

PBC FAQs

1. **When can I commence on Pro Bono?**
You can commence Pro Bono at the end of your Year One Term Two exams. You will also receive recruitment emailers from SMU Pro Bono Centre when you are eligible to apply Pro Bono Placement.
2. **How many Pro Bono hours do I need?**
As part of the graduating requirement, students (both LLB and JD) are required to complete the mandatory 20 hours of pro bono volunteer work.
3. **How do I find a Pro bono Placement?**
You can refer to recruitment emailers from SMU Pro Bono Centre on Pro Bono Placement opportunities.
4. **Can I complete the university graduating requirement for 80 hours of Community Service (50 hours for JD students) by doing solely Pro Bono?**
Yes, you may. Please keep a lookout for recruitment emailers from SMU Pro Bono Centre on Pro Bono Placement opportunities.
5. **Will all Pro Bono Placement opportunities be considered towards my graduation requirement?**
Pro Bono Placement must be SILE-approved and recruited via SMU Pro Bono Centre. Students must also apply for the successfully balloted Pro Bono Placement on OnTRAC in order for participation record to be created and for Pro Bono hours to be recognised.
6. **Why can't I access the google forms to indicate my interest for Pro Bono Placement?**
Kindly log-in using your SMU student username, dropping the "law" domain (i.e. username@smu.edu.sg), clearing your cache after logging out of your personal google drive beforehand, in order to access the google form and complete it online.
7. **Can I withdraw from the Pro Bono Placement after I have been successfully balloted?**
If you decide to pull out from the Pro Bono opportunity after you have been successfully balloted without a valid reason (case by case basis, i.e. medical reasons or extenuating family circumstances must be supported by documentary evidence. Eg, Medical reasons must be supported by Medical Certificate and in the case of passing of a family member, Certificate of Death must be produced.), you will be blacklisted.
Students who are blacklisted will be denied their slot for two consecutive successful ballots and be denied priority in the last year of graduation against non-graduating students.
8. **Can I do a mutual swop with my peers for the Pro Bono Placement?**
No swapping of slots is allowed. Please ensure that you are able to attend all sessions before signing up. Students who are unsure of their schedules should refrain from signing up.
9. **Where can I go to check my Community Service e-Briefing quiz status?**
To check your status, go to OnTRAC II (Community Service) > My Account > Personal, and scroll to the end of the page.

10. Can I start my Pro Bono placement before passing the Community Service e-Briefing quiz?
No. In order for you to start fulfilling your Pro Bono graduation requirement, you must pass the Community Service e-Briefing quiz first. The e-Briefing sets the tone on how you can engage with the community. It will also guide you on the pro bono and community service administrative procedures.
11. Why can't I find the apply button on OnTRAC II?
If you do not have any C4SR's CSP Learning Objective form uploaded onto OnTRAC II prior to Pro Bono placement, please ensure that you have uploaded your completed C4SR's CSP Learning Objective form onto OnTRAC II >Documents, then try again.
Go to OnTRAC II > Resources > Document Library, to download the CSP Learning Objective form.
If your page reads otherwise, you may be in the wrong portal. Please log on to OnTRAC II (Undergraduate / Juris Doctor – Community Service) via <http://ontrac.smu.edu.sg>.
If you are still having difficulties applying on OnTRAC II, please email us at probonocentre@smu.edu.sg for further assistance.
12. I have forgotten to apply on OnTRAC II before the deadline. Can I apply later and have my participation in the Pro Bono Placement count towards my graduation requirement?
No, please note that we do not backdate Pro Bono Placement. For your participation to be considered towards your graduation requirement, you must apply on OnTRAC II before commencing on your pro bono placement.
If the posting is still available on OnTRAC II, please apply immediately. We would require time to respond and approve your application. The record of your pro bono placement will commence according to the minimum timeline following your OnTRAC II submission date (at least 7 working days).
13. Why is my application to the Pro Bono Placement on OnTRAC II not approved?
Pro Bono Placement postings on OnTRAC II are only applicable for students who have been successfully recruited via ballot or first-come-first-serve recruitments. Recruitments for Pro Bono Placement often occur between 1 to 2 months in advance of the actual Pro Bono Placement. Please keep a look out for recruitment emailers from SMU Pro Bono Centre to sign-up for the Pro Bono Placement via SMU PBC Google forms.
14. The Pro Bono Placement opportunity on OnTRAC II indicated the number of hours. Does that mean that it will be the total number of hours I will be awarded from participating too?
The number of hours indicated on the OnTRAC II postings are an estimation. We will need your Performance Appraisal and Pro Bono Timesheet at the end of your Pro Bono Placement, to determine the actual number of Pro Bono hours you have fulfilled.
Please refer to the results emailer which was sent to you upon successful ballot for the documents required.
15. Where can I check the number of Pro Bono hours which I have completed?
Please log on to OASIS, click on "Career and Jobs" tab followed by the "Participation and Grading" link to check the total number of Pro Bono hours.

16. Does the Community Service condition which limits placements to 3 organisations for Community Service of 80 hours (50 hours for JD students) apply to Pro Bono Placement?
No, you are not restricted to the number of organisations for Pro Bono Placements.

17. What documents must I submit at the end of my Pro Bono Placement, and why do I submit the documents?

At the end of your Pro Bono Placement, please submit the completed and endorsed PBC Performance Appraisal and PBC Timesheet to SMU Pro Bono Centre dropbox located at School of Law, Level 4, outside General Office. Please refer to the results emailer which was sent to you upon successful ballot for the documents required.

Both PBC Performance Appraisal and PBC Timesheet are available on OnTRAC II > Resources > Document Library.

18. I have just completed my Pro Bono Placement. Where can I go to complete my Community Service Report?

Your Pro Bono Placement records will only be updated, after we have received and reviewed the PBC Performance and PBC Timesheet.

Kindly note that you are only required to submit ONE Community Service Report via OASIS. You should submit the report within one month of you completing the first 80 Pro Bono/Community Service hours of your degree requirement.

19. How will I know when can I go to OASIS to submit my Community Service Report?

An auto-generated email will be sent to prompt you to submit your Community Service Report via OASIS when you have completed the first 80 hours (50 hours for JD students) of Pro Bono/Community Service. However, as it is auto-generated, it will only be sent out once, and depending on your email settings, it might be posted directly into your junk-box. No email prompts will be sent if you have not completed the first 80 hours (50 hours for JD students).

20. I have completed more than one Pro Bono Placements. Must I submit a Community Service Report for each of the Pro Bono Placement?

You are only required to submit ONE report. If you have completed multiple Pro Bono Placements/Community Service projects, you may write the report based on the single placement that you have completed the most number of hours for, or based on all the placements that you have participated in/experienced throughout your course of study at SMU.