

## HECAS 2019 Frequently Asked Questions

1. How to register to HECAS?

Ans: Click the "Login/Register" button to start your registration. Make sure to click on the '**GUIDELINES**' link and follow the step by step instructions on registration and completing the HECAS online form.

2. Why I did not receive my password to complete the registration?

Ans: Make sure your email address is correct. A message "Verify Your HECAS Account →" will be send via your email for you to proceed to the next stage of registration.

3. How to retrieve forgotten Password?

Ans: Click on the "Forgotten Password" link and enter your IC number. Your will received an email for you to reset your password.

4. How do I enter my qualification?

Ans: Click "Add Examination Result" and select the type of examination to enter the subject taken one at a time. Continue clicking the "Add Examination Result" until all results are entered.

5. I registered and paid for 4 programmes and decided to only submit 2 programmes. Can I remove the unwanted programmes?

Ans: Yes, you can actually remove programme at **SECTION C** by clicking the "Remove Preference" button. However, once a programme is removed, the fee is non-refundable.

6. What should I do if I wish to add more programmes prior to final submission of my HECAS application?

Ans: You can always add programmes and make the necessary payment before the closing date of HECAS.

7. What documents do I need to submit together with my HECAS online form?

Ans: Refer to 'Institution Checklists' on documents to be submitted or email.

8. Where can I make cash payment for my selected programmes?

Ans: Refer to 'List of Payment Counters' to find out the nearest designated payment counter. Make sure to bring your identity card when making cash payment.

9. Can I change my details in my HECAS online form after I submitted the form online? For example, I want to change the order of programme preferences?  
Ans: Yes, applicants can always login and edit their information before the closing date of HECAS. When editing is done, applicants must submit their application online once again.
10. Can I apply to HECAS in advance, yet I am about to complete my study with an institution?  
Ans: Yes. As long as the institution you want to apply accept your application based on your predicted results.
11. Can I use my GCE 'AS' Level qualification instead of GCE 'A' Level qualification?  
Ans: No. GCE 'AS' Level is not considered as GCE 'A' Level.
12. How many sittings are allowed for my 'A' Level qualification?  
Ans: The number of sittings for 'A' Level qualification varies across institutions. For more information on related issues, applicants can check the "ENTRY REQUIREMENTS" link found in [hecas.moe.gov.bn](https://hecas.moe.gov.bn).
13. Why did I receive an error message when I only chose One (1) programmes under "Scholarship Section MOE" in SECTION C?  
Ans: Applicants who wish to apply for overseas scholarship **MUST** also apply for **at least ONE** programme offered by local higher education institutions.
14. Why can't I select my choices under "Scholarship"?  
Ans: Make sure the colour of your IC number has been selected in SECTION A. Only Yellow IC holder (Brunei Citizen) may apply scholarship.
15. Will my HECAS application be accepted if it is submitted after the deadline?  
Ans: No, your HECAS application will be considered as **VOID**. Higher Education Institutions and Scholarship Section, Ministry of Education Brunei Darussalam reserve the right to **REJECT** applications which are incomplete, contained false information or hardcopy received after the 3<sup>rd</sup> working day of HECAS closing date.
16. Can I get a refund for my HECAS application fee?  
Ans: No, the application fee is non-refundable. This includes removal of programme choices by applicants.