



# **PARKWAY COLLEGE STUDENT'S HANDBOOK**

The Student's Handbook provides relevant information for both local and international students on our courses, course fees and the administrative procedures for course application. It also describes the student pass application to study in Singapore and the CaseTrust for Education system to protect the interests of the students through the Student Protection Scheme. This scheme aims to enhance the confidence of international students and their parents in the quality of education in Singapore. We have also put in place proper systems and practices to look after the welfare and interest of international students in Singapore. This includes staff dedicated to assist our students on matters concerning their personal and welfare needs so that they will be able to devote their full attention to their studies.

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## **PARKWAY COLLEGE OF NURSING AND ALLIED HEALTH**

### **1 INTRODUCTION**

The Parkway College of Nursing and Allied Health (Parkway College) is a transformation of the ParkwayHealth Academy (the previous training arm for Parkway Hospitals) into a platform for the Parkway Group to develop and offer academic and training programs in the fields of Nursing, Allied Health and Healthcare Management. Parkway College is a subsidiary of Parkway Education Singapore Pte Ltd, which is wholly owned by Parkway Holdings Limited.

The Parkway Group is a leading healthcare group in Asia. Its subsidiaries include Parkway Group Healthcare which owns a network of regional hospitals and medical centres in Malaysia, India and Brunei, and Parkway Hospitals Singapore which owns three hospitals in Singapore - East Shore, Gleneagles, and Mount Elizabeth Hospitals. Parkway's other healthcare network include Parkway Shenton Medical Group (one of Singapore's biggest providers of general practice services), Medi-Rad Associates (a leading radiology services provider) and Parkway Laboratory Services (a major provider of laboratory services).

In Singapore, the Parkway Group manages East Shore, Gleneagles and Mount Elizabeth Hospitals, three of Singapore's premier private healthcare providers, with a reputation for their clinical excellence and service quality. The Group has over 1,500 accredited medical specialists (many of whom are renowned experts in their fields), an extensive network of hospitals, centres of excellence, and fully-integrated healthcare facilities.

### **2 ABOUT PARKWAY COLLEGE**

Parkway College aspires to be the premier global private educational institution in the niche field of Nursing, Allied Health and Healthcare Management. The College is the education arm of the Parkway Group. It will provide opportunities for life-long learning, and equip its students with the skills and knowledge to succeed in the workplace.

The College was established in February 2008 at its Bukit Merah campus, to cater to the growing needs of quality education in the health sciences. Under its former name of ParkwayHealth Academy, it is backed by many years of teaching experience, focused on internal staff training programs.

Our education and training programs will feature the following attributes and objectives:

- Student-centered education;
- Healthcare professionally oriented education;
- Education that will make the students very employable; and
- Professional, ethical and licenser based education.

Parkway College is registered with the Ministry of Education and comprises 3 Schools, namely, School of Nursing, School of Allied Health and the School of Healthcare Management.

### **School of Nursing**

Nursing is a noble calling, involving a life-long career in patient care. Both new and existing nurses are provided with abundant educational opportunities to grow professionally.

The School of Nursing offers a wide range of academic nursing courses. For new entrants to Nursing, they can look forward to comprehensive pre-registration courses, with contents geared towards preparing them to be registered nurses, to assume a critical professional role within the interdisciplinary healthcare team. For nurses, the School conducts specialty and subspecialty courses to help them develop the next level of competence, and extend their professional scope beyond the generalist role. In addition, the School provides short courses to contribute to the continuing education of nurses.

All of these courses will be offered at certificate, diploma, advanced diploma and degree levels.

### **School of Allied Health**

Defined broadly, "allied health" refers to a diverse collection of the health science fields, including rehabilitation therapy, laboratory science, medical imaging, psychology, psychotherapy, dietetics, pharmacy, and many others. Allied health professionals comprise a significant portion of the entire health care work force.

The School is dedicated to educate people to serve efficiently and effectively in the allied health fields. To accomplish this objective, the school offers programs specially designed to provide:

- Structured programs to equip students with the knowledge and skills for entry-level positions;
- Training curriculum that reflects the changing needs of the healthcare environment;
- Opportunities for professional growth and development; and
- Avenues for skills upgrading and to embark on lifelong learning.

The School will offer a variety of training and education programs, including certificate, diploma and degree courses.

### **School of Healthcare Management**

The School will provide education and training to address (a) the informational and management aspects of hospitals and healthcare services, and (b) the clinical governance framework for the delivery of high quality and safe healthcare. It will offer Degrees, Diplomas, Specialist or Advanced Diploma and Graduate Diplomas in these domains.

The School will educate healthcare professionals in various aspects of healthcare quality (including clinical governance, patient safety and hospital accreditation standards) to provide them with opportunities to upgrade their knowledge, skills and qualifications. It will also prepare leaders and managers to be better healthcare administrators through various management and leadership programs. Customer service courses will be made available for nurses and frontline

staff to help them provide pleasant service behaviours in their interactions with patients, family members and the public.

In addition, the School will provide consultancy and training to hospitals and clinical departments for implementing and maintaining management frameworks that ensure patient safety and quality healthcare.

### **Education Philosophy of the College**

We believe that every individual is unique and can be developed to achieve his/her fullest potentials with good education and training. We believe that learning is an active, dynamic and lifelong process, which involves imparting the right skills and knowledge, in a conducive and stimulating environment.

Our College will offer lifelong learning opportunities, focused on healthcare, to equip individuals with the skills and knowledge to enhance their personal and professional development. We will provide educational programs in a motivating and student-centred environment.

Our College prides itself in being an innovative and creative agent for change and development. Our students are prepared for critical thinking, clinical judgement, and communication skills to achieve high standards of healthcare delivery, in a wide variety of healthcare settings.

In keeping with our vision, mission and core values, the College prepares students for caring and competent leadership roles.

## **3 VISION, MISSION AND CORE VALUES**

### **Vision**

To be a global leader in healthcare and professional education.

### **Mission**

We will provide a high quality educational experience, to make a difference in people's lives.

### **Core Values**

We take P-R-I-D-E in our core values:

#### ***Professionalism***

We will strive for professionalism through ethical behaviour and high quality standards. We will nurture caring and responsible individuals.

#### ***Robustness***

We will adapt and stay engaged in a dynamic environment.

#### ***Integrity***

We will conduct ourselves with honesty and be accountable for our actions.

***Dignity***

We will respect the rights and diverse needs of others.

***Excellence***

We will strive for excellence through creativity and innovation.

**4 SERVICE COMMITMENT**

Parkway College is committed to:

- Providing the best quality education and training for our students with the highest levels of service excellence.
- Ensuring the quality of our courses by (i) employing healthcare professionals with many years of healthcare working experience as our teachers, and (ii) periodic independent evaluation of courses and teachers.
- Providing affordable education with an accurate reflection of course and non-tuition fees to the students.

**5 MANAGEMENT TEAM AND ADVISORS****Key Management Team of Parkway College**

Mrs Nellie Tang	CEO, Parkway College & Chief Academic Officer
Mr Sean Tay	Acting Registrar, Parkway College
Mr Sonny Goh	Assistant Director, School of Allied Health
Ms Wong Yong Meng	Director, School of Nursing
Mr Dalwara Singh	Director, School of Healthcare Management
Ms Doreen Ng	Assistant Director, Administration and Student Affairs
Mr Francis Tan	Assistant Director, Marketing

**Parkway College - Board of Directors**

Dr Lim Cheok Peng	CEO, Parkway Education Pte Ltd (wef 1 Apr 2009)
Prof Low Teck Seng	CEO, Parkway Education Pte Ltd (till 31 Mar 2009) & Director, Parkway Education Pte Ltd (wef 1 Apr 2009)
Mrs Nellie Tang	CEO, Parkway College

**Parkway College Academic Advisory Board**

The Parkway College Academic Advisory Board is set up to advise Parkway College of Nursing & Allied Health and the respective schools on the administrative and academic affairs, development and revision of course curricular, training, changing needs of the industry, viable partnership and articulation arrangement with universities as well as research & industry development projects.

The Board will be chaired by Professor Low Teck Seng and comprises a very credible team of academic and healthcare practitioners:

Prof Low Teck Seng (Chairman)	Director, Parkway Education Pte Ltd (wef 1 Apr 2009)
Dr Lim Cheok Peng (Ex-officio)	Group President & CEO, Parkway Holdings Ltd
Mrs Nellie Tang (Secretary)	CEO, Parkway College

Members:

Prof Edmund Lee	Pharmacology Department, National University of Singapore (NUS)
A/Prof Caroline Yeo	Lee Kong Chian School of Business, Singapore Management University (SMU)
A/Prof Leong Tze Yun	Head, Medical Computing Laboratory, National University of Singapore (NUS)
Mr Khoo Chow Huat	Chief Executive Officer, Mount Alvernia Hospital
Dr Robert Kwok	Medical Director, Radiology Consultant Pte Ltd
Dr Cheong Tuck Hong	Medical Advisory Board (MAB) Member
Dr S Thanasekaran	Chief Medical Officer, Parkway Hospitals Singapore Pte Ltd
Mrs Josephine Ong	Chief Nursing Executive, Parkway Hospitals Singapore Pte Ltd

**Academic Committee**

The Academic Committee is multi-disciplinary in nature and is responsible for the academic matters of the College. The committee will review and approve the curriculum, fee structure, admissions and graduation criteria.

The Board comprises:

Mrs Nellie Tang	CEO, Parkway College & Chief Academic Officer
Mr Sean Tay	Acting Registrar, Parkway College
Mr Sonny Goh	Assistant Director, School of Allied Health
Ms Wong Yong Meng	Director, School of Nursing
Mr Dalwara Singh	Director, School of Healthcare Management

**6 TEACHERS AND FACILITIES**

**Teaching Faculty**

Our teachers are healthcare professionals in the fields of nursing, pharmacy, infection control, healthcare administration, healthcare quality, etc. They hold professional graduate qualifications, and have many years of working experience in the healthcare environment. They are registered with the Ministry of Education.

The average teacher : student ratio is 1 : 25 for a classroom setting and 1: 15 for a nursing/pharmacy skills lab setting.

**Teaching Facilities**

Parkway College is equipped with a wide range of training facilities including audiovisual aids to support state-of-the-art technology for training:

- 9 large training rooms fully equipped with AV training aids; each has an average capacity of 25 students;
- 4 Nursing Skills Laboratories with 2 Nursing Preparation Rooms; each has an average capacity of 15 students;
- A Resuscitation Training Centre for training healthcare professionals and public in resuscitation techniques;
- A Clinical Simulation Centre capable of simulating clinical and life threatening scenarios for training and assessment purpose;
- An E-Learning Centre to provide for self-paced and independent e-learning; and
- A Library with access to a wide range reading materials and references.

## **7 INTRODUCTION TO EDUTRUST FOR EDUCATION, STANDARD STUDENT CONTRACT & FEE PROTECTION SCHEME**

Parkway College is committed to meeting and maintaining the requirements of EduTrust for Education system. This includes providing all students with the Standard Student Contract and protecting the students under the Fee Protection Scheme with Lonpac Insurance Bhd.

The College will inform EduTrust in writing if there are any changes to the ownership of the College, the courses being offered, staff strength and any new facility being added.

### **EduTrust for Education**

EduTrust for Education aims to ensure that Private Education Institution (PEI) has the systems and processes in place to provide proper corporate governance. At the same time, PEIs are also expected to put in place proper systems and processes to ensure provision of high quality educational service to students.

- Clear course fee policies;
- Well-defined student redress practices and systems;
- Disclosure of commitment to quality; and
- Assurance of well-trained academic and administrative personnel.

Hence, EduTrust aims to raise the current standards of the education industry service providers eventually to achieve the vision of Singapore being an education hub. This scheme forms part of the Education Excellence Framework by the Singapore government to provide the highest possible standards of academic, organizational and student protection and welfare practices.

The EduTrust for Education is mandatory for all PEIs with international students.

For more information on EduTrust, please refer to the following website: <http://www.cpe.gov.sg/>

### **Standard Student Contract**

The Standard Student Contract is a legally binding contract between Parkway College and its students that embodies the following mandatory requirements:

- a) Clear definition of course details - course title, pre-requisites, qualification awarded, course duration;
- b) Full disclosure of all costs for tuition/non-tuition fees;
- c) Commitment to Fee Protection Scheme (Parkway College has adopted the Student Tuition Fee Insurance with Lonpac Insurance Bhd for its students);
- d) Clear definition of refund policies; and
- e) Clear definition of dispute resolution mechanisms.

Our students, both local and international, will be issued with a Standard Student Contract upon enrolment into a course. The Standard Student Contract can be viewed: <http://www.cpe.gov.sg/>

### **Fee Protection Scheme**

Under EduTrust for Education, Parkway College will provide a Fee Protection Scheme (FPS) for both local and international students enrolled by the PEI.

The FPS serves to protect the international and local students' full course fee (include all tuition and non-tuition fees) inclusive of GST in the event that the College is unable to continue operations due to insolvency and/or regulatory closure. Furthermore, the FPS protects the student if the College fails to pay penalties or to return fees to students arising from judgements made against it by the Singapore Courts.

Parkway College working with the insurer, Lonpac Insurance Bhd, has put in place the Student Tuition and Non-Tuition Fee Insurance as its FPS for international and local students. The Student Tuition and Non-Tuition Fee Insurance offers insured students' protection against the following events:

- Loss of tuition fees paid in advance by the insured student to Parkway College and not refunded, if the student cannot start or complete his/her course as a result of Parkway College becoming insolvent or being required by the Singapore authorities to stop operations;
- Parkway College's failure to pay sum awarded by Singapore Courts to the insured student, where such award relates to a dispute between Parkway College and the insured student on tuition fees paid by the insured student to Parkway College; and
- S\$10,000 benefit payable covering the insured student's accidental death or total permanent disability by accident.

### **Period of Insurance**

The period of insurance will cover the entire duration of the course enrolled by the insured student. The insurance coverage will commence from the payment date (not from course commencement date).

### **Insurance Premium**

- The insurance premium is dependent on program duration, Parkway College course fees and premium rate quoted by Lonpac Insurance Bhd.
- The insurance premium paid is non-transferable and non-refundable.

- The insurance premium will be borne by the students.
- All local and international students will be required to pay for the insurance premium.
- The total amount of insurance premium is to be paid together with the course fee for the first instalment.

### **Certificate of Student Insurance**

Upon payment of the insurance premium, Lonpac Insurance Bhd will send a Certificate of Student Insurance via email based on the email address which is provided on the application form submitted by the student to Parkway College.

### **Claim**

The insured student needs to produce his/her Certificate of Student Insurance and original course fees receipts when submitting a claim under the insurance. Lonpac Insurance Bhd will notify all insured students of the relevant claims procedures to be followed.

For more information on FPS or EduTrust for Education, please refer to the following website:

<http://www.cpe.gov.sg/>

## **8 COURSE APPLICATION PROCEDURES**

Parkway College takes considerable care in the selection of students. The entry requirements for the courses are defined in the course brochures, website and other marketing materials. Our Student Office provides advice and counseling to prospective students on suitability of courses and post-graduation opportunities for them.

Students who wish to appeal against a determination of an unsuccessful application or for a conditional enrolment must complete and submit the Appeal Form within 7 days upon receipt of an official notification from the College.

The application process is indicated in Annex 1 and is further described below.

### **Local Students**

To apply for entry into any of our academic programs, please complete and sign a copy of the application form and submit the application form and the following:

- Photocopy of NRIC
- 2 recent passport size photographs;
- Photocopies of Academic certificate and transcript;
- Resume; and
- Application Fee of S\$100 (subject to prevailing GST).

Local students are also required to be covered under FPS (by Lonpac Insurance Bhd) and pay for the insurance premium.

Students are to submit their applications 4 weeks before the course starts. Applicants will be notified by post on the outcome of their application. If successful, we will provide you with a Letter of Offer, Reply Slip, Standard Student Contract and an invoice for payment of the course fees and insurance premium for Lonpac Insurance Fee Protection Scheme. With this offer letter, you will make *full payment* of course fees and Lonpac FPS insurance premium to us as invoiced. Upon receipt of payment, we will apply for FPS with Lonpac Insurance Bhd. Lonpac Insurance Bhd will send a copy of the Certificate of Student Insurance to the email address specified in your application form when submitted.

### **International Students**

Besides meeting the entry requirements for the course, all international students are required to apply for a Student Pass from the Immigration and Checkpoints Authority (ICA) of Singapore. The ICA of Singapore requires all international students to hold a valid Student Pass for their full-time study in Singapore.

Information on immigration procedures and student pass application can be found at the website: <http://www.ica.gov.sg/>

### **Application Procedure**

- a) To apply for a program that you are interested in, submit the following:
- Photocopy of Passport
  - Completed and signed application form;
  - 2 recent passport size photographs;
  - Photocopies of notarised highest certificate and transcript (If the original is not in English, a translated copy will be required);
  - Course application fee of S\$100 (subject to prevailing GST); and
- All documents are to be submitted at least 3 months before course commences.
- b) Upon approval of your application, you will receive a Letter of Offer for the course applied for, Student Pass Registration Acknowledgement, Standard Student Contract and an invoice for payment of the course fees and Lonpac Insurance Bhd Fee Protection Scheme (FPS) insurance premium.
- c) With receipt of above documents and acceptance of the offer, you will :
- i. Sign and return the Standard Student Contract to Student Office;
  - ii. Make payment of the fees as invoiced;
  - iii. Log into SOLAR+ using the Registration Acknowledgement details and complete the submission to ICA online. Online payment of S\$30 is required as processing fees. This fee is non-refundable regardless of the outcome of the application or if application is withdrawn after submission. Online payment is by Credit/Debit card or internet banking (Citibank, DBS/POSB/UOB/Amex).
- d) Upon receipt of payment, we will then complete the application of FPS with Lonpac Insurance Bhd. Lonpac Insurance Bhd will send a copy of the Certificate of Student Insurance to the email address specified in your application form when submitted.

- e) Once ICA has approved the Student Pass, we will send you the In-principle approval (IPA) letter for Student Pass collection.
- f) The normal processing time is about 6 to 8 weeks upon receipt of your application and documents required. However, some applications may take a longer time to process.

### **Student Pass Application and Collection**

International students who wish to pursue full-time studies in Singapore in an institution are required to apply for a Student Pass.

New applications for Student Pass must be submitted at least two months and not more than six months before the course starts.

Applicants are not required to be present in Singapore while their applications are being considered. Hence, no extension of stay will be considered while the applications are under processing.

Successful applicants may enter Singapore to complete the formalities after their applications have been approved. They will be issued with their Student Pass when the course commences.

The following documents are required for application and collection of Student Pass:

1. In-principle approval (IPA) letter for Student's Pass. *In the IPA letter, ICA may request some applicants to furnish additional documents in support of the application, where necessary.*

Following are the basic:

2. Valid Passport and a copy of the personal particulars page;
3. Embarkation/Disembarkation Card;
4. Recent passport-sized colour photograph, taken against white background;
5. Medical Report (ICA) and original copy of the Laboratory Report;
6. The printout of Student Pass application e-Forms (16, V36A, V39S and V36, where applicable) submitted through SOLAR+ and duly signed by the applicant;
7. A duly completed Security Bond form (ICA) and a security deposit (in the form of Banker's Guarantee from any established bank in Singapore). **Malaysians/Brunei nationals are exempted from the requirement to furnish a security deposit.**
  - a. Issuance fee of S\$60 is required for every pass that is issued. Payment can either be made online with Credit/Debit card or internet banking (Citibank, DBS/POSB/UOB/Amex) or at the self-service kiosk at ICA Building (1<sup>st</sup> level – eLobby) by eNets or Cashcard. An additional fee of S\$30 for a single entry visa and S\$30 for multiple entry visas may be applicable.

The following additional documents are required if:

1. Applicant is a national from the visa-required countries:

- Documentary proof of financial ability in the form of bank statements/fixed deposit accounts/saving accounts (photocopy).
2. One of the applicant's parents/step parents is a Singapore Citizen/Singapore Permanent Resident:
- Parent's/step parent's official marriage certificate/divorce certificate and applicant's custody paper, where applicable (photocopy);
  - Parent's/step parent's highest educational certificate (photocopy);
  - Parent's/step parent's letter of employment (letter should state date of commencement of employment, designation, and salary per month) or copy of Business Registration Certificate (Instant Computer Printout) if applicant's parent/step parent is self-employed. These documents should not be issued more than 1 month ago;
  - Parent's/step parent's monthly CPF contribution for the past 12 months; and
  - Parent's/step parent's Income Tax Assessment Notices for the past 3 years (photocopy).
3. Applicant's spouse is a Singapore Citizen/Singapore Permanent Resident:
- Spouse's marriage certificate/divorce certificate (where applicable - photocopy);
  - Spouse's highest educational certificates (photocopy);
  - Spouse's letter of employment (letter should state date of commencement of employment, designation, and salary per month) or Business Registration Certificate (Instant Computer Printout) if applicant's spouse is self-employed. These documents should not be issued more than 1 month ago;
  - Spouse's monthly CPF contribution for the past 12 months; and
  - Spouse's Income Tax Assessment Notices for the past 3 years (photocopy).

**Note:** Successful applicants are required to produce all original copies of their basic and supporting documents for verification when collecting the Student Passes.

### Security Deposit

The amount of security deposit can be seen in the table below:

	Country	Form of Security Deposit	Rate per Person
1.	Bangladesh, Myanmar, People's Republic of China & India	Banker's Guarantee from any established bank in Singapore. For applicants below 21 years of age, also possible in Nets or Cashier's Order.	S\$5,000
2.	Indonesia, Philippines & Thailand		S\$1,000
3.	Others		S\$1,500

Exemption from the requirement to furnish a security deposit: Malaysians/Brunei nationals; Holders of valid Dependant's Pass, long term Visit Pass and work pass; Children/Spouse of Singapore Citizens/Permanent Residents; Foreign students who study in kindergartens registered with MOE/childcare centres licensed by MCYS; Foreign students who attend a full-time course at an approved PEO that is awarded the SQC(PEO) status by SPRING, Singapore; and Foreign students who pursue a full-time university degree (Graduate/Post-Graduate) programme, except for the University of London (UOL) tuition programme, at an approved PEO.

The security deposit is refundable provided the student has not breached any of the conditions stated in the security bond and his/her departure from Singapore is confirmed by ICA.

### **Immigration Guidelines for International Students**

The following information is extracted from the guidance notes issued by ICA:

- a) Students are not allowed to engage in any undesirable or work-related activities for the duration of their studies in Singapore. The ICA reserves the right to cancel the Student Pass if students do not attend class without any valid reason for 7 consecutive days or their attendance is 90% and below. At the end of the program, students have to surrender their student pass to the College for return to ICA;
- b) For the application of Student Pass, an applicant must be accepted into an approved full-time course. An applicant who wishes to take up part-time course or course conducted in the evening or weekend will NOT be eligible for Student Pass;
- c) Applicant and local sponsor will have to furnish additional documents and information whenever necessary;
- d) Please note that all original documents must be presented for verification. Official translation of the documents is required if they are not in the English language;
- e) Please ensure that all forms are duly signed and completed by the applicant, local sponsor and the College. Applications with incomplete forms or documents will NOT be accepted for processing;
- f) Applicant needs to call in person with a valid immigration pass to collect the Student Pass only after the application has been approved. Student Pass will only be issued if the conditions as stipulated in the In-Principle Approval letter are fulfilled;
- g) The student shall not enter or be retained as a student in any other school(s) or course(s) other than that indicated on the Student Pass;
- h) For change of local sponsor, the international student must submit a fresh set of application forms together with the new local sponsor's Identity Card or Re-entry Permit for our consideration; and
- i) International students should surrender their Student Pass for cancellation within 7 days from the date of cessation or termination of their study. The following documents are to be produced:
  - A letter from the student / local sponsor about the cancellation of the Student Pass (original);
  - Confirmed return ticket (original);

- Applicant's valid travel document (original);
  - Disembarkation / Embarkation Card; and
  - The original receipt for the security deposit (where applicable).
- j) Students are not allowed to engage in any undesirable or work-related activities for the duration of their studies in Singapore. The ICA reserves the right to cancel the student pass if students do not attend class without any valid reason for 7 consecutive days or their attendance is 90% and below.

### **English Course**

The English programme is compulsory for international students who do not meet the pre-requisite English requirement of 5.0 under IELTS. The duration of the course is 3 months.

## **9 PARKWAY COLLEGE STUDENT POLICIES**

### **9.1 Refund Policy**

All application and other non-tuition fees paid to Parkway College are non-refundable. Only the paid tuition fees are refundable on the following conditions:

<b>Percentage of refund of course fees</b>	<b>Requirements</b>
100%	More than 30 days before the Commencement Date
75%	Before, but not more than 30 days before the Commencement Date
25%	After, but not more than 7 days after the Commencement Date.
10%	More than 7 days after the Commencement Date, but not more than 14 days after the Commencement Date.
0%	More than 14 days after the Commencement Date.

Parkway College will also make a *full* refund under the following circumstances:

- a) When Parkway College fails to commence the course on stipulated course-start date;
- b) When Parkway College fails to complete the course on stipulated course-end date; and
- c) When Parkway College terminates the course before completion of the course.

A full refund will also be given in the event of non-approval of National Service deferment. There will be no refunds of tuition and non-tuition fees for students who are dismissed.

The discretion for approving a refund of fees outside the tabulated conditions under Refund Policy lies with the College. The College's decision is final.

All approved refunds shall be made within 7 days from the date of a letter of approval sent to the student.

An administrative fee of S\$200 (subject to prevailing GST) will be charged for processing the refund.

## **9.2 Withdrawal Policy**

The student must write in to the Student Office to request withdrawal from the course. All requests must be supported with documentary evidence. Any verbal request for withdrawal from the course shall not be entertained.

The College shall inform the students of its decision in writing within a week. Refunds will be processed as per the Refund Policy.

A student remains liable for any remaining unpaid course fee after a withdrawal where the student has signed up for the entire course. In the event that a company-sponsored student withdraws, the company is liable to pay any outstanding course fees.

## **9.3 Deferment Policy**

Deferment of a course or module will only be considered if it is made before the commencement of the course or that particular module.

Deferment of a student is allowed only *once* up to the next available commencement date of the course. Deferment of a course is allowed only *once* up to a *maximum period of one year*, failing which the applicant will be deemed as having withdrawn from the course.

All requests pertaining to deferment must be made in writing to the Student Office. Approval for deferment is at the sole discretion of the College. The College's decision is final.

There will be no refund of tuition fees paid in the event of deferment. If there is an increase in the tuition fees by the time the student attends the course, the student is liable to pay the difference.

An administrative fee of S\$200 (subject to prevailing GST) will be charged for processing the deferment.

## **9.4 Transfer Policy**

A student who requests for transfer to another training institution will be required to pay a transfer application fee of S\$400 (subject to prevailing GST). The student shall be charged for all modules undertaken.

Any student who transfers out of Parkway College to another training institution shall be deemed as having withdrawn from the College, and the existing terms and conditions of the refund policy shall apply. The cancellation of the Student Pass and return of security deposit (if applicable) will be made accordingly.

All requests for transfer must be submitted to the Student Office in writing before or within one month from commencement of class.

### Transfer within Parkway College to a different course

All requests for transfer to another course within Parkway College must be submitted in writing and supported with a transfer application fee of S\$100 (subject to prevailing GST).

The student will be charged for all modules undertaken and all transfer requests must be submitted before or within one month from commencement of class.

Transfer requests received after one month from class commencement date will not be entertained. Students who insist on a transfer will have their request processed as a withdrawal.

In the event that a student has paid in excess of expended fees, the College will process the refund of the unexpended fee portion accordingly.

## **9.5 Communication Policy**

Our Student Office communicates with students on behalf of Parkway College on a range of administrative matters. The method of communication includes Student Portal, email, letter, notice boards and bi-monthly dialogue sessions supported by a range of printed materials. The Student Office is placing an increasing emphasis on electronic communication and expects students will regularly access the electronic email address via Student Portal for important correspondence.

In the event that Student Office uses letter post, students must maintain an accurate and reliable mailing address for correspondence from Parkway College. A notice mailed by Parkway College to the mailing address last advised by the student shall be deemed to be correct at the time of correspondence and would have been received by the student.

Students studying at Parkway College are required to maintain an up-to-date postal address with Parkway College.

Students may communicate with Student Office on administrative matters using email, phone or post.

When responding to communication from Student Office, students could contact or email the sender.

Student Office will endeavour to acknowledge email correspondence within 24 hours. If the enquiry relates to a deadline within three working days, students should make a telephone enquiry to 6508 6920 (refer to Miss Kacie Neo) or 65086901 (refer to Ms Alyna Tan) or call in to Student Office, during business hours (0900 hrs to 1700 hrs), rather than use email to resolve the issue.

The Student Office email address will be used for regular business correspondence from Student Office.

If an email has not been acknowledged by Student Office within three working days, students should resend their original email, referring to the original communication, or contact the Student Office.

Use of any Parkway College computing or networking facility carries with it responsibilities. Information about the acceptable use of email and other forms of electronic communication at Parkway College can be found in the Parkway College's website.

## **9.6 Fees and Payment**

The course and other fees payable are described in Annex 3 and are also indicated in the course brochures, website and other marketing materials. The indicated fees are subject to the prevailing GST.

Payment are accepted in Singapore currency only and can be made in cash, cheque, money order, cashier's order or bank telegraphic transfer and made payable to Parkway College of Nursing and Allied Health Pte Ltd.

Course fees shall be paid within 2 weeks when due. A late penalty fee of S\$100 will be imposed if fees are not paid on time. Non-payment of fees for 4 weeks after being due may result in dismissal from the College.

## **9.7 Student Attendance**

According to the Immigration Act (Chapter 133), Regulations 21, international students must not be absent from the classes for a continuous period of 7 days or more or that the percentage of attendance for the course is 90% or below without valid reasons. Otherwise, students will be dismissed and shall surrender the Student Pass for cancellation. This is applicable to local students.

If a student is unable to attend classes, he / she must inform the school within 3 working days. For medical reasons, a medical certificate (MC) of absence must be issued by a registered medical practitioner declaring the student is unfit to attend classes on the days absent.

International students are advised that taking a Voluntary Leave of Absence may affect their student visa and student pass status and should consult with the Student Office.

Below three separate types of Voluntary Leave of Absence are described.

- a) Medical Leave of Absence or Medical Withdrawals
- b) National Service Leave of Absence
- c) Other Leaves of Absence

At the discretion of the School, supporting documentation may be requested from the student to substantiate for any of the above requests.

## **9.8 Examination Rules and Award of Certificate**

All students are required to sit for examination(s) as per requirements of the course program. Students must fulfil a minimum attendance requirement of 90% for each module before they are

considered eligible to take the examination(s). In the event if the attendance for the module falls below 90% without valid reasons, students will not be considered eligible to sit for the examination(s).

The candidate will be allowed to re-take the examination(s) for the module(s) that they have failed. However, an examination fee of S\$200 (subject to prevailing GST) for a re-sit per module is applicable.

All examination questions and the marking of scripts will be moderated and/or examined by the Academic Governance Structures & Policies Committee (AGSPC) before they are released. The decision of the Committee is final.

Students who wish to appeal against their examination results can complete and submit the Appeal Form within 7 days from the release of the results. The appeal will be reviewed by the Academic Governance Structures & Policies Committee (AGSPC) and the decision of the Committee is final.

The Academic Governance Structures & Policies Committee (AGSPC) shall hear and determine appeals from students on the following matters:

- a) Exclusion on the grounds of failing to meet the requirements for progression as specified in the relevant award rules; and
- b) Suspension or expulsion for cheating, plagiarising or attempting to circumvent Assessment requirements.

Students who have completed all necessary course works, successfully passed all required modules and met all financial obligations to the College shall be awarded the relevant Certificate or Diploma as per the course program.

## **9.9 Student Pass Renewal**

It is the students' responsibility to ensure that their passes are renewed on time. The school will not be responsible if the pass expires or is rejected by ICA owing to late submission for renewal. The College will assist the students in renewing their passes.

International students are strictly not allowed to engage in any form of employment, whether paid or unpaid, or in any business, profession or occupation in Singapore during the validity of the Student Pass unless the student have the consent in writing of the Controller of Immigration. Violators will be prosecuted by law. More information is available at the Immigration and Checkpoints Authority website: <http://www.ica.gov.sg/>

## **9.10 Student Grievance and Complaint Resolution**

We treat any student grievance as important feedback to us. Our Student Office will manage student welfare including handling grievances and complaints and have a system and procedures to tackle these issues. Students can contact Student Affairs & Administration Office at 65086901 during office hours (9 am to 5pm).

For any complaint or grievance – whether it is verbally lodged or by letter, fax or email, we will document the nature of grievance, complaint, and give an interim acknowledgement that the matter is being investigated. We will acknowledge the complaint within 3 days.

The Student Office staff will be required to conduct the necessary investigation to establish the circumstance and facts of the case and forward their recommendation not later than 7 days to the Assistant Director, Corporate Affairs & Admin. The latter will verify and decide whether there is basis to accept or dismiss the complaint / grievance.

The Assistant Director, Corporate Affairs & Admin will then offer a solution to the student. If the student accepts the solution, no further action will be pursued except record and file the proceedings for completed action.

If the student declined the solution offered by Assistant Director, Corporate Affairs & Admin, the complaint will be referred to the Chief Academic Officer / Registrar, Parkway College who will review the case and offer a second solution. All these proceedings would be completed within 14 days and the complainant is kept informed of the status.

If the student still refuses to accept the latest solution, we will suggest that the matter be referred for third party mediation, i.e. Case Mediation Centre for a resolution as an alternative to legal action/proceedings.

The details of the complaint / grievance are recorded in the Student Feedback Form to provide information on the nature of complaint / grievance, solutions, and time taken to resolve it.

## **9.11 Student Code of Conduct**

### Code of Conduct

All students shall accept individual and collective responsibility for maintaining a healthy learning environment while observing proper conduct at all times within the Parkway College premises. The following codes of conduct are required to be observed by every student while studying at Parkway College:

- Students must not be rude or behave aggressively towards teachers and staff;
- Students must be well groomed and neatly attired for classes;
- Students must not instigate other students to cause disruption to the smooth running of the College;
- Students must have hand phones in the silent mode inside the classrooms;
- Students must adhere to the lesson schedule for their classes;
- Students must be punctual for all classes and follow the break times accordingly;
- Students must not vandalize or damage the school properties or equipment;
- Students must not litter in the College;
- Students must not download illegal software or visit undesirable websites on college computers;
- Smoking is prohibited within the College premises; and
- Consumption of food and drinks are allowed only in the refreshments area. Inside the classrooms only drinking water is permitted.

### Disciplinary Actions

Students are liable to disciplinary actions by the College for any serious misconduct and/ or breach of rules and regulations. Students who persistently violate the College rules and regulations despite verbal warnings shall be issued with a written warning.

### Dismissal of a Student

This section describes situations that warrant disciplinary actions and the procedures of appeal against dismissal. Student's request for an appeal against disciplinary actions must have the support from the Director of the School with strong mitigating reasons.

The following violations of the College's rules warrant dismissals:

- Students who cheated in an examination;
- Students who have committed plagiarism;
- Students who persistently misbehave and are rude to their lecturers and College staff despite advice and warnings from the College;
- Students who instigate other students to cause disruption to the smooth running of the College;
- Students who solicit and transfer fellow students to other schools;
- Students who are absent for seven consecutive school days or lessons;
- Students who are absent for more than seven school days without obtaining a formal approval from the College;
- Student who commits offence against the law of Singapore bringing the College into dispute; and
- Students who fail to pay College fees in a timely manner

Tuition and non-tuition fees are not refundable for dismissal cases.

### Appeal Process against Dismissal

The procedure for appeal from dismissal is as follows:

- a) Upon receipt of the letter of dismissal, students have to lodge an appeal to show cause or strong mitigating reasons for a grant of acquittal from dismissal;
- b) Students are required to write to the Chief Academic Officer/Registrar within 7 working days from the receipt of the Letter of Dismissal; and
- c) The appeal will be reviewed by the Academic Governance Structures & Policies Committee (AGSPC) and the decision of the Committee is final.

## **9.12 Plagiarism Policy**

Plagiarism is the presentation of the thoughts or work of another as one's own. Examples include:

- paraphrasing another person's work with very minor changes keeping the meaning, and/or progression of ideas of the original;

- direct duplication of the thoughts or work of another, including by copying material, ideas or concepts from a book, article, report or other written document (whether published or unpublished), composition, artwork, design, drawing, circuitry, computer program or software, web site, Internet, other electronic resource, or another person's assignment or any course materials such as lecture notes, tutorials and any other training materials that are developed and copyrighted by Parkway College, without appropriate acknowledgement;
- paraphrasing another person's work with very minor changes keeping the meaning, and/or progression of ideas of the original;
- piecing together sections of the work of others into a new whole;
- presenting an assessment item as independent work when it has been produced in whole or part in collusion with other people, for example, another student or a tutor; and
- claiming credit for a proportion a work contributed to a group assessment item that is greater than that actually contributed.
- For the purposes of this policy, submitting an assessment item that has already been submitted for academic credit elsewhere may be considered plagiarism.
- Knowingly permitting your work to be copied by another student may also be considered to be plagiarism.
- Note that an assessment item produced in oral, not written, form, or involving live presentation, may similarly contain plagiarised material.
- The inclusion of the thoughts or work of another with attribution appropriate to the academic discipline does *not* amount to plagiarism.

Plagiarism is considered to be a form of academic misconduct and is viewed very seriously. In the interests of maintaining high standards in study and research, the College reminds students that when they are writing essays, theses, and assessment items of any nature, they are ethically bound to refrain from plagiarism in all its forms. Students are advised to inform themselves about College policies and practices concerning assessment and Academic Misconduct (including plagiarism). Wherever possible, students should also take up those opportunities provided to them by the College to improve their academic and/or information literacy.

### **9.13 APPEALS POLICY**

The Academic Board requires an appeal to be lodged containing the following minimum details for consideration, namely:

- a) The Student's full name (family/surname and first name), student number and contact details;
- b) The nature of the decision or matter being appealed;
- c) The basis for the appeal;
- d) Details of the specific outcome sought by the student; and
- e) Copies of all relevant documents.

The Academic Board shall within 7 days of receipt, consider the appeal in order to determine whether it should be accepted for hearing, in whole or in part, or rejected on the following basis:

- a) No reasonable grounds are stated for the appeal;
- b) In the case of an appeal against a decision of the Academic Board, no new or different grounds are stated for the appeal from those given in response to the request for 'Show Cause';

- c) Already considered by the School concerned;
- d) The student has not ensured that they are in a position to receive all notifications from the College. Late or non receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the College;
- e) The appeal is lodged outside the time stipulated for lodgement of appeals.
- f) Any other reason(s) which the Academic Board may from time to time take into account and which in the circumstances of the case mean the appeal should not be one for acceptance ;  
and
- g) In making a determination under Section 8, the Academic Board shall hear from a Student representative and a representative from the School, not being members of the Academic Board.

Where the appeal is rejected as being not one for acceptance, the Academic Board shall forward the decision to the student within 7 working days of that decision being made.

Where an appeal is accepted for determination, a written notice shall be forwarded to the Student.

Academic Board shall advise the student of the outcome of the appeal within 14 working days of the Academic Board having made its decision.

## **10 CONFIDENTIALITY OF STUDENTS' INFORMATION**

All student-related information and data obtained from the students are used for the purpose of facilitating registration for the course, progress and completion of the course, application for Student Passes, visas, insurance documents, and other relevant course needs. Information is obtained from the students through means such as application forms, copies of passport, birth certificate and resume.

The information and data are stored in the respective student's personal files and selective personal data are captured in the computer data base.

The personal files and computer records are only accessible by designated staff managing these records. Access control is through the use of user id and password.

The manual records of students' information and data are kept in locked cabinets. During the operating hours, only designated staff have access for their work purposes. The student records are not allowed to be removed from the repository unless prior permission is obtained from the Assistant Director, Corporate Affairs & Admin.

Prior permission will be obtained in writing from the student if the particulars are to be used for other purposes. In this instance, the student must give his / her consent by signing a 'Consent Form' where the purpose is mentioned.

Permission to use the students' particulars and data other than for the College internal marketing or students' billing is to be sought from the Assistant Director, Corporate Affairs & Admin.

## 11 STUDENT SERVICES

Parkway College constantly seeks to make the student's study and stay here in Singapore an enriching experience. The Student Office looks into student matters such as providing student advisory and counseling services, organizing career talks and social gatherings.

We also provide the students with the following services:

- a) Orientation – we conduct an orientation for new local and international students a week before the term starts. The students are briefed on the rules and policies of Parkway College and how to cope with living in Singapore.
- b) Learning skills support – Access Student Portal for learning skills support facilities.
- c) Library – Provides academic information resources and services.
- d) Academic records – Obtaining an official academic record of your studies.
- e) Student ID cards – Your key to a host of services at Parkway College. You are required to obtain a student ID card which identifies you as a Parkway College student.
- f) Student Office - The first point of contact for information on administrative and other student matters.
- g) Counselling service – Available for confidential consultation about any issues or concerns.
- h) Health service – Medical and health services offered to Parkway College students via the Student Medical Insurance Scheme.
- i) Accommodation – Access Student Portal for accommodation listings and advice.
- j) English language tuition - Provides a list of qualified English teachers for students reference.
- k) Alumni – When you graduate you will automatically become a member of Parkway College alumni.
- l) Lost property – Please refer to Student Office for lost property enquiries

## 12 MEDICAL EXAMINATION

All students are required to undergo a pre-enrolment medical examination prior to entering Parkway College. The cost of the medical examination shall be borne by the student. The medical examination will consist of the following:

Hepatitis B Surface Anti-body (HBsAb)

Hepatitis B Surface Antigen (HBsAg)

HIV Test

VDRL

MP

Chest X-ray

Laboratory Examination \*

*Note: ladies are advised to go for the medical checkup after their menstruation as a urine test is required.*

The medical examination can be done in Singapore by any registered general practitioner (GP). Applicants who are in their home countries / places of residences may have their medical examination done in their home countries / places of residences at any medical clinic licensed to carry out such tests. Please bring along the blank copy of the Parkway College medical examination report form on the day of your medical examination which will be sent to you.

If you choose to consult your own physician in your home countries / places of residences, the form must be completed by you and your physician and submitted, with the original reports of the laboratory tests attached, on the day of registration.

Parkway College may require you to undergo further medical examinations, such as laboratory test, before your admission is confirmed. Nonetheless, unless you hear from us to the contrary, you may assume that the Parkway College has received your medical report and that it is in order.

### **13 MEDICAL INSURANCE**

The Group Hospitalisation and Surgical Insurance (GHS) and the Group Personal Accident (GPA) Insurance offered by Parkway College selected provider is mandatory for all full-time students who are enrolled in any course.

The medical benefit coverage are as follows:

#### Group Hospitalisation & Surgical Insurance Policy

S\$30,000 annual limit per person

B2 Ward entitlement (Government/Restructured hospitals)

24 hours worldwide coverage for hospitalisation due to emergency, not applicable when travel expressly for treatment outside of Singapore

#### Outpatient GP Primary Care (only at Government/Restructured Hospitals)

Combined GP & SP annual limit per person is S\$350

\$ limit per visit (Panel) is as charged

Number of visits per year per insured is unlimited

Medication is standard

Co-payment is S\$5

#### Outpatient Sp- Specialist Care

Combined GP & SP annual limit per person is S\$350

Specialist consultation is covered

X-ray & Laboratory Tests is covered

\$ limit per visit (Panel) is as charged

Co-payment is nil

#### Group Personal Accident Insurance Policy

Sum insured per student S\$20,000

Death and permanent disablement

Medical expenses of S\$1,000 is covered

Mandatory coverage can only be waived in the following manner during the first 7 days of a semester:

- a) Waiver must be requested in person at the Student Affairs & Administration Office located on the 4<sup>th</sup> floor of Surbana One building;
- b) A copy of proof of existing coverage must be presented and attached to the waiver form; and
- c) If you are under the age of eighteen, the waiver must be signed by a parent or legal guardian.

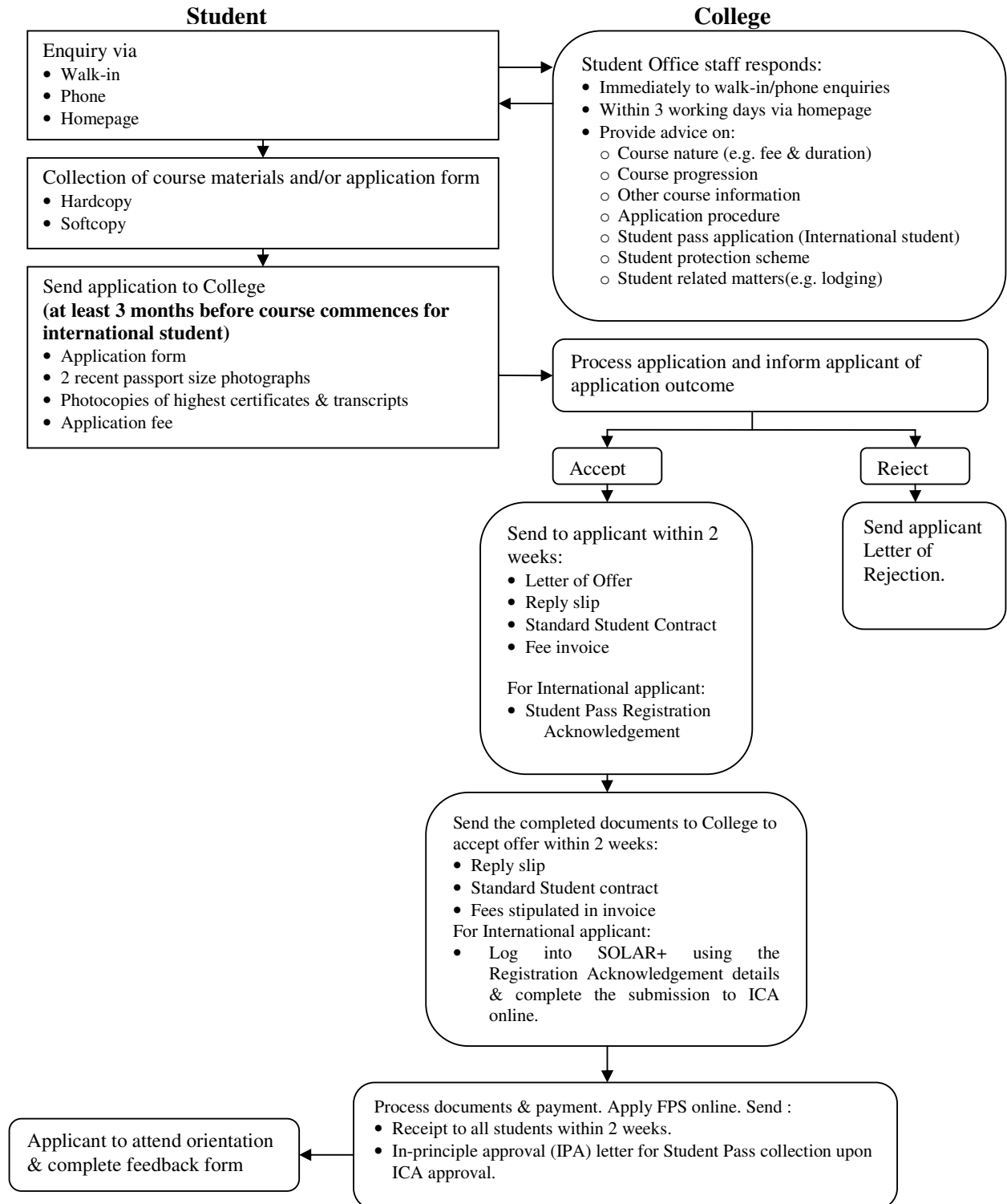
Students, for whom coverage is not mandatory, may enroll in the Limited Student Insurance Plan. To enroll, contact Student Affairs & Administration Office at 65086901 during office hours (9 am to 5pm).

Students who purchase the GHS and GPA are eligible to utilise the health services at the various GP clinics and hospitals offered by Parkway College selected provider. For the approved list of GP clinics and hospitals, please approach Student Office.

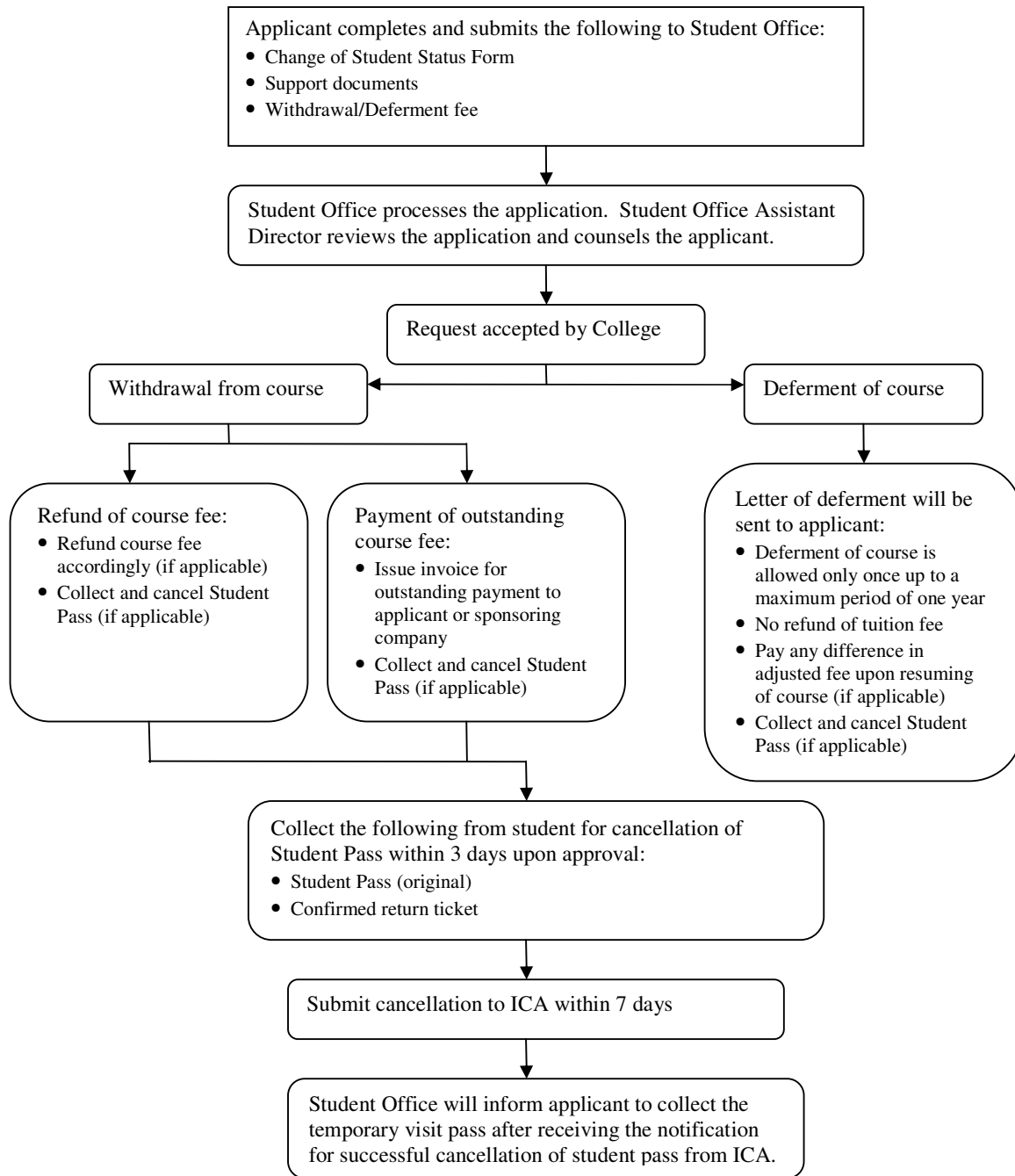
Identification card and medical card must be presented for each visit at the GP clinic.

Before consulting a specialist from a government hospital, students will have to get a referral letter from any of the approved panel of clinic doctors. The student will have to make full payment for the specialist or procedural charges before seeking a claim from the insurance by submitting a form which is obtained from the Student Office. All bills and receipts must be attached to the form before submitting for claims.

### Course Application Procedure



**Course Withdrawal/Deferment Application Procedure**



### Fees Structure

**Important:** All fees are subject to prevailing GST.

#### Course Fees

Course fees for the various academic courses are indicated in the respective course brochures, website and other marketing materials. The course fees include all materials (e.g. lecture notes), assessment and examination fee. However, the fees do not include the cost of textbooks and other learning materials recommended by the lecturers.

#### Non-Tuition Fees

All other fees cited below are not refundable as per Refund Policy:

No	Fee Type	Frequency	Fee (S\$)
1	Application Fee for Courses: a) Local Student b) International Student	a) One-time payment b) One-time payment	a) \$100 b) \$100
2	ICA Student Pass Application Fee: a) New application b) Renewal application	a) One-time payment b) Per renewal	a) \$150 b) \$120
3	Training Work Permit Application Fee	One-time payment	\$100
4	Administration Fee for: a) Withdrawal b) Deferment c) Transfer to another training institution d) Transfer to another course within Parkway College e) Loss of Student Pass f) Appeal for review of examination results	a) One-time payment b) One-time payment c) One-time payment d) One-time payment e) Per time f) Per subject	a) \$200 b) \$200 c) \$400 d) \$100 e) \$50 f) \$50
5	Medical Checkup	One-time payment	\$150
6	Lonpac Insurance Bhd – Fee Protection Scheme	Entire duration of course	As per premium charged by Lonpac Insurance Bhd
7	Penalty fee for late payment of course fees	One-time payment	\$100
8	Fee for re-take of examinations	Per module	\$200
9	Fee for English Proficiency Examination	Per attempt	\$100
10	Medical Insurance	Annual	\$180

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