

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's Pass application to study in Singapore and the EduTrust for Education system to protect the interests of the students through the Fee 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) was started in 2008 to develop and conduct academic courses and training. It is wholly owned by Parkway Pantai Limited.

Parkway Pantai is one of Asia's largest integrated private healthcare groups operating in Singapore, Malaysia, India, China, Brunei and United Arab Emirates. For over 40 years, its Mount Elizabeth, Gleneagles, Pantai and Parkway brands have established themselves as the region's best known brands in private healthcare, synonymous with best-in-class patient experience and outcomes.

Leveraging its global track record for medical excellence and managing world-class hospitals, Parkway Pantai is committed to making a difference in people's lives through excellent patient care, steadily expanding its reach in markets where demand for quality care is strong and growing. Parkway Pantai is a leading healthcare player in its home markets of Singapore, Malaysia and India and key growth markets of China and Hong Kong.

It is part of IHH Healthcare, the world's second largest healthcare group by market capitalisation. IHH operates more than 10,000 licensed beds across 50 hospitals in 10 countries worldwide, offering the full spectrum of integrated healthcare services from clinics to hospitals to quaternary care and a wide range of ancillary services including medical education.

In Singapore, Parkway Pantai is the largest private healthcare operator with four JCI-accredited, multi-specialty tertiary hospitals - Mount Elizabeth Hospital, Mount Elizabeth Novena Hospital, Gleneagles Hospital and Parkway East Hospital. It also owns Parkway Shenton, a large network of primary healthcare clinics and services, ParkwayHealth Radiology, ParkwayHealth Laboratory and Parkway College.

In Malaysia, Parkway Pantai is the second largest private healthcare provider operating ten Pantai Hospitals, four Gleneagles Hospitals and ancillary healthcare services including Pantai Integrated Rehab and Pantai Premier Pathology.

India is now its third home market following the acquisition of Continental and Global Hospitals in 2015. Today, Parkway Pantai has a network of 7 hospitals and 3 feeder centres in the key cities of Chennai, Bengaluru, Hyderabad, Kolkata and Mumbai.

Parkway Pantai also has more than 20 patient assistance centres across the globe, providing patients with seamless patient care and a one-stop referral source to its hospitals and services.

2 ABOUT PARKWAY COLLEGE

Established in 2008, Parkway College of Nursing and Allied Health is the education arm of Parkway Pantai Limited and focuses in the niche fields of nursing, allied health and healthcare management.

Parkway College is registered with the Committee for Private Education (CPE), SkillsFuture Singapore (SSG) and has EduTrust certification. The teaching faculty is well-qualified and has vast experience in their fields of expertise.

As an Approved Training Organisation by the SkillsFuture Singapore, Parkway College provides courses that are of a robust quality within the Continuous Education and Training framework.

Healthcare professional education is the forte of Parkway College and the thrust of its programmes is student-centric teaching which creates the right ingredients for effective and successful learning outcomes. Besides being equipped with competencies, students will embrace lifelong learning and develop ownership to chart their personal growth. The combination of the right skills, right attitude and

right mindset will augment their success in the workplace and enhance their career aspirations and employability in the marketplace.

Nursing and Allied Health

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 College 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 College 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 College provides short courses to contribute to the continuing education of nurses.

Allied health refers to a diverse collection of the health science fields, including rehabilitation therapy, medical imaging, psychology, psychotherapy, pharmacy, and many others. Allied health professionals comprise a significant portion of the entire health care work force. Allied health programs include equipping students with the knowledge and skills for entry-level positions and opportunities for professional growth and development..

For both nursing and allied health, the College will offer a variety of training and education programmes, including certificate, diploma, advanced diploma, degree and master courses.

Healthcare Management

The College 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 a variety of training and education programmes, including certificate, diploma, advanced diploma, degree and master courses.

The College 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 College 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 potential with good education and training. We believe that learning is an active, dynamic and lifelong process, which involves imparting the right attitudes, 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 PARKWAY COLLEGE CULTURE STATEMENT

Embrace learning to inspire learners.

What does it mean?

To continuously learn and be an inspiration to others.

4 VISION, MISSION AND CORE VALUES

Vision

The preferred partner for life-long learning in healthcare.

What does it mean?

Parkway College aspires to be the preferred training organization providing life-long professional healthcare education.

Mission

Inspire and nurture learners to make a difference in healthcare.

What does it mean?

Parkway College wants to support, encourage and provide for the well-being of its learners to enable them to provide quality patient care and make a difference in people's lives.

Core Values

Current, Relevant, Life-long Learning.

Always be future-ready with the right attitudes, skills and knowledge through life-long learning.

What does it mean?

Current - To keep pace with the latest knowhow

Relevant - To be on the crest of the wave of learning and stay relevant

Life-long learning – To make it a life-long commitment to learn continuously.

Inculcating the Core Values

Parkway College inculcates the core values in its staff and students through the following:

Core Values	For Staff	For Students
Current, Relevant, Life-Long Learning. <i>Always be future-ready with the right attitudes, skills and knowledge through life-long learning.</i>	<ul style="list-style-type: none"> • Possess strong passion in wanting to impart knowledge and skills and bring about attitudinal change to learners. • Management to keep itself updated on changes in the economic and education environment • Academic staff to maintain excellence through regular upgrading of their knowledge and skills though continuing education. 	<ul style="list-style-type: none"> • Enable students to have moral courage and attitudinal change to make positive contribution to healthcare • Encourage students to continually upgrade their educational qualifications • Enable students to constantly upgrade their knowledge and skills, and keep abreast of changes in healthcare practices. • Enable students to achieve excellence in their studies, course work and assignments. • Exhort students to maintain

Core Values	For Staff	For Students
	<ul style="list-style-type: none"> • Academic staff to maintain excellence in their teaching through use of appropriate and up-to-date teaching methodologies and tools. • Academic staff to prepare training materials of excellent quality and stay current in terms of knowledge and technology. • Encourage staff to upgrade their knowledge and skills through continuing education and post-graduate courses • Create and maintain a conducive physical learning environment • Sponsor staff for relevant post-graduate courses 	<p>academic integrity and honesty in their coursework.</p> <ul style="list-style-type: none"> • Sponsor students for healthcare courses

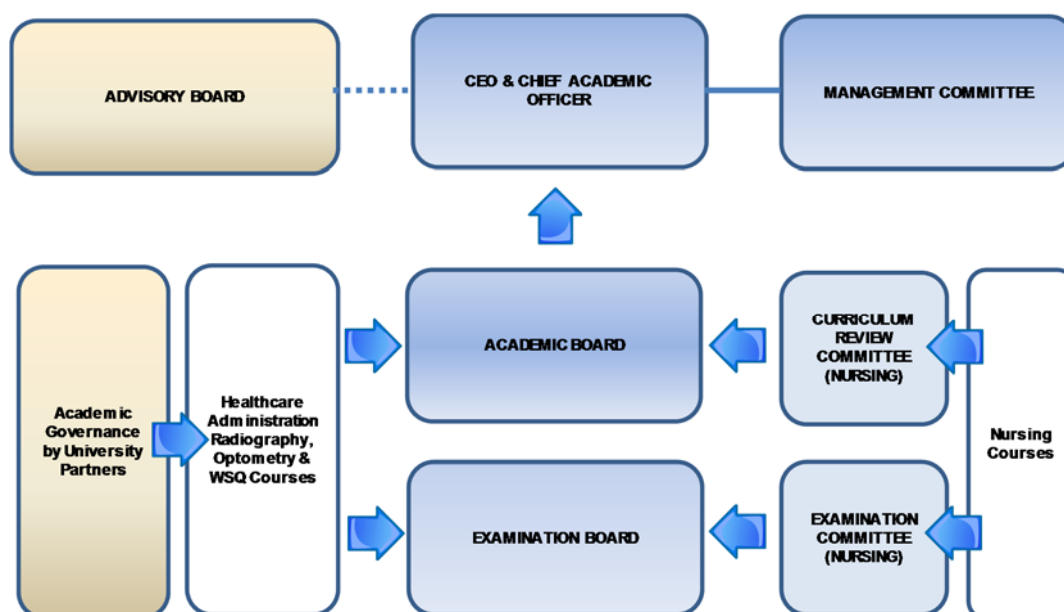
5 SERVICE COMMITMENT

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.

6 ACADEMIC GOVERNANCE STRUCTURE

The Academic Governance Structure of Parkway College is depicted in the following chart. The roles of the various boards and committees are described below.



Board of Directors

The Board of Directors is responsible for the overall corporate governance of Parkway College. It will also set the overall strategy and directions for Parkway College.

Management Committee

The Management Committee oversees the strategic, academic, marketing and administrative operations of Parkway College.

Academic Board

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

Examination Board

The Examination Board is responsible for the final approval of grades and awards to be recommended for individual candidates.

Examination Committee (Nursing)

The Examination Committee - Nursing will be responsible for reviewing all assessment schemes and tools, examination papers, and appointing examiners.

Curriculum Review Committee (Nursing)

The main responsibility of the committee is to review current practice and content in the Nursing in Diploma curriculum based on feedback from students, lecturers, and external parties to amend, improve and make changes on the Nursing curriculum.

7 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 Committee for Private Education of SkillsFuture Singapore (SSG), Ministry of Education.

The average teacher: student ratio is 1:30 for a classroom setting. For laboratory skills, the teacher: student ratio is described in the course curriculum documents and is guided by the respective professional bodies' requirements.

Teaching Facilities

Parkway College is equipped with a wide range of training facilities including audio-visual aids to support training:

- a) 6 classrooms fully equipped with AV training aids
- b) 2 Nursing Skills Laboratories
- c) 1 Optometry Laboratory with a variable camera system to enhance the practical learning experience
- d) 1 Resuscitation Training Centre for training healthcare professionals and public in resuscitation techniques
- e) A Clinical Simulation Centre capable of simulating operating theatre, clinical and life threatening scenarios for training and assessment purpose
- f) A Library with access to a wide range reading materials and references.

8 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 PEI - Student Contract and protecting the students under the Fee Protection Scheme with Lonpac Insurance Bhd.

The College will inform CPE and all of its students within 14 days if there is a change in the company's ownership or management, the courses being offered, the staff strength and any new facility being added.

As required under the EduTrust Certification Scheme, the Fee Protection Scheme (FPS) has been implemented and all students are also covered by medical insurance.

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/>

PEI - Student Contract

The PEI - 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, course entry requirements, qualification awarded, course duration;
- b) Full disclosure of course fees and miscellaneous fees;
- c) Clear definition of refund policies; and
- d) Clear definition of dispute resolution mechanisms.

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

Fee Protection Scheme

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

The (FPS) serves to protect unconsumed course fees paid by students in the event a PEI is unable to continue operating due to insolvency, and/or regulatory closure. The FPS also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgement made against it by the Singapore courts.

EduTrust-certified PEIs are required to adopt the FPS to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and non-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment etc,) and GST.

Parkway College, working with the insurer, Lonpac Insurance Bhd, has put in place an Insurance Scheme as its FPS for international and local students.

Period of Insurance

The period of insurance will cover the entire duration of the course enrolled by the Student. The insurance coverage will commence from the fee payment date till the course end date.

Insurance Premium

- The insurance premium is dependent on programme duration, Parkway College course fees and premium rate quoted by Lonpac Insurance Bhd.
- The insurance premium paid is non-transferable and non-refundable. However, in specific situations, Lonpac Insurance Bhd will grant a partial or full refund. An administrative charge, imposed by Lonpac Insurance Bhd, will be deducted from the refund given. Please refer to Course and Student Administration for more details on the situations.
- The insurance premium is to 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 Insurance (COI)

Upon payment of the insurance premium, Lonpac Insurance Bhd will send Certificate of 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 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, please refer to the following website: <http://www.cpe.gov.sg/>

9 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 school staff 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 working days from the 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 programmes, please complete and sign a copy of the application form and submit the application form with the following:

- Application Fee
- Certified true copy of NRIC
- 1 recent colour photograph (35mm wide by 45 mm high without border)
- Certified true copies of relevant Academic certificate and transcripts/results slips. If the original is not in English, an official translation/notorised copy will be required.
- Resume (if applicable)
- Medical Examination Report with supporting documents (if applicable)

International Students

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

- Application Fee
- Certified true copy of Passport
- 1 recent colour photograph (35mm wide by 45 mm high without border)

- Certified true copies of relevant academic certificates and transcripts/results slips. If the original is not in English, an official translation/notorised copy will be required.
- Resume (if applicable)
- Medical Examination Report with supporting documents (if applicable)

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

Information on immigration procedures and Student's Pass application can be found at the website: <http://www.ica.gov.sg/>

Admission Procedure

- 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.
- For successful applicants, you will receive an offer package.. The offer package will state the payable Tuition Fees, Enrolment Fee, NEA Fee (if applicable), Fee Protection Scheme premium with Lonpac Insurance Bhd, Medical Insurance Coverage that is compulsory for all full-time students as well as the Orientation/Matriculation Programme details.
- Course and Student Administration will assist International students in registering for their Student's Pass online. Once you receive the Registration Acknowledgement, you are required to 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).
- Once ICA has approved the Student's Pass, we will send you the In-principle Approval (IPA) letter for Student's Pass collection.
- 2 original sets of PEI-Student Contracts will be given out to every student on the Matriculation Day. The students will be briefed by Course and Student Administration executive on the contract clauses before they sign the contracts. The student will retain 1 copy for their own reference and the other copy is to be kept with Course and Student Administration.
- After signing of the contracts, Course and Student Administration executive will collect the necessary fees as indicated in the Offer Letter:
 - Enrolment Fee
 - Tuition Fee
 - NEA Fee (if applicable)
 - Fee Protection Scheme (FPS) premium with Lonpac Insurance Bhd
 - Medical Insurance Coverage (if applicable)
 - Other Miscellaneous Fees

Mode of payment is by Cash, Credit Card, Telegraphic Transfer, Cheque, Money Order or Cashier's Order in Singapore currency. Receipts will be issued upon payment from the students.

- Course and Student Administration will apply FPS for students within 7 working days from the day that they make payment for their course fees. Lonpac Insurance Bhd will send a copy of the Certificate of Insurance (COI) to the student automatically via email.

Student's 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's Pass.

New applications for Student's Pass must be submitted at least one month 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's Pass when the course commences.

The following documents are required for application and collection of Student's 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's Pass application e-Forms (16, V36A, V39S and V36, where applicable) submitted through SOLAR+ and duly signed by the applicant;
 - 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 (1st level – eLobby) by eNets or Cashcard. An additional fee of S\$30 for multiple entry visa-may be applicable.

The following additional documents might be 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).
4. Applicant is not nationals from Malaysia and Brunei or not holders of valid Dependant's Pass, long term Visit Pass and work pass or not Children/Spouse of Singapore Citizens/Permanent Residents
- A duly completed Security Bond Form and a Security Deposit in the form of Banker's Guarantee from any bank in Singapore.

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

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's 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 programme, students have to return their Student's Pass to ICA once their Student's Pass is cancelled;
- b) For the application of Student's 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's Pass;
- c) Applicant 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 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's Pass only after the application has been approved. Student's 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's Pass;

10 PARKWAY COLLEGE STUDENT POLICIES

10.1 Refund Policy and Procedure

Refund Policy

This policy defines how Parkway College of Nursing and Allied Health manages refunds for students under various conditions in a fair and acceptable manner.

Parkway College adopts the Refund Policy as per Clause 2 of the Student Contract as set out by CPE. This policy will act as a framework in guiding the refund procedures for the following areas:

- Refund for Withdrawal Due to Non-Delivery of Course
- Refund for Withdrawal Due to Other Reasons
- Refund during Cooling-off Period

Refund for Withdrawal Due to Non-Delivery of Course:

Parkway College will notify the student within three (3) working days upon knowledge of any of the following:

- a) It does not commence the course on the course commencement date;
- b) It terminates the course before the course commencement date;
- c) It does not complete the course by the course completion date;
- d) It terminates the course before the course completion date;
- e) It has not ensured that the student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A of the Student Contract within any stipulated timeline set by CPE; or
- f) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

Parkway College will inform the student in writing of alternative study arrangements (if any), and the student is entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice.

For (a) and (b) – This may be due to insufficient student numbers for the course. The cancellation of the course will be approved by the Academic Board.

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated under the Refund for Withdrawal Due to Non-Delivery of Course (reflected in Clause 2.1 of the Student Contract), Parkway College will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the following refund table (reflected in Schedule D of the Student Contract):

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
100%	More than 30 days before the Commencement Date
70%	Before, but not more than 30 days before the Commencement Date
20%	After, but not more than 7 days after the Commencement Date.
0%	More than 7 days after the Commencement Date.

The following fee types are non-refundable and non-transferable:

- I. Application Fee
- II. Enrolment Fee
- III. Medical Insurance Premium
- IV. National Environment Agency (NEA) Registration Fee

For non-approval of National Service deferment, the student is entitled to a refund based on the refund table (reflected in Schedule D of the Student Contract), within seven (7) working days of the notice to withdraw.

Refund for withdrawal shall be processed within seven (7) working days from the submission date of the Withdrawal Application Form.

There will be no refunds of Course Fees and Miscellaneous Fees for students who have to terminate their studies due to disciplinary actions being meted out for failing to abide by the rules and regulations of Parkway College or government agencies.

Refund During Cooling-Off Period:

Parkway College will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The Student will be refunded the highest percentage (stated in the refund table) of the fees already paid if the Student submits a written notice of withdrawal to Parkway College within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Procedure

Refund for Withdrawal Due to Non-Delivery of Course:

- a) The Course and Student Administration executive will notify the student within three (3) working days for non-delivery of the course for reasons as per Refund Policy.
- b) The Course and Student Administration executive will inform the students of alternative study arrangements, if any.
- c) If the student decides to withdraw, the student will submit the Withdrawal Application Form.
- d) Course and Student Administration executive will acknowledge on receiving the withdrawal form in the next working day.
- e) Course and Student Administration executive will process the refund of the Course Fees and Miscellaneous Fees already paid within seven (7) working days from the submission date of the Withdrawal Application Form.

Refund for Withdrawal Due to Other Reasons:

- a) The student will submit the Withdrawal Application Form for withdrawals due to other reasons.
- b) Course and Student Administration executive will acknowledge on receiving the withdrawal form in the next working day.
- c) The Course and Student Administration executive will process the refund according to the Refund Table as per Refund Policy within seven (7) working days from the submission date of the Withdrawal Application Form

Refund During Cooling-Off Period:

- a) The student will submit the Withdrawal Application Form for withdrawal during the cooling-off period seven (7) working days after the date that the Student Contract has been signed by both parties.
- b) Course and Student Administration executive will acknowledge on receiving the withdrawal form in the next working day.
- c) The Course and Student Administration executive will refund the highest percentage (stated in the Refund Table as per Refund Policy) of the fees already paid within seven (7) working days from the submission date of the Withdrawal Application Form.

Processing of Refund

- a) The Course and Student Administration executive will process cancellation of Student's Pass when applicable .
- b) The Course and Student Administration executive will effect the refund to the student through a cheque or Telegraphic Transfer.

- c) For refund payment make to a third party, the student need to submit an authorisation letter/email with the third party full name and bank account details if applicable. The refund will be processed within seven (7) working days of receiving all the details of student's new request.
- d) Student will be informed by Course and Student Administration executive either via email or telephone call when the cheque is ready.

10.2 Transfer and Withdrawal Policy and Procedure

Parkway College shall have a fair and reasonable transfer and/or withdrawal policy. This policy shall govern how Parkway College manages the process of administering the transfer and withdrawal process. The Course and Student Administration executive will be responsible for processing of transfer and withdrawal cases.

Transfer and Withdrawal Policy

- a) A student who requests for an internal course transfer within Parkway College must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts.
- b) A student who transfers from his/her current course to another course within Parkway College shall be deemed to have withdrawn from the Course and the Refund Policy shall apply unless as otherwise agreed between Parkway College and the Student. The student must also fulfill all the admissions criteria of the new course and will be subjected to Parkway College's student selection and admission procedures.
- c) A student who withdraws from Parkway College to enroll with another school shall be deemed to have withdrawn from Parkway College and the refund policy and procedures shall apply.
- d) For transfer applications, there is an administration fee of S\$107 (inclusive of GST). There is no administration fee for withdrawal applications.
- e) Parents / Guardian's formal letter of consent to transfer / withdraw shall be attached with the application if necessary (for students below the age of 18).

The College will inform the students of its decision on withdrawal or transfer within 14 working days. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to Parkway College's dispute resolution policy.

Transfer and Withdrawal Procedure

- a) Student will submit the Transfer Application Form for transfers or the Withdrawal Application Form for withdrawals to Course and Student Administration for review and approval. For students below age of 18, parent/guardian's approval is mandatory.
- b) Student may be asked to go through a counselling session, if necessary to establish the reasons for a transfer / withdrawal.
- c) The student is informed of the College's decision within 14 working days from the date of the transfer / withdrawal request.
- d) Student is to return all property of the College and clear any outstanding fee payment.
- e) Student will be charged all modules consumed and refund unexpended fee according to Refund table in Refund Policy (refer to 10.1 Refund Policy and Procedure) within 7 working days via cheque/telegraphic transfer from the date of withdrawal/transfer request from student.
- f) For international student withdrawal, Course and Student Administration executive will process cancellation of Student's Pass within 7 days from the date of withdrawal request from student.
- g) For international student transfer, Course and Student Administration executive will process transfer of Student's Pass within 7 days from the date of letter of transfer approval sent to student or at least a month before the new course start date.
- h) For students who are withdrawing to enroll in another education institution, Course and Student Administration executive will issue them a set of their attendance records. The attendance will cover until the last session which their attendance was taken.
- i) For transfer student, Course and Student Administration will send letter of offer at least 3 working days before requested course commences. Student has to express acceptance of course at the commencement date by completing the Reply Slip. Original student contract will be terminated and a new student contract will be signed for the new course before making payment for the course fees.

10.3 Deferment Policy and Procedure

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 Course and Student Administration.

Parents / Guardian's formal letter of consent to defer shall be attached with the application if necessary (for students below the age of 18). Approval for deferment is at the sole discretion of the College. The College's decision is final.

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

An administrative fee of S\$214 (inclusive of GST) will be charged for processing the deferment.

This deferment policy does not apply to course offered by Flinders University. For course offered by Flinders University, Flinders University policy will apply.

Deferment Procedure

- a) Student to submit Deferment Application form at least 1 month before course / module commences. Verbal request will not be entertained. For students below age of 18, parent/guardian's approval is mandatory.
- b) Receipt for payment of S\$214 (inclusive of GST) administration fee will be issued for processing the deferment request.
- c) The deferment request will be send to the Programme Lead and Head, Course and Student Administration.
- d) Student will be informed on the outcome in writing within 7 working days upon receipt of review outcome from Programme Lead and Head, Course and Student Administration. Respective Programme Lead should review and inform Course and Student Administration staff of the outcome accordingly within 7 working days upon receipts of deferment request.
 - I. Deferment of student is allowed only once up to the next available commencement date.
 - II. For course or module, defer only once up to a maximum period of 1 year.
- e) Student to return all property of the College and clear any outstanding fee payment.
- f) For international student, Student's Pass will be cancelled within 7 working days from date of approval letter sent to student.
- g) Upon resumption of course, letter of reminder will be sent to student for outstanding course/module 1-2 months before course commences. Student will be informed if there is any adjustment in the course/module fee and invoice will be issued accordingly. Student has to express acceptance to continuation of course/module at the commencement date by completing the Reply Slip.
- h) For international student, Student's Pass will be registered at least 2 months before course commences.

- i) Student to sign a new Student Contract before course commencement.

10.4 Communication Policy

Our Course and Student Administration communicates with students on behalf of Parkway College on a range of administrative matters. The method of communication includes Student Portal, email and letter. Course and Student Administration 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 Course and Student Administration 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 Course and Student Administration on administrative matters using email, phone or post.

When responding to communication from Course and Student Administration, students could contact or email the sender.

Course and Student Administration will endeavour to acknowledge email the next working day. If the enquiry relates to a deadline within three working days, students should make a telephone enquiry to 6508 6914.

The Course and Student Administration email address will be used for regular business correspondence from Course and Student Administration.

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

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.

10.5 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 inclusive of prevailing GST.

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

Course fees shall be paid within 30 days before the course/semester commences. Each installment after the first shall be collected within one week before the next payment scheduled. A late penalty fee of S\$100 biweekly up to maximum of 6 weeks will be imposed if fees are not paid on time.

Student is not allowed to attend class if fees are not paid on the due date unless another alternative arrangement has been agreed between Parkway College and the student.

10.6 Student Attendance

The attendance requirements for course are:

- a) 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 without any valid reasons or that the percentage of attendance for the course is 90% or lower in any month of the course without valid reasons.
- b) Local students need to meet the minimum attendance requirement of 80%.

Students may take leave of absence for various reasons such as:

- a) illness or medical emergency
- b) hospitalisation
- c) national service / reservist training
- d) compassionate reasons due to demise of family members
- e) overseas work assignments
- f) other reasons

The student will submit documentary evidence such as medical certificates to support their request for leave of absence. International students are advised to consult Course and Student Administration as taking leave of absence may affect their Student's Pass status.

Absence from class

- a) For students who are unable to attend class due to foreseeable reasons:
Approval may be granted for the following reasons: official overseas work assignment, reservist training, etc. The student will submit supporting documents to the course executive who will endorse on the supporting documents. For absence more than 5 days, the Programme Lead will endorse the supporting documents. The deadline for submission is within 14 working days before the date of absence.
- b) For students who are unable to attend class due to medical reasons or unforeseen valid reasons:
Approval may be granted for reasons such as sudden illness, emergency or other unavoidable circumstances. The student will submit relevant supporting documents and the deadline for submission is within 3 working days from the day of class.

Action will be taken against students who do not fulfill attendance requirements which may include dismissal from the course. International students shall then surrender the Student's Pass for cancellation.

10.7 Examination Eligibility and Award of Certificate

All students are required to sit for examination(s) as per requirements of the course. Students must fulfil the attendance requirement of at least 90% before they are considered eligible to take the examination(s). This is unless otherwise specified by the University partner. Students who do not meet this requirement will not be eligible to take the examination(s), unless with special approval of the School Examination Committee.

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\$214 (inclusive of GST) for a re-sit per module is applicable.

The Examination Board will review and approve the examination results. Once approved, no changes are permitted to the examination results.

The College will adopt the 4-point GPA scale the associated marks/grade point values as follows:

Performance	Code	Marks	Grade	Grade Point
Excellent	EX	90 - 100	A+	4.00
Distinction	DI	80 - 89	A	3.75
Very Good	VG	75-79	B+	3.50
Good	GD	70-74	B	3.00
Very Satisfactory	VS	65-69	C+	2.50
Satisfactory	SA	60-64	C	2.00
Acceptable	AC	55-59	D+	1.50
Pass	PS	50-54	D	1.00
Fail	FA	<50	Fail	0
Withdraw/Incomplete	WI			

The College shall award the relevant Certificate or Diploma when the student has met the following requirements:

- a) passed all required modules;
- b) completed all necessary course works;
- c) met all financial and administrative obligations to the College; and
- d) met any other requirements specific to the course.

10.8 Examination Rules

The examination rules for the students spell out the code of conduct for candidates taking examinations. All candidates must abide by these rules during examinations.

- a) Candidates are not allowed to leave the examination hall for the first 30 minutes and the last 15 minutes of the examination. Candidates who are late are not allowed to enter the examination hall **30 minutes** after the start of examination, unless otherwise specified by the School Examination Committee.
- b) The identity of all candidates will be checked during the examination. All candidates must place their Student Card at the top right-hand corner of the desk prior to the commencement of each examination. Candidates without the required identification will not be allowed to sit for the examination.
- c) Candidates may read the examination paper or commence writing only after the invigilator has given permission to do so. Candidates are also required to check that they are given the correct question paper and the correct number of printed pages in the paper.
- d) No candidate may leave the examination hall without the permission of the invigilator, who will arrange for an escort. Any candidate who leaves the examination hall without the permission from the invigilator will not be allowed to return to the examination hall.
- e) Candidates are not allowed to wear caps or hats during the examination. They are also not allowed to bring to the examination room notes, drawings, pictures, tracings, books, dictionaries (both in book or electronic form), etc. other than those specially permitted by the detailed regulations for the module. All bags are to be placed at the front or back of the examination hall. Candidates are to switch off all their electronic devices (for example, mobile phones) or put them on silent mode and place them in their bags.
- f) During a **practical** examination, candidates may bring along books or papers that are authorized by the examiners into the examination centre. Unless otherwise stated, a candidate may use an approved non-programmable electronic calculator, a slide rule and drawing instruments provided they contain only the manufacturers' mark and nothing else.

- g) Candidates are not allowed to pass anything to other candidates during the examination.
- h) A candidate must not, for any reason, speak to or have communication with another candidate. If any candidate wishes to ask a question, he must ask the invigilator directly. No questions on the meaning or interpretation of an examination question may be asked or will be answered.
- i) Any candidate who wishes to communicate with an invigilator must raise his / her hand and remain seated until attended to.
- j) Candidates' answer scripts will be collected at the end of the examination.
- k) Candidates must remain seated until the invigilator has collected back all examination papers, examination scripts, drawing papers and other examination materials from the candidates at the end of the examinations, including all used and/or unused examination booklets/answer sheets
- l) Candidates must not eat, drink or talk during the examination. However, candidates may request for permission from the invigilator to drink water from their own water bottles.
- m) If a candidate is found breaking any of these rules during the examination, a record will be made against his attendance for punitive measures.
- n) Any action by a candidate contrary to the principles of these rules whether discovered during the examination or afterwards will disqualify the candidate.
- o) Disciplinary action will be taken against any candidate found in breach of any of the examination rules, caught cheating or attempting to cheat.

10.9 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 Student Code of Conduct is required to be observed by every student while studying at Parkway College:

- Students must comply with the policies and procedures of the college, and instructions from the teachers and staff.
- Students must comply with the regulations of government agencies such as the Ministry of Manpower (MOM) and Immigration and Checkpoints Authority of Singapore (ICA). Students must not work while holding a valid student pass issued by ICA.
- 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 handphones in the silent mode inside the classrooms.
- Students must adhere to the lesson schedules and be punctual for their classes.
- Students must not be absent from classes without valid reasons.
- Students must not litter, vandalize or damage the school property or equipment.
- 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.
- Students must not post or instigate derogatory / racially biased remarks about the college, the government and citizens on any social /print media.
- Students must be well groomed and neatly attired for classes. Examples of unacceptable attire are:
 - a) Torn, ripped or frayed clothing

- b) Revealing attire (e.g. bare backs, off shoulders, halter crops, crop tops, or spaghetti strap shirts)
- c) Slippers and sandals without heel straps
- d) Caps / Hats
- e) Full face helmets, masks or veils
- f) Mini shorts / skirt
- g) Visible body piercing with the exception of ears
- h) Tattoos must not be visible.

Disciplinary Actions

Disciplinary actions will be taken for students who commit misconduct which may involve the breaching of rules and regulations of Parkway College or government agencies such as Ministry of Manpower (MOM) and Immigration and Checkpoints Authority of Singapore (ICA).

Parkway College will conduct the review and investigation into the misconduct in an impartial, non-judgemental and confidential manner. Disciplinary actions include verbal warning, written warning, suspension or dismissal.

The misconduct can be classified as follows:

- a) Minor and less serious cases of misconduct
- b) Serious case of misconduct

Minor and less serious cases of misconduct

Minor and less serious cases of misconduct are misconduct which may disturb, create a nuisance to others, disrupt or improperly interfere with academic, administrative or other activities of the college to a minor or limited extent.

- 1) *Student does not comply with the policies and procedures of the college.*
- 2) *Student does not comply with instructions from the teachers and staff.*
- 3) *Student is rude, quarrels or exhibits aggressive behaviour towards teachers and staff.*
- 4) *Student instigates other students to cause disruption to the smooth running of the class.*
- 5) *Student does not adhere to the lesson schedule for classes.*
- 6) *Student is not punctual for classes.*
- 7) *Student is absent from classes without valid reasons.*
- 8) *Student uses handphone during lectures.*
- 9) *Student litters in the college premises.*
- 10) *Student vandalizes or damages the school property or equipment.*
- 11) *Student downloads illegal software or visit undesirable websites during classes.*
- 12) *Student smokes in college premises.*
- 13) *Student eats and drinks (other than drinking water) in the classrooms.*
- 14) *Student does not adhere to the dress code of the college.*
- 15) *Student does not comply with the rules and regulations of government agencies such as Ministry of Manpower (MOM) and Immigration and Checkpoints Authority of Singapore (ICA).*
- 16) *Student works while holding a valid student pass issued by ICA.*
- 17) *Students posts or instigates derogatory / racially biased remarks about the college, the government and citizens on any social /print media.*
- 18) *Any other misconduct to be identified from time to time.*

Serious cases of misconduct

Serious cases of misconduct are misconduct of significant gravity which may materially or seriously affect and damage the interests and/or proper functioning of the college, including but not limited to:

- any serious breach of academic integrity in connection with the conferment of any degree, diploma, certificate or other academic assessment;
 - any serious breach of rules and regulations of the college / government agencies, litigation or for causing public disquiet
 - any offence that involves or results in criminal activity; and
 - any act or behaviour that is or may be materially or seriously detrimental to the reputation, dignity, interest or welfare of the college.
- 1) Student repeatedly does not comply with the policies and procedures of the college.
 - 2) Student repeatedly does not comply with instructions from the teachers and staff.
 - 3) Student repeatedly misbehaves and is rude or aggressive to teachers and staff.
 - 4) Student repeatedly instigates other students to cause disruption to the smooth running of the class.
 - 5) Student cheats in an examination.
 - 6) Student commits plagiarism in their classwork.
 - 7) Student solicits and transfers fellow students to other schools.
 - 8) Student is repeatedly absent from class without valid reasons.
 - 9) Student repeatedly does not adhere to the lesson schedule for classes.
 - 10) Student is absent for seven or more consecutive days from classes without valid reasons.
 - 11) Student repeatedly does not comply with the rules and regulations of government agencies such as Ministry of Manpower (MOM) and Immigration and Checkpoints Authority of Singapore (ICA).
 - 12) Student continues to work while holding a valid student pass issued by ICA despite being told not to do so.
 - 13) Students repeatedly posts or instigates derogatory / racially biased remarks about the college, the government and citizens on any social /print media.
 - 14) Student commits offence against the law of Singapore bringing the college into disrepute.
 - 15) Student repeatedly fails to pay the college fees in a timely manner despite many reminders.
 - 16) Any other misconduct to be identified from time to time.

Note:

A student is deemed to have “repeatedly” offended if the student has already committed three prior offences and the current offence is the fourth offence.

Dismissal or Suspension of a Student

This covers situations that may warrant the dismissal or suspension of students. The following violations may warrant dismissal or suspension:

- Student repeatedly does not comply with the policies and procedures of the college.
- Student repeatedly does not comply with instructions from the teachers and staff.
- Student repeatedly misbehaves and is rude or aggressive to teachers and staff.
- Student repeatedly instigates other students to cause disruption to the smooth running of the class.
- Student cheats in an examination.
- Student commits plagiarism in their classwork.
- Student solicits and transfers fellow students to other schools.
- Student is repeatedly absent from class without valid reasons.

- Student repeatedly does not adhere to the lesson schedule for classes.
- Student is absent for seven or more consecutive days from classes without valid reasons.
- Student repeatedly does not comply with the rules and regulations of government agencies such as Ministry of Manpower (MOM) and Immigration and Checkpoints Authority of Singapore (ICA).
- Student continues to work while holding a valid Student's Pass issued by ICA despite being told not to do so.
- Student repeatedly posts or instigates derogatory / racially biased remarks about the college, the government and citizens on any social /print media.
- Student commits offence against the law of Singapore bringing the college into disrepute.
- Student repeatedly fails to pay the college fees in a timely manner despite many reminders.
- Any other misconduct to be identified from time to time

The refund of fees (course fees and other students' fees) is not applicable for dismissal or suspension case.

Appeal Process against Dismissal or Suspension

Please refer to 10.11 Appeals Procedure.

10.10 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 programme 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;
- 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.

10.11 Appeals Procedure

The student /applicant can submit an appeal to the college for the following issues:

- a) rejection of applicant for a course
- b) examination results and marking of scripts
- c) disciplinary actions taken by the college
- d) dismissal or suspension of the student
- e) retention, graduations and other awards
- f) other actions or decisions made by the college pertaining to the student

The student/applicant to submit the Appeal Form to Course and Student Administration within 7 working days from the date of being informed by the college of the issues indicated above. In the Appeal Form, the following information is submitted for consideration:

- a) Name, student identification number and contact information
- b) Nature of the appeal
- c) Reasons for appeal

Supporting documents to support the appeal are submitted together with the Appeal Form.

The Academic Board will hear appeals on issues pertaining to acceptance for a course, student disciplinary matters, and suspension or termination of the student. The Examination Board will hear appeals on examination results, marking of scripts and any other examination related issues.

The Academic Board / Examination Board will consider the appeal and make a decision within 7 days of receipt of the appeal. During the appeal, the Board will review the documents submitted, and may consider interviewing the person who submitted the appeal and college staff involved in the issue

The Academic Board / Examination Board decision will be either to accept or reject the appeal. The student will be informed of the results of the appeal within 7 days of the decision being made by the Board.

10.12 Feedback and Complaints Management

We treat any student feedback / complaint as important feedback to us. Our Course and Student Administration will manage student welfare including handling feedback and complaints and have a system and procedures to tackle these issues. Students can contact Course and Student Administration executive at 6508 6914 during office hours (8.30am to 5.30pm).

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

Relevant parties of Parkway College staff will conduct the necessary investigation to establish the circumstances and facts of the case. They will seek inputs from the Programme Leads or other departments, as applicable. Feedback on PDPA-related issue will be referred to the college designated PDPO for investigation. The recommended resolution is submitted to the Head, Course and Student Administration for review and approval.

Course and Student Administration will then offer the recommended solution to the student/complainant. If the student/complainant accepts the solution, no further action will be pursued except record and file the completed feedback.

If the student/complainant declines the solution offered by Course and Student Administration, the feedback will be referred to the Head, Quality and Standards who will review the case and offer an alternative resolution.

In the event that Parkway College and the student/complainant cannot come to an agreement or the student/complainant does not accept the final decision of the management, they will be referred to

Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.

All feedback / complaints must be resolved within 14 working days. In the event that the deadline is not adhered to, respective student/complainant must be notified and the reasons with regards to the delay must be made known.

11 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 has access for their work purposes. The student records are not allowed to be removed from the repository unless prior permission is obtained from the Head, Course and Student Administration.

Permission to use the students' particulars and data other than for the College internal marketing or students' billing is to be sought from the Head, Course and Student Administration.

Personal Data Protection Policy

Parkway College is committed to maintaining the highest standards of confidentiality with respect to the personal data of various stakeholders including students, alumni and employees, etc. and in accordance with the requirements as detailed in the Personal Data Protection Act 2012 (the "PDPA"). Personal Data" is defined under the PDPA to mean personal information, whether true or not and whether in electronic or other form, about an individual who can be identified from that data or from that data and other information to which we have access to or are likely to have access to.

Examples of personal data include name, address, NRIC/FIN/Passport number, photograph or video image, telephone numbers and email addresses.

The College will ask students to sign the Personal Data Protection Statement which describes:

- a) college's commitment to protecting the personal data of the stakeholders
- b) purposes for collection, use and disclosure of personal data
- c) specific issues for the disclosure of personal data to third parties
- d) withdrawal of consent administration and management of personal data.

To help you understand how we collect, use, share and protect the personal data of our students, alumni and academic staff please refer to our Personal Data Protection Policy.

Should you have any feedback or enquiries relating to your personal data, please contact:

The Personal Data Protection Officer (PDPO*) at:

- Address : 168 Jalan Bukit Merah, Tower 3 #02-05, Singapore 150168
- Telephone : (+65) 6508 6914
- Email : DPO@parkwaycollege.edu.sg

For more information about the PDPA, please visit the Personal Data Protection Commission's website at <http://www.pdpc.gov.sg>

12 COURSE AND STUDENT ADMINISTRATION

Parkway College constantly seeks to make the student's study and stay here in Singapore an enriching experience. The Course and Student Administration is the first point of contact for information on non-academic and other student matters.

We also provide the students with the following services:

- a) Orientation – The students are briefed on the rules and policies of Parkway College and how to cope with living in Singapore.
- b) Library – Provides academic information resources and services.
- c) Academic records – Obtaining an official academic record of your studies.
- d) Student ID cards – Your key to a host of services at Parkway College. You will be issued a student ID card which identifies you as a Parkway College student.
- e) Pastoral Care Counselling Service – Available for confidential consultation in providing emotional support to help students to cope with both personal issues, stress relating to a new and foreign environment etc.
- f) Health Service – Medical and health services offered to Parkway College students via the Student Medical Insurance Scheme. AXA Medical Insurance.
- g) Accommodation – Advice on student hostel listings.
- h) Alumni – Automatic membership upon graduation.
- i) Lost & Found property – Please refer to Course and Student Administration for lost property enquiries

13 MEDICAL EXAMINATION

Students admitted to certain clinical programmes are required to undergo a pre-enrolment medical examination. 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 (Anti-HBs)
Hepatitis B Surface Antigen (HBsAg)
Hepatitis C (Anti-HCV)
Human Immunodeficiency Virus (HIV Test)
TB (Chest X-ray)
Varicella IgG
Rubella IgG

14 MEDICAL INSURANCE

The Group Hospitalisation and Surgical Insurance (GHS) and the Group Personal Accident (GPA) Insurance offered by Parkway College selected provider are mandatory for all students holding Student's Pass at Parkway College.

The medical benefit coverage are as follows:

Group Hospitalisation & Surgical Insurance Policy

S\$30,000 annual limit per person

B1 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 AXA's Panel Clinic)

Combined GP (General Practitioner) & SP (Special Care) 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
A&E of Government/Restructured Hospital /Government Polyclinics up to \$75 per visit and up to 2 visits per year

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

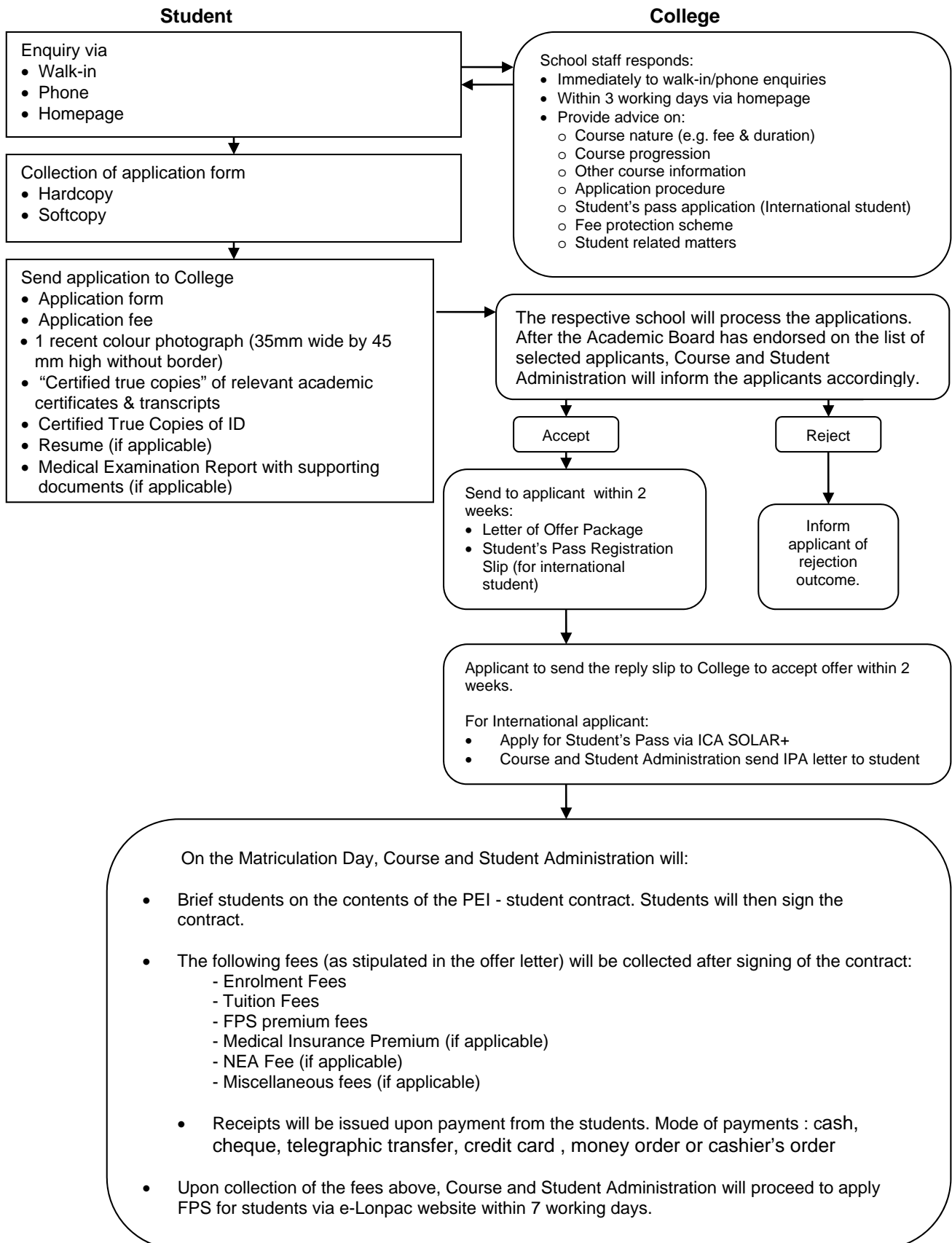
Sum insured per student S\$20,000
Death and permanent disablement
Medical expenses of S\$1,000 is covered

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 go to <https://www.alliancemedinet.com>.

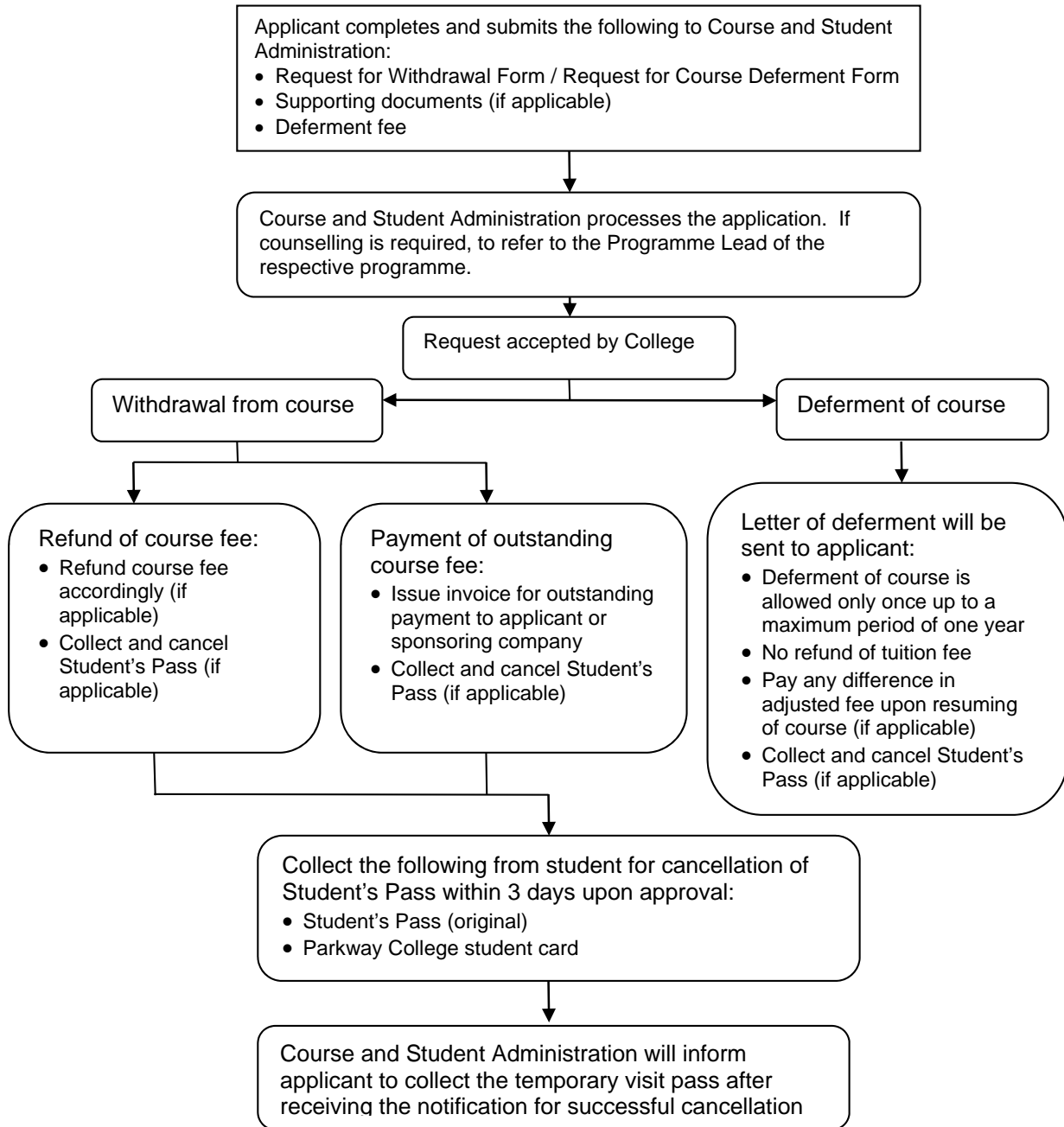
Note: Identification card and medical card must be presented for each visit at the GP clinic.

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 Course and Student Administration. All bills and receipts must be attached to the form before submitting for claims.

Course Application Procedures



Course Withdrawal/Deferment Application Procedure



Fees Structure

Important: All fees are inclusive of GST. For further details on refund, please refer to Parkway College refund policy and procedure.

Tuition Fees

Tuition 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.

Students' Fees

No	Fee Type	Frequency	Fee inclusive of GST (S\$)
1	Application Fee for Courses (Non-Refundable)	One-time payment	\$214.00
2	Enrolment Fee (Non-Refundable) - payable upon signing of PEI Student Contract	One-time payment	\$321.00
3	Fee Protection Scheme Premium	Per course duration / student contract	As per premium charged by Lonpac Insurance Bhd
4	Medical Insurance Premium (Non-Refundable)	Annual	As per premium charged by AXA Insurance Singapore Pte Ltd
5	National Environment Agency (NEA) Registration Fee (Non-Refundable)	Annual	As charged by NEA
6	Miscellaneous Fee For: a) Academic Detailed Verification b) Anatomical Markers c) Appeal for review of examination results d) Bank Charges e) Banker's Guarantee f) Deferment g) Late payment of course fees • More than 2 weeks • More than 4 weeks • More than 6 weeks h) Library Fine i) Print/Photocopy Service j) Replacement of Parkway College Student Card k) Replacement of Student's Pass l) Reprint of Academic Transcript (Semester) m) Reprint of Academic Transcript (Summary) n) Reprint of Certificate o) Re-take/Refer/Extension of Clinical Placement (CP) / PRCP • Diploma in Nursing • BSc (Hons) Diagnostic Radiography and Imaging p) Re-take of Examinations q) Re-Assessment (WSQ modules)	a) Per document b) Per set c) Per module d) Per time e) Per Student's Pass Application f) One-time payment g) Per late payment Per late payment Per late payment h) Per item / per day i) Per printed page j) Per time k) Per time l) Per copy m) Per copy n) Per copy o) Per placement / per week Per placement / per week p) Per module q) Per module	a) \$107.00 b) \$21.40 c) \$53.50 d) As charged by the bank e) \$100.00 - \$810.00 f) \$214.00 g) \$100.00 \$200.00 \$300.00 h) \$0.50 i) \$0.15 j) \$37.45 k) \$53.50 l) \$10.70 m) \$21.40 n) \$160.50 o) \$187.25 - \$321.00 \$428.00 p) \$214.00 q) \$107.00

No	Fee Type	Frequency	Fee inclusive of GST (\$\$)
6	r) Remodule <i>BSc (Hons) Diagnostic Radiography and Imaging</i>	r)	r)
	• Re-enrolment	Per academic year	\$2,996.00
	• 15 Credit Module (not inclusive of CP)	Per module	\$3,143.13
	• 30 Credit Module (not inclusive of CP)	Per module	\$6,286.26
	<i>BSc (Hons) Optometry and Clinical Practice</i>		
	• Stage 2 or Stage 4	Per module	\$3,745.00
	• Stage 3 - UK Residency Training	Per module	\$7,490.00
	<i>Diploma in Nursing</i>	Per module	(Prevailing full tuition fee / Total Credits) X No. of Credits
	<i>Master of Health Administration</i>	Per module	\$2,308.00
	s) Thermoluminescent dosimeter (TLD)	s) Per piece	s) As charged by NEA
t) Thermoluminescent dosimeter (TLD) Holder	t) Per piece	q) As charged by NEA	
u) Transfer Course	u) One-time payment	r) \$107.00	
v) Transilink PEI Student Concession Card	v) One-time payment	s) \$8.00	