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Category No.	Category	FAQs No.	Frequently Asked Question	Answer
1	HECAS	1.1	How to register to HECAS?	i) Go to www.hecas.edu.bn/ ii) Click on the 'GUIDELINES' link for step by step instructions on registration and filling in HECAS online form.
		1.2	Why I did not receive my HECAS tracking number?	i) For DST subscribers, you may use DST Mobile line: (a) Make sure you have sufficient credit before registration. (b) follow the step by step instructions given in 'GUIDELINES' link that can be found www.hecas.edu.bn/ (c) send a NEW SMS to 38855 to confirm on programme charges by typing <div style="text-align: center; border: 1px solid black; background-color: #006400; color: white; padding: 2px; width: fit-content; margin: 0 auto;">hecas yes IC No.</div> ii) For non-DST subscribers, you may go to the nearest DST counter to
		1.3	Why did I keep receiving the same error message when I Sent "hecas yes IC. No"?	Do not reply the message you received from 38855 once you have submitted your password. Make sure you send a NEW SMS to 38855 to confirm on programme charges by typing <div style="text-align: center; border: 1px solid black; background-color: #006400; color: white; padding: 2px; width: fit-content; margin: 0 auto;">hecas yes IC No.</div>
		1.4	Why did I get the invalid password message?	Make sure there is no typing error in entering number or alphabet: Number Alphabet 0 (zero) O, o 1 (one) I, i, L 5 (five) S, s
		1.5	Why did I keep receiving error message from HECAS?	Make sure you have followed the step by step instructions given in 'GUIDELINES' link found in www.hecas.edu.bn/ and double check on your SMS Text. Make sure there is no typo error.
		1.6	I can't enter my academic achievements even after have clicked the 'ADD' button in Section B .	i) You need to disable or temporarily allow the pop up blocker in your web browser. Click on the 'GUIDELINES' link found in www.hecas.edu.bn/ and follow the instructions given in STEP 4 - HECAS ONLINE FORM (Section B - Academic Achievement). ii) Change your web browser to either Internet Explorer or Mozilla Firefox. So far applicants who use these two web browsers have no problem entering their academic achievements.

1.7	How to retrieve forgotten Password?	Click on the 'GUIDELINES' link found in www.hecas.edu.bn/ and follow instructions given in STEP 8 – REQUEST FOR RESEND OF PASSWORD.
1.8	How to retrieve forgotten tracking number?	Click on the 'Guidelines' link found in www.hecas.edu.bn/ and follow instructions given in STEP 7 – REQUEST FOR RESEND OF TRACKING NUMBER.
1.9	I registered with four (4) programmes. Can I just submit one (1) programme instead of four (4)?	Yes, you can actually remove choices at SECTION C by clicking the 'Remove Preference' button. However, once a programme choice is removed, you will lose that slot and the fee is non-refundable.
1.10	What should I do if I wish to add more programmes prior to final submission of my HECAS application?	Click on the 'Guidelines' link found in www.hecas.edu.bn/ and follow instructions given in STEP 6 – ADD PROGRAMME PRIOR TO FINAL SUBMISSION.
1.11	Can I change my details in my HECAS online form after I submitted the form online? For example, I want to change the order of programme preferences?	Before the closing date, applicants can always login and edit their information by clicking the 'Unsubmit Application' button of their HECAS online form. When the applicant is done editing, they may submit their application online once again.
1.12	Is it possible for applicants who have applied but got rejected to apply HECAS again?	Yes, during the same year there will be a second round. Applicants can request to retrieve their 1st Round HECAS online form at a cost of B\$5 by sending a SMS request to 38855 by typing <div style="text-align: center; border: 1px solid black; background-color: #008000; color: white; padding: 5px; width: fit-content; margin: 10px auto;"> hecas resubmit IC No. </div> Applicants may update their information and academic achievements.
1.13	Can I apply to HECAS in advance, yet I am about to complete my study with an institution?	No. HECAS only accept applications of those who had completed their study (including Attachment) as their academic achievements have to be certified by the last school attended.
1.14	Can I use my GCE 'AS' Level qualification instead of GCE 'A' Level qualification?	No. GCE 'AS' Level is not considered as GCE 'A' Level.
1.15	How many sittings are allowed for my 'A' Level qualification?	The number of sittings for 'A' Level qualification varies across institutions. For more information on related issues, applicants can check the 'Entry Requirements FOR HECAS' link found in www.hecas.edu.bn/ .
1.16	Why did I receive an error message when I only chose two (2) programmes under "Scholarship" in SECTION C?	Applications who wish to apply for overseas scholarship MUST also apply for at least ONE programme offered by local higher education institutions.
1.17	Why can't I select my choices under "Scholarship"?	Make sure the colour of your IC number has been entered in Section A. Only Yellow IC (Brunei Citizen) may apply scholarship.
1.18	Why is it that some of the programmes I wish to apply are not listed in SECTION C?	The programmes offered in HECAS are decided by the institution concerned. The programme offered during the 1st Round and 2nd Round may vary. Please refer to the HECAS portal (www.hecas.edu.bn/) for current programmes offered by local higher education institutions or Scholarship Section, Ministry of Education.

1.19	How can I know that my HECAS online form is completed and ready to be submitted online?	Once all the three Sections in the "Application Checklist" on the First Page have been ticked, you can click the 'Submit Application' button to submit your HECAS online form. It is the responsibility of every applicant to make sure all information entered are accurate and complete before submitting.
1.20	An applicant wants to print submitted application form but getting "Invalid password"	i) Applicant is advice to keep their Tracking Number and Password. ii) Make sure you enter the correct Password. iii) Click on the 'GUIDELINES' link found in www.hecas.edu.bn/ and follow instructions given in STEP 8 – REQUEST FOR RESEND OF PASSWORD.
1.21	Will my HECAS application be accepted if it is submitted after the deadline?	No, your HECAS application will be considered as void. Higher Education Institutions and Scholarship Section of Ministry of Education Brunei Darussalam reserve the right to REJECT applications which are incomplete, contained false information or received after the 3rd working day of HECAS closing date.
1.22	Can I get a refund for my HECAS application fee?	The application fee is non-refundable unless proven to be technical faults. This includes removal of programme choices by applicants.
1.23	Can I apply postgraduate programmes through HECAS?	No. For more information on related issues, applicants can refer to the HECAS TERMS AND CONDITIONS found in www.hecas.edu.bn/ .
1.24	Can overseas applicants who are interested to study in Brunei Higher Education Institutions apply to HECAS?	No. HECAS is only opened for holders of valid Negara Brunei Darussalam identity cards (yellow, red and green IC). For more information on related issues, applicants can refer to the HECAS TERMS AND CONDITIONS found in www.hecas.edu.bn/ .
1.25	When I tried to register to HECAS, I have received a reply that I have received an offer before?	Please send an email to admission@hecas.edu.bn and provide the applicant's full name, IC Number, description of the problem faced by the applicant as well as the highest qualification transcript/ certificate.
1.26	I have rejected an offer before from one of the higher education institution (UBD, UTB, UNISSA and Politeknik Brunei), can I register through HECAS?	No, please apply directly to the respective institution involved.

2	SBPP	2.1	Apakah pengertian Skim Bantuan Pinjaman Pendidikan (SBPP)?	SBPP dibukakan bertujuan untuk memberi peluang kepada golongan pelajar yang 'berkelayakan' untuk melanjutkan pengajian di institusi pengajian tinggi di dalam atau luar negeri.
		2.2	Jabatan manakah yang mengendalikan SBPP di bawah Kementerian Pendidikan?	Bahagian Pengajian Tinggi, Kementerian Pendidikan yang bertempat di Bilik B514, Blok B, Tingkat 5, Kementerian Pendidikan, Lapangan Terbang Lama, Berakas.
		2.3	Adakah permohonan SBPP dibukakan bagi semua peringkat?	Buat masa ini hanya dibukakan bagi peringkat Ijazah Sarjana Muda (Degree) sahaja.
		2.4	Bagaimana cara untuk memohon SBPP?	Borang permohonan hendaklah dimuat turun daripada laman sesawang www.moe.gov.bn/resources/downloads dan borang yang lengkap diisi mesti dikembalikan ke Bilik B514, Blok B, Tingkat 5, Bahagian Pengajian Tinggi, Kementerian Pendidikan.
		2.5	Apakah syarat-syarat SBPP?	Terma dan syarat SBPP bolehlah dimuat turun daripada laman sesawang www.moe.gov.bn/resources/downloads
		2.6	Apakah nombor talian yang senang dihubungi bagi sebarang pertanyaan mengenai SBPP?	6732380833
		2.7	Bilakah tarikh buka dan tarikh tutup menghantar borang permohonan SBPP?	Tarikh buka dan tutup permohonan akan dimaklumkan melalui laman sesawang Kementerian Pendidikan dan siaran akhbar.

