



PARKWAY COLLEGE STUDENT'S HANDBOOK

VERSION 1.1
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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.

CONTENTS

		Page
1	Introduction	4
2	About Parkway College	4
3	Vision, Mission and Values	6
4	Service Commitment	7
5	Management Team and Advisors	7
6	Teachers and Facilities	9
7	Introduction to CASE, Standard Student Contract & Student Protection Scheme	9
8	Course Application Procedures	12
9	Parkway College Student Policies	
	9.1 Refund Policy	15
	9.2 Withdrawal Policy	16
	9.3 Deferment Policy	16
	9.4 Transfer Policy	17
	9.5 Fees and Payment	17
	9.6 Student Attendance	18
	9.7 Examination Rules and Award of Certificate	18
	9.8 Student Pass Renewal	18
	9.9 Student Grievance and Complaint Resolution	19
	9.10 Student Code of Conduct	20
10	Confidentiality of Student Information	21
11	Student Services	22
12	<u>Annexes</u>	
	Annex 1 - Application Procedure for Courses and Student Pass	23
	Annex 2 - Course Fees Structure	24
	Annex 3 - Student Feedback Form	25
	Annex 4 - Orientation Program	26

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
- 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

Mrs Nellie Tang	CEO
Ms Bella Ong	Senior Director, Corporate Affairs and Admin
Dr Dhanjoo Ghista	Chief Academic Officer & Registrar
Dr Thomas Abraham	Director, School of Allied Health Sciences
Ms Wong Yong Meng	Director, School of Nursing
Mr Dalwara Singh	Director, School of Healthcare Management
Ms Doreen Ng	Assistant Director, Corporate Affairs and Admin
Mr Francis Tan	Assistant Director, Marketing

Board of Directors

Dr Lim Cheok Peng	CEO, Parkway Education Pte Ltd
Mrs Nellie Tang	CEO, Parkway College
Ms Bella Ong	Senior Director Parkway College

Parkway College Board

The Parkway College 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 committee will be chaired by Professor Low Teck Seng, Principal/CEO Republic Polytechnic and comprises a very credible team of academic and healthcare practitioners:

Prof Low Teck Seng (Chairman)	Principal/CEO Republic Polytechnic
Dr Lim Cheok Peng (Ex-officio)	CEO, Parkway Education Pte Ltd
Mrs Nellie Tang (Secretary)	CEO, Parkway College of Nursing & Allied Health

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)
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
Ms Josephine Ong	Divisional Vice President for Nursing, Parkway Singapore Pte Ltd

Academic Governance Structures & Policies Committee (AGSPC)

The AGSPC 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 committee comprises:

Dr Dhanjoo Ghista (Chairman)	Chief Academic Officer / Registrar
Dr Thomas Abraham	Director, School of Allied Health Sciences
Ms Wong Yong Meng	Director, School of Nursing
Mr Dalwara Singh	Director, School of Healthcare Management
Mr Peter Yap	Senior Manager, School of Allied Health Sciences
Mr Sim Tian Seng	Senior Manager, School of Allied Health Sciences
Mr Tay Kheng Tiong	Director, Centre for Professional Development, Republic Polytechnic

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:

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

7 Introduction to CaseTrust for Education, Standard Student Contract & Student Protection Scheme

Parkway College is committed to meeting and maintaining the requirements of CaseTrust for Education system. This includes providing all students with the CASE Standard Student Contract and protecting the students under the Student Protection Scheme with NTUC Income.

The College will inform CaseTrust 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.

CaseTrust for Education

CaseTrust for Education, launched on 1 September 2004, aims to recognise Private Education Organisations (PEOs) that have good student welfare practices and high quality standards with the following mechanisms in place:

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

It is a collaborative project of the Consumers Association of Singapore (CASE), Economic Development Board (EDB), SPRING Singapore, Singapore Tourism Board (STB) and the Infocomm Development Authority of Singapore (IDA). 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 CaseTrust for Education is mandatory for all PEOs with international students. It came into effect on 1 December 2004.

CASE's Standard Student Contract

The CASE 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 Student Protection Scheme (Parkway College has adopted the NTUC Student Tuition Fee Insurance scheme for its students).
- d) Clear definition of refund policies
- e) Clear definition of dispute resolution mechanisms

Our students, both local and international, will be issued with a CASE Standard Student Contract upon enrolment into a course. The Standard Student Contract can be viewed at www.case.org.sg

Student Protection Scheme

Under CaseTrust for Education, Parkway College will provide a Student Protection Scheme (SPS) for all international students (compulsory). Local students may also choose to take up the insurance scheme.

The SPS serves to protect the international and local students' fees in the event that the College is unable to continue operations due to insolvency and/or regulatory closure. Furthermore, the SPS 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, NTUC Income, has put in place the Student Tuition Fee Insurance as its SPS for international and local students. The Student Tuition Fee Insurance offers insured students protection against the following events:

- a) 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.
- b) 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.
- c) 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. In certain cases, this period may begin before the course commencement date, upon approval by NTUC Income of Parkway College's application for insurance.

Insurance Premium

- a) The insurance premium is dependent on program duration, Parkway College course fees and premium rate quoted by NTUC Income.
- b) The insurance premium paid is non-transferable and non-refundable.
- c) The insurance premium will be borne by the students.
- d) All local students who opt for the scheme will be required to pay for the insurance premium.
- e) 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, NTUC Income will issue a Certificate of Student Insurance to College for the insured student.

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. NTUC Income will notify all insured students of the relevant claims procedures to be followed.

For more information on SPS or CaseTrust for Education, please refer to www.case.org.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. Currently, Parkway College does not engage any local or overseas external agents to secure students for 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:

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

Local students who wish to opt for the NTUC Income Student Protection Scheme are to indicate this in the application form.

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 and the Standard Student Contract. With this offer letter, you will make *full payment* of course fees to us as invoiced.

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.

Our Students Office will assist all international students with their registration process and the application of their Student Pass.

Information on immigration procedures and student pass application can be found in the website: www.ica.gov.sg

Application Procedure

- a) To apply for a program that you are interested in, submit the following:
 - Completed and signed application form
 - 2 recent passport size photographs
 - Photocopies of highest certificate and transcript (If the original is not in English, a translated copy will be required)
 - NTUC Income Student Protection Scheme (mandatory)

- Completed Student Pass application Form 16 and V36; and provide required documents. If student opted out College as his / her Local Sponsor, Form V39S and a copy of Local Sponsor's identity card (photocopy) is required
- Course application fee of S\$200 (subject to prevailing GST)
- Student Pass application fee of S\$200 (subject to prevailing GST)

All documents are to be submitted at least 2 months before course commences.

- b) Upon approval of your application, you will receive a Letter of Offer for the course applied for.
- c) We will then process the application of student pass to ICA and the NTUC Income Student Protection Scheme.
- d) Once ICA and NTUC Income has approved the Student Pass and insurance applications, we will send you a Letter of Offer, Standard Student Contract and an invoice for payment of the course fees. With the offer letter, you will make payment of course fees to us as invoiced.
- e) 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

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. The College will be the Local Sponsor for all international students unless otherwise advised.

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.

Basic Documents Required

- Completed Student Pass application Form 16 and V36. If student opted out College as his / her Local Sponsor, Form V39S and a copy of Local Sponsor's identity card (photocopy) is required
- 2 recent passport-sized photographs
- Applicant's official birth certificate (photocopy)
- Personal particular pages of applicant's travel document (photocopy)

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
 - 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
 - Spouse's Income Tax Assessment Notices for the past 3 years (photocopy)

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.
- 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;
 - The original receipt for the security deposit (where applicable).

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.

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:

Percentage of refund of course fees	Requirements
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 14 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 Students Office to request for 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 will only be considered if it is made before the commencement of the course. Deferment of a module will only be considered if it is made before the commencement of 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 for 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 follow. 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 Fees and Payment

The course and other fees payable are described in Annex 2 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 Hospitals (S) Pte Ltd.

Course fees shall be paid within 2 week 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.

9.6 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 seven 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. Local students need to meet the minimum attendance requirement of 80%.

If a student is unable to attend classes he or 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.

9.7 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 the attendance requirement of at least 80% for each module before they are considered eligible to take the examination(s).

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

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.

9.8 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 due to lateness in renewing. 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 at <http://app.ica.gov.sg>

9.9 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.

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 seven 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 proceeding 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 – this provides information on nature of complaint / grievance, solutions, and time taken to resolve it.

9.10 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 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.
- Smoking is prohibited in the College premises.
- 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 of verbal warning 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.
- 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.
- c) The appeal will be reviewed by the Academic Governance Structures & Policies Committee (AGSPC) and the decision of the Committee is final.

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 and birth certificate and CVs.

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

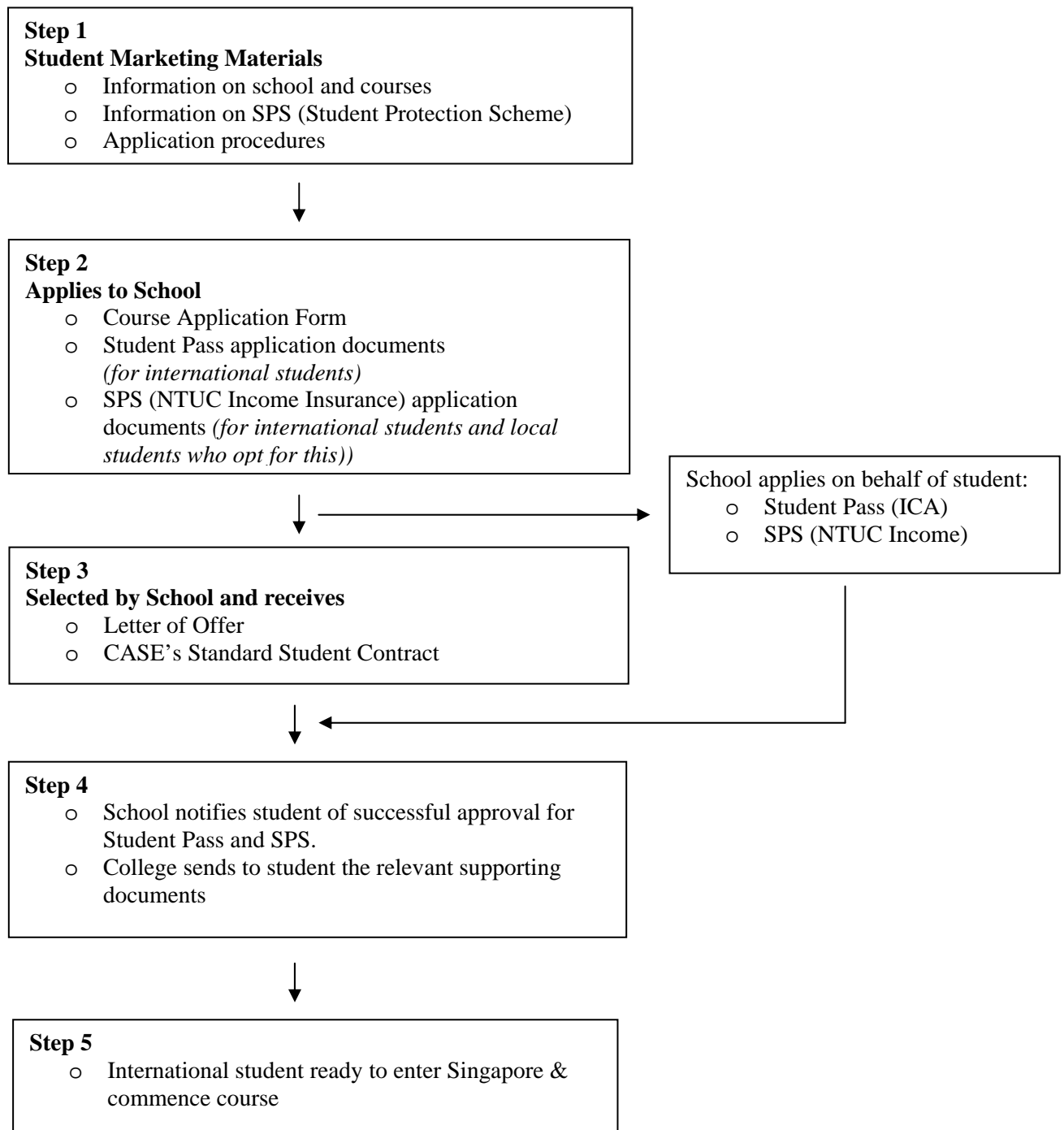
Parkway College constantly seeks to make the student's study and stay here in Singapore an enriching experience. The Student Office looks into student matters such as providing student advisory and counseling services, organizing career talks and social gatherings.

We also provide the students with the following services:

- a) Meet and Greet service – we provide airport pickup and transfer to student's residence, application of Student Pass with ICA, medical checkup etc.
- b) Accommodation - we recommend accommodation to our students and place great emphasis on helping students find suitable accommodation.
- c) 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.

Annex 1

Application Procedure for Courses and Student Pass



Annex 2

Course Fees Structure

Note: All fees cited below do not include the prevailing GST.

Tuition 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 (\$\$)
1	Application Fee for Courses: a) Local Student b) International Student	a) One-time payment b) One-time payment	a) \$100 b) \$200
2	ICA Student Pass Application Fee: a) New application b) Renewal application	a. One-time payment b. Per renewal	a) \$200 b) \$100
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	a) One-time payment b) One-time payment c) One-time payment d) One-time payment e) Per time	a) \$200 b) \$200 c) \$400 d) \$100 e) \$50
5	Medical Checkup	One-time payment	\$150
6	NTUC Income Insurance – Student Protection Scheme	Annual	As per annual premium charged by NTUC Income
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

Annex 3

Feedback Form

Feedback Form	
Requested by:	Form No:
<i>Contact number:</i>	Date Issued:
Issued to:	Deadline for resolution:
Details of Feedback	
To be completed by Responsible Party	
Root Cause of Feedback	
Corrective Measures	
Actions to Prevent Recurrence	
Responsible party (Signature):	Date:
To be completed by Requesting Party	
Comments on Actions Taken:	
Requesting Party (Signature):	Date:

Annex 4

Orientation Program

Objective : To orientate students to the College, course and procedures

Time : 8.30am – 12.30pm

Frequency : 1 week before course commence

Time	Topic
8.30am	Registration
9.00am	Welcome address <ul style="list-style-type: none"> • Introduction to Parkway College • Review of Course <ul style="list-style-type: none"> - About the subjects - Teaching methodology - Assessment (assignment, exam, grading system) - Term (duration) - Cost (tuition & non tuition fee) - Graduation - Post graduation opportunities • Code of Conduct • Q&A session
10.15am	Tea Break
10.30am	Student Protection Scheme
11.00am	Complaints and grievance policy and procedures
11.30am	Living in Singapore
12.00pm	Facilities Tour