

Frequently Asked Questions (FAQs)

1. How to Register for SwimSafer Assessments (Pilot Test for CAMS Jan-Mar 2025)?

- Registrations through the SwimSafer portal and the SwimSafer 2.0 Assessment Registration Form for (Private) Assessments will cease.
- SwimSafer registration will require Service Providers to fill up a balloting form at [SwimSafer Assessment Registration Ballot Form \(Pilot Test for CAMS Jan - Mar 2025\)](#)
 - One participant per FormSG submission is considered one entry
 - One participant is only allowed to be registered under an assessment once.
 - Participants cannot be registered for multiple locations on the same date.
 - Service Provider may only submit up to 5 submissions per assessment day.
 - Any submissions not following the mentioned points will be voided.
- After submission, Service Providers will be notified on the outcome of their Ballot. If successful, they can proceed to [Assessment Registration Payment Form \(Pilot Test for CAMS Jan - Mar 2025\)](#) to make payment
- Assessment Timeslots will be released at least **21 calendar days** prior to the assessment date (excluding rain-off slots).

2. How is the balloting done?

- All submissions for each assessment slot are entered into single balloting pool and randomized, regardless of which Service Provider made the submission.
 - For example, if an assessment receives 50 submissions but only has 20 slots available, 20 of those 50 submissions will be randomly selected for that assessment from the total submissions.
- The submissions are randomly selected by an automated system, which ensures that all submissions have an equal chance of being selected.
- Each submission is treated as one entry. Each participant can only be registered once per assessment and must submit a separate form for each participant.
- All submissions have an equal chance of being selected, and the balloting is not influenced by which Service Provider made the submission.

3. When will I know the outcome of my ballot?

- Service Providers will know if their ballot is Successful, Unsuccessful or Voided within **2 working days** from the submission of their ballots via the email address they had provided in the ballot form

4. Can I make any changes for my ballot submission

- No changes can be made after the ballot submission. Any changes will require you to submit a new ballot on a different assessment date.

5. Why was my ballot submission voided?

- Submissions are Voided due to the following reasons:

- Multiple submissions of the same NRIC number within a single assessment
- Incorrect details during submission (e.g. wrong NRIC No. format)
- More than 5 submissions made by the same Service Provider

6. When do I have to complete payment by?

- Payment must be made within 72 hours upon receiving the confirmation email.
 - If payment is not made within 72 hours, your submission will be recorded as late/no payment and further action may be taken.

7. What do I do in an event of a bad weather?

- The assessor of the assessment will check with the ActiveSG staff at the swimming complex on the projected duration of closure due to inclement weather.
- Based on the information given, the assessor will make the decision to cancel the assessment if the closure duration exceeds the hour block for the assessment.
- Assessor will have to inform ActiveSG_SwimSafer@sport.gov.sg that they are is a rain-off. By default, the rain-off assessment will be rescheduled to at least one week later.
- Service Providers will be notified of the new Rain-Off assessment details.
- If Service Providers do not wish to reschedule their assessment for their participants to the provided assessment, they will have to re-ballot for another assessment.

8. How will Assessors be assigned for the assessments?

- The SwimSafer team will assign assessors for each assessment in advance. On the day of the assessment, Participants and Service Providers/Parents simply need to head to the designated assembly point, which will be marked with a SwimSafer signage.

9. Do I still have to pay a minimum of \$50 for registrations?

We have removed the minimum payment of \$50 for registrations. Total payment will still be calculated as \$10 per participant.