



FREQUENTLY ASKED QUESTIONS (FAQS) ON SINGAPORE NURSING BOARD (SNB) LICENSURE EXAMINATION (LE) – COMPUTER-BASED TESTING (CBT)

(A) Eligibility for SNB LE	
Q1	What are the requirements to apply for the SNB RN/EN Licensure Examination (LE)?
A	For candidates to sit for the CBT mode LE, HRs must submit applications for SNB LE via NRS1.5 for their selected candidates. Please refer to separate guides on submitting this application. Candidate must have an offer of employment by an eligible healthcare provider (employer) in Singapore. Candidate(s) must be authorized by the Singapore Nursing Board (SNB) to sit for the Licensure Examination (LE). The employing hospital/ institution's Human Resource (HR) officers can contact SNB if they need to confirm candidate's eligibility for registration/ enrolment.
Q2	How many attempts is a candidate given to sit for the SNB LE?
A	Each candidate has two (2) attempts to sit for the SNB LE (EN or RN).
Q3	What is the validity period of the SNB LE result after a candidate has passed the exam?
A	The SNB LE result is valid for five (5) years from the date of exam.
(B) About SNB LE	
Q4	With the transition to CBT mode, do nurse leaders need to invigilate the SNB LE?
A	Nurse Leaders are no longer required to invigilate the overseas SNB LE. All SNB LEs will be conducted at Pearson VUE Test Centers.
Q5	Can recruitment agencies submit applications for SNB LE on behalf of Institutions in NRS Portal?
	Applications for LE must be submitted by HR.
Q6	Where are the Pearson VUE Test Centers?
A	The list of Pearson VUE Test Centres can be found on SNB Landing Page via Pearson VUE website at: https://www.pearsonvue.com/us/en/snb.html .
Q7	What is "ATT" and does it have an expiry date?
A	ATT refers to "Authorisation-to-Test". When a candidate is approved to sit for SNB's LE, an ATT email will be sent to the candidate. The ATT email will include the ATT period which is usually set at 4 months, meaning the candidate is given a 4-month period to sit for LE. This ATT period may differ between candidates and hence each candidate must take note of the actual ATT period stated on their ATT email.
Q8	When can a candidate schedule the SNB LE?
A	When the candidate has received the ATT email from Pearson VUE, he/she may proceed to create a login account and book the LE date, time and preferred Test Center so that there is sufficient time to re-schedule to another date, if required.
Q9	What will happen if the candidate is unable to secure a LE date before the expiration of the ATT period?
A	If candidate fails to schedule their LE within the Authorisation-to-Test (ATT) period, HR must submit a fresh application for the candidate to sit for the SNB LE. HR must advise the candidate to reschedule a new LE date and make a fresh payment.
Q10	Why does the submission for SNB LE needs to include candidate's telephone contact number?
A	This is required for Pearson VUE's customer service centre to contact the candidate in case of emergencies.

Q11	How can candidates seek assistance if they encounter issues with creating accounts?		
A	For assistance on creating accounts, contact Pearson Vue customer service directly (refer to Annex to locate the contact numbers).		
Q12	How does HR know that the candidate has been approved to sit for the SNB LE?		
A	The HR dashboard in NRS1.5 provides the various statuses for the examination application:		
		Status	What it means
	1	Review in progress	SNB has received the Exam application and is in the process of reviewing it.
	2	Applicant to schedule exam	SNB has approved the Exam application and Pearson VUE has sent the ATT email to candidate to schedule the SNB LE.
	3	Exam scheduled	The candidate has scheduled the exam date at a Pearson VUE Test Center.
	4	Passed exam	Candidate has passed the SNB LE.
	5	Failed exam	Candidate has failed the SNB LE. To re-submit a new application if the candidate is eligible for another attempt of SNB LE.
Q13	If the candidate is unable to locate the ATT email in their inbox, what can HRs do to help?		
A	HR must do the following verification: (1) Check with the candidate if the email address provided in the Application for LE is correct. (2) If the email address is correct, ask candidate to check if the ATT email is found in their spam folder. (3) Re-confirm that the candidate's email provided within the Application for LE is correct (4) If all details provided are correct, and the candidate has not received the ATT email, to inform SNB via email, including the date/time that the candidate last checked their email mailbox.		
(C) How to book the SNB LE			
Q14	How soon must candidate schedule the SNB LE?		
A	SNB advises candidates to schedule their exam date/time at a Test Center of their choice as soon as they receive the "Authorization to Test" (ATT) email to avoid peak periods and sudden increase in demand at Test Centers (which can vary from Center to Center).		
Q15	Will the candidate receive email notification of their scheduled SNB LE?		
A	Once the candidate has scheduled the date for the LE, they will receive the following email notifications: (1) "Confirmation of Scheduled Examination" upon successful booking of SNB LE (2) Reminder of Scheduled Exam one week prior to SNB LE date (3) Reminder of Scheduled Exam one day prior to SNB LE date		
Q16	Can candidates re-schedule their LE date and/or the Test Centre?		
A	Candidate must access his/her online Pearson VUE account to re-schedule their SNB LE date and/or Test Center within the ATT period.		
Q17	Should candidates make another payment when rescheduling their LE date?		
	There is no need to make another payment when rescheduling the LE more than 24 hours <u>before</u> the original scheduled LE date.		
Q18	What happens when the candidate fails to reschedule or cancel the SNB LE?		
A	If a candidate fails to reschedule their previously scheduled LE date, it will be indicated as " Absent/ No Show ". This will result in the forfeiture of the LE fee. If there is sufficient time within the ATT period, candidate can proceed to schedule the new LE date with a new payment.		
Q19	What happens when the candidate cancels the SNB LE?		
A	If candidate fails to cancel the previously scheduled LE date, this will result in the forfeiture of the LE fee.		

Q20	What happens if the candidate decides not to proceed with the LE or if the employer/ HR decides to withdraw the candidate from sitting for the SNB LE?
A	If the candidate decides not to proceed with the LE or if the employer/ HR decides to withdraw the candidate from the LE, the candidate must cancel their LE date at least 48 hours or more (prior to the scheduled LE date).
Q21	Can candidate update their personal information, e.g. name change from their Pearson VUE account?
A	If the candidate's Full Name, Passport Number and SNB LE Registration Number is incorrect, the candidate must inform their HR. Subsequently, HR must inform SNB via email about the inaccuracies in candidate's information. SNB will update the candidates' details to Pearson VUE before the candidate is allowed to sit for the SNB LE. This would enable the Test Centre Administrator to verify the candidate and allow them to sit for the LE.
Q22	Can the candidate schedule a date immediately to re-take the SNB LE after failing the 1 st attempt?
A	HR can review if they wish to support the candidate for another attempt at SNB LE. They can submit a fresh application for SNB LE via NRS1.5. However, SNB shall approve the LE application with an ATT period that starts 6 months after the last LE date.
Q23	How frequently is the SNB LE held and what are the number of allocated seats per exam?
A	SNB LE is available year-round for exam takers. The LE schedules (date and time), number of LEs delivered and the number of seats allocated per exam per day is determined by the individual Pearson VUE Test Center according to the resources at each Center. If the LE is not available at the candidate's preferred Test Center or date/time, he/she may try an alternative test centre and date/ time.
(D) Payment for SNB LE	
Q24	What are the payment methods to book the SNB LE?
A	Payment can be made via Debit/Credit Card or through pre-paid vouchers that are purchased by the employing institution/ HR. Note: Credit card transactions may incur additional fees, which will affect your final payment amount. The fee structure varies by card type, transaction, and merchant category.
Q25	What is Pearson VUE's "pre-paid voucher" and how can HR purchase them.
A	Pre-paid voucher is a form of "prepaid exam fee" that can be purchased via Pearson VUE website. After the purchase of the voucher, the purchaser will be provided with a code. The purchaser can share the code with the candidate to be used in lieu of payment when booking the SNB LE. The voucher must be valid at the point of booking of LE. These vouchers are non-refundable and non-returnable and expires 12 months from the date of issue. SNB advises HR to monitor the usage of the voucher(s) and to ensure that the voucher is still valid when candidates schedule/ re-schedule their LE. The Purchase of LE voucher is located at the lower right-hand corner of the SNB Landing Page (https://www.pearsonvue.com/us/en/snb.html).
Q26	If the pre-paid vouchers have expired, can HR/ candidate request for refund?
A	Pearson VUE does not refund expired pre-paid vouchers.
Q27	Can pre-paid voucher be re-used by another candidate?
A	Pre-paid vouchers can be transferred to another candidate to schedule the LE if it has not been utilised by the previous candidate and is still within the validity period. Note: The second candidate must ensure that the voucher is still valid when making payment for the LE.

Q28	Are pre-paid vouchers issued to HRs in running numbers?
A	Pre-paid vouchers are issued via Pearson VUE system. The voucher codes/ numbers may not be issued in running numbers. SNB advises HRs to keep track of pre-paid vouchers that are issued to candidate(s) to schedule SNB LE.
(E) What to expect at the Test Center	
Q29	What happens when a candidate is late for the LE?
A	Candidate must arrive at the test center 30 minutes before the scheduled LE date/ time. This is to allow sufficient time to complete the necessary check-in procedures prior to the start of the LE. If the candidate arrives more than 15 minutes late for the LE, he/she will be refused admission. This will be deemed as “Absent” and the paid LE fee will be forfeited.
Q30	What must candidate bring to the Test Center on the day of the LE?
A	Candidate must bring the following document to the Test Center for verification purpose: (1) valid original hard-copy passport as the IDENTIFICATION (ID) document to the Test Center. (2) printed copy of the email confirmation of LE. (as advised within the SNB Landing Page → Registration for LE Date/ Venue) If the candidate fails to bring his/her valid passport on the Test Day, he/she will be refused entry to the Test Center and will not be able to sit for the SNB LE. This will be considered as “Absent” and the paid LE fee will be forfeited. If the ATT period has not expired, the candidate can still schedule another LE date (within the ATT period) with a new payment for the LE.
Q31	Does the Test Center provide a calculator?
A	An on-screen calculator will be available to the candidate during the SNB LE.
(F) Release of LE Results	
Q32	Will SNB LE result be released to the candidate?
A	SNB will release the LE result to HR within 2-3 days after the candidate has taken the exam. HRs can view the LE result on HR dashboard (NRS1.5).

Guide for candidates to seeking assistance to create account, schedule SNB LE date or making payment via the SNB landing page on the Pearson VUE website.

Step 1: Click on the **Contact us** at SNB Landing Page on Pearson Vue webpage: <https://www.pearsonvue.com/us/en/snb.html>

Singapore Nursing Board

The Singapore Nursing Board (SNB) is the only regulatory authority for nurses and midwives in Singapore.

SNB has been administering Licensure Examinations (LE) for foreign trained nurses who have been offered employment in Singapore as Registered Nurses (RN) or Enrolled Nurses (EN).

The SNB LE is designed to assess the candidates' competencies and skills based on SNB's Core Competencies and Generic Skills for Registered Nurses (RN) and Enrolled Nurses (EN) (2023). This is required to assure that foreign qualified nurses can perform safely and effectively as a RN or EN in Singapore.

Authorisation for SNB Licensure Examination

Candidates must have an offer of employment by an eligible healthcare provider (employer) in Singapore. The employer Human Resources (HR) personnel will submit an application to SNB for you to sit for SNB LE. After SNB has assessed your application and authorised you to sit for the LE, you will receive an Authorisation to Test (ATT) email from Pearson VUE.

Registration for LE Date/ Venue

Once you have received your Authorisation to Test email from Pearson VUE, you may proceed to create a login account by clicking 'Create Account' at the top of this page to schedule a date and venue for your LE.

Step 2: Scroll down to the bottom of the webpage. Look for **Contact us**, then select a relevant region. For enquiries from Singapore, select

- **Asia-Pacific region**
- Look for Singapore 24/7 hotline for candidates to call and provide **Client/Candidate ID, Name, SNB LE Registration Number, type of LE (EN LE or RN LE)**

Contact us

Americas region | **Asia-Pacific region** | **Europe, Middle East, Africa (EMEA) region**

Office hours 24/7 for each country (except where listed below); closed on local holidays.

Telephone numbers Toll-free customer service numbers are available in the following countries. If your country is not listed, please use the toll number at the bottom of this section.

COUNTRY	NUMBER
Australia	1800-023-095
China (Mainland)	4001-200832 (Monday - Friday, 9:00 a.m.-6:00 p.m. local time)
Hong Kong	3071-4601
India	0008004401837
Japan	0120 355 173 (Monday - Friday, 9:00 a.m.-6:00 p.m. local time)
Korea, South	080-7600-880
Malaysia	1800-880-401
New Zealand	0800-451-260
Philippines	1800-1441-0321
Singapore	8004-481-552

Note:

Credit card transactions may incur additional fees, which will affect your final payment amount. The fee structure varies by card type, transaction, and merchant category.