

School of Law
Student Guide for Pro Bono Work
Academic Year 2023

Table of Contents

2. Introduction.....	1
3. Pro Bono – what it is and why we should do it	2
4. Skill set needed for successful student pro bono work.....	3
5. Ethics and professional conduct for students doing pro bono work	5
6. Mandatory SILE Pro Bono Programme.....	8
7. SUSS Pro Bono Student Committee (“PBSC”)	12
Annex A (Extract of the Appendix to the SUSS Student Handbook).....	13
Annex B (SILE’s “Criteria and Guidelines for Approved Pro Bono Work”)	14
Annex C (“Completion of Pro Bono Services” letter).....	16
Annex D (Students’ Guide to Logging into the SUSS’ Pro Bono Website).....	18
8. How to Login?.....	18
9. How to Reset Password?	19
Annex E (Students’ Guide to Navigating the SUSS’ Pro Bono Website)	20
10. Account Creation and Login	20
11. Overview of the Platform	21
12. Opportunities and Records.....	22
Annex G (Students’ Guide to Updating Records after complete Pro Bono Work)	25
13. Steps to upload records.....	25
14. Important Information to note	27
Annex H (Frequently Asked Questions (FAQs)).....	29

**SINGAPORE UNIVERSITY OF SOCIAL SCIENCES
SCHOOL OF LAW**

**Student Guide for Pro Bono Work
Academic Year 2023**

1. Introduction

1.1. Purpose of this Guide

- 1.1.1. This Guide provides information that will be useful to you as an SUSS law student embarking on your pro bono journey.
- 1.1.2. The Guide provides a brief introduction on what pro bono work is, the skills you will need to perform most pro bono activities, the ethical concerns that apply to you as a student doing pro bono work, as well as the details of the mandatory SILE Pro Bono Programme, which you will have to complete before graduation.
- 1.1.3. The information provided in this Guide is current at the time of publication, but you will also be guided on how to obtain the most updated information from the various agencies.

1.2. Faculty support

- 1.2.1. The faculty advisor for student pro bono work for this year is AP Alvin Cheng (alvinchengsc@suss.edu.sg).
- 1.2.2. The administrative executive assisting the faculty advisor for student pro bono work for this year is Ms Sabrina Cheong (mfcheong@suss.edu.sg).
- 1.2.3. For all matters relating to pro bono, please email probono@suss.edu.sg.
- 1.2.4. The Pro Bono portal may be accessed via <https://sussprobono.com>. You should receive a login ID and password following the pro bono briefing.

2. Pro Bono – what it is and why we should do it

2.1. What is pro bono work and why do lawyers do it?

2.1.1. Free/subsidised legal help provided by lawyers to the needy is known as work done *pro bono* by the lawyers. The term derives from the Latin phrase “*pro bono publico*”, meaning “for the public good”. The recipient of pro bono services can either be an individual in need, or a not-for-profit organisation that serves the needy.

2.1.2. The more you learn about law and the practice of it, the more you will appreciate that there are aspects of the law that are not commonly known or readily understood by the average person on the street. Lawyers are trained to be able to help their clients unravel some of these “mysteries”, and to help them solve or reduce some of their legal problems. There are many people who need such help who are unable to afford to pay for a lawyer; some of them may be at risk of incarceration or deportation, while others may need help to decide on important life decisions like divorce, appointment of a deputy for a disabled relative, etc. There are many accounts of how people’s lives have been turned around for the better all because of the free or subsidised legal advice or assistance rendered to them that they would otherwise not have been able to afford.

2.2. Why should you – as a law student – do pro bono work?

2.2.1. As a law student, you **are not qualified to and cannot give legal advice**, so you may question why you should be expected to volunteer valuable hours of your time to support pro bono work. Lawyering is not simply about helping those who can pay you – lawyering is a calling, and we are called on to help and assist those who need our help. Beginning pro bono work now will help you to understand the needs of people out there, and begin what we hope is a life-long process of giving and sowing back into the community with the unique knowledge that you have.

2.2.2. Beyond the need to give back to the community, the exposure you gain from pro bono work as a student will help you to put certain things in perspective. Lawyering is problem-solving; pro bono work exposes you to some real-world problems, and fleshes out what you have up to this point seen in textbooks and study units only. Specifically for SUSS law students, pro bono work fits in well with our School's focus on family and criminal practice because much of pro bono work involves these areas of community law.

2.2.3. As a student, legal advice is not the only way to sow back into the community. There are many other ways you can help the needy, whether directly or indirectly. Depending on the host organisation and the particular activity involved, you could find yourself helping needy individuals navigate certain court procedures or to fill in the necessary forms in support of their court applications; or you might assist a qualified lawyer with research, client interviews, drafting of court documents, *etc*; or you could be helping community service centres or legal aid agencies to manage their case load by screening applicants or preparing summaries; or you might end up working on projects like helping to organise law awareness events or to produce law awareness collaterals.

3. Skill set needed for successful student pro bono work

3.1. Knowledge

You are expected to bring to bear all general and legal knowledge that you have available, and you should be open to learning on the job. Most host organisations accepting student volunteers will have experience working with law students and will know what to expect, though many may think that all students who have completed the first year of studies have already been grounded in Contract and Torts (which is generally true of NUS and SMU students). If necessary, you should gently inform the supervisor if such knowledge is expected of you but you have not, in fact, completed those courses. In no event should you ever misrepresent to anyone the extent of legal training that you have had.

3.2. Analysis

You are expected to use what has been taught to you regarding the approach to solving legal problems. Bear in mind that unlike some

tutorial questions, real-life problems do not come with legal and non-legal issues clearly demarcated. The viable solutions are often highly fact-dependent and could very well be “non-legal”. Student pro bono work may give you an opportunity to test out how your legal analysis skills bear out in the real world.

3.3. Research

As a student, everyone will certainly expect you to be able to conduct legal and general research. Especially given that your legal knowledge is limited, much of your contribution will often be in the form of legal research – in terms of finding relevant information, in making some sense of it all, and in being able to organise it in a form that is easy for someone else to use it.

3.4. Oral communication/presentation

As law students, you will be expected to communicate more confidently and effectively than most other students. Whether it is an informal one-to-one engagement or a formal presentation to a group, you must prepare yourself properly to be able to speak up, listen and understand, and engage. This includes preparing yourself mentally, making sure you have the required information needed for the engagement, and making use of all available opportunity to practise speaking and presenting. If you have not been volunteering to answer questions or to make presentations in class, it's time to get started!

3.5. Conducting interviews

- 3.5.1. If required, you should be prepared to conduct client interviews in order to take instructions. Before going into an interview, you would need to understand what information is needed, the level of particularity required, and even why the information is needed. To know all that, you should make sure that you have been properly briefed by the supervisor and, if necessary, you should do your own research.
- 3.5.2. Remember the cardinal rule that **law students are not allowed to give legal advice**. If the client asks you a question, you should consider very carefully whether your reply may be seen/received as legal advice. If in doubt, err on the side of caution – refrain from giving an answer and simply refer the question to your supervisor.

- 3.5.3. Several (soft) skills may help you in ensuring a smooth interview process. Examples include: treating the client with patience, respect and empathy; reading facial expressions and body postures; using verbal cues and appropriate body language to put the client at ease.

3.6. Working independently

- 3.6.1. While you may choose to sign up for pro bono work in a group along with some of your law school mates, everyone must be prepared to work individually when required to do so. Being independent also means doing your work responsibly. Do not ask or expect to be spoon-fed.
- 3.6.2. On the other hand, working independently does not mean that you should attempt to do everything on your own. If you have doubts or are struggling with a task, you should seek guidance early so that the work can be completed in good time.

3.7. Being a team player

Working in teams always brings with it the possibility of disagreement or conflict. When doing pro bono work, always remember that the work is meant to benefit the needy so put aside any personal differences and set your priorities with the spirit of "*pro bono publico*" in mind.

3.8. Managing the relationship with the supervisor/host organisation

Aside from the host organisation's opinion of you as an individual student, do bear in mind that you will also be seen as an ambassador for the School, the University and possibly even the profession. Always maintain a professional and constructive relationship with whomever you work with. If you encounter any difficulty or have any concern with an external supervisor or with any staff of the host organisation that cannot be resolved professionally and amicably, raise the difficulty/concern with your faculty advisor.

4. Ethics and professional conduct for students doing pro bono work

The bottom line: Your conduct should reflect positively on you, the School, and the legal profession. Do nothing to bring yourself, the School or the profession into disrepute. Graduation and admission to the Singapore legal profession entails more than just academic grades. The Honour Code

applying to all SUSS students is reproduced as **Annex A** at the end of this Guide. In addition, take note of the following points in particular:

4.1. Integrity

Personal integrity undergirds all other professional ethical concerns. Hold true to your moral and ethical compass, and do nothing that dishonours you or risks your professional career. In *Law Society of Singapore v Ismail bin Atan* [2017] 5 SLR 746, Sundaresh Menon CJ (delivering the judgment of the Court of Three Judges) reiterated and emphasised at [20]:

In *Law Society of Singapore v Ravindra Samuel* [1999] 1 SLR(R) 266 ... Yong Pung How CJ held (at [15]) that ... if a solicitor is *not shown to have acted dishonestly*, but is shown to have *fallen below the required standards of integrity, probity and trustworthiness*, he will nonetheless be struck off the roll of solicitors ... if his lapse is such as to indicate that he ***lacks the qualities of character and trustworthiness which are the necessary attributes of a person entrusted with the responsibilities of a legal practitioner.*** [emphasis added in italics and bold italics]

4.2. Competence and professionalism

As a student, you will not and should not be expected to have in-depth knowledge of many areas of law. Be honest about the limit of your legal knowledge and experience, but do not use your status as a student to shirk honest work where it is fairly asked of you. Where relevant, you are expected to demonstrate competent legal analysis, research and communication skills, and you should draw on the knowledge you have already gained from your courses, as well as any relevant work experience you may have. Always maintain a positive attitude, be diligent, and exercise due care; being a student is certainly no excuse for shoddy work or unprofessional conduct. You should also dress appropriately and make sure that you appear professional at all times.

4.3. Confidentiality

You have a duty to be mindful about the privacy and confidentiality of all information that you receive during the course of carrying out any pro bono work. All such information must be safeguarded unless a legal obligation to disclose the information exists or arises. At the same time, do not forget that you may also have confidentiality obligations arising from your employment or from other relationships. Do not share with the host organisation or anyone else any confidential information that you received from your employer or anywhere else.

4.4. Conflict of interest

- 4.4.1. In choosing a host organisation and a pro bono activity to be involved in, bear in mind your own employment and other circumstances, and do your best to avoid picking an activity that will put you in a position that is rife with the possibility of a conflict of interest. For example, if you work in law enforcement, you should probably avoid most of the criminal legal aid agencies or legal clinics, and try to find some family law opportunities; similarly, if you work in MOM, you should avoid working with HOME (the Humanitarian Organisation for Migration Economics), etc. In the event that you do find yourself in a situation where you realise that there may be a potential conflict of interest (e.g. in the midst of a client interview, you realise that the client may be related to a client or accused that you have dealt with in the course of your employment), you are expected to declare such potential conflict, and to refrain from being involved in that particular piece of work.
- 4.4.2. In all your interaction with staff of the host organisations, clients/applicants, and any other individuals whom you may encounter while doing pro bono work, always remember that you are there to do a job. Do not allow yourself to be placed into a situation that might compromise any of your ethical responsibilities or in a position where there is a conflict of interest.

4.5. Communication and Expectations

- 4.5.1. You should only sign up for pro bono opportunities if you are able to attend all compulsory briefings and commit to the full time period. Details will be provided in the pro bono portal – please check these thoroughly to ensure you can be there through the whole duration of the pro bono opportunity.
- 4.5.2. If, despite your best efforts, you are unable to perform the pro bono opportunity, you should inform the school as soon as possible through the pro bono email account.
- 4.5.3. If you need to take time off – for valid reasons only (i.e. family emergency, sick leave) – please inform your supervisor with the host organisation and cc the pro bono email account.

5. Mandatory SILE Pro Bono Programme

5.1. What is the Pro Bono Programme

The following extract from the website of the Singapore Institute of Legal Education (SILE) explains its Pro Bono Programme (<http://www.sile.edu.sg/pro-bono-programme>), which is mandatory for all students reading law at any of the three Singapore law schools:

Pro Bono Programme for Law Students

In the 2007 Report of the Committee to Develop the Singapore Legal Sector, one of the recommendations made by the committee was that measures should be taken to foster idealism and community bonding amongst lawyers, in particular, through the promotion of pro bono work. Building on the committee's recommendation, the SILE initiated a pro bono programme for law students ("Pro Bono Programme") in 2013.

The aims of the Pro Bono Programme are to develop students' conception of the practice of law as a service vocation, and to allow students to experience how the law works in real life through interaction with the host organisations.

All law students from the National University of Singapore (NUS) Faculty of Law, the Singapore Management University (SMU) School of Law and the Singapore University of Social Sciences (SUSS) School of Law perform 20 hours of pro bono work as part of their graduating requirements. This may be done at any time after their first year of study.

Approved Pro Bono Work

To meet the requirements of the Pro Bono Programme, students will need to undertake Approved Pro Bono Work which meets the criteria and guidelines stipulated by the Institute. The Institute has appointed a Review Committee comprising representatives from the Institute, the Law Society and each of the three law schools to review and confirm specific activities as Approved Pro Bono Work.

5.2. When (best) to do it

- 5.2.1. You can of course volunteer your time and services to the needy at any time but, as stated in the extract above, you can only commence on the SILE Pro Bono Programme *after* completing your first year of law school. Any work done before that does not count towards your fulfilment of the SILE Pro Bono Programme.

- 5.2.2. Completing the SILE Pro Bono Programme is a graduation requirement, i.e., until you satisfy the School that you have duly completed 20 hours of Approved Pro Bono Work, the university will not issue your graduation certificate.
- 5.2.3. The School recommends that you start as soon as possible in your second year of the SUSS law programme, and **try to complete the mandated 20 hours of Approved Pro Bono Work within the year.**

5.3. What qualifies as “Approved Pro Bono Work”

- 5.3.1. SILE has a set of “Criteria and Guidelines for Approved Pro Bono Work”, which is found in this Guide as **Annex B**.
- 5.3.2. SILE maintains on its website a regularly-updated list of activities certified as “Approved Pro Bono Work”, and the name of the organisation hosting each activity: <http://www.sile.edu.sg/list-of-sile-approve-pro-bono-work-ongoing>. If you do work as part of an activity that has not been certified as Approved Pro Bono Work, the work you do will not count towards the 20 hours of Approved Pro Bono Work that you need to do for the Pro Bono Programme, even if you did the work *pro bono*).
- 5.3.3. Bearing in mind the requirements of the Pro Bono Programme and the need to avoid any potential conflict of interest, please note that **“pro bono” work with a firm or organisation that employs a student will NOT be counted towards that student’s fulfilment of the Pro Bono Programme**, even if the work is certified by SILE as Approved Pro Bono Work. Students can, however, “swap” with one another, i.e., you may do pro bono work with your classmate’s employer and that work will be part of your Pro Bono Programme if the activity is certified by SILE as Approved Pro Bono Work.

5.4. How to get involved in Approved Pro Bono Work

- 5.4.1. Pro bono opportunities will be listed on the SUSS Pro Bono online platform. An account will be created for each of you. Follow the instructions sent to you by email in order to activate your account and log in. Once you have logged in, you will be able to see the list of opportunities available. Sign up for the ones that interest you. These opportunities may include regular legal clinics, ad hoc projects, or even attachments with Law Society Pro Bono Services ("LSPBS"), the Community Justice Centre ("CJC"), or other organisations.
- 5.4.2. SILE has a process for the certification of activities as Approved Pro Bono Work. If you are already volunteering with an organisation on activities that you believe should qualify as Approved Pro Bono Work (please refer to Annex B for the criteria and guidelines), you can ask the organisation to put in an application for the work to be accepted as Approved Pro Bono Work.
- 5.4.3. Periodically, the School may initiate or be involved in work that qualifies as Approved Pro Bono Work. If so, an announcement will be made on the online pro bono platform.
- 5.4.4. As a student body, you may also wish to initiate activities that may qualify as Approved Pro Bono Work. The SUSS Pro Bono Student Group (see para 6 below) and your faculty advisor will be able to work with you on the details required to have the activity approved by SILE. This, of course, has to be done *before* the activity takes place.

5.5. Administrative process

- 5.5.1. As the Pro Bono Programme is a graduation requirement, the School will need to be able to verify the amount of time that you have spent doing Approved Pro Bono Work. The verification must, usually, come directly from the host organisation.
- 5.5.2. The administrative process shall be as follows:
 - (a) Sign up for the pro bono work on the online pro bono platform – <https://sussprobono.com>.

- (b) Ensure to fill in the details such as the host organisation, date, the description of the work on the “Completion of Pro Bono Service” letter (found at Annex C). You can either bring with you a printed copy or email the soft copy of the “Completion of Pro Bono Service” letter to obtain the organisation’s authorised representative signature and stamp upon your completion of the work there.
 - (c) Once you have completed the work, upload the hours into the Pro Bono Portal. Please remember to attach the endorsed Completion of Pro Bono Service letter for verification. You are advised to keep all your Completion of Pro Bono Service letters until your graduation.
 - (d) Submit the hard copy of the signed and stamped Completion of Pro Bono Service letter to the School. (You are advised to keep all the photocopies of your Completion of Pro Bono Services letters until your graduation.)
 - (e) The School may at times conduct checks with host organisations to verify that the pro bono services were completed satisfactorily. Where the School is not convinced that the services were completed satisfactorily, the relevant hours of service may be deducted from your record.
- 5.5.3. Priority will be accorded – as far as possible – on a first-come-first-served basis. However, the School reserves the right to accord priority based on other criteria, *eg*, priority may be given to students who need to clock mandatory hours urgently, those who are conflicted out of other pro bono opportunities, host organisations’ stated requirements/preferences, *etc*.
- 5.5.4. The administrative process may be amended at any time. You will be informed of any changes made.

6. SUSS Pro Bono Student Committee (“PBSC”)

6.1. Aim and Functions

- 6.1.1. The PBSC was established primarily to help ensure that all SUSS Law students are able to complete their Pro Bono Programme before graduation. The PBSC therefore takes responsibility for coordinating students’ participation in existing pro bono opportunities approved by the SILE, and also works with the faculty advisor to initiate appropriate pro bono projects.
- 6.1.2. If you have any queries about the pro bono activities that are available to you, or if you have ideas or contacts for pro bono projects, you may contact the PBSC.

6.2. Members of the PBSC

- 6.2.1. The current members of the PBSC is comprised of four 3L students.
- 6.2.2. At the discretion of the faculty, the number of members may be varied, with varying levels of responsibility depending on the requirements of the student body and pro bono opportunities.

Annex A

(Extract of the Appendix to the SUSS Student Handbook)

HONOUR CODE

The University is committed to uphold and maintain high standards of academic, social and moral conduct in the learning process and achievement of its students. As such, it adopts an Honour Code which sets out the academic, social and ethical standards that it expects of its students. All students have to abide by the Honour Code, uphold its spirit and undertake the following:

- (1) To comply with all rules, regulations, codes of conduct, procedures and guidelines or other terms and conditions as may be prescribed by the University from time to time in connection with their admission to and study in the University;
- (2) To uphold and maintain absolute academic honesty and integrity in examinations, tests, projects, assignments, tutorials and any required academic deliverables (collectively known as “Academic Work”) required to be undertaken by students during the course of their study at the University. This duty extends beyond their own behaviour to include the responsibility to uphold standards in the University community and report any dishonest acts that include but are not limited to fabricating, colluding, plagiarising, cheating, giving or receiving any unauthorised aid in the delivery of Academic Work, or engaging in any act that may compromise the integrity of the academic standards of the University;
- (3) To maintain the highest standards of personal integrity and respect the rule of law, social order, and the rights of others as are expected of all members of the University, both within and outside the University;
- (4) Not to conduct in a manner which may be regarded by the University as being in violation or breach of the Honour Code, or as misbehaviour or conduct unbefitting of a student member of the University. Misbehaviour includes acts that may result in threats, harm, disadvantages to others, compromising the rights of others and bringing disrepute to the University and/or its students, staff and faculty. Misbehaviour also refers, without limitation, to physical violence and assault, verbal or mental abuse, harassment, false allegation, false declaration, slander, libel or defamation committed against any fellow student, staff and faculty; and
- (5) To be held fully accountable, responsible and liable for their own actions and deeds, and to accept responsibility for consequences which may arise from violation or breach of the Honour Code, including without limitation, disciplinary action, investigation, interview by panel of enquiry, hearing, issuance of warning, suspension, restriction of rights and privileges, imposition of sanctions, disqualification, delay in graduation, expulsion or any other appropriate action or steps that may be taken by the University.

Annex B

(SILE's "Criteria and Guidelines for Approved Pro Bono Work")



Pro Bono Programme for Law Students

Criteria and Guidelines for Approved Pro Bono Work

I. Criteria

1. Approved Pro Bono Work to be undertaken by law students should have, as their primary purposes, increasing access to justice (which includes raising awareness of legal rights, liabilities and responsibilities, and of self-help remedies such as mediation, negotiation and alternative means of conflict resolution) for disadvantaged persons. Activities should ideally involve the application of legal knowledge and skills by law students and must be undertaken without financial reward or academic credit (other than to fulfil a graduation requirement).
2. For the purposes of applying the criteria, 'disadvantaged persons' include:
 - a. persons from households with low income, whether determined by a means test or by other means;
 - b. persons who are disadvantaged because of financial hardship, intellectual or physical disability, mental or physical illness, lack of education or other circumstances;
 - c. persons who are unable to afford legal representation; and
 - d. persons who are unaware of their legal rights, liabilities and responsibilities, or their right to legal representation.
3. By way of illustration, Approved Pro Bono Work which fulfils the criteria set out above may include:
 - a. Assistance provided to any charitable, religious, civic, community, governmental or educational organisations that primarily seek to assist the classes of persons listed above, whether directly or indirectly and without financial reward; and
 - b. Assistance provided to organisations, entities, schemes, or programmes established for the promotion of access to justice, including the Legal Aid Bureau, the Criminal Legal Aid Scheme, the Association of Criminal Lawyers of Singapore Legal Advice Scheme, the Supreme Court Legal Assistance Scheme for Capital Offences and the Community Justice Centre.

II. Guidelines

4. Apart from meeting the above criteria, Approved Pro Bono Work should also require active participation by the law students. In order to provide a meaningful opportunity for the students to assist and learn, Approved Pro Bono Work should include the following types of work:
 - a. Intake and registration: Students can assist in conducting means/merits tests and other client-screening tests. They can also help register potential clients/clients.
 - b. Interviewing: Students can assist in client interviews. They can also help to contact and interview prospective witnesses.

- c. Translation: Students with the necessary qualifications can provide translation services.
- d. Research: Students can conduct legal research and prepare draft advice.
- e. Trial work: Students can assist in trial preparation, for example by preparing draft court documents. Students can assist during trial, for example by recording notes of evidence. Students can also assist with sentencing research.
- f. Mackenzie friends: Students can assist in Subordinate Courts Mackenzie friends programmes.
- g. Non-contentious legal work: Students can assist in drafting simple documents such as deeds of separation. They can also help prepare lawyer-client correspondence. They can assist in mediation if supervised.
- h. Legal clinics: Students can assist in the administration of legal clinics. They can also take notes for lawyers giving advice at legal clinics.
- i. Administrative/clerical work: Students can provide general administrative support. For example, students can help in file opening and management.

(Updated June 2014)

Annex C
(“Completion of Pro Bono Services” letter)

[Please refer to the next page.]



Completion of Pro Bono Service

This letter is to certify that _____ (student's name and PI number)

has contributed _____ hour(s) _____ minute(s) of pro bono service for

_____ (host organisation) from _____ (start date)

to _____ (end date).

Description of work:

[illegible]

* Start time and end time are required to be stated in the letter.

Acknowledgement:

Name: _____

Designation:

Signature: _____

Organisation
stamp:

Date: _____

Annex D


(Students' Guide to Logging into the SUSS' Pro Bono Website)

7. How to Login?

You will receive an email with your username and password.

Step 1: To retrieve the email, you will have to click "Approve Sender & Release" email in the spam filter.

Trend Micro Hosted Email Security quarantined spam 03/04/2019 09:00:00 for
yourname001@suss.edu.sg

**yourname 001@suss.edu.sg**
Yesterday, 9:08 AM
yourname

Reply all

Trend Micro™ Hosted Email Security actively protects your mailbox by quarantining spam and other unwanted email. Use this digest to manage quarantined messages and approve sender addresses.

Important: Do NOT forward this message. Recipients of this message will be able to manage your quarantined messages and approve senders. For more information about this digest, contact your mail administrator.

Other Ways to Manage Quarantined Messages
The following summary displays a maximum of 100 of the most recent quarantined spam messages, if you need to manage your all quarantined messages, please log on the End-User Quarantine console at:
<https://euq.hes.trendmicro.com>

Summary
Your email address: yourname001@suss.edu.sg
Digest date: 03/04/2019 09:00:00
New found messages in quarantine: 1 of 1

Quarantine Digest

Quarantined	Sender	Subject	Manage Messages	
03/01/2019 10:28:04	bounce+7ac70d.915-yourname@suss.edu.sg@mg.sussprobono.com	Your Account Has been Created	Release	Approve Sender & Release

Click Here

Step 2: Check your Inbox for the email.

[SPAM]Your Account Has been Created

 **no-reply=sussprobono.com@mg.sussprobono.com** <no-reply=sussprobono.com@mg.sussprobono.com> on behalf of no-reply@sussprobono.com <no-reply@sussprobono.com>
4/3/2019 11:31 AM
To: # your name



Hello,

The following account registered under your email address.
You can now log in using these identity and credential:

Email/Username: your name 001@suss.edu.sg/xxxxxxxx
Password: xxxxxxxxxxxx
Login URL: <https://sussprobono.com/>

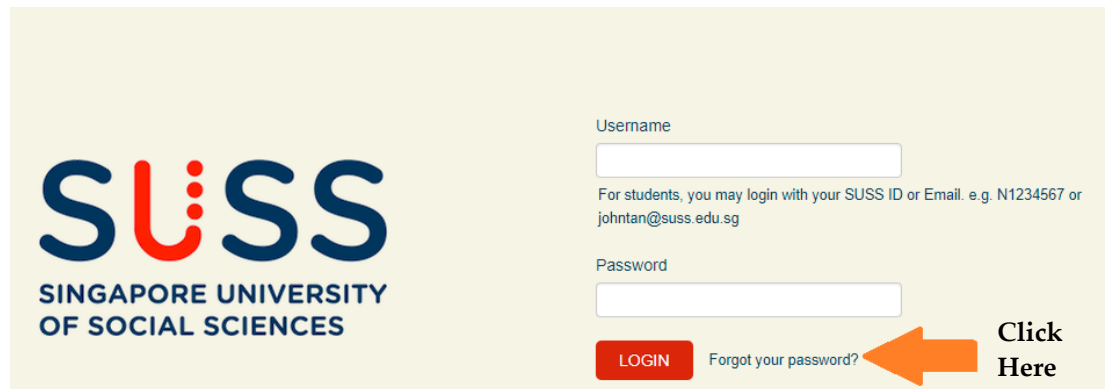
Thank You

8. How to Reset Password?

Step 1: Click “Forgot your password?” and key in your SUSS email address.

Step 2: Check your inbox for a password reset email.

Step 3: Click on the URL provided in the email and enter a new password.



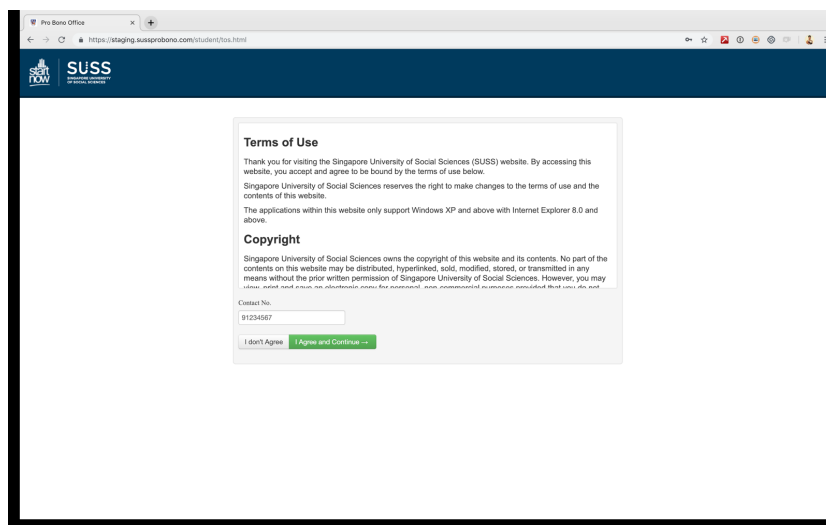
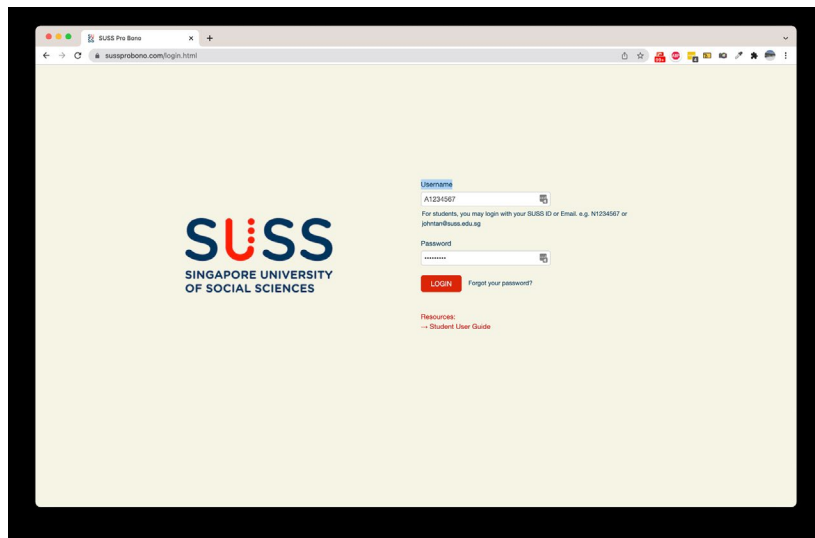
The image shows the SUSS (Singapore University of Social Sciences) login page. On the left is the SUSS logo with the text "SINGAPORE UNIVERSITY OF SOCIAL SCIENCES" below it. On the right, there are two input fields: "Username" and "Password". Below the "Username" field, there is a note: "For students, you may login with your SUSS ID or Email. e.g. N1234567 or johntan@suss.edu.sg". Below the "Password" field, there is a red "LOGIN" button and a link that says "Forgot your password?". An orange arrow points from the text "Click Here" to the "Forgot your password?" link.

Annex E

(Students' Guide to Navigating the SUSS' Pro Bono Website)

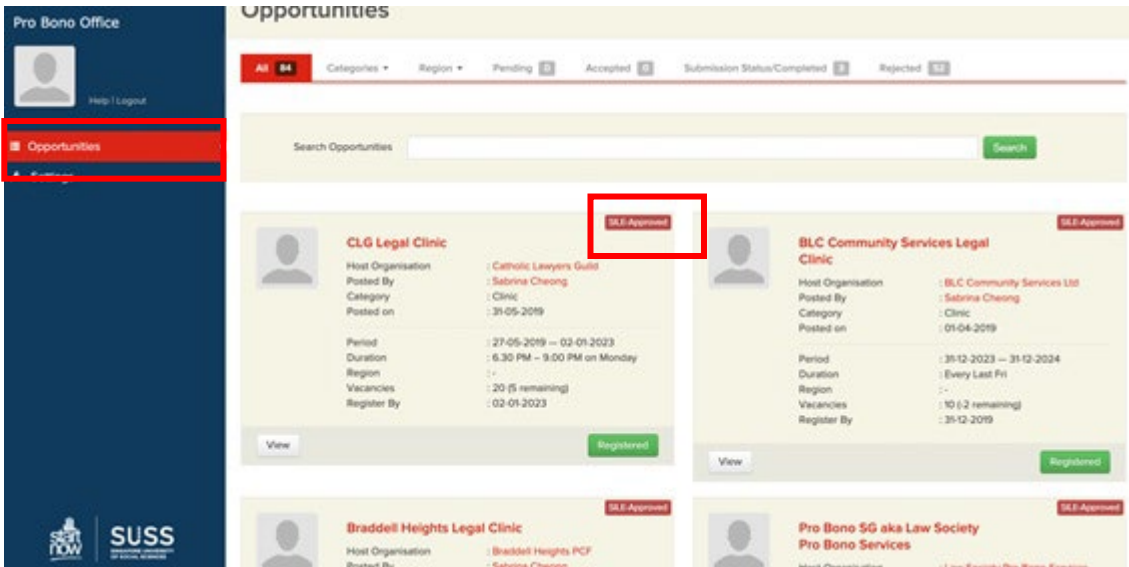
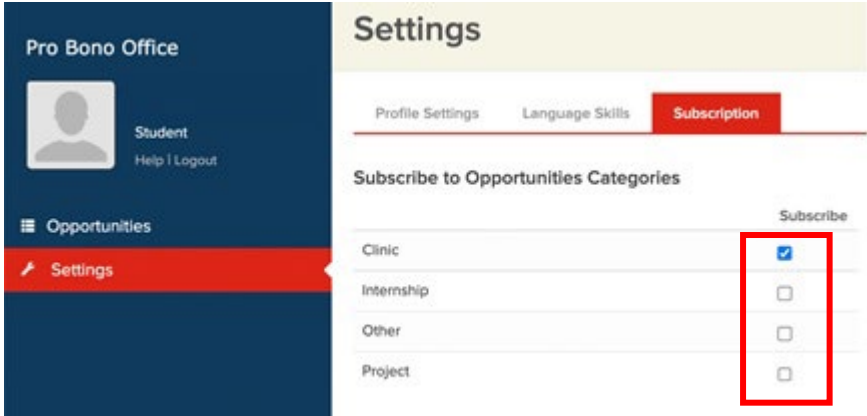
9. Account Creation and Login

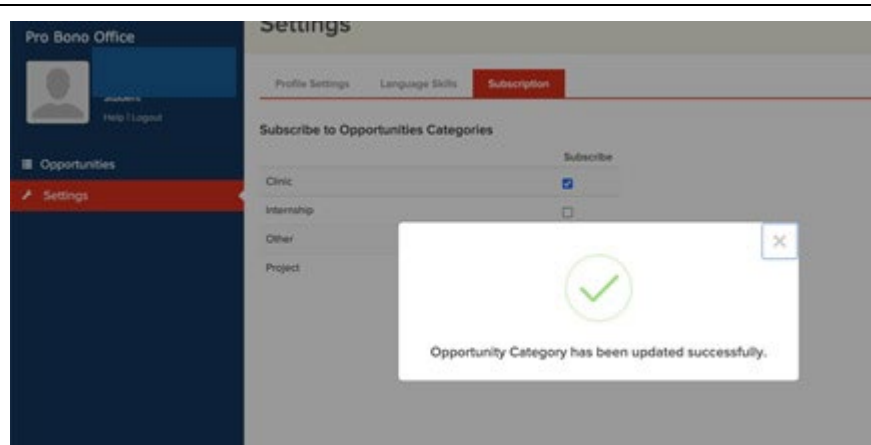
- 9.1. Your account is automatically created for you. You will receive an email from the SUSS Pro Bono Platform with your username and password.
- 9.2. Your username is either your SUSS Email Address or SUSS Student ID. Both will work as your username to login to the SUSS Pro Bono Platform.
- 9.3. Upon login, you will be prompted to accept the Terms and Conditions of the platform as well as your mobile number.



10. Overview of the Platform

10.1. There are main 2 functions on the SUSS Pro Bono Platform: “Opportunities” and “Settings”.

Opportunities	<p>a) Opportunities are the bedrock of the SUSS Pro Bono Platform. From this page, you can see all the available opportunities you can sign up for.</p> <p>b) Opportunities are tagged as “SILE-Approved” and “NON-SILE Approved”. SILE-approved opportunities count towards your Pro Bono hours while Non-SILE approved opportunities do <i>not</i> count towards your Pro Bono hours.</p> 
Settings	<p>You can adjust your settings under this section, such as subscribe to various notifications based on your interest(s).</p> 



Pro Bono Office

student
Help | Logout

Opportunities
Settings

Settings

Profile Settings | Language Skills | Subscription

Subscribe to Opportunities Categories

Clinic ☒ **Subscribe**
 Internship ☐
 Other ☐
 Project ☐

Opportunity Category has been updated successfully.

Profile Settings | Language Skills | Subscription

Name: NEO PING MAY (LIANG PINGMEI)

Gender: Female

Date of Account Creation: 1-1-1970

Password:
Leave Password field blank to keep current password.
 Password must at least 6 characters long.

Email / Username: pmneo001@sus.edu.sg

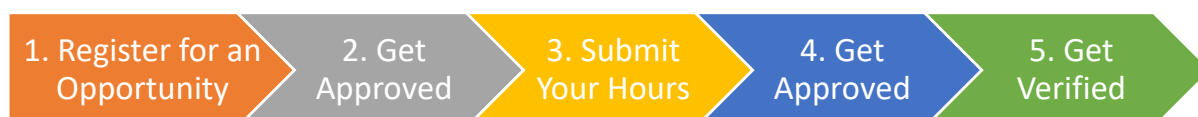
Alternative Email:
☒ Send to alternative email as well

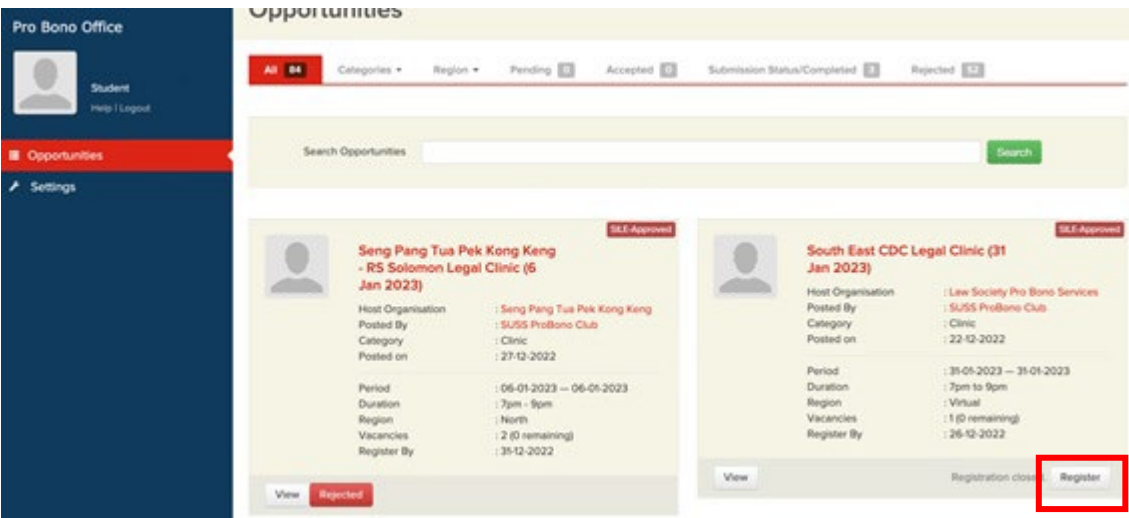
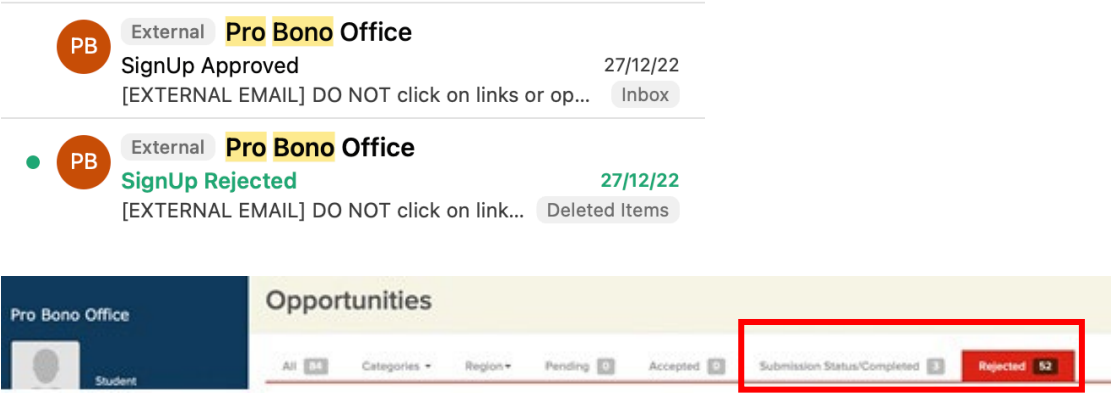
Contact Number: 99999999

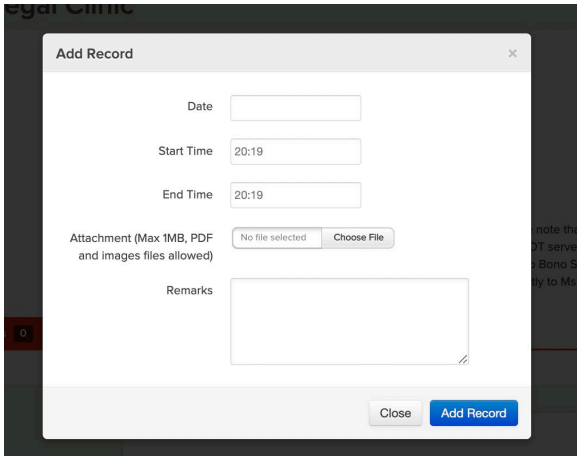
Profile Image:

11. Opportunities and Records

11.1. The process to register for an opportunity and record your hours are as follows:



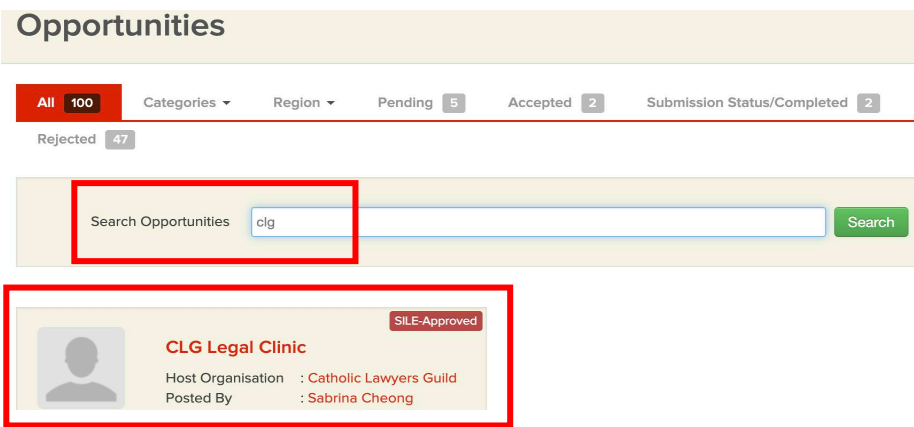

<p>Register for an Opportunity</p>	<p>Find an opportunity and register for it by clicking “Register” in the “All” tab of the ‘Opportunities’ function. You are reminded to read the details of the opportunity carefully and ensuring you can commit before registering.</p> 
<p>Get Approved</p>	<p>The SUSS Pro Bono Admin or the PBSC will approve or reject your registration.</p> <ol style="list-style-type: none"> You will receive an email notification informing you of the results of your application (i.e., whether your application was approved / rejected). If your application has been rejected, the opportunity will appear under the “Rejected” tab of the “Opportunities” function. If your application has been approved, the opportunity will appear under the “Submission Status/Completed” tab of the “Opportunities” function. 

Submit Your Hours	<p>You can log in your hours once you have completed the opportunity and gotten the Completion of Pro Bono Service letter (Annex C) duly completed and signed (Refer to Annex G on how to do so).</p> 
Get Approved	The PBSC will approve or reject your hours.
Get Verified	<p>SUSS Pro Bono Admin will then do the final step to verify your hours.</p> <p>(a) If your record has been rejected, you will receive an email notification.</p> <p>(b) If your record has been approved, your “Cumulative Mandatory Pro Bono Hours” under the “Submission Status/Completed” tab of the “Opportunities” function will be updated accordingly.</p>

Annex G

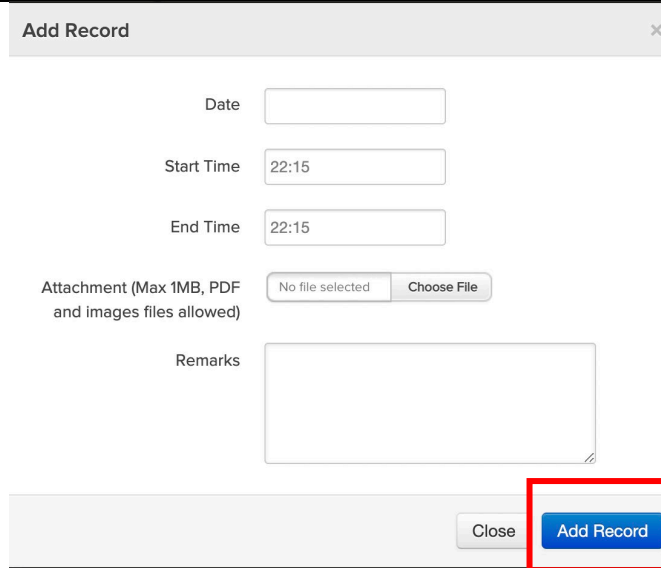
(Students' Guide to Updating Records after complete Pro Bono Work)

12. Steps to upload records

Steps	Print screens, if any
Upon your completion of the work there, fill in the fields on the Completion of Pro Bono Service letter and send it via email to the host organisation's authorised representative to sign and add organisation stamp (if there is any).	
Once the hardcopy/PDF is duly signed/verify, upload your pro bono hours on the SUSS pro bono platform. Search the title of the pro bono work that you have completed.	
Click "View" on the bottom right hand corner of the pro bono opportunity.	

Click “Add record” on the top right hand corner of the pro bono opportunity’s page.

Note: Time is 24h format (HH:MM)



The screenshot shows a web form titled "Add Record" with a close button (X) in the top right corner. The form contains the following elements:

- Date:** A text input field.
- Start Time:** A text input field containing "22:15".
- End Time:** A text input field containing "22:15".
- Attachment (Max 1MB, PDF and images files allowed):** A section with a "No file selected" status and a "Choose File" button.
- Remarks:** A large text area for notes.
- Buttons:** At the bottom right, there are two buttons: "Close" and "Add Record". The "Add Record" button is highlighted with a red rectangular border.


Email your completed Pro Bono Service letter and email approval to both Ms. Ashikin at ashikin@suss.edu.sg and Ms Sabrina Cheong at mfcheong@suss.edu.sg.

The email approval must include the certifying officer’s email signature and company details.

Please note that we may still have to verify your records with legal clinics/ agencies before approving your hours on the online pro bono platform.

13. Important Information to note

- 13.1. Ensure that the fields on the pro bono service letter are filled in correctly, especially the “host organisation”.
- 13.2. Refer to SILE website at <http://www.sile.edu.sg/list-of-sile-approve-pro-bono-work-ongoing> for more details.

**Singapore
Institute of Legal Education**

ENHANCED BY Google

HOME ABOUT US QUALIFIED PERSON BAR ADMISSION PART A PART B FOREIGN PRACTITIONER EXAMINATIONS CPD PRO BONO

- List of SILE Approved Pro Bono Work - Ongoing
- List of SILE Approved Pro Bono Work - Concluded
- LAB, CLAS and LASCO

Pro Bono Programme

List of SILE Approved Pro Bono Work - Ongoing

Host Organisation	Placement Title	Remarks
Bedok Community Centre	Bedok CC Community Legal Clinic	
BLC Community Services Ltd	BLC Community Services Legal Clinic	
Braddell Heights PCF	Braddell Heights Legal Clinic	
Bukit Batok PAP Branch	Bukit Batok PAP Branch Legal Clinic	
Catholic Lawyers Guild	CLG Legal Clinic	
Consumer Association of Singapore (CASE)	CASE Pro Bono Internship Programme	
Chong Pang Community Club	Chong Pang CC Legal Clinic	
Church of Christ the King	Church of Christ the King Free Legal Clinic	
Community Justice Centre	UCF - Crime Division; UCF - Family Division; UCF - Maintenance Division; UCF - Civil Division; Civil Legal Clinic; The Deputyship Project; The ACDA (Simplified Divorce)	
Community Justice Centre, Law Society Pro Bono Services, Singapore Management University Law Outreach Club	On-Site Legal Advice Scheme (OSLAS)	
COVID-19 Migrant Support Coalition	Casework for Migrant Workers	
Family Court	NUS Student Companion Scheme	
Faith Acts	Faith Acts Community Legal Clinic	
Frontier Community Club	Frontier CC Legal Clinic	
Humanitarian Organisation for Migration Economics	Assisting Caseworkers at HOME	
Jurong Spring Community Club Legal Clinic	Pro Bono @ Jurong Spring Legal Clinic	
Justice Without Borders	Justice Without Borders Legal Fellowship Program	

Example 1

Completion of Pro Bono Service

This letter is to certify that _____ (student's name and PI number)
has contributed 4 hour(s) 30 minute(s) of pro bono service for
Law Society Pro Bono Services (host organisation) from September 2018 (start date)
to November 2018 (end date).

Description of work:

Title of the project
-Assisted with set up & related matters
-Rendered assistance to the volunteer lawyers and the representative
.
.
.

The list of dates, time and duration.
1.1 September 2018, 7pm - 9.30pm (2 hrs 30 mins)
2.10 October 2018, 7pm - 8pm (1 hr)
3.28 November 2018, 4pm - 5pm (1 hr)

Acknowledgement:

Name: _____ Designation: _____
Signature: _____ Organisation stamp: _____
Date: _____

Singapore University of Social Sciences
463 Clementi Road, Singapore 599494

T +65 6248 9777
F +65 6469 9312

suss.edu.sg
UEN 200504979Z

Example 2

Completion of Pro Bono Service

This letter is to certify that _____ (student's name and PI number)
has contributed 2 hour(s) 30 minute(s) of pro bono service for
Chong Pang Community Club (host organisation) from 1 January 2018 (start date)
to 1 January 2018 (end date).

Description of work:

- Assisted with set up & related matters
- Rendered assistance to the volunteer lawyers and the representative .
.
.
.

Time & duration: 7pm - 9.30pm (2 hrs 30 mins)

start time and end time are required to be stated in the letter.

Acknowledgement:

Name: _____ Designation: _____
Signature: _____ Organisation stamp: _____
Date: _____

Singapore University of Social Sciences
463 Clementi Road, Singapore 599494

T +65 6248 9777
F +65 6469 9312

suss.edu.sg
UEN 200504979Z

Please ensure
that the date,
start time,
and end time
are listed in
this field.

Annex H

(Frequently Asked Questions (FAQs))

Questions	Answers
Are the sessions allocated on a first-come-first-serve basis?	This is one of the consideration when allocating clinics. If all other factors are equal a student registering first will be allocated
Why do I keep getting rejected for the sessions I have applied for?	There are usually more than 10 students vying for the same session. So chances for rejection are high. But we urge you to continue to apply as frequency of application is a factor for eventual allocation.
What is the allocation criteria for the volunteer opportunities?	There are various criteria, listed here not in order of importance: <ol style="list-style-type: none"> 1. First come, first served 2. Graduating students 3. Frequency of application 4. Hours needed to completing requirement 5. Quota for allocating juniors every month
I have registered for multiple volunteer sessions but the status of my registrations are 'pending'. What does this mean?	If you see "pending" you may assume that you have not been allocated. Due to system limitation of the portal we are not able to "Reject" all students not allocated. Students allocated will always see "Accepted" in their status.
The portal reflects that I have been confirmed for the sessions I registered for, but I have not received an email from the PBSC. What should I do?	Do reach out to PBSC at probono@suss.edu.sg to confirm your allocation.
I am unable to attend the session at the last minute (i.e. due to work or sickness). Who should I inform? Should I find a replacement for the session?	Kindly inform our Head of Clinic or to probono@suss.edu.sg as soon as possible so that the Host Organisation (HO) can be notified. You can help by getting a replacement so that the opportunity will not be wasted. Do inform us of who is replacing you so that the portal and the HO can be updated.

<p>I do not wish to attend the session that has been allocated to me due to other reasons.</p> <p>Am I allowed to withdraw from the session?</p>	<p>We hope that students will refrain from doing so. Note that students who withdraws without good reason or do not show up for clinics may be blacklisted by HOs/PBSC for future clinics.</p>
<p>I have not received the conflict check email from the host organisation.</p> <p>What should I do?</p>	<p>Do take note of instructions given in the email allocating you the clinic. Some clinics may not require conflict checks. For those that do, please inform PBSC if you did not receive the conflict checks 2 days before the clinic.</p>
<p>I did not receive any email from the host organisation with regards to the session.</p> <p>Will the session proceed as per normal or has it been cancelled?</p>	<p>You will be informed if the clinic is cancelled. Other than conflict checks (if necessary), or zoom links for online clinics, you will not be contacted by the HO.</p>
<p>I signed up for an opportunity through other means instead of from the pro bono portal, how should I upload my Pro Bono service letter onto the portal? / Can I source for my own pro bono opportunities?</p>	<p>You can source for your own pro bono opportunity. Do ensure that the clinic is SILE approved. Inform PBSC and SUSS (Ms Sabrina (mfcheong@suss.edu.sg) /Ms Ashikin (ashikin@suss.edu.sg)) of the clinic so that a tab in the portal can be created for you to upload the service record. Please also ensure you email the service record to SUSS for verification.</p>