

FREQUENTLY ASKED QUESTIONS (FAQs) ON THE 11 – 12 OCTOBER 2025 REAL ESTATE SALESPERSON (RES) EXAMINATION

RES Examination Registration

1. What is the registration process for the 11 – 12 October 2025 RES examination?

The 11 – 12 October 2025 RES examination registration will be conducted in 2 stages:

Stage 1: Indication of Interest on FormSG (1 September 2025)

New Applicants **must have a valid and working Singpass account** for authentication to access the FormSG application.

Eligible applicants who successfully submit their indication of interest based on their choice of the examination type (i.e. Full sitting, Modular Paper 1, Modular Paper 2 or Modular Paper 2 with exemption from Paper 1) will be **shortlisted on a first-come, first-served basis**, i.e. based on their submission timestamp.

Stage 2: Registration and Payment on LHUB's website (11 to 14 September 2025)

Shortlisted applicants will be informed to complete their registration and payment on LHUB's website, in order to secure their examination seats.

2. ***New*** Why is Singpass being implemented for Stage 1 registration?

Singpass authentication ensures secure identity verification and maintains registration integrity by preventing unauthorised and duplicate submissions.

3. ***New*** What should I do if I do not have a Singpass account or have technical issues with my Singpass account?

Please ensure your Singpass account is working before the registration period begins. **For Singpass-related matters, please visit:** ask.gov.sg/singpass

4. ***New*** Which browsers can I use with Singpass?

Singpass supports most major web browsers. For the list of supported browsers, please visit: ask.gov.sg/singpass/questions/clul3am5x003wo12th5witu9z

5. ***New*** Can I use Singpass overseas?

You will need to set your overseas access preferences through your Singpass account settings before attempting to use Singpass from abroad.

6. ***New*** What are the methods to log in with Singpass?

- a) Singpass App QR Login (Recommended)
- b) Password Login with 2FA
- c) Face Verification

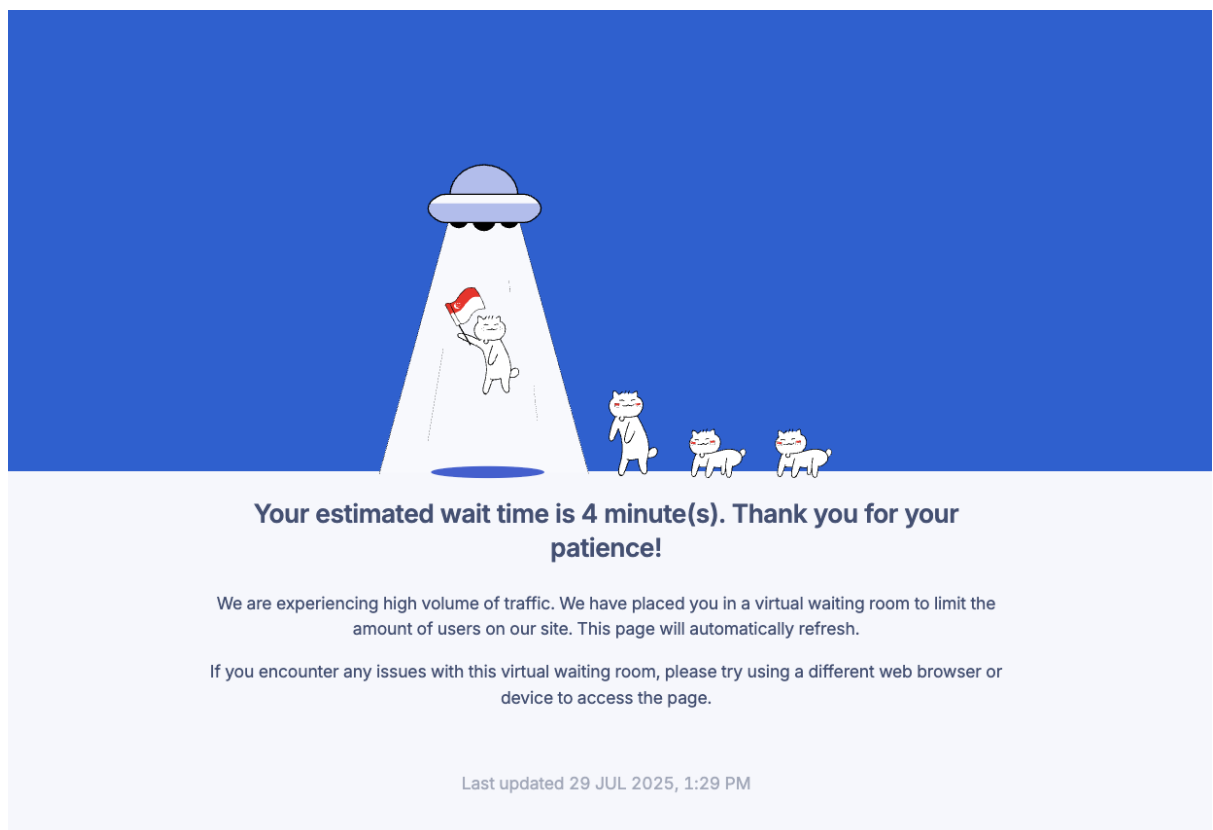
7. ***New*** What happens if my Singpass session timeout during registration?

You will need to log in again with Singpass to continue. Please ensure you have a stable network connection.

8. ***New*** What devices can I use to access the form?

You may use your personal devices such as mobile phones, laptops, tablets or desktop computers, with the latest version of your browser installed. We **do not recommend** the use of employer-issued devices with security features installed to access the form, as you may experience access issues after Singpass authentication.

9. Why do I see this waiting room page when I first access the form in FormSG?



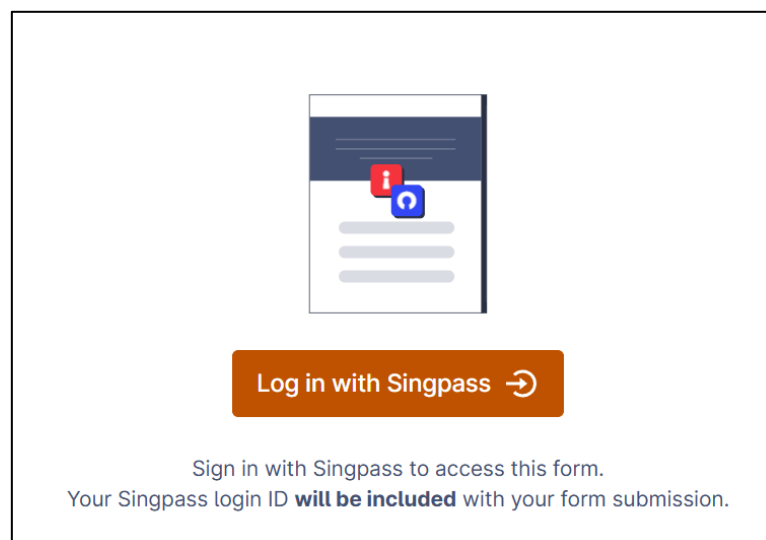
Since 2024, FormSG has introduced a waiting room feature to ensure that large spikes in traffic to the form will not overload the system. This is to allow FormSG users to have a more positive form filling experience.

The waiting room feature works on most browsers and devices. Before Stage 1 of the registration, please **permit the use of cookies on your browsers**. You are also **encouraged to use the latest versions of the browsers**.

We appreciate your patience while using the waiting room feature. During peak periods with high application volumes, you may expect **to wait up to four minutes**. **Please remain on the waiting room page until you are automatically brought into the form page to login with Singpass**. If you are still not brought into the form after four minutes, please try accessing FormSG again using a different browser or device.

10. Does the waiting room affect my submission for Stage 1?

All applicants accessing FormSG will first be directed to a waiting room. Applicants **will be brought into the form page to log in with Singpass** (See Singpass log-in button below) **based on the order/time in which they first entered the waiting room**.



After Singpass authentication, applicants will be brought to the form submission page to fill in their details, before clicking on the 'Submit' button to register their interest for the RES examination.

There will be **NO CHANGE** to how examination seats will be allocated. As with the past RES examinations, seats will still be allocated on a **first-come, first-served basis**, based on the time in which the form is successfully submitted.

11. Will I know my queue number or the amount of wait time before I can enter the form?

There will not be any queue number. Nevertheless, the estimated wait time will be displayed.

12. What if I accidentally click on 'refresh page' when in the waiting room? Will my wait time be reset, or the order of me being admitted into the form be pushed back if I refresh the webpage?

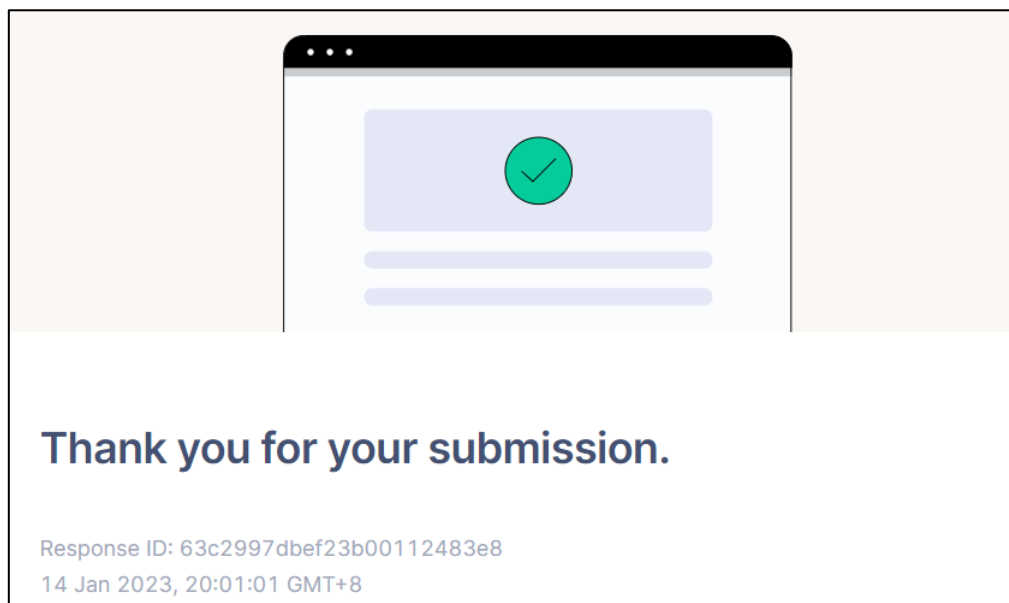
No, your wait time will not be reset. There will be no impact to the order of you being admitted into the form to authenticate with Singpass.

13. Will I be in the queue if I load the FormSG page before the form's opening time of 9am?

Please note that applicants will be in the queue **only after the form opens at 9am**. If you visit the form before the opening time, you will be advised to return later and you will NOT be in the queue.

14. I did not receive an email confirmation after I submitted my form in FormSG during the Stage 1 registration. Should I do another submission on FormSG just to make sure that my submission is received? How do I know if I have submitted the form in FormSG successfully?

Upon successful submission of your form, you will see an acknowledgement page with a Response ID displayed on the FormSG website (see sample screenshot below). Candidates are advised to screenshot or copy the Response ID for future reference.



Please note that you should **only make one submission, even if you do not receive an email confirmation immediately**. Applicants who submit more than one form will be disqualified. Only one submission per NRIC/FIN is allowed. If you attempt to log in to the form with Singpass again, you will see the message: "You have already submitted a response using this NRIC/FIN".

If you encounter technical difficulties that prevent you from submitting your form, please email LHUB at res@ntuclearninghub.com. Please include screenshots or video recording of the errors encountered, details of the issue, your full name and the time of attempted submission as supporting evidence for investigation.

15. I have selected the wrong examination type in the FormSG. Can I do another submission on FormSG or request CEA to amend for me?

Please note that you can only make one submission. Applicants must ensure that the correct examination type (i.e. Full sitting, Modular Paper 1, Modular Paper 2, or Modular Paper 2 with exemption from Paper 1) is selected before submitting the completed FormSG. CEA will not be able to make any changes on behalf of applicants. Any errors in the submission will render the application disqualified.

Extension of Course Completion Certificate Validity / Priority Registration

16. I did not manage to register for the RES examination. The October 2025 RES examination is my last chance before the validity of my RES course completion certificate expires. Can CEA make an exception and grant me a seat at the October 2025 RES examination?

The allocation of examination seats at the October 2025 RES examination is based on a first-come, first-served basis and applicants must meet all the eligibility criteria. As the demand for examination seats remain high, it is not possible to allocate an examination seat to every applicant.

17. I only managed to pass one of the papers within the two-year validity of my RES course completion certification. Can CEA extend the validity of my RES course completion certificate to give me one more chance to sit for the October 2025 RES examination?

The modular pass in the RES examination is tied to the validity period of your RES course validity. This means that candidates who have passed one paper of the RES examination are required to pass the remaining paper before the expiry of their RES course certificate validity. Should candidates fail to pass the remaining paper before the expiry of their RES course certificate validity, the modular pass obtained previously will no longer be valid. CEA will not extend the validity of course completion certificates. Due to the high volume of examination registrations, we seek candidates' understanding that appeals for extension of course certificate validity will not be acceded to.

Coverage of Examination Scope

18. Where can I find the RES Examination syllabus?

You can find the RES Examination syllabus here: [RES Examination Syllabus](#)

19. Will newly amended laws, regulations and policies be tested in the RES examinations?

Candidates are required to be familiar with the latest laws and regulations relating to and affecting estate agency work in order to serve their clients professionally after joining the real estate agency industry.

However, new or amended regulations, policies and guidelines announced or implemented within one month before the date of examination will NOT be tested.

RES Examination Seats/Frequency and Mode

20. How many examination seats will be available for the 11-12 October 2025 RES examination?

The 11-12 October 2025 RES examination will have a capacity of 3,000 seats.

21. Can CEA conduct RES examinations more frequently?

We will continue to conduct the RES examinations three times a year. Please refer to the RES Examination Schedule published on CEA's and LHUB's websites.

Examination Results

22. Will candidates be informed of their scores when the examination results are released?

No, candidates will not be informed of their scores. Candidates will receive their results indicating either a Pass or Fail for each paper taken, and the overall results stating only a Pass or Fail. Candidates can refer to the [sample questions and answers](#) for an idea of the competency units, learning outcomes and the cognitive levels that would be tested in the RES examination.