



## **FREQUENTLY ASKED QUESTIONS (FAQ)**

### **On volunteering for HAN (General)**

**1. Is there a minimum age to volunteer with NHB as a HAN Heritage Champion?**

It is a requirement for individuals below 18 years old to complete a parental acknowledgement in the registration of interest form and NHB's Code of Conduct before any commencement of duties.

**2. Are non-Singaporeans eligible to become a HAN Heritage Champion?**

Yes, we welcome everyone with a valid NRIC or FIN number and a passion for heritage to register your interest to volunteer with us. If deemed suitable for a volunteering role, you will be contacted to join us as a HAN Heritage Champion. All HAN Heritage Champions will also be required to accept and abide with NHB's Code of Conduct for volunteers.

**3. Is there a minimum commitment duration as a HAN Heritage Champion?**

We would minimally require your commitment to volunteer for at least one year, with contribution to at least two fulfilled volunteering roles per year. There will be variety of volunteering opportunities available across our various HANs from 2024 to 2027 for you to choose from, depending on your availability, preference, and suitability.

**4. Is there an introduction session for me to find out more about HAN, including upcoming HANs?**

Virtual volunteer introduction sessions are held twice a year. During this session, volunteers will be introduced to the HAN initiative and the various volunteering opportunities that would be available. This session is mandatory for new volunteers as part of the induction and onboarding process. All interested individuals and HAN Heritage Champions will be kept updated on the next volunteer introduction session.

**5. What are the benefits of volunteering with NHB as a HAN Heritage Champion?**

Volunteering with NHB can provide opportunities for personal growth and development, networking with other like-minded individuals, as well as access to exclusive events and training programmes. Overall, volunteering as a HAN Heritage Champion can be a rewarding experience that offers personal and professional benefits while contributing to the promotion of Singapore's cultural and community heritage.



**6. Am I considered a HAN Heritage Champion after submitting the registration of interest form?**

Submitting the registration of interest form does not automatically make you an NHB volunteer or HAN Heritage Champion. Only shortlisted candidates will be contacted, and formal registration as a HAN Heritage Champion will only occur after being assigned a volunteering opportunity and acknowledging NHB's Code of Conduct for volunteers.

**7. When can I start volunteering?**

The start of your volunteering journey will depend on the availability and suitability of roles. NHB will inform all interested individuals and HAN Heritage Champions of available volunteering opportunities, and we seek applicants' patience and understanding as it may take some time for NHB to contact you regarding your assigned role.

**8. Where will the next HANs be launched? Am I required to volunteer for all HANs?**

Our first two HANs at Katong-Joo Chiat and Clementi were launched in 2024, and our third HAN at Punggol will launch in June 2025. More HANs planned for various neighbourhoods. While volunteers are welcome to participate in any of the opportunities across the various HANs, they will not be required to volunteer for every HAN.

**9. Will I be trained before I volunteer?**

HAN Heritage Champions will have the opportunity to attend induction modules to improve their skillsets and better perform their volunteering roles. If additional programme-specific modules are required for the assigned role, NHB or its HAN Volunteer Coordinator will contact the HAN Heritage Champions to arrange for the relevant training to be provided before commencement of the volunteering opportunity.

## **On HAN volunteering role assignments**

**1. I have registered for the available volunteering opportunities on FormSG. When can I expect the confirmation and what's next?**

You will be contacted by the respective HAN Volunteer Coordinators and/or NHB outlining your assigned roles. While we aim to assign the volunteering roles with your preferences, some opportunities may be oversubscribed, in which case you may be placed on a waitlist. Upon receiving the confirmation, individuals are required to acknowledge their assignments and sign NHB's Volunteer Code of Conduct (link will be appended in the confirmation email) to officially onboard as HAN Heritage Champions.

We seek your kind patience as our HAN Volunteer Coordinators and/or NHB will be contacting the volunteers on your role assignments in phases. Only shortlisted volunteers will be contacted.

**2. Will I be considered for volunteer opportunities if I cannot attend one or more of the training/briefing sessions?**

We understand that scheduling conflicts may arise. While we encourage you to register for available volunteering opportunities, priority will be given to individuals who can attend our training sessions. This ensures that all HAN Heritage Champions receive adequate training and briefing before commencing their assigned volunteering tasks.

**HAN Volunteer Coordinators**

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