

**NATIONAL UNIVERSITY OF SINGAPORE  
UNDERGRADUATE COURSEWORK BASED STUDENT EXCHANGE PROGRAMME (SEP)  
INFORMATION SHEET FOR AY 2015/2016**

**Office dealing with exchange matters      International Relations Office**

**Contact**      National University of Singapore  
3rd Storey, Unit 03-03,  
Shaw Foundation Alumni House,  
11 Kent Ridge Drive,  
Singapore 119244  
Phone: (65) 6516 4356 Fax: (65) 6778 0177  
Web: <http://www.nus.edu.sg/iro>

**Operating hours**      Mon-Thu: 8.30am-6.00pm  
Fri: 8.30am-5.30pm  
Closed on Saturdays, Sundays and Public Holidays

**Office handling admission of non-graduating (exchange) students      Registrar's Office**

**Contact**      National University of Singapore  
Registrar's Office (Non-Graduating Programme)  
University Hall, Lee Kong Chian Wing  
#UHL-04-01, 21 Lower Kent Ridge Road  
Singapore 119077  
Phone: (65) 6516 2301 Fax: (65) 6778 6371  
Web: <http://www.nus.edu.sg/registrar/edu/ng.html>  
Email: [nghelp@nus.edu.sg](mailto:nghelp@nus.edu.sg)

**Important Websites**

International Relations Office	<a href="http://www.nus.edu.sg/iro/sep/in/index.html">http://www.nus.edu.sg/iro/sep/in/index.html</a>
Study Abroad Guide	<a href="http://www.nus.edu.sg/iro/home/jbys.html">http://www.nus.edu.sg/iro/home/jbys.html</a>
Non-Graduating Programme	<a href="http://www.nus.edu.sg/registrar/edu/ng.html">http://www.nus.edu.sg/registrar/edu/ng.html</a>
Office of International Student Services	<a href="http://nus.edu.sg/osa/iss">http://nus.edu.sg/osa/iss</a>
NUS Code of Student Conduct	<a href="http://www.nus.edu.sg/osa/coc">http://www.nus.edu.sg/osa/coc</a>

Semester Dates (AY2015-2016)	1 <sup>st</sup> semester	2 <sup>nd</sup> semester
Orientation & Registration	30 Jul - 8 Aug 2015 (tbc)	First week of Jan 2016 (tbc)
Teaching	10 Aug -13 Nov 2015	11 Jan - 15 Apr 2016
Examinations	21 Nov - 5 Dec 2015	23 Apr - 7 May 2016
Vacation (if any)	19 - 27 Sep 2015	20 - 28 Feb 2016

## Academic Matters

Language of instruction                      English

Language requirement                      Exchange students from non-English medium institutions are required to submit either the TOEFL or IELTS result if they are applying to read modules from the **NUS Faculty of Law**.  
<http://www.nus.edu.sg/registrar/edu/ng.html#general>

Language courses                              Students can take any of the language courses offered by the Centre for Language Studies subject to qualification and availability. Students are required to provide a letter from their home university to declare their level of proficiency in the language(s). Students who wish to read higher level language modules might be required to sit for placement test. For details please see: <http://www.fas.nus.edu.sg/cls/index.htm>

Modular System                                A programme leading to a 3 year Bachelor's degree requires a minimum of 120 MCs. As such, the usual load for NUS students is 16 to 20 modular credits (MCs) per semester, where 1 MC is equal to 2.5 hours of study and preparation per week. A 4-MC module would require 10 hours of work a week, including lectures, tutorials, laboratory sessions, assignments, and independent or group study. Details are available at: <http://www.nus.edu.sg/registrar/edu/modular.html>

Modules Type                                    By default, all modules secured at the point of offer are set to examinable. Exchange students have to seek the permission from their home University before they can set an examinable module to audit, as modules set to audit might not be allowed for credit transfer back at the home University. Some modules cannot be set to audit.

In order to set an audit module to examinable, exchange students need to seek written approval from NUS Registrar's Office.

Grading System                                 Student may refer to <http://www.nus.edu.sg/registrar/adminpolicy/gradingexam.html> for NUS grading policy. The grading system for the modules taken in NUS can be found at the back of the official NUS transcripts.

Upon request, the academic advisers will share the grades for Continuous Assessment (CA) such as regular assignments and project work with students throughout the semester. However, the grade for the final examination cannot be shared as explained in the NUS grading policy. For many modules at NUS, CA constitutes a significant percentage of the final grade.

## Course-related Information (for coursework-based exchange students)

List of modules available to exchange students	Student should refer to <a href="https://share.nus.edu.sg/registrar/info/ng/NG-Modules.pdf">https://share.nus.edu.sg/registrar/info/ng/NG-Modules.pdf</a> for the list of modules available to exchange students. The list will be updated around March for Semester 1 and August for Semester 2. Availability of modules is subject to change of academic staff and curriculum.
Is course information (e.g. description, syllabus) available online?	Yes, course information is available at: <a href="http://www.nus.edu.sg/registrar/nusbulletin/modulesearch.html">http://www.nus.edu.sg/registrar/nusbulletin/modulesearch.html</a> . Detailed course information may also be available at respective Faculties and Schools' websites. Students should only refer to this link for course information and not course selection because not all the modules in this link are open to exchange students.
Are course schedules/timetables available online?	Yes. Class timetables are available at: <a href="https://webrb.nus.edu.sg/ctt/builder.aspx">https://webrb.nus.edu.sg/ctt/builder.aspx</a> . The timetable will be updated around early July and mid-November each year. Please check the timetable for approved modules to ensure that there is no clash.
<p>Module constraints and restrictions</p> <p>Please refer to <a href="#">Modules Restrictions</a> for more details. <b>(MUST READ)</b></p>	<p>All incoming students are advised to be as flexible as possible with their module requirements. There are no guarantees for any modules at NUS, and some modules are in high demand and will be difficult to register for. Incoming students who wish to enrol in <b>Business, Law and Economics</b> courses need to be very flexible in their study plan. It is also recommended that they prepare an alternative study option to include courses offered by other NUS Faculties &amp; Schools.</p> <p>Please note that higher level undergraduate courses (e.g. Module Code starting from 4000 &amp; above) have very limited capacity and are usually <u>not</u> available to exchange students. In order to increase the chances of securing enough modules, incoming exchange students should consider taking relevant modules with module code starting from 1000 to 3000 (please refer to the "<a href="#">List of modules available for exchange students</a>").</p> <p>Master level modules are open to students coming under master-level exchange agreement only. (E.g. MBA modules).</p> <p>Modules from the following Faculties/Schools/Institutes/Departments are <b>NOT</b> open to any Non-Graduating students on fee-waiver undergraduate coursework based exchange:</p> <ul style="list-style-type: none"> <li>• Faculty of Dentistry</li> <li>• Yong Loo Lin School of Medicine</li> <li>• Saw Swee Hock School of Public Health</li> <li>• Alice Lee Centre for Nursing Studies</li> <li>• Yong Siew Toh Conservatory of Music</li> <li>• Institute of Systems Science</li> <li>• Singapore-MIT Alliance</li> <li>• All modules offered by self-funded programmes. <a href="https://share.nus.edu.sg/registrar/info/gd/Self-Funded-Graduate-Programmes.pdf">https://share.nus.edu.sg/registrar/info/gd/Self-Funded-Graduate-Programmes.pdf</a></li> </ul> <p><b>Limited</b> modules from the following Faculties/Schools/Institutes/Departments are available to Non-Graduating students:</p> <ul style="list-style-type: none"> <li>• Lee Kuan Yew School of Public Policy - only for graduate students supported by University-wide exchange agreement</li> <li>• University Scholars Programme - only when there is prior agreement between selected partner universities</li> <li>• Department of Pharmacy at Faculty of Science</li> </ul>

<p><b>Module constraints and restrictions - continued</b></p> <p>Please refer to <a href="#">Modules Restrictions</a> for more details. <b>(MUST READ)</b></p>	<p><b>Architecture</b></p> <ul style="list-style-type: none"> <li>• Open to Architecture majors only.</li> <li>• Applicants <b>must</b> submit a digital/hardcopy portfolio to support their exchange application.</li> </ul> <p><b>Business</b></p> <ul style="list-style-type: none"> <li>• Open to Business majors only. However, not all Business majors will be able to enrol in Business modules due to the high demand.</li> <li>• Exchange students need to secure at least 1 Business modules during the point of offer in order to be able to participate in the Business School's Add/Drop module period at the start of each semester.</li> <li>• Exchange students will be considered for Business modules for <b>ONE SEMESTER</b> only.</li> </ul> <p><b>Law</b></p> <ul style="list-style-type: none"> <li>• Open to Law majors only.</li> <li>• Only selective electives Law modules (i.e. with module code LL4XXX) are available for exchange students.</li> <li>• Students are encouraged to take only the sufficient amount of credits (<b>not in excess</b>), as required by their home university.</li> <li>• Exchange students with double majors (Law as one of the majors) must secure <u>at least 2 Law modules</u> per semester during the application period in order to be contacted by Law for the separate Law module registration exercise.</li> <li>• Shortlisted students will be contacted via email from Law to register for Law modules. Students who failed to register their modules with Law during the stipulated registration period will not get any Law modules.</li> <li>• Students should expect some variations in the modules offered by Law during the registration period.</li> </ul>
<p><b>Are students allowed to take cross-faculty modules?</b></p>	<p>Yes, subject to fulfilment of pre-requisites, availability of the modules, timetabling as well as approval from home university.</p>
<p><b>Minimum and maximum number of modules to be taken for each semester/year</b></p>	<p>Exchange students are required to read a minimum of 12 modular credits (MCs) per semester (approximately 3 modules) and no more than 20 MCs (approximately 5 modules), regardless of whether these modules are set to audit or examinable.</p> <p>According to Singapore's immigration guidelines, students need to have at least 3 modules or 12 modular credits per semester in order to be eligible for the Student's Pass application.</p>
<p><b>Can students take modules of a different level, e.g. Year 1 student taking Level 3 module?</b></p>	<p>Yes, subject to:</p> <ol style="list-style-type: none"> <li>1. Pre-requisites of the modules;</li> <li>2. Availability of the modules;</li> <li>3. Class and Examination timetabling; and</li> <li>4. Approval by the respective NUS faculties/departments</li> </ol> <p>In general, the first number in the module code indicates the year of study, except for general electives modules which are with codes such as GEKXXXX or GEMXXXX. Majority of the general elective modules do not have pre-requisites.</p>
<p><b>More information on modules selection and application</b></p>	<p>Students are advised to read the step-by-step guide on modules selection which can be found on page 4 of "Journey Beyond Your Shores" 2014 - <a href="http://www.nus.edu.sg/iro/home/jbys.html">http://www.nus.edu.sg/iro/home/jbys.html</a></p> <p>Students can also refer to <b>NUS Registration Guide</b> for more information.</p>

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**Confirmation on the modules allocated to exchange students**

Successful exchange applicants will be given a link to view their allocated modules in the Letter of Offer sent via email by NUS Registrar's Office.

Students are advised to check the [timetable](#) for all allocated modules. If there is any clash in the examination date or class time, students **must** drop modules during the module Add/Drop exercise.

Exchange Application Deadlines		
Application Timeline	NUS Semester 1 / Full Year (August - December) / (August - May)	NUS Semester 2 (January - May)
Nomination deadline	13 March	1 September
Online Application	21 March - 15 April	1 September - 1 October
Submission of supporting documents (hardcopy)	1 May	15 October
Application Outcome	Mid-June	Mid-November

**Nomination to NUS International Relations Office (IRO)**

All partners must provide a list of nominated students to NUS before the students apply online. Student applications will be processed as fee waiver exchange student if their names appear on the nomination list.

Nomination list must reach the Student Exchange Programme (SEP) manager by **13 March** for a Full Year or Semester 1 exchange and **1 September** for Semester 2 exchange.

**Nominations and applications received after the deadlines might not be processed** in time for exchange in the respective semester.

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**Application outcome**

Successful students will be given the Letter of Offer by mid-June (for those coming in August) or mid-November (for those coming in January) via email.

Students should check their email regularly (including spam folder) after they have submitted their applications via NUS online portal. Students will be contacted via email if there are missing documents to support their exchange applications or they have to reselect the modules.

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**Can students extend their exchange period?**

This is generally not allowed unless there is a written approval given by the home university exchange coordinator and NUS SEP manager. Please refer to the following link: <http://www.nus.edu.sg/registrar/edu/ng-current.html#extension> for procedures on extension request.

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**When will the Official Transcripts be ready?**

Two copies of original transcript will be sent directly to the Study Abroad/Exchange office at the student's home university, approximately **two months** after the completion of the exchange if the students have no outstanding fees.

**Will there be unofficial transcripts for the students before they leave Singapore?**

Students who wish to print their unofficial transcript can do so via myISIS student portal before they leave Singapore. Students' NUS account will be terminated approximately one week after the surrender of Student Pass at the Singapore customs.

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### Application procedures and deadlines

1. Submit online application at <https://myaces.nus.edu.sg/ngAdmForm/>

For instructions on how to fill in the application form, please read <https://share.nus.edu.sg/registrar/info/ng/General-Instructions-for-Application-to-NUS-NG-Programme.pdf>

Applicants **must** indicate in the online application form that they are applying as an “**exchange**” student to be considered for tuition-fee waiver Non-Graduating Programme. If students require on-campus accommodation, they must indicate their interest in the application form so that they will be considered for on-campus accommodation.

In order to maximise the chances of securing at least 3 modules or 12 modular credits per semester, students are advised to choose up to 10 relevant module choices in the online application form.

2. Prepare supporting documents using the checklist: <https://share.nus.edu.sg/registrar/info/ng/NGCheckList.pdf>
  - 1 passport-size photo\*
  - Nomination letter from home University
  - Original copy of academic transcript (in English and with University stamp)\*
  - TOEFL/IELTS/GMAT result (for Law modules application only)
  - Digital/hardcopy portfolio (for Architecture modules application only)
  - Copy of passport page (showing the nationality and personal details)

*\*Also to be uploaded in the online application*

3. Applicants who make a voluntary health declaration in the online application form should support the declaration with a doctor's certification/letter if he/she needs to seek special assistance while on exchange at NUS. The type of special assistance provided by NUS will be limited to the availability of resources and trained personnel on campus. Please refer to <http://nus.edu.sg/osa/dso/sssn> for more information.
4. Send the printed copy of the completed application form and supporting documents to the following address:

**Registrar's Office (Non-Graduating Programme)**  
National University of Singapore  
University Hall, Lee Kong Chian Wing  
UHL #04-01, 21 Lower Kent Ridge Road  
Singapore 119077

5. All supporting documents must reach the Registrar's Office by **1 May** for Semester 1 exchange and **15 October** for Semester 2 exchange.
6. Late and incomplete application might not be processed in time for admission in the respective semester.

### Medical Insurance

#### Are exchange students required to purchase a compulsory medical insurance plan?

Yes. Every international student must take up the compulsory NUS Health and Insurance Scheme (HINS) which is included in the Miscellaneous Student Fees (MSFs). For more information on insurance coverage, please refer to <http://www.nus.edu.sg/uhc/healthservice/insurance/G&NG.html>.

Is university accommodation available for exchange students?

Yes. NUS offers on-campus accommodation to exchange students, but it is **NOT** guaranteed.

Students must select “exchange” and must indicate that they require on-campus housing in order to be considered. Please note that indicating ‘yes’ for on-campus housing on the initial exchange application does not guarantee placement. Students will receive instructions on how and when to apply for housing in their Acceptance Letter from Registrar’s Office.

Please note that students who **do not** indicate their requirement for accommodation in the online application might **not** be considered for on-campus accommodation.

NUS receives more exchange students in Semester 1 (August to December) compared to Semester 2 (January to May); therefore it is more difficult to secure housing in Semester 1. Prospective students that are able to come on exchange in Semester 2 are strongly encouraged to do so.

What are the options?

NUS offers three types of on-campus accommodation (often referred to as ‘hostels’): (1) Residential Colleges, (2) Residences, and (3) Halls of Residence. For more information on the different types of hostels, please refer to the following link:

<http://nus.edu.sg/osa/has/non-graduating/hostel-options>

Students will be able to indicate their top three (3) preferences on their housing application. Please note that not all hostel options will show up on all applications; and that the University may not be able to allocate students to one of their preferred hostel options.

With off-campus options generally being more expensive due to scarcity of land, we strongly recommend students accept any on-campus housing offer they receive, even if it is not one of their preferred choices.

NUS has built relations with several off-campus accommodation options that are affordable to students and convenient to NUS’ main Kent Ridge Campus and Bukit Timah Campus (for Law students). These include:

- **Hwa Chong Institution Boarding School**  
[www.hcibs.edu.sg](http://www.hcibs.edu.sg)
- **Nanyang Girls Boarding School**  
<http://www.nyboarding.edu.sg>
- **Yo:HA Student Hostel Ulu Pandan and Henderson Outlets**  
<http://www.yoha.com.sg/hostels.aspx>
- **Evan’s Lodge (near Bukit Timah Campus)**  
<http://www.katonghostel.com/evan/>

Students should prepare to search for off-campus accommodation if they are not invited to apply for on-campus accommodation in their Acceptance Letter from Registrar’s Office.

For a complete list of off-campus accommodation options, please refer to the following [Guide](#) prepared by NUS Office of Student Affairs.



How will students be informed if they are selected for on-campus accommodation?	<p>Registrar's Office will notify students if they have been invited to apply for on-campus accommodation following their acceptance into the exchange programme. Please note that an invitation to apply for accommodation does <b>NOT</b> guarantee placement.</p> <p>Students will submit their housing application via the University Hostel Management System (UHMS) and will be notified of their housing application outcome by our Office of Student Affairs.</p>
What are the administrative procedures to follow once students have been invited to apply for accommodation?	<p>To apply for on-campus accommodation, students must pay the non-refundable application fee of S\$26.75. In the event that students are successful in securing on-campus accommodation, they will be required to formally accept their offer and pay a deposit of S\$200.00 by the stipulated deadline.</p> <p>If a student is offered accommodation, but fails to accept the offer and/or does not pay the deposit by the stipulated deadline, he/she will automatically forfeit his/her allocated accommodation. Please read the terms and conditions found at <a href="http://www.nus.edu.sg/osa/has/non-graduating/hostel-application-exercises-terms-and-conditions/168">http://www.nus.edu.sg/osa/has/non-graduating/hostel-application-exercises-terms-and-conditions/168</a>.</p>
Is on-campus accommodation available over semester breaks?	<p>Yes. Students who are on full year exchange and have successfully secured on-campus accommodation, are eligible for vacation stay by paying the additional rates mentioned at <a href="http://www.nus.edu.sg/osa/has/non-graduating/hostel-rates">http://www.nus.edu.sg/osa/has/non-graduating/hostel-rates</a>, subject to availability.</p>
Compulsory meal plans for selected on-campus accommodation	<p>If students stay at the <a href="#">Residential Colleges</a> in University Town or in the <a href="#">Hall of Residences</a>, they will have to pay for the compulsory meal plan during their stay on campus.</p> <p>The food offered under the compulsory meal plan is certified Halal. However, it might not be suitable for strict Vegans or students who need Kosher food. Students with special dietary requirements can consider staying at other on-campus accommodation such as Prince George's Park Residence which do not have compulsory meal plans. For more information on compulsory meal plans, please visit <a href="#">here</a>.</p>
Check-in	<p>Check-in to on-campus accommodation is available from Monday to Friday during office hours from 9am to 5pm. To request a check-in outside of the office hours, please refer to <a href="http://nus.edu.sg/osa/has/contactus">http://nus.edu.sg/osa/has/contactus</a>.</p>
<b>Visa Requirements</b>	
Are exchange students required to obtain a visa (Student's Pass)?	<p>Yes. Exchange students who have been accepted to NUS will receive instructions via email for the Student's Pass application.</p> <p>Students who need a visa to enter Singapore can use the In-Principle Approval (IPA) letter to serve as a single-trip entry visa. All other students will be instructed to enter on a tourist visa and then convert it to a Student's Pass during registration.</p>
If yes, will NUS assist in the application?	<p>The date(s) for official registration of Student Pass at NUS can be found in the <b>NUS Registration Guide</b>. The link to this guide can be found in the Letter of Offer from NUS Registrar's Office.</p>



Is a medical report required?	All incoming international students who are applying for a Student Pass which is valid for 6 months and above are required to complete a medical examination in their country or in Singapore. Details will be provided in the Letter of Offer.
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### Arrival, Registration & Student Services

NUS Registration Guide (MUST READ)	Students are expected to read the <a href="#">NUS Registration Guide</a> and understand the deadlines and procedures before travelling to Singapore.
Is airport pick-up service available?	No. However, Singapore is well-linked by public transport. Students may refer to <a href="http://www.nus.edu.sg/iro/sep/in/inSG/index.html#step1">http://www.nus.edu.sg/iro/sep/in/inSG/index.html#step1</a> for some travel tips.
Which student events are available to exchange students?	There are many activities organised by the International Student Services and the International Relations Office for exchange students in each semester. These events include the Orientation programmes, the Welcome Party as well as many other programmes which are lined up throughout the semester so as to let exchange students know more about NUS and Singapore. For more details, please refer to our <a href="#">website</a> .
Is there a Disability Support Office on campus?	<p>Yes. NUS established a <a href="#">Disability Support Office</a> in October 2014. This office is managed by one staff. Student who requires support for special learning needs is supposed to declare his/her conditions in the online application form and produce a medical letter from the doctor stating the type of support needed.</p> <p>Upon arrival at NUS, student should also visit the <a href="#">University Health Centre</a> to have his/her conditions assessed by doctors. After which, the Disability Support Office will try to provide the necessary support depends on the availability of resources and expertise on campus.</p>
Is there counselling services on campus?	Yes. Students who are in need of counselling and psychological services may approach <a href="#">NUS Counselling and Psychological Services</a> to make appointment.
NUS Emergency Hotline	<p>Students on campus can contact the 24/7 security hotline: 6874 1616 during emergency.</p> <p>More details about campus security can be found at <a href="http://www.nus.edu.sg/ocs/">http://www.nus.edu.sg/ocs/</a></p>

### Estimated Monthly Expenses (in Singapore Dollars)

University-administered accommodation	S\$280 - \$720 <a href="http://www.nus.edu.sg/osa/has/non-graduating/hostel-rates">http://www.nus.edu.sg/osa/has/non-graduating/hostel-rates</a>
Private accommodation	Refer to <a href="http://nus.edu.sg/osa/has/other-accommodation">http://nus.edu.sg/osa/has/other-accommodation</a>

<b>Food/Meals</b> (Most on-campus accommodation comes with compulsory meal plans)	<p>S\$400 to S\$800 (3 meals a day)</p> <p>For Residential Colleges in University Town, the cost of the meal plan is S\$8.00 per day (incl. GST), and is mandatory for all members of the Residential Colleges. The estimated total cost for Semester 1 is S\$864 and for Semester 2 is S\$816. Breakfast and dinner will be provided every day of term except Saturdays (breakfasts only) and Sundays (dinner only).</p> <p>For Halls of Residence, the estimated total cost for Semester 1 is S\$404.50 and for Semester 2 is S\$382.00. Breakfast and dinner will be provided every day of term except Saturdays (breakfasts only) and Sundays (dinner only).</p>
<b>Personal expenses</b>	<p>S\$500 to S\$800 (such as books, sundries and local transportation, telecommunication, etc.)</p>
<b>Mandatory Miscellaneous Student Fees (MSFs)</b>	<p><a href="http://www.nus.edu.sg/registrar/edu/ng.html#fees">http://www.nus.edu.sg/registrar/edu/ng.html#fees</a></p>
<b>Student Pass application fees</b>	<p>Student's Pass: S\$90 to S\$120</p>
<b>Opening a bank account in Singapore</b>	<p>Exchange students may open a bank account in Singapore even if they are not staying for 6 months and above. However, some banks in Singapore such as DBS Bank and OCBC Bank charge an "Early Account Closure Fee" ranging from S\$20 to S\$30 for closing a bank account earlier than 6 months.</p> <p>Students who do not wish to open a bank account are advised to bring enough cash to last at least the first month of their stay in Singapore. Subsequently, they can withdraw additional cash at the numerous ATMs machines / cashpoints on campus and around Singapore.</p> <p>Students who have accounts with international banks that have branches in Singapore can find out from their bank directly about the charges for using their account in Singapore. More details are shared in the <a href="#">International Student Guide</a> prepared by the Office of Student Affairs. <a href="http://www.nus.edu.sg/osa/iss">http://www.nus.edu.sg/osa/iss</a></p>
<b>Can student on exchange work part-time to supplement costs of living?</b>	<p><b>No.</b> Exchange students who hold Student Pass which NUS sponsored are not allowed to work on campus or off campus.</p> <p>Students who wish to work in Singapore should have a proper work permit or training pass which is sponsored by their prospective employer in Singapore.</p>

For general queries on student exchange programme, please find the answers at <http://nusiro.custhelp.com/>

Information correct as at 28 January 2015.