



L3AP Application Part I Guide for Graduate Certificate in Health Service Innovation

(Application Process: 15-30 mins)

Terminology

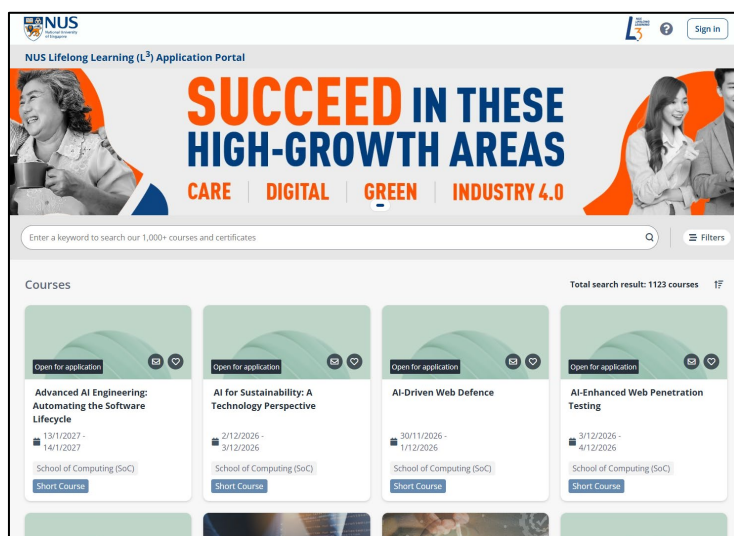
The undergraduate and graduate curricula are based on a modular system. The NUS modular system combines the rigour and depth of the British university system with the flexibility and breadth of the American system. Students can progress at their own pace and choose from a wide range of courses offered by Duke-NUS. Each **Academic Programme** consists of multiple **Courses**, with some Programmes offering the option to read each Course independently of others.

Each course has a unique Course code consisting of a two- or three-letter prefix that generally denotes the discipline, and four digits. E.g. GMS5201

Introduction

Welcome! We are glad to have you consider your academic journey in Duke-NUS. You may apply for our Academic Programmes via the **NUS Lifelong Learning (L3) Application Portal (L3AP)**.

<https://l3ap.nus.edu.sg/>



L3AP Home Page

Please ensure you are using the latest Internet Browsers.
Recommended: **Google Chrome**

Signing In

1. Before applying for any of our Programmes, Sign In to your L3AP Account. Click on **Sign In** at the top right of the L3AP Home Page.
2. If you do not have an L3AP account, you may create one by clicking '**Create one!**' on the Sign-In page. Follow the steps on the next page of this guide to create an L3AP account.

The image shows a composite of a photograph of three people (two men and one woman) looking at a laptop, and a screenshot of the NUS Lifelong Learning (L³) Application Portal. Red boxes with white text and red arrows point from the callouts to specific elements on the portal.

Callouts:

- Top Callout:** "If you already have an account, Log In via SingPass or manually via Email and Password." (Points to the 'Log in with singpass' button)
- Middle Callout:** "Click here if you do not have an L3AP account." (Points to the 'No account? Create one!' link)
- Bottom Callout:** "If you are currently an NUS Student/ Staff, log in using this button." (Points to the 'NUS Login' button)
- Bottom Right Callout:** "Browse the entire L3AP Catalogue of Course offerings without signing in to any account." (Points to the 'Browse Catalogue as Guest' button)

Portal Content:

- Logos: NUS (National University of Singapore) and L³ (NUS Lifelong Learning).
- Text: "Welcome to the NUS Lifelong Learning (L³) Application Portal".
- Section: "Login".
- Buttons/Links: "Log in with singpass", "OR", "Email address" (input field), "Password" (input field with eye icon), "Sign in", "No account? Create one!", "Forgot password?", "NUS Login", "Browse Catalogue as Guest".

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L3AP Sign-In Page

Creating an L3AP Account

1. Choose the 'Learner' option.

2. You will now be prompted to fill in your basic account details either via SingPass or manually using Email Address.

2A. **[Recommended]** – Via SingPass: For Singapore Citizens / PRs, use **SingPass** to automatically fill in the fields required in just a few clicks!

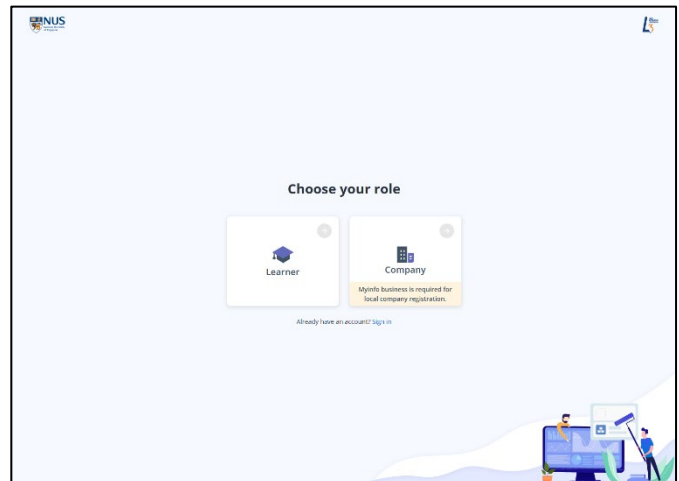
- You will be redirected to complete your personal information for the L3AP learner portal.
- Complete your display name and email address on the page, and then click Get email verification code. The verification code will be sent to the entered email address.
- Enter the verification code in the Security verification field and click Submit to complete the sign-up.

2B. Via Email Address

- On the Register page, enter your personal information under Provide your information.
- Click Get email verification code. The verification code will be sent to the entered email address.
- Enter the verification code in the Security verification field and click Submit to complete the sign-up.

3. Once all required information has been entered, click **Submit**.

4. You may be prompted to Sign In again on L3AP with your new account.

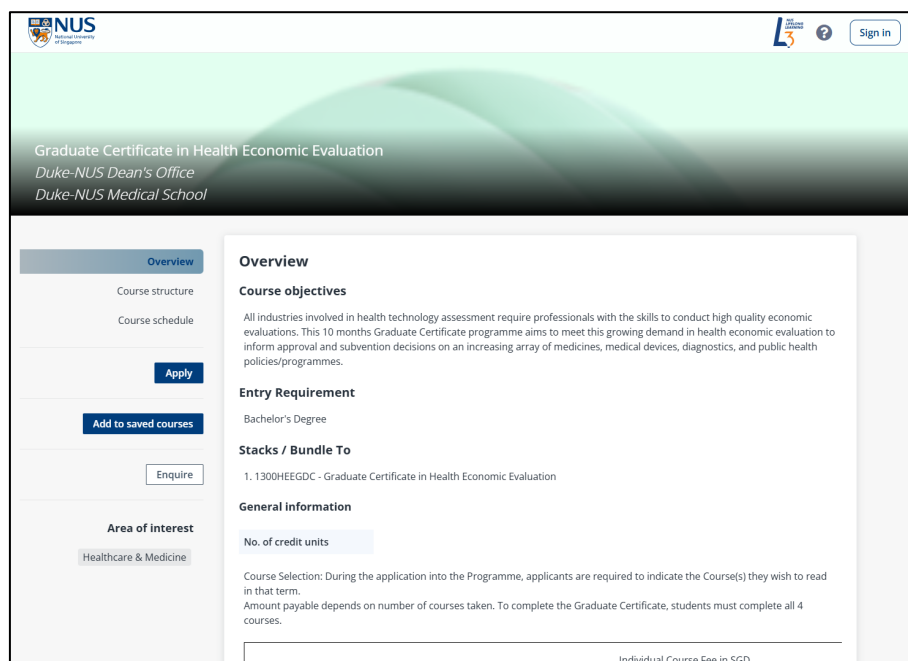


If you signed up via SingPass and then subsequently signed up using your Email Address:

- If the email address is used for both accounts, you will be prompted that email address exists in the system and you may proceed to login and update your personal information. If the email addresses used are different, they will be recognised as 2 accounts.

Apply for the Programme

1. Ensure that you are signed in to your L3AP account.
2. Click here <https://l3ap.nus.edu.sg/student/course/detail/7a7d3e67-71e2-4cae-9d26-531be1e6dd4a> for the **Graduate Certificate in Health Services Innovation Programme**.
3. You will be taken to the Programme information page, where you may view
 - Overview: Shows objectives of the Programme, including Minimum Entry Requirements and other General Information.
 - Course structure: Outlines all the Courses offered under the Programme.
 - Course schedule: View scheduling information for each Programme intake and the Courses offered within the intake.



Example of Programme information page

Apply for Programme

Click either one of these 'Apply' buttons

The screenshot shows a web interface for applying to a programme. On the left, a sidebar contains links: Overview, Course structure, **Course schedule** (highlighted), Add to saved courses, Enquire, and Area of interest (Healthcare & Medicine). The main content area displays a list of courses with columns for course name, ID, and type. Below this, the 'Course schedule' section is expanded, showing details for 'Course intake: 1300HSIGDC-260001'. This section includes a table with 'Course intake No.', 'Course date', 'Registration period', and 'Mode of training'. A red arrow points from the 'Apply' button in the sidebar to the 'Apply' button in the course schedule section. Another red arrow points from a text box to the 'Registration period' field. A third red arrow points from a text box to the 'Apply' button in the course schedule section.

Take note of the **Registration period** to ensure your application is considered.

Each intake may contain important specific information on the Courses offered and their corresponding schedules.

Example of Programme Information page

Notes:

- You will be required to Sign In to an L3AP account before Applying for any (intake of a) Programme.
- If you have not set up your personal particulars, you may be prompted to do so with the **warning dialogue** box shown on the right.
 - Click on 'Go to profile' to update your personal particulars before proceeding.

The warning dialogue box is titled 'Warning' and contains the text: 'Please complete all the following fields in your profile before applying:'. Below this text is a list of required fields: Residential address (detailed address), Building name, Mailing address (detailed address), Postal Code, Block/Building No., Building name, Street name, and Floor number - Unit number. At the bottom of the box are two buttons: 'Cancel' and 'Go to profile'.

Application Form

Once you have clicked 'Apply' under the Programme information page, you will be taken to the Application Form for the Programme.

The Application Form consists of about 7 sections:

1. Applicant details
2. Education qualification
3. Employment details
4. Recording and use of image/video
5. Other information
6. Declaration form
7. Preview application form

At any point filling the entire application form, you may save your Application as a **Draft** and return to it via the **Application** tab on the left blue pane.

1. Application details

In Applicant details, you can view your personal information retrieved from My profile.

- If you want to update the personal information, go to My profile > Personal particular to manually edit the information.
- You can click **Retrieve Myinfo** or **Retrieve from NUS records** to sync your personal information. However, once your information is synced from Myinfo, the information apart from family name and given name will not be able to be edited directly in L3AP.

For NUS Alumni:

- Complete the alumni verification in **Personal particular** (when editing your personal particulars in 'My profile').

For Foreign Applicants not using IVS:

- If you are a foreigner not using IVS, the supporting document must be uploaded for verification.

2. Education qualification

Application / Apply for course

Step 2. Education qualification

Provide the information of your education qualifications for course application.

[+ Add education qualification](#)

[Sync education qualification from profile](#)

No.	Qualification type	Academic qualification/professional certification	Full-time/Part-time	Completed with no pass	Grade/GP
No items to show in this view.					

Supporting documents *

[Select system files](#)

Drag files here, or [browse](#)
Up to 10 MB (DOC, DOCX, PDF, more)

Cancel Save as draft Back **Save and next**

Note: After selecting 'Sync education qualification from profile', only the text fields in the qualification are filled in. You will still need to manually click 'Select system files' to retrieve your initially uploaded qualification supporting documents.

- In Education qualification, click **Add education qualification** and fill in the information of the education qualification. When you are done, click **Save**.
- Alternatively, you may also click **Sync education qualification from profile**, select the education qualifications to sync from your profile. When you are done, click **Save**.
- Provide your education information starting with your highest qualification.
- In the **Supporting documents** field, click **Select system files**, select files, and then click **Add** to add them as supporting documents. You can also upload files from your local device by dragging files to the upload box or clicking **browse** to browse and select the files.
- Once all relevant educational qualification details are entered, Click **Save and next**.

3. Employment details

The screenshot shows the 'Step 3. Employment details' form. On the left is a sidebar with navigation links: Home, Dashboard, Application (selected), Request & task, and Transaction. The main content area has a breadcrumb 'Application > Apply for course' and a list of steps: 1 Applicant details, 2 Education qualification, 3 Employment details (active), 4 Other information, 5 Declaration form, and 6 Preview application form. The form title is 'Step 3. Employment details' with a subtext 'Provide the information of your relevant employment details for course application.' A red box highlights the 'Sync employment details from profile' button. Below this is a '+ Add employment details' button and a table with columns: No., Start date, End date, Employment type, Field of work, Name of employer, Job title, and Brief job description. The table is currently empty with the message 'No items to show in this view.' Below the table is a 'Supporting documents' section with a 'Select system files' button and a drag-and-drop area with the text 'Drag files here, or browse' and 'Up to 10 MB (DOC, DOCX, PPT, more)'. At the bottom right are buttons for 'Cancel', 'Save as draft', 'Back', and 'Save and next'.

- In Employment details, click **Add employment details**, fill in the information, and then click **Save**.
- Similar options for syncing employment details from your profile are available.
- Upload any supporting documentation if applicable.
- Once all relevant details are entered, Click **Save and next**.

4. Recording and use of image/video

The screenshot shows the 'Step 4. Recording and use of image/video' form. The sidebar is the same as in Step 3, with 'Application' selected. The main content area has a breadcrumb 'Application > Apply for course' and a list of steps: 1 Applicant details, 2 Education qualification, 3 Employment details, 4 Recording and use of image/video (active), 5 Other information, 6 Declaration form, and 7 Preview application form. The form title is 'Step 4. Recording and use of image/video' with a subtext 'Recording and use of image/video *'. The text explains that NUS may capture photos and videos for promotional purposes and asks for consent. There are two radio button options: 'No, I don't agree' and 'Yes, I agree' (which is selected). At the bottom right is a 'Save and next' button.

You will be required to consent to the use of Image/Video recordings by NUS. Select, also, your preference on receiving publicity materials from NUS. Once declared, click **Save and next** at the bottom of the page.

5. Other information

Other Declarations

Health and support declaration 1 *

Have you had or do you currently have any communicable diseases, color blindness, and/ or disabilities (including but not limited to chronic illnesses, visual or other physical constraints or limitations) which may or may not cause you to require special assistance or facilities while studying at the University?

☒ No
☐ Yes

Health and support declaration 2 *

Have you had or do you currently have any mental conditions that may or may not cause you to require special assistance or facilities while studying at the University?

☒ No
☐ Yes

Character and conduct information *

Have you ever been convicted of an offence by a court of law or a military court (court martial) in any country, suspended or expelled from an educational institution or terminated from your employment for any reason, or are there any court or disciplinary proceedings pending against you in any country?

☒ No
☐ Yes

Remark

If you have answered "Yes" to any of the above questions under "Other Declarations", please provide a full statement of the relevant information in the box below and/or upload details as a supporting document.

Maximum number of characters: 255

Supporting Documents

Drag files here, or [browse](#)
Up to 10 MB (DOC, DOCX, PPT, [more](#))

Course Selection

Course Selection *

Please select the Course(s) you intend to read for this Program. Specific course run dates and venues may be found within each intake.

☐ GMS5201 Implementation Science for Health Services
☐ GMS5202 Research Methods for Health Services
☐ GMS5203 Health Technology Assessment, Cost-Effectiveness and Decision-making
☐ GMS5204 Data Science plus Healthcare

Other Declarations

- Applicants should declare the relevant clauses stated.

Course Selection

- Select the Course that you wish to take under this Programme.
- This option is only available for Programmes with elective Courses, or Courses that may be taken without requiring other Courses under the same Programme to be read.

Once you have completed this section, click **Save and next**.

6. Declaration form

Read each Declaration form by clicking on each form name.

You will need to acknowledge at the bottom of the form before clicking 'Save'.

The screenshot shows the 'Step 6. Declaration form' interface. On the left is a sidebar with a navigation menu containing: Home, Dashboard, Application (selected), Request & task, and Transaction. The 'Application' section is expanded, showing a list of steps: 1. Applicant details, 2. Education qualification, 3. Employment details, 4. Recording and use of image/video, 5. Other information, 6. Declaration form (highlighted), and 7. Preview application form. The main content area is titled 'Step 6. Declaration form' and includes a sub-header 'Click declaration forms to view details and acknowledge the details'. Below this is a table with two columns: 'Declaration form' and 'Status'. The first row contains the link 'NUS Application Declaration'. To the right of the table is a modal window titled 'Declaration form' with a close button (X). The modal contains several paragraphs of text, including a declaration of accuracy, a warrant for data disclosure, and an agreement to NUS policies. At the bottom of the modal, there is a checkbox labeled 'I hereby acknowledge and accept the responsibilities under this declaration', which is checked. To the right of the checkbox are 'Cancel' and 'Save' buttons. The 'Save' button is highlighted with a red box.

Repeat the above step for each declaration form if there are multiple declaration forms.

Then, click **Save and next**.

7. Preview application form

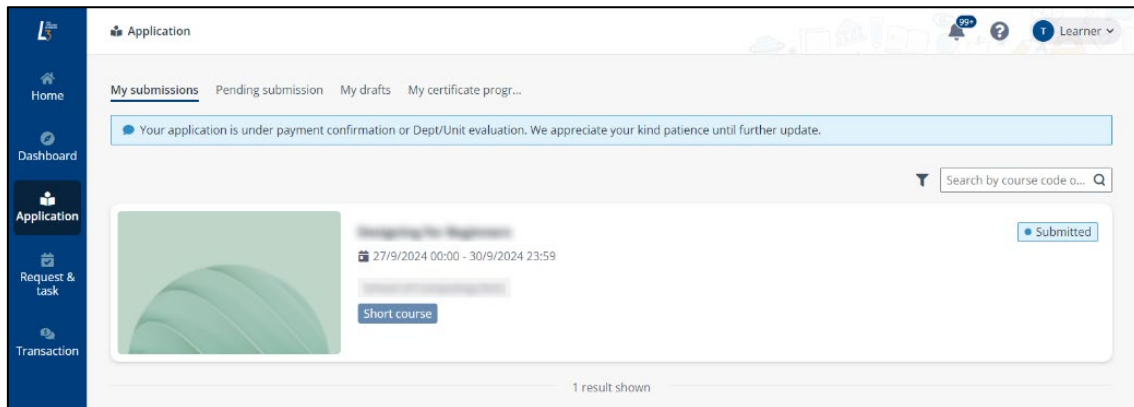
This section shows the overview of your filled Application Form for final checks before submission.

When you have verified all information to be accurate, you may proceed to **Submit** the application for processing.

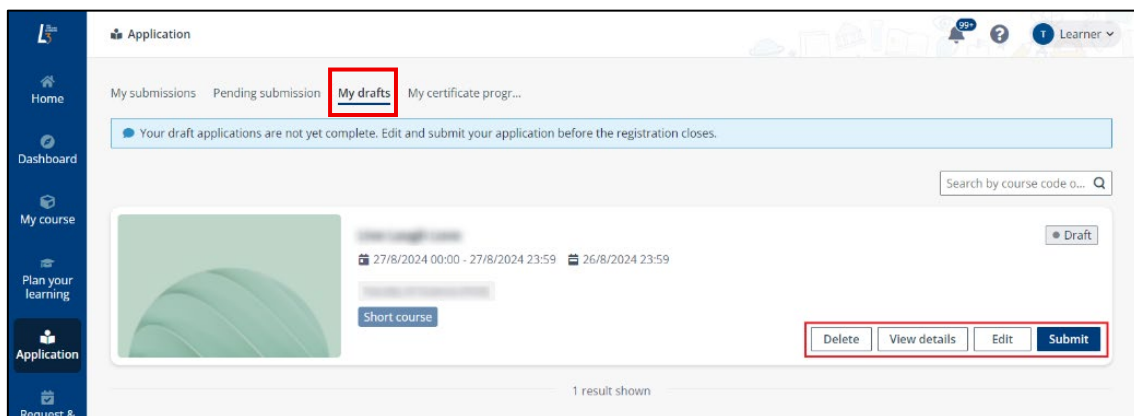
Monitor Application Status

Monitor your pending Programme/ Course applications via the **Applications** tab on the left blue pane.

This is also where you may find your Draft Applications via the **My drafts** subtab.



Example of Applications page in 'My submissions' subtab



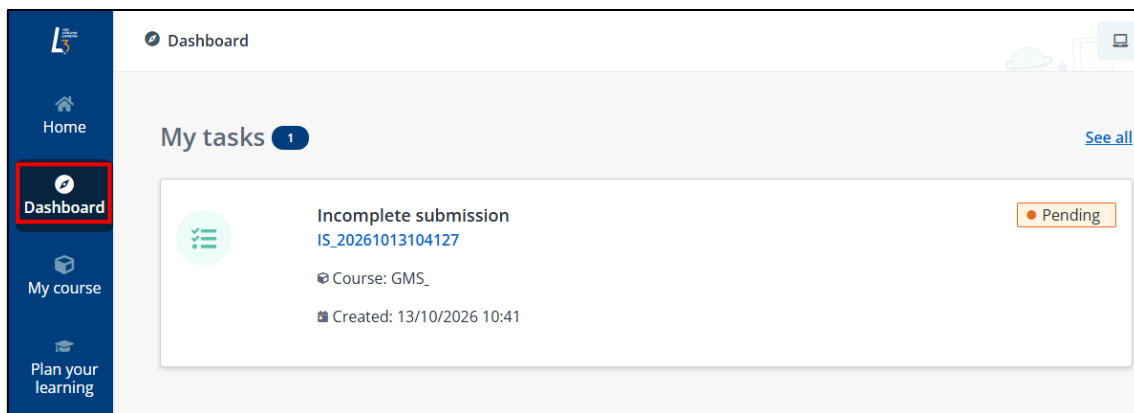
'My drafts' subtab

If an application is marked as 'Pending', please read the next section "Managing Pending Applications – Incomplete Submissions".

Managing Pending Applications – Incomplete Submissions

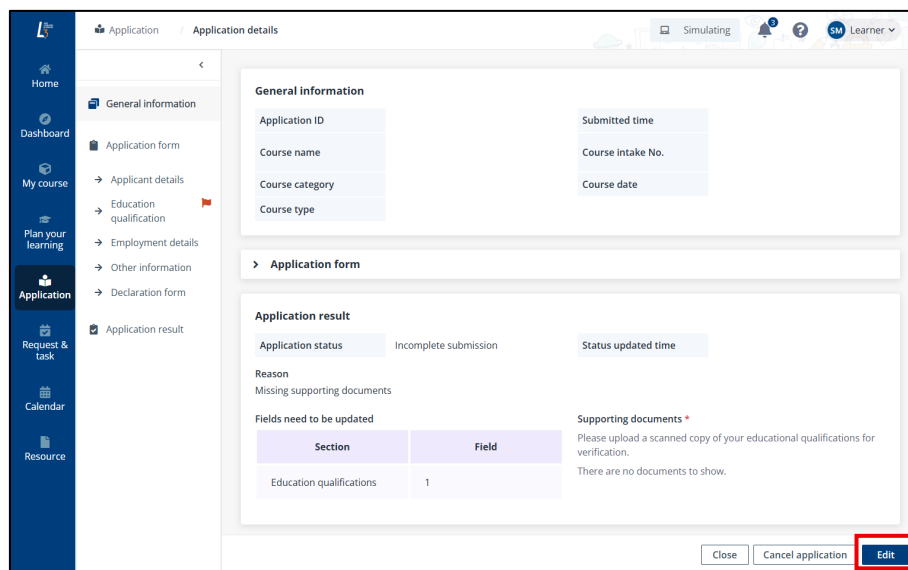
Applications that require further documentation or details are marked as **Pending**. To manage them,

1. Go to **Dashboard** and click on the application with a **Pending** status.



Example of Pending status due to Incomplete submission of details/ documentation

2. Click **Edit** on the bottom right.



3. **Scroll all the way down** to the bottom of the form to view the reason for Pending applications.

Please indicate your consent to receive marketing and promotional materials from NUS:
No, do not send me any publicity information

Declaration form

Declaration form	Status
SSG Declaration Form	✓ I hereby acknowledge and accept the responsibilities under this declaration

Application result

Application status: Incomplete submission Status updated time: 13/10/2026 10:41

Reason: Missing supporting documents

Fields need to be updated

Section	Field
Education qualifications	1

Supporting documents *

Please upload a scanned copy of your educational qualifications for verification.

[Select system files](#)

Drag files here, or [browse](#)
Up to 10 MB (DOC, DOCX, PPT, more)

Close Cancel application **Submit**

Scroll all the way down to view actions required to resolve Pending applications

- Fill in the required information requested.
To upload documents required, do so under the 'Supporting documents' area.
- After completing the fields required, click **Submit** on the bottom right of the page.
- Monitor the **Applications** tab on L3AP by clicking the Bell 🛎 icon on the top right to view notifications of updates on your applications.

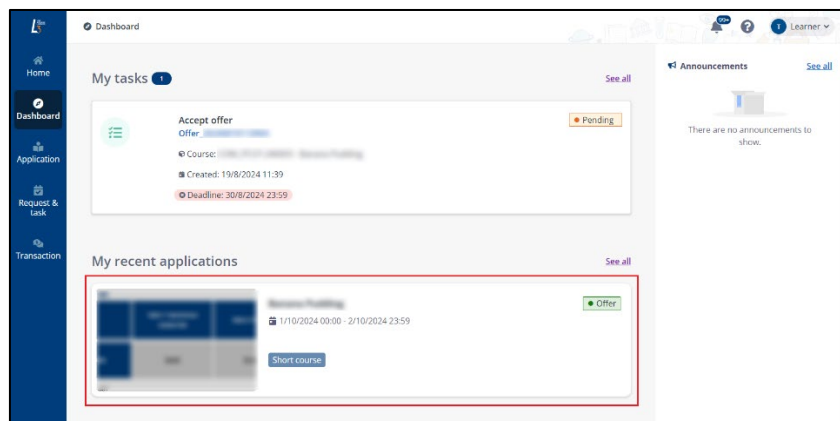
Accepting Offers

After your application has been verified, you will need to accept the **Offer** for entry into the Programme.

1. Click on **Dashboard** on the left blue pane to see all outstanding or pending notifications for Programme applications.

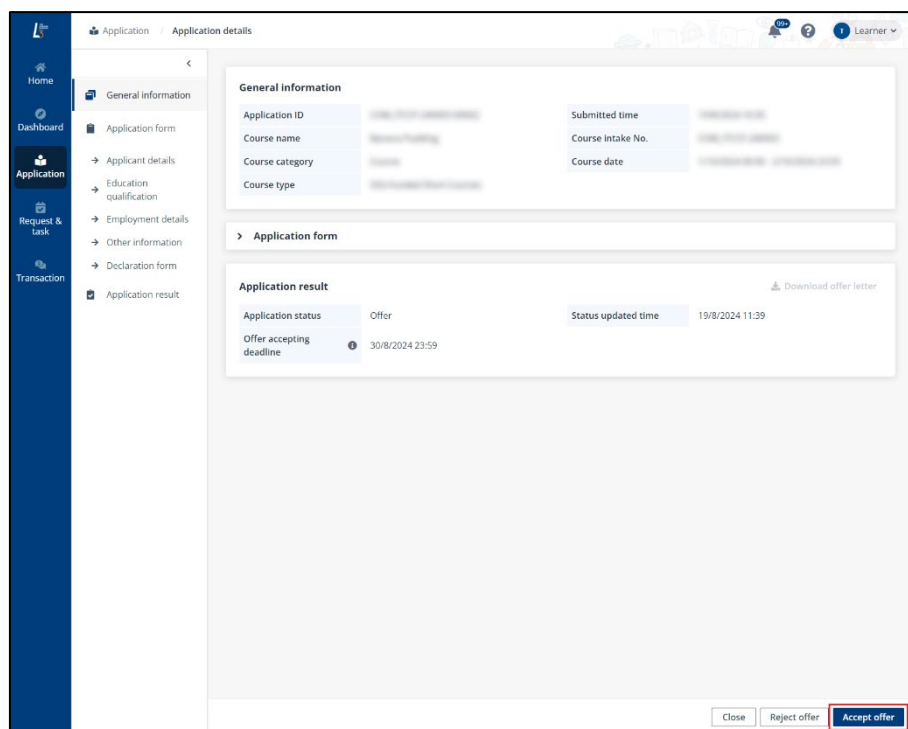
Programmes that have been offered to you will be highlighted with the green 'Offer' label.

2. Click on the offered Programme.



Selecting Offered Programme / Course

3. Click **Accept the Offer** on the bottom right of the page.



Accepting Offer at the bottom right of the page

Next Steps: Registration Part II (NUS Onboarding)

At this point, you have completed Registration Part I.

Please look out for subsequent emails titled "Welcome to NUS" from NUS to further proceed with Registration Part II – Onboarding.

Further Enquiries

You may view the comprehensive L3AP guide here:

<https://guide.l3ap.nus.edu.sg/learner/index.htm#!Documents/aboutl3aplearnerportal.htm>

For any errors encountered or queries regarding Registration Part I, email us at

lifelonglearning@duke-nus.edu.sg

providing screenshots of the issue (if applicable).