessment day** at the assessment center.
- Please email support@studyworks.com.sg if you need assistance.
- You are advised to change your password every six months for security reasons.

Section D: Book HCA Session & Make Payment

IMPORTANT!

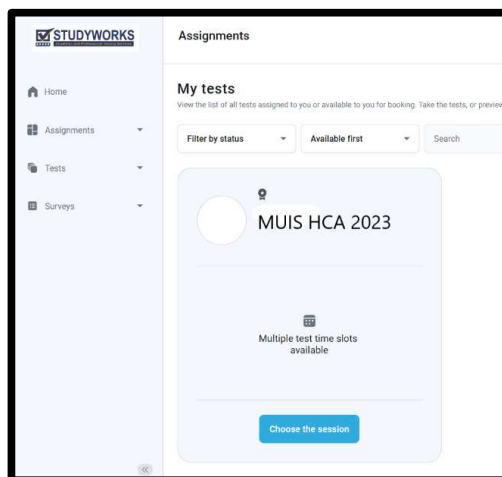
This section applies only to self-sponsored individuals making payment for their HCA exam. There is **no refund** once you make payment and purchase a test. You will not be able to claim Skills Future credit once you have made payment via this portal.

For eligible Singaporeans who wish to use their Skills Future credit, please refer to the [User Guide for claiming Skills Future Credit](#).



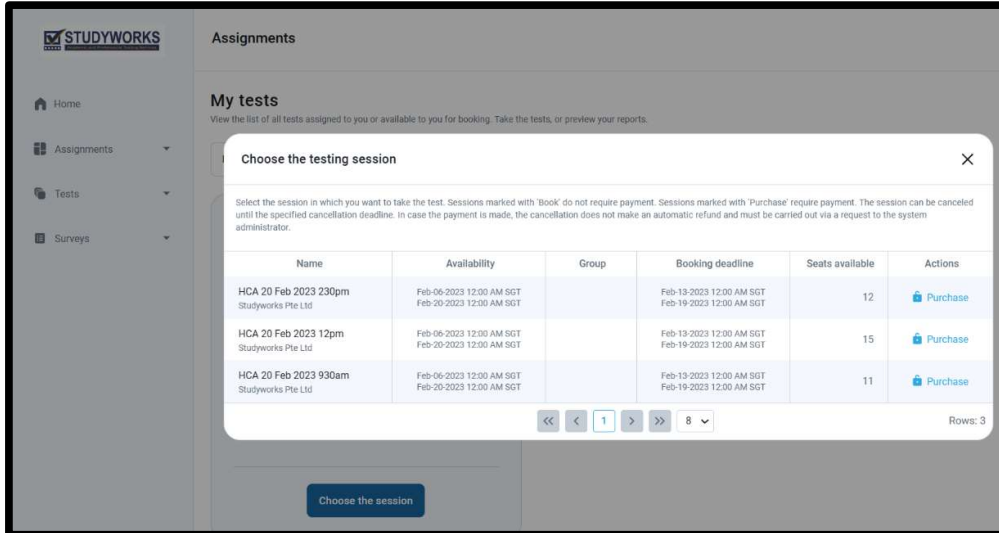
Step 1: Navigate to My Assignments Page

- Click on **Assignments**. You will see a dropdown list. Click on **My Tests**.
- Click on **Choose the Session**.



Step 2: Select HCA Session

- You will see a list of available HCA sessions according to the date and time.



The screenshot shows the 'My tests' section of the Studyworks portal. A modal titled 'Choose the testing session' is open, displaying a table of available HCA sessions. The table has columns for Name, Availability, Group, Booking deadline, Seats available, and Actions. Three sessions are listed, all with 'Purchase' links in the Actions column. Below the table is a pagination bar showing page 1 of 8 and a 'Rows: 3' indicator. A 'Choose the session' button is located at the bottom of the modal.

Name	Availability	Group	Booking deadline	Seats available	Actions
HCA 20 Feb 2023 230pm Studyworks Pte Ltd	Feb-06-2023 12:00 AM SGT Feb-20-2023 12:00 AM SGT		Feb-13-2023 12:00 AM SGT Feb-19-2023 12:00 AM SGT	12	Purchase
HCA 20 Feb 2023 12pm Studyworks Pte Ltd	Feb-06-2023 12:00 AM SGT Feb-20-2023 12:00 AM SGT		Feb-13-2023 12:00 AM SGT Feb-19-2023 12:00 AM SGT	15	Purchase
HCA 20 Feb 2023 930am Studyworks Pte Ltd	Feb-06-2023 12:00 AM SGT Feb-20-2023 12:00 AM SGT		Feb-13-2023 12:00 AM SGT Feb-19-2023 12:00 AM SGT	11	Purchase

- You will not be able to book for a session that is already closed or is fully taken up (i.e. "0" available seats).
- Choose your session and click on **"Purchase"**.

Book Your HCA Date

Book Your Muis HCA Test Date

Item type	Test Fee (w/GST)
^ Testing Session Enrollment	SGD \$136.25
ENGLISH HCA 11 Jul 2024 Thursday 930am	

Note: Please DO NOT close the browser window until you see a confirmation screen that your booking is confirmed.

The assessment fee is inclusive of GST and is non-refundable. Company-sponsored individuals should use their redemption code provided by your company.

No invoice will be issued. A receipt will be sent to the registered email address upon successful payment.

Please DO NOT cancel or make another booking / payment on your own. For any booking-related matters, please email Studyworks at support@studyworks.com.sg.

Test Fee (w/GST)

SGD136.25

Tax amount

SGD11.25 - included in Total Amount (9.00% incl.)

Total amount

SGD136.25

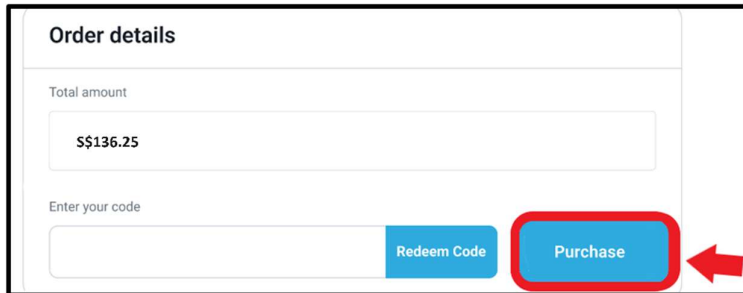
Enter coupon code

Redeem code

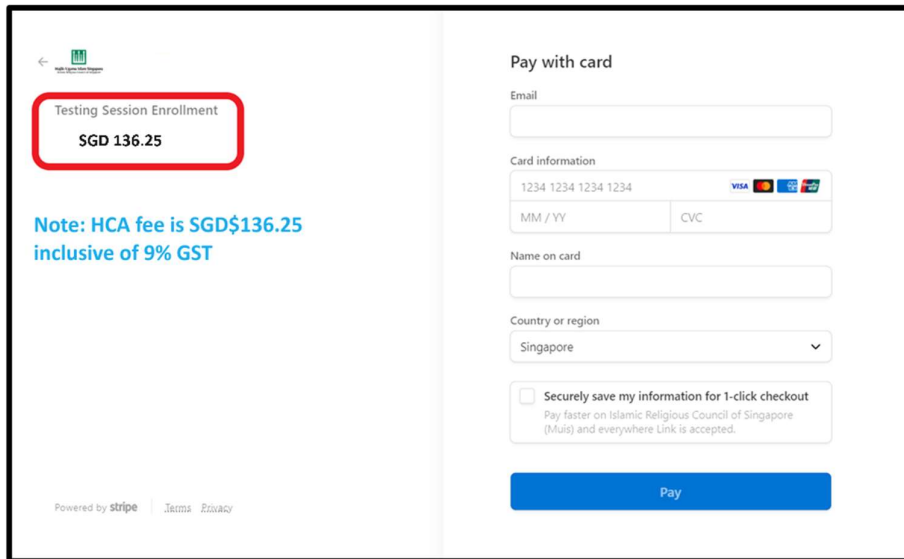
Purchase

- Once you have confirmed your selection, click on **Purchase** and you will be brought to the **Payment** page. **Please take note the fee for HCA is S\$136.25 inclusive of 9% GST.**
- You should proceed with payment ONLY if you are a Self-sponsored Individual.**
- If your company is paying the HCA fee for you, you will need to use a redemption code instead. Please contact your company's human resource manager to check.
- If your company is paying for you or you wish to use your Skills Future Credit, please do not make payment with your own credit card. There will be no refunds once assessments have been purchased.

Step 3A: Make Payment



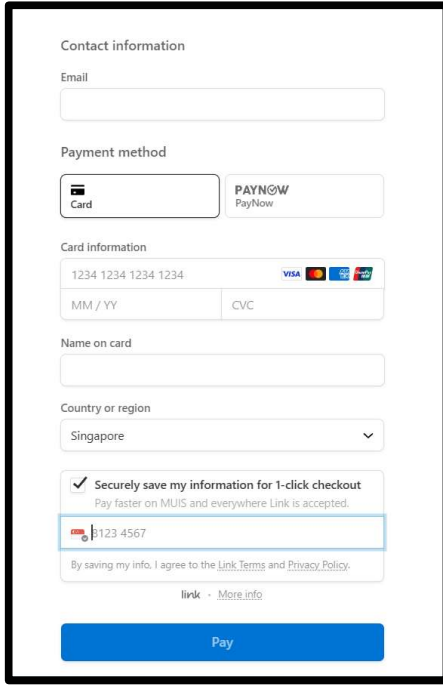
- **For Self-sponsored Individuals, please click on the Purchase button to complete payment.**



Important Information

- Please note the HCA fee is \$136.25 inclusive of GST.
- The HCA fee is non-refundable.
- Please refer to the rescheduling and cancellation policy on page 18.

To pay by Credit Card



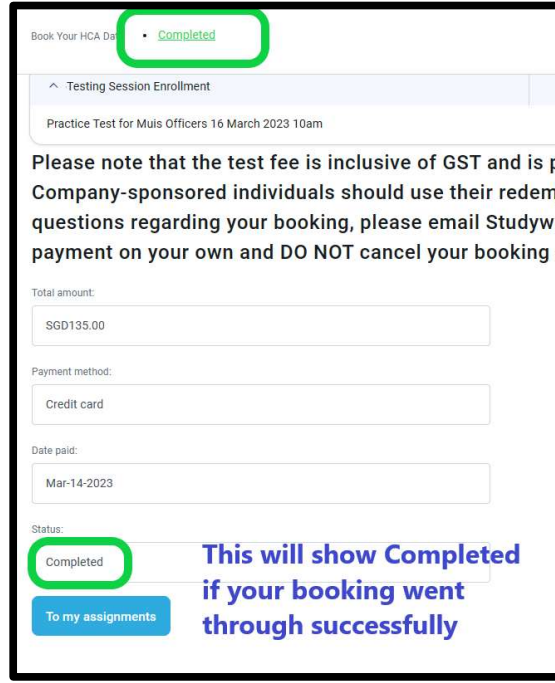
The screenshot shows a payment form with the following sections:

- Contact information:** A text field for "Email".
- Payment method:** Two buttons: "Card" (selected) and "PAYNOW PayNow".
- Card information:**
 - Card number: "1234 1234 1234 1234" with Visa, Mastercard, and American Express logos.
 - Expiry date: "MM / YY" and CVC.
 - Name on card: A text field.
 - Country or region: A dropdown menu showing "Singapore".
 - Secure save option: A checked checkbox labeled "Securely save my information for 1-click checkout".
 - Card details: A field showing "123 4567".
 - Agreement: "By saving my info, I agree to the [Link Terms](#) and [Privacy Policy](#)."
 - Buttons: "link" and "More info".
- Pay button:** A large blue button labeled "Pay".

If you wish to pay by credit card, please

- Type in your email address
- Click on the Credit card button under "Payment Method"
- Type in your credit card number, expiry date and CVC number
- Type in your name
- Select Singapore
- Check the box that says secure your information for 1-click check-out
- Type in your handphone number
- Click Pay
- Please wait for the payment to be processed and do not click away from the page
- Once payment is processed and successful, you will then be brought to the Completed Payment page

Step 3B: Payment Completed



Book Your HCA Date • **Completed**

Testing Session Enrollment

Practice Test for Muis Officers 16 March 2023 10am

Please note that the test fee is inclusive of GST and is payable by the individual. Company-sponsored individuals should use their redemption voucher. If you have any questions regarding your booking, please email Studyworks. Payment on your own and DO NOT cancel your booking.

Total amount:
SGD135.00

Payment method:
Credit card

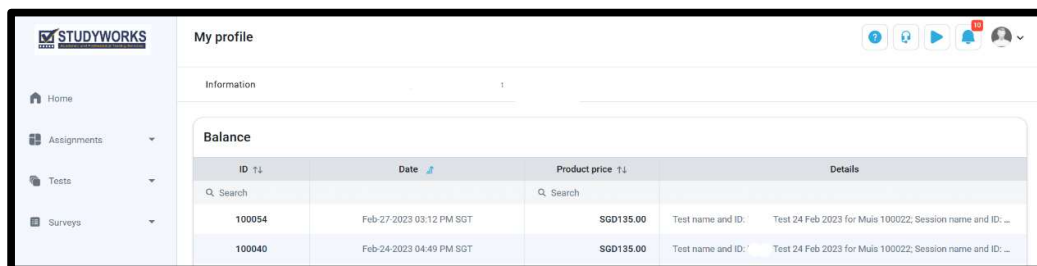
Date paid:
Mar-14-2023

Status:
Completed

This will show Completed if your booking went through successfully

[To my assignments](#)

- Once payment is successful, you will return to the booking page. You will now see the **Completed** status at the top and bottom of the page. A receipt will also be sent to your email address. The receipt is confirmation that you have successfully paid and booked for your assessment.
- A reminder email will also be sent two days before your booked HCA date.
- You may also check your assessment booking under the Balance tab in your Profile page (see Step 2 for instructions on how to get to your profile page).



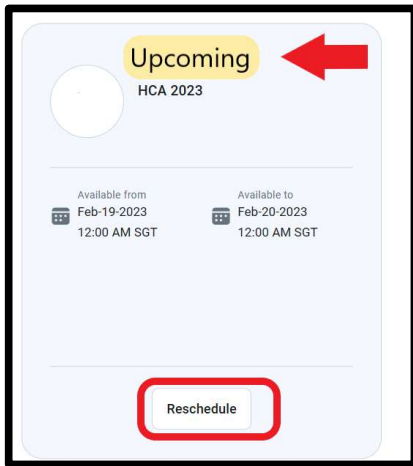
My profile

Information

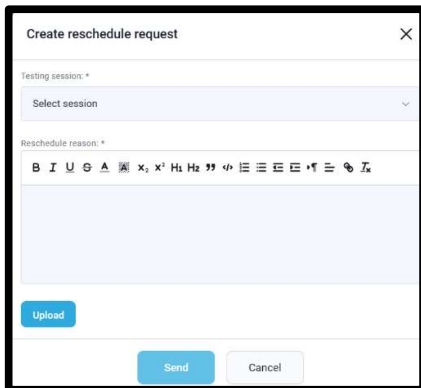
Balance

ID	Date	Product price	Details	
100054	Feb-27-2023 03:12 PM SGT	SGD135.00	Test name and ID:	Test 24 Feb 2023 for Muis 100022; Session name and ID: ...
100040	Feb-24-2023 04:49 PM SGT	SGD135.00	Test name and ID:	Test 24 Feb 2023 for Muis 100022; Session name and ID: ...

Step 4A: Check that my Assessment is booked



- Click back to the **My Assignments** page. You will now see that the **Purchase** button for the session you booked is no longer there. You will now see “Upcoming” instead.
- Please note that the assessment will be locked until the actual assessment day. You will only be able to access the assessment on the actual date at the assessment centre. The assessment invigilator will provide a password to unlock the assessment on the Assessment day.



- If you need to reschedule, click on the Reschedule button and select a new assessment date.
- **Please note that you are allowed only one free reschedule.**
- After the first reschedule, if you need to reschedule again, you will need to submit the reschedule request and upload documentary proof such as a Medical Certificate to qualify for a free reschedule.
- If you do not have a valid reason, you will need to pay a rescheduling admin fee of \$20 to Studyworks.
- Please read Section E Rescheduling and Cancellation policy, then contact support@studyworks.com.sg for assistance.

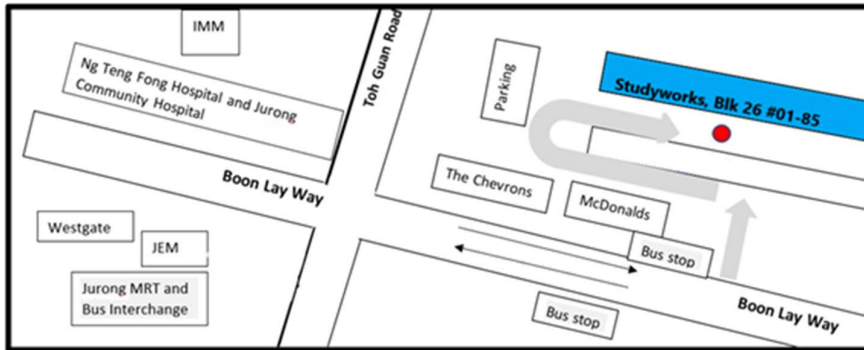
- If you are more than 15 minutes late on your assessment day, you will be turned away and be given the option to reschedule with payment of \$20 admin rescheduling fee. You will be considered as a “No Show” and will have to make a fresh booking and payment of the full assessment fee again if you do not reschedule.
- Please note that you are only allowed to sit for a maximum of two HCA sessions each month.

Section E: Rescheduling and Cancellation Policy

If you	Reason	Fees	Action to take
Re-schedule <u>at least 1 day</u> before the assessment date		No refund but You are allowed to reschedule once without additional charge.	Log into the Studyworks Exam Portal and click the reschedule button or email us at support@studyworks.com.sg
Do not show up for your assessment on assessment day	With valid reasons supported by official documents e.g. Medical Certificate, Bereavement, Hospitalisation, Quarantine Order etc.	You are allowed to reschedule once without additional charge.	Contact Studyworks to reschedule. Email document to support@studyworks.com.sg
Do not show up for your assessment on assessment day or show up more than 15 min late	Without valid reasons. Work schedule or last minutes meetings, overslept, cannot find the place, cannot get transport etc are not considered valid reasons.	No refund. You may reschedule your assessment to a later available date, but there will be an admin fee of \$20 payable to Studyworks.	Email support@studyworks.com.sg
Re-schedule your assessment date AGAIN after the first re-schedule		There will be an admin fee of \$20 payable to Studyworks.	Email support@studyworks.com.sg
Cancel your assessment		No refund	
<ul style="list-style-type: none"> • Please note that the HCA assessment fee is paid directly to MUIS. • The HCA assessment fee is non-refundable. • Rescheduling fees are paid to Studyworks. • <u>No refunds</u> will be given for a cancelled HCA session or for a no-show without valid reasons. • Candidates must sit for their assessment within 6 months from date of purchase. 			

Section F: Assessment Day information

1) Location



Studyworks Pte Ltd, 26 Boon Lay Way, Unit 01-85, Singapore 609970

Studyworks is located between Jurong East MRT and Clementi MRT stations.

From Clementi MRT station, take bus 105 and alight when you see the MacDonalDs and cross the road at the traffic light to Tradehub 21.

From Jurong East MRT station, take bus 105 and alight at the bus stop just outside the MacDonalDs.

2) Date and Time

Please check the date and time of your assessment and arrive at the examination centre at least 45 minutes before your scheduled assessment time. Doors will open 30 minutes before the assessment. If you are more than 15 minutes late, you will not be allowed entry into the examination centre, and your assessment fee may be forfeited.

3) Identification Document

Please bring your PHYSICAL, valid identification document (ID) such as your Singapore NRIC, FIN, Military SAF 11B or Passport. We cannot accept photocopies, photographs, company ID cards or name cards as ID. As your ID must be on the table while you test, we cannot accept electronic ID such as Singpass. Muis may require a photograph of you to be taken to verify your identity at the Assessment centre.

4) Personal Belongings

You will be assigned a locker to place your personal belongings inside.

You will not be allowed to access your handphone, electronic devices, study materials at any time once the assessment starts. Failure to comply with the rules and participation in any form of dishonesty will result in you being dismissed from the examination centre, banned from future exams, assessment results withheld, and/or possible legal actions taken against you.

Section G: Rules and Regulations

Muis Halal Competency Assessment (HCA) Rules and Regulations

This assessment is 90 minutes long and consists of 50 multiple choice questions.

You must answer all questions.

These rules and regulation must be complied with throughout the assessment. Muis may take action should any candidate be deemed not complying with the rules and regulation.

BEFORE THE START OF THE ASSESSMENT

1. Candidates are to report 30 minutes before the start of the assessment.
2. Latecomers who are late for more than 15 minutes will not be allowed to sit for the assessment and assessment fee will be forfeited. No refunds are allowed.
3. Candidates must be properly attired to be allowed entry into the assessment room. Those who are not appropriately dressed (e.g. singlets) will not be allowed admission to the assessment room. Unless worn for religious purposes, headgear such as hats, caps and the hood on the jacket are not allowed.
4. Candidates must bring a valid physical government-issued identity document (ID) such as the Singapore NRIC, Driving License, Military SAF 11B or Passport. **Digital IDs (e.g. in Singpass App) are not accepted.**
5. Candidates are not allowed to bring any prohibited items to the workstation or access them when the assessment is ongoing. Prohibited items include but not limited to the following:
 - (i) mobile phones
 - (ii) computers
 - (iii) calculators
 - (iv) electronic or wireless technology
 - (v) wearable technology such as fitness trackers and smart watches
 - (vi) analog and digital watches
 - (vii) audio and video recording devices
 - (viii) notes
 - (ix) writing materials
 - (x) food and drink
6. **All personal belongings** should be kept in lockers provided. Please ensure all electronic devices are switched off. The invigilator is authorised to examine all suspicious items in the possession of the candidate at the workstation and confiscate these items if they are deemed to be items that threaten to breach the security of the assessment. Those

caught in the possession of such prohibited items at the workstation will be treated as having cheated or attempting to cheat.

7. The invigilator will escort candidates to their workstations. Do not attempt to start the examination until the invigilator provides further instructions. Do not attempt to navigate outside of the assessment screen or you will be locked out of the assessment.

DURING THE ASSESSEMENT

1. Candidates must place their identity document on the top left corner of the desk at all times. Do not take the assessment on behalf of another person.
2. There are no breaks for this assessment. If a candidate uses the restroom, the time will not be paused. No additional time will be allocated.
3. Time taken to provide feedback to questions will be regarded as part of the assessment time. No additional time will be allocated.
4. Once the assessment begins, candidates are not allowed to leave the assessment centre until the end of the assessment. Once a candidate exits the assessment centre, he/she will not be allowed re-entry into the examination centre.
5. A candidate must not, for any reason, speak to or have communication with another candidate.

AFTER THE ASSESSMENT

1. Candidates should keep the noise level to the minimum and leave the assessment room quickly.
2. Candidates will not be able to access their results immediately after the assessment is completed. **An email notification on assessment results will be sent within 3 working days after the end of the assessment.**

REMINDER

The invigilator reserves the right to deny entry or expel any candidate from the examination centre if he/she is deemed to be uncooperative or wilfully acting against the instructions of the invigilator. Such candidates may be disqualified from the current assessment, barred from further taking of the Muis Halal Competency Assessment, and have their past assessment results voided.

Candidates are reminded that the assessment centre is under constant audio and video surveillance.

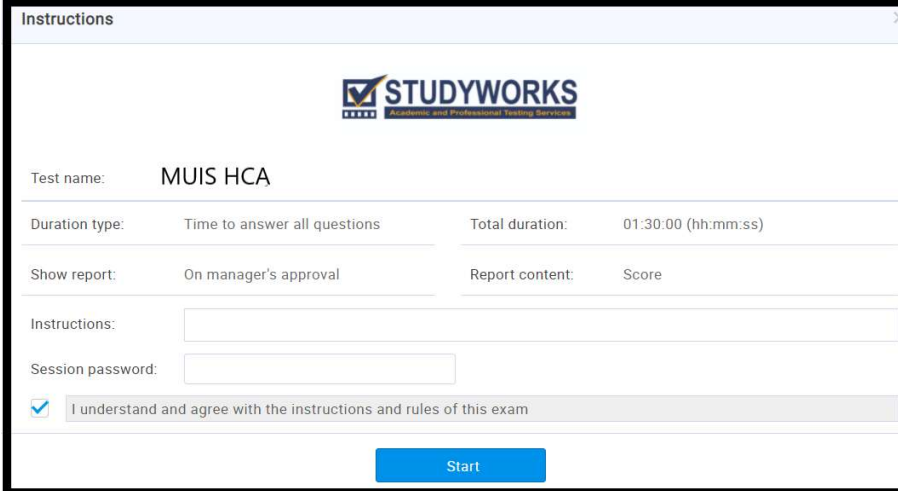
Do not attempt to reboot the system, tamper with the monitor, power switch or cable. Please notify the invigilator immediately if you have any technical issues.

Muis reserves the right to amend these rules and regulations at any time.

Section H: Taking the Assessment

Examination Interface

1) Examination Login

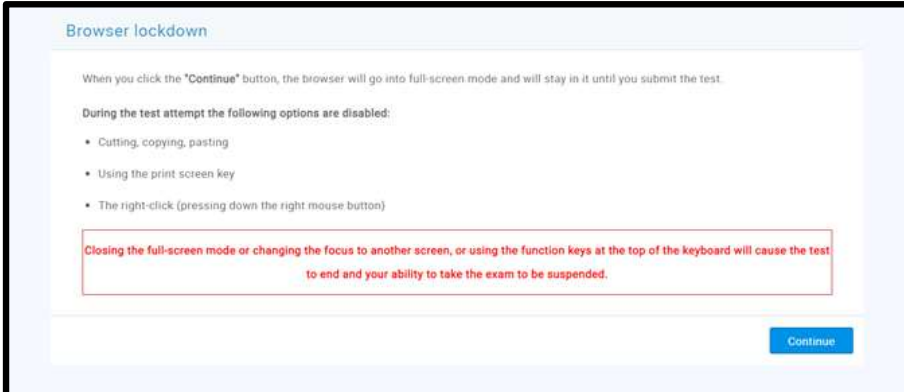


The login interface is titled "Instructions" and features the Studyworks logo at the top. It contains the following fields and options:

- Test name:** MUIS HCA
- Duration type:** Time to answer all questions
- Total duration:** 01:30:00 (hh:mm:ss)
- Show report:** On manager's approval
- Report content:** Score
- Instructions:** (Empty text box)
- Session password:** (Empty text box)
- ☒ I understand and agree with the instructions and rules of this exam
- Start** button

- Once seated at your assigned seat, you will need to login with your NRIC/FIN number and Password.
- You must read the instructions and agree to the Terms and Conditions to proceed.
- The invigilator will provide you with the session password once all candidates are seated.
- Click **Start** only when the invigilator tells you to.

2) Examination Start



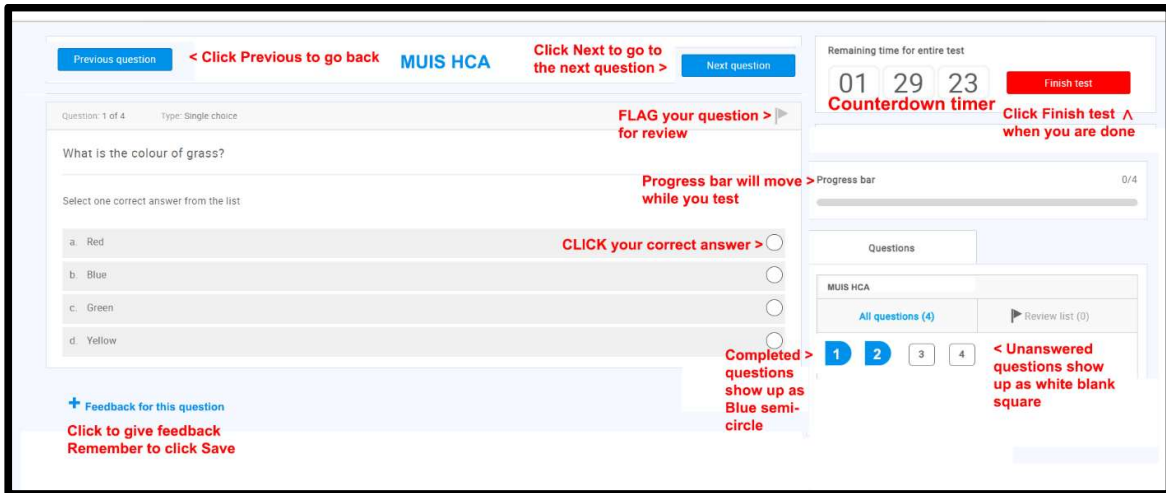
The "Browser lockdown" interface explains the testing environment rules:

- When you click the "Continue" button, the browser will go into full-screen mode and will stay in it until you submit the test.
- During the test attempt the following options are disabled:
 - Cutting, copying, pasting
 - Using the print screen key
 - The right-click (pressing down the right mouse button)
- A red-bordered box contains the warning: "Closing the full-screen mode or changing the focus to another screen, or using the function keys at the top of the keyboard will cause the test to end and your ability to take the exam to be suspended."
- Continue** button

- The assessment will be in browser lockdown mode, and you will not be allowed to navigate outside of the window.

- If you try to navigate outside of the window or open another window, your assessment will be terminated immediately, and you will be asked to leave the examination centre.
- There will be no refund of your assessment fees.

3) Question Page

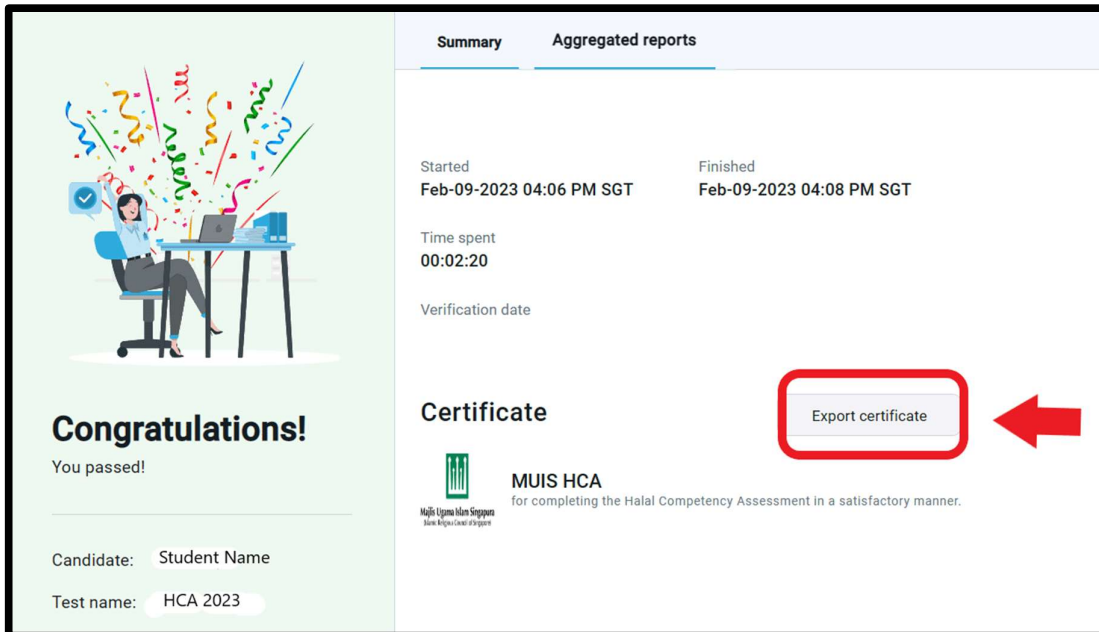


- One question will be shown per page on the left side of the screen.
- When you hover over an answer choice, a blue-coloured button will appear over the options.
- **Please click onto the answer you wish to select.**
- The table on the right side displays the number of questions, and completed questions will be highlighted as a blue semi-circle.
- Click the 'Flag' icon to highlight questions you wish to review later before finishing the assessment.
- Click on **Previous question** or **Next question** to navigate through the assessment.
- The timer at the top right corner displays the time left for the assessment.
- The progress bar on the right side shows how many questions you have completed.
- If you wish to provide feedback on an assessment question, please click on Feedback.
- Please ensure you click **Save** for the feedback to be submitted.
- Once you are done answering all the questions, click on **Finish test** at the top right corner.
- You will be asked to confirm that you are ready to submit your answers and finish your assessment. Please note that once confirmed, you will not be able to return to the assessment to change or review your answers. It is your responsibility to ensure you have answered all the questions.

- You may leave the assessment centre when you are sure that you are done with your assessment.
- Assessment results as Pass/Fail will be released within 3 working days.

Section I: Assessment Results

Step 1: Check Assessment Results



Congratulations!
You passed!

Candidate: Student Name
Test name: HCA 2023

Summary | **Aggregated reports**

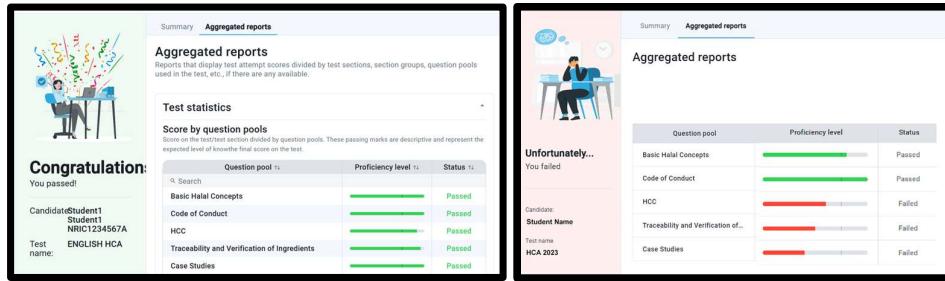
Started: Feb-09-2023 04:06 PM SGT
Finished: Feb-09-2023 04:08 PM SGT
Time spent: 00:02:20
Verification date:

Certificate

MUIS HCA
for completing the Halal Competency Assessment in a satisfactory manner.

Export certificate

- Log into the Studyworks Exam Portal.
- Navigate to My Assessments and click on Personal Report for the assessment you completed.
- You will see your result as Pass or Fail within 3 working days.
- If you passed, you may click on Export Certificate to download and save your certificate as a PDF.
- Studyworks will inform Muis that you passed within 5 working days.
- To view on how well you have done for the various areas of study, you may click on **Aggregated reports** tab.



- If you did not pass, you may click on Aggregated reports and you will be able to view the areas of study that you need to improve on. Please note that you will only be able to view the report of your **latest** assessment.
- Please study again and re-purchase a new assessment in two weeks' time.
- You will **not** be able to export a certificate.
- Resources about the HCA may be found <https://www.muis.gov.sg/halal/for-business/halal-competency-assessment/>
- You can consider attending a Halal training course conducted by training providers such as at Warees Halal Limited (WHL).

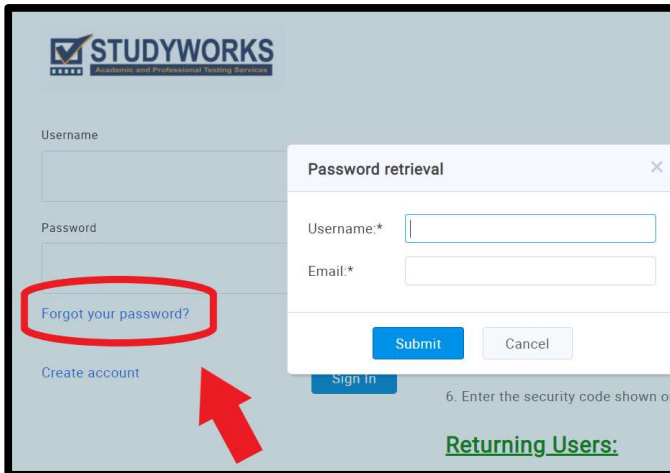
Section J: Special Accommodations

For candidates who require special assistance (e.g wheelchair user), please email us at least five working days before your assessment date to inform us so that we may assist you. Please email to support@studyworks.com.sg or call 6251 6448.

Section K: Frequently Asked Questions

Q1: I have forgotten my password to my Studyworks account. How can I reset it?

If you have already created an account but you forgot your password, please click on the **“Forgot your password?”** link on the Studyworks Exam Portal at <https://hca.studyworks.com.sg> and request for password retrieval. The password will be sent to your email address.



If you have clicked on **“Forgot your password?”** and you still do not receive an email with the password, it means that your Username or Email address is incorrect. Please contact Studyworks at support@studyworks.com.sg for assistance.

Q2: I am not receiving any emails from Studyworks even though I booked an exam.

Please add our email address (support@studyworks.com.sg) to your Contacts or Address Book in your email programme. Your Anti-Virus software could be blocking our emails. You can also give us a phone call at 6251-6448.

Q3: I need some technical support. Whom do I contact?

If you need additional help, please contact us. We are here to help!

Q4: I would like to provide feedback on my assessment or testing experience.

Please email us at support@studyworks.com.sg within 48 hours of any incident for your issue to be resolved. Kindly state clearly the date and time of your Assessment.

Studyworks Pte Ltd

26 Boon Lay Way, Tradehub 21, Unit 01—85, Singapore 609970

Email: support@studyworks.com.sg

Tel: 62516448

WhatsApp business account: 8891 7993

Office Hours: Monday to Friday 9am to 5pm