



# **STUDENT'S HANDBOOK**

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## 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 IHH Healthcare.

IHH Healthcare is a leading international healthcare services provider with a vision to become the world's most trusted healthcare services network.

IHH Healthcare manages a portfolio of trusted healthcare brands – Acibadem, Mount Elizabeth, Prince Court, Gleneagles, Pantai, Parkway and IMU – in its key markets of Malaysia, Singapore, Turkey, India and Greater China (including Hong Kong).

With an employment of over 65,000 dedicated people across 80 hospitals in 10 countries, IHH Healthcare offers a full spectrum of integrated healthcare services, from primary care to highly specialised acute medical treatment, through a diverse range of medical, diagnostic and ancillary assets from clinics and hospitals to laboratories and radiology centres.

In Singapore, it 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, Parkway Radiology, Parkway Laboratories and Parkway College.

## 2 ABOUT PARKWAY COLLEGE

Established in 2008, Parkway College is the education arm of IHH Healthcare and provides academic courses 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 (SSG), Parkway College provides continuing education 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.

Parkway 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. In addition, Parkway 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, Parkway College will offer a variety of training and education programmes, including certificate, diploma, advanced diploma, degree and master courses.

### Healthcare Management

Parkway 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.

Parkway 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, Parkway College will provide 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.

Parkway 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.

Parkway 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, Parkway College prepares students for caring and competent leadership roles.

### 3 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:

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

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

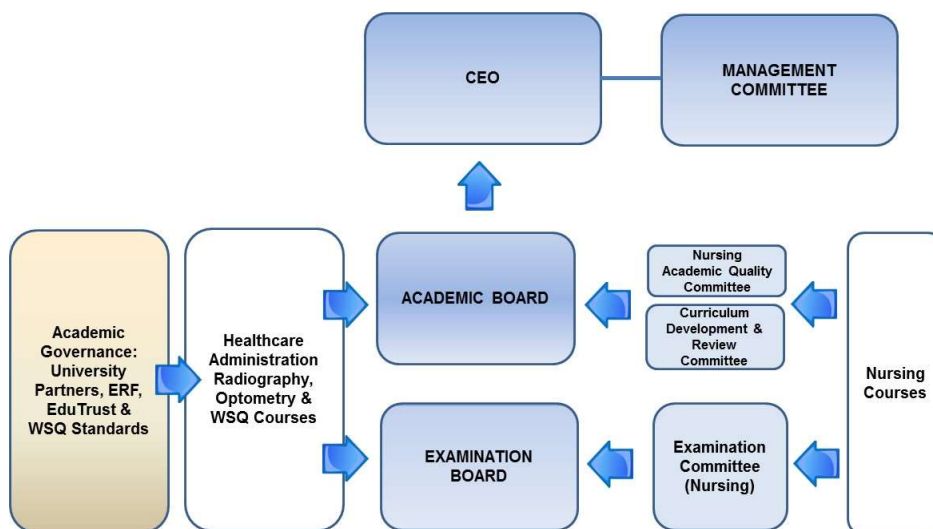
## 5 SERVICE COMMITMENT

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.

### Management Committee

The Management Committee oversees the strategic, operational, financial, 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 Parkway College. The Academic 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.

## **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 CPE.

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:

- 1) 6 classrooms equipped with AV training aids
- 2) 2 Nursing Skills Laboratories
- 3) 1 Optometry Laboratory with a variable camera system to enhance the practical learning experience
- 4) 1 Life Support Skills Lab for training healthcare professionals and public in resuscitation techniques
- 5) A Clinical Simulation Centre capable of simulating operating theatre, clinical and life threatening scenarios for training and assessment purpose
- 6) A Library with access to a wide range reading materials and references.

## **8 INTRODUCTION TO EDUTRUST, STANDARD STUDENT CONTRACT & FEE PROTECTION SCHEME**

Parkway College is committed to meeting and maintaining the requirements of EduTrust Certification Scheme (EduTrust). This includes providing all students with the Private Education Institutions (PEIs) - Student Contract and protecting the students under the Fee Protection Scheme (FPS) with Lonpac Insurance Bhd.

### **EduTrust Certification (EduTrust)**

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by CPE for PEIs in Singapore. It aims to distinguish private schools that are able to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes.

The EduTrust assesses PEIs against seven criteria which cover:

1. Management commitment and responsibilities
2. Corporate governance and administration
3. External recruitment agents
4. Student protection and support services
5. Academic processes and student assessment
6. Achievement of student and graduate outcomes
7. Quality assurance, monitoring and results

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

For more information on EduTrust, please refer to the following website: <https://www.ssg-wsg.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: <https://www.ssg-wsg.gov.sg/>

### **Fee Protection Scheme**

Parkway College will adopt the Fee Protection Scheme (FPS) to provide protection for fees paid by all our students.

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 Student Admin 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: <https://www.ssg-wsg.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 Parkway College.

The application process is 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/notarised copy may be required.

- Resume (if applicable)
- Advisory Note to Prospective Students (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/notarised copy may be required.
- Resume (if applicable)
- Advisory Note to Prospective Students (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**

- a) 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.
- b) For successful applicants, you will receive an offer package. The offer package will state the payable Tuition Fees, Enrolment Fee, 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.
- c) Student Admin 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).
- d) Once ICA has approved the Student's Pass, we will send you the In-principle Approval (IPA) letter for Student's Pass collection.
- e) 2 original sets of PEI-Student Contracts will be given out to every student on the Matriculation Day. The students will be briefed by Student Admin 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 Student Admin.
- f) After signing of the contracts, Student Admin will collect the necessary fees as indicated in the Offer Letter:
  - Enrolment Fee
  - Tuition Fee
  - Fee Protection Scheme (FPS) premium with Lonpac Insurance Bhd
  - Medical Insurance Coverage (if applicable)

- Other Miscellaneous Fees

Mode of payment is by PayNow transfer, telegraphic transfer, across AXS channels and cheque (made payable to Parkway College of Nursing and Allied Health Pte Ltd) in Singapore currency. Receipts will be issued upon payment from the students.

- g) Student Admin 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 educational institution are required to apply for a Student's Pass.

Please visit ICA's website at [www.ica.gov.sg/pass/studentpass/apply](http://www.ica.gov.sg/pass/studentpass/apply) for more information.

New applications for Student's Pass must be submitted online at least 2 months and not more than 3 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.

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.***

The following are the basic documents required:

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 (1<sup>st</sup> 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 national 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.

## 10 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 Parkway College. Applications with incomplete forms or documents will NOT be accepted for processing;
- f) Applicant must be in Singapore on a valid immigration pass to collect the Student's Pass. Applicant needs to make an appointment and bring all the documents listed in the IPA letter to ICA Building 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;

# 11 PARKWAY COLLEGE STUDENT POLICIES

## 11.1 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.

For (f) – This only applies for new commencing student. For existing continuing student (student whose instalment 2 and onwards is due), only the remaining unconsumed course fees and miscellaneous fees already paid will be refunded.

#### Refund for Withdrawal Due to Other Reasons:

If the new commencing 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.

If existing continuing student (student whose instalment 2 and onwards is due) withdraws from the course for any reason other than those stated under the Refund for Withdrawal Due to Non-Delivery of Course, Parkway College will, within seven (7) working days of receiving student's written notice of withdrawal, refund to the student an amount based on the refund table above with Commencement Date refer to Semester Commencement date.

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

- I. Application Fee
- II. Enrolment Fee
- III. Medical Insurance Premium

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

There will be no refund 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 (as 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) Student Admin will notify the student within three (3) working days for non-delivery of the course for reasons as per Refund Policy.
- b) Student Admin will inform the students of alternative study arrangements, if any.
- c) If the student decides to withdraw, the student will submit the Request for Course Transfer, Withdrawal and Deferment Form.
- d) Student Admin 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 request.

*Refund for Withdrawal Due to Other Reasons:*

- a) The student will submit the Request for Course Transfer, Withdrawal and Deferment Form due to other reasons.
- b) Student Admin 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 request.

#### *Refund During Cooling-Off Period:*

- a) The student will submit the Request for Course Transfer, Withdrawal and Deferment Form during the cooling-off period of seven (7) working days after the date that the Student Contract has been signed by both parties.
- b) Student Admin 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 request.

#### *Processing of Refund*

- a) Student Admin will process cancellation of Student's Pass where applicable.
- b) Student Admin will issue the refund to the student through a cheque or Telegraphic Transfer.
- c) For refund payment made to a third party, the student need to submit an authorisation letter/email with the third party's 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 Student Admin either via email or telephone call when the cheque is ready.

## **11.2 Course Transfer, Withdrawal and Deferment**

Parkway College shall have a fair and reasonable course transfer, withdrawal and deferment policy. The Student Admin will be responsible for processing of transfer, withdrawal and deferment cases.

### **Course Transfer, Withdrawal and Deferment Policy**

#### Transfer

- a) A transfer is when a student changes the course but remains as a student of Parkway College. The existing student contract will be terminated and replaced with a new student contract.
- b) The refund policy and procedure will apply to transfer cases. The student must also fulfil all the admission criteria of the new course and will be subjected to Parkway College's student selection and admission procedures.

#### Withdrawal

- a) A student who discontinues a course with Parkway College shall be deemed to have withdrawn from Parkway College and the refund policy and procedure shall apply.

#### Deferment

- a) Deferment of a course or module will only be considered if it is made before the commencement of the course or that particular module.
- b) Deferment of a module/course is allowed only *once* up to a *maximum period of one year*, failing which the student will be deemed as having withdrawn from the course.
- c) There will be no refund of course fees paid in the event of deferment.
- d) 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.
- e) Student will sign a new student contract before course commencement.

#### Administration Fee

There is no administration fee for transfer, withdrawal and deferment applications.

#### Conditions for granting of Course Transfer, Withdrawal and Deferment

- a) Student will submit the *FORM/SA/16 Request for Course Transfer, Withdrawal and Deferment Form* to Student Admin at least one month before course commences for review and approval.
- b) For transfer applications, in line with ICA's requirements, students are to achieve minimum monthly attendance rate of 90%.
- c) All outstanding fees must be settled prior to request for transfer, withdrawal or deferment.

- d) Student may be asked to go through a counselling session, if necessary, to establish the reasons for a transfer, withdrawal or deferment before the application can be processed.
- e) Parents/Guardian's formal letter of consent to transfer/withdraw/defer shall be attached with the application if necessary (for students below the age of 18).

#### Conditions for Refund

For refunds, refer to the Refund Table in the refund policy and procedure.

#### Student's Pass Status

Upon receipt and completion of the transfer, withdrawal or deferment application form and its supporting documents (including approval), Parkway College will proceed to cancel the applicant's Student's Pass. All transfers will be processed via ICA's Solar System.

#### Timeframe for assessing and processing transfer/withdrawal/deferment cases

Parkway College will inform the students of its decision on transfer, withdrawal or deferment 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.

### **Course Transfer, Withdrawal and Deferment Procedure**

- a) Student will submit the *FORM/SA/16 Request for Course Transfer, Withdrawal and Deferment Form* to Student Admin for course transfer, withdrawal or deferment at least one month before course commences. Verbal requests for course transfer, withdrawal or deferment will not be entertained. For students below 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 or deferment before the application can be processed.
- c) The student will be informed of Parkway College's decision within 14 working days from the date of the transfer, withdrawal or deferment request.
- d) Student will return all property of Parkway College and clear any outstanding fee payment prior to request for transfer, withdrawal or deferment.
- e) Student will be charged all modules consumed and refund unexpended fee according to Refund table in Refund Policy within 7 working days via cheque/telegraphic transfer from the date of transfer/withdrawal/deferment request from student.
- f) For international student withdrawal, Student Admin will process cancellation of Student's Pass within 7 days from the date of withdrawal request from student.
- g) For international student transfer, Student Admin 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, Student Admin 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, Student Admin 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.
- j) For student who is deferring a course/module, a letter of reminder will be sent to student for outstanding course/module 1 to 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. For international student, Student's Pass will be registered at least 2 months before course commences. Student will need to sign a new Student Contract before course commencement.



### **11.3 Communication Policy**

Student Admin communicates with students on behalf of Parkway College on a range of administrative matters. The method of communication includes email and letter. Student Admin is placing an increasing emphasis on electronic communication and expects students will regularly access the electronic email for important correspondence.

Students studying at Parkway College are required to maintain an up-to-date contact information (address, email and phone number) with Parkway College for correspondence purposes.

In the event that Student Admin 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 may communicate with Student Admin on administrative matters using email, phone or post. When responding to communication from Student Admin, students could contact or email the sender. Student Admin will endeavour to acknowledge email the next working day. If the enquiry relates to a deadline within three working days, students should contact Student Admin rather than use email to resolve the issue. If an email has not been acknowledged by Student Admin within three working days, students should resend their original email, referring to the original communication, or contact the Student Admin.

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.

### **11.4 Fees and Payment**

The course and other fees payable are described in Annex 1 and are also indicated in the course brochures, website and other marketing materials. The indicated fees are inclusive of prevailing GST.

Payments are accepted in Singapore currency only and can be made by PayNow transfer, telegraphic transfer, across AXS channels and cheque (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.

### **11.5 Student Attendance**

The minimum attendance requirement for the course is 80% for local students and 90% for international students. 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.

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 Admin 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 relevant supporting documents and 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.

#### **Absence from examination**

- a) For students who are unable to sit for any paper upon receiving their exam timetable:  
Approval may be granted based on reasons such as acceptable medical grounds, bereavement of parents, spouse or children, official overseas assignment and reservist training. The student will submit the relevant supporting documents and the deadline for submission is 14 working days before the date of exam.
- b) For students who are unable to take the exam on the day of paper and prior approval has not been obtained:  
This could be due to sudden illness, emergency or other unavoidable circumstances. The student will submit the relevant supporting documents and the deadline for submission is within 3 working days from the day of exam. Medical certificates (MCs) must include the following information to be accepted as valid for non-attendance of an examination: a) Nature of the illness and b) MC is valid for absence from an examination.

## **11.6 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.

Course Admin will ensure that a student meets the minimum attendance requirement for the course and paid all necessary fees before the student is considered eligible to take the examination. Course Admin will notify the Programme Lead of any student who has outstanding fees/fines payable to the College or has committed any non-academic disciplinary offence, which can result in a debarment from examination. Where a student does not meet the eligibility to sit for examinations, the Programme Lead may recommend to the Examination Board for approval to sit for the examinations supported with valid reasons.

Supplementary Examination is conducted for students who failed the main paper and Deferred Examination is conducted for students who missed the main examination due to an illness or other valid reasons:

- a) The student will be allowed to sit for the supplementary examination once only. The best possible Grade Point for a Supplementary Exam is 1.0. If the student fails the supplementary examination, the student is considered to have failed the module.

- b) The student is only allowed to sit for the deferred examination once only. The deferred examination will be held within 3 working days from the date of the main examination. The deferred examination is marked and graded similarly as that of the main examination paper. If the student fails the deferred examination, the student is not allowed to sit for a supplementary examination and is considered to have failed the module. If the student missed the deferred examination due to an illness or other valid reasons, the student is given zero marks and is considered to have failed the module.
- c) The fee for the Supplementary Examination will be S\$214 (inclusive of GST) per module. There is no fee payable for the Deferred Examination.

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

Parkway College will adopt the following 4-point Grade Point Average scale for the associated marks/grade point values. This applies only to academic courses offered by Parkway College; for courses that are conducted in partnership with Universities, refer to the universities' respective Grade Tables.

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			

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

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

## 11.7 Examination Rules

<b>The examination rules for the students spell out the conduct for candidates taking examinations. All candidates must abide by these rules during examinations.</b>	
1	<ul style="list-style-type: none"> <li>Candidates are not allowed to leave the examination hall for the first 30 minutes and the last 15 minutes of the examination.</li> <li>Candidates who are late are not allowed to enter the examination hall <b>30 minutes</b> after the start of examination (10 minutes for a one-hour exam paper) unless otherwise specified by the Programme Lead.</li> </ul>
2	<ul style="list-style-type: none"> <li>The identity of all candidates will be checked during the examination.</li> <li>All candidates must place their Student Card at the top right-hand corner of the desk prior to the commencement of each examination.</li> <li>If Student Cards are not available, students may use any other photo identification card such as driving licence, NRIC or passport. For such cases, the invigilator will confirm the student identity with Student Admin.</li> </ul>

3	<ul style="list-style-type: none"> <li>• Candidates may read the examination paper or commence writing only after the invigilator has given permission to do so.</li> <li>• Candidates are also required to check that they are given the correct question paper and the correct number of printed pages in the paper.</li> </ul>
4	<ul style="list-style-type: none"> <li>• No candidate may leave the examination hall without the permission of the invigilator, who will arrange for an escort.</li> <li>• Toilet breaks are to be limited to 10 minutes each time.</li> <li>• Toilet breaks are not allowed for a one-hour exam paper.</li> <li>• Any candidate who leaves the examination hall without the permission from the invigilator will not be allowed to return to the examination hall.</li> </ul>
5	<ul style="list-style-type: none"> <li>• Candidates are not allowed to wear caps or hats during the examination.</li> <li>• 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.</li> <li>• Candidates can only carry their identification card, pens, pencils and erasers into the examination room. Pencil / stationery cases are not allowed.</li> <li>• Candidates are to switch off or put in silent mode all their telecommunication devices (mobile phones, tablets, smart watches, etc) and place them in their bags.</li> <li>• All bags are to be placed at the front or back of the examination hall.</li> </ul>
6	<ul style="list-style-type: none"> <li>• During a <b>practical</b> examination, candidates may bring along books or papers that are authorized by the examiners into the examination centre.</li> <li>• 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.</li> </ul>
7	<ul style="list-style-type: none"> <li>• Candidates are not allowed to pass anything to other candidates during the examination.</li> </ul>
8	<ul style="list-style-type: none"> <li>• A candidate must not, for any reason, speak to or have communication with another candidate.</li> <li>• If any candidate wishes to ask a question, he must ask the invigilator directly.</li> <li>• No questions on the meaning or interpretation of an examination question may be asked or will be answered.</li> </ul>
9	<ul style="list-style-type: none"> <li>• Any candidate who wishes to communicate with an invigilator must raise his / her hand and remain seated until attended to.</li> </ul>
10	<ul style="list-style-type: none"> <li>• Candidates' answer scripts will be collected at the end of the examination.</li> </ul>
11	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
12	<ul style="list-style-type: none"> <li>• Candidates must not eat, drink or talk during the examination.</li> <li>• Snacks and sweets are not allowed.</li> <li>• However, candidates may request for permission from the invigilator to drink water from their own water bottles.</li> </ul>
13	<ul style="list-style-type: none"> <li>• If a candidate is found breaking any of these rules during the examination, a record will be made against his attendance for punitive measures.</li> </ul>
14	<ul style="list-style-type: none"> <li>• Any action by a candidate contrary to the principles of these rules whether discovered during the examination or afterwards will disqualify the candidate.</li> </ul>
15	<ul style="list-style-type: none"> <li>• Disciplinary action will be taken against any candidate found in breach of any of the examination rules, caught cheating or attempting to cheat.</li> </ul>

16	<p><u>Supplementary Examination</u></p> <ul style="list-style-type: none"> <li>• If the student fails an examination (Grade Points of less than 1.0), the student will be allowed to sit for the supplementary examination once only.</li> <li>• The best possible Grade Point for a Supplementary Exam is 1.0.</li> <li>• If the student fails the supplementary examination, the student is considered to have failed the module.</li> </ul>
17	<p><u>Deferred Examination</u></p> <ul style="list-style-type: none"> <li>• Deferred Examination is conducted for students who missed the main examination due to an illness or other valid reasons. <ul style="list-style-type: none"> <li>○ Medical certificates (MCs) must include the following information to be accepted as valid for non-attendance of an examination: <ul style="list-style-type: none"> <li>▪ Nature of the illness</li> <li>▪ Student is unfit to sit for an examination</li> </ul> </li> <li>○ The Programme Lead will decide on the validity of the MC or validity of the reason for absence from the examination.</li> <li>○ If the MC or reason for absence from the examination is decided as invalid, the student is considered to have failed the examination and will be allowed to sit for the supplementary examination.</li> </ul> </li> <li>• The deferred examination will be held within 3 working days from the date of the main examination.</li> <li>• The deferred examination is marked and graded similarly as that of the main examination paper.</li> <li>• If the student fails the deferred examination, the student is not allowed to sit for a supplementary examination and is considered to have failed the module.</li> <li>• The student is only allowed to sit for the deferred examination once; if the student missed it again due to an illness or other valid reasons, the student is given zero marks and is considered to have failed the module.</li> </ul>

## 11.8 Student 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:

- a) Students must comply with the policies and procedures of the college, and instructions from the teachers and staff.
- b) 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.
- c) Students are expected to demonstrate high academic integrity, and be honest and avoid plagiarism in their academic work.
- d) Students must not be rude or behave aggressively towards teachers and staff.
- e) Students must not instigate other students to cause disruption to the smooth running of the college.
- f) Students must have handphones in the silent mode inside the classrooms.
- g) Students must adhere to the lesson schedules and be punctual for their classes.
- h) Students must not be absent from classes without valid reasons.
- i) Students must not litter, vandalize or damage the school property or equipment.
- j) Students must not download illegal software or visit undesirable websites.
- k) Smoking is prohibited in the college premises.
- l) Consumption of food and drinks are allowed only in the refreshments area. Inside the classrooms only drinking water is permitted.
- m) Students must not post or instigate derogatory / racially biased remarks about the college, the government and citizens on any social /print media.

- n) Students must be well groomed and neatly attired for classes. Tattoos must not be visible. 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

## 11.9 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 commits plagiarism in classwork.*
- 4) *Student is rude, quarrels or exhibits aggressive behaviour towards teachers and staff.*
- 5) *Student instigates other students to cause disruption to the smooth running of the class.*
- 6) *Student does not adhere to the lesson schedule for classes.*
- 7) *Student is not punctual for classes.*
- 8) *Student is absent from classes without valid reasons.*
- 9) *Student uses handphone during lectures.*
- 10) *Student litters in the college premises.*
- 11) *Student vandalizes or damages the school property or equipment.*
- 12) *Student downloads illegal software or visit undesirable websites during classes.*
- 13) *Student smokes in college premises.*
- 14) *Student eats and drinks (other than drinking water) in the classrooms.*
- 15) *Student does not adhere to the dress code of the college.*
- 16) *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).*
- 17) *Student works while holding a valid student pass issued by ICA.*
- 18) *Students posts or instigates derogatory / racially biased remarks about the college, the government and citizens on any social /print media.*
- 19) *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 four prior offences and the current offence is the fifth offence.

## **11.10 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:

- a) Student repeatedly does not comply with the policies and procedures of the college.
- b) Student repeatedly does not comply with instructions from the teachers and staff.
- c) Student repeatedly misbehaves and is rude or aggressive to teachers and staff.
- d) Student repeatedly instigates other students to cause disruption to the smooth running of the class.
- e) Student cheats in an examination.
- f) Student commits plagiarism in their classwork.
- g) Student solicits and transfers fellow students to other schools.
- h) Student is repeatedly absent from class without valid reasons.
- i) Student repeatedly does not adhere to the lesson schedule for classes.
- j) Student is absent for seven or more consecutive days from classes without valid reasons.
- k) 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).

- l) Student continues to work while holding a valid Student's Pass issued by ICA despite being told not to do so.
- m) Student repeatedly posts or instigates derogatory / racially biased remarks about the college, the government and citizens on any social /print media.
- n) Student commits offence against the law of Singapore bringing the college into disrepute.
- o) Student repeatedly fails to pay the college fees in a timely manner despite many reminders.
- p) 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 11.12 Appeals Procedure.

### **11.11 Academic Integrity and Plagiarism**

Academic integrity is producing your own work and not passing off the work of other people as your own. Plagiarism is when you use another person's work without acknowledgement and misrepresent it as your own work

Breaches of academic integrity include:

- a) Plagiarism is when you use another person's work without acknowledgement and misrepresent it as your own work.
- b) Collusion is when two or more students collaborate on an individual assignment. Examples of collusion include letting someone copy your answers on a test or allowing someone to write or edit your assignment.
- c) Cheating is copying answers on a test or paying others to write an assignment. Examples include using essay mills and ghost writers.
- d) Fraud is misrepresentation, such as asking someone else to sit your exam or falsifying data.

Examples of plagiarism include:

- a) Paraphrasing another person's work with very minor changes keeping the meaning, and/or progression of ideas of the original.
- b) 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.
- c) Piecing together sections of the work of others into a new whole.
- d) 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.
- e) Claiming credit for a proportion a work contributed to a group assessment item that is greater than that actually contributed.
- f) Submitting an assessment item that has already been submitted for academic credit elsewhere.
- g) Knowingly permitting your work to be copied by another student.
- h) Purchasing or obtaining essays, tutorial, test or exam answers and presenting them as your own work.

Students are expected to demonstrate high academic integrity and be honest in their academic work. They are expected to avoid plagiarism through the use of a referencing style to acknowledge the work of others and to check their work for plagiarism using text-matching software before submission.

Disciplinary actions will be taken against students who breach academic integrity and plagiarism.



## **11.12 Appeal 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 will submit the Appeal Form to Quality Office 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. The decision of the Academic Board / Examination Board will be deemed as final.

## **11.13 Feedback Management**

We treat any student feedback as important feedback to us. Feedback includes compliments and suggestions for changes or improvements which can be on course management and delivery, performance and behavior of lecturer, student assessment, personal data protection issue or any other relevant college or course matter.

Our students can submit feedback by submitting the Feedback Form available from the college reception, providing verbal feedback, letters or emails to Student Admin, Programme Lead or lecturer or submitting feedback through the college website. Relevant personnel receiving feedback to acknowledge within 3 working days.

Quality Office 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 DPO for investigation. The recommended resolution is submitted to Head of Quality Office for review and approval

Quality Office will then offer the recommended solution to the student/complainant. If the student/complainant accepts the solution, no further action will be needed except to record and file the completed feedback.

If the student/complainant decline the solution offered by Quality Office, the feedback will be referred to the CEO 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 student / complainant does not accept the final decision of the Management, they will be referred to CPE Mediation-Arbitration Scheme. Under this scheme, mediation is first conducted by Singapore

Mediation Centre (SMC) and, if that is not successful, arbitration is conducted by Singapore Institute of Arbitrators (SI Arb).

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

#### **11.14 Wireless Network Access Policy**

1. The wireless network installed at Parkway College is to enable the access of staff and students to the internet for educational purposes like researching for materials, and participating in forums and chats to collaborate on their school work.
2. Staff and students of Parkway College will be given a login ID and password. They are responsible to keep their assigned login ID and password to themselves and not disclose or share them with anybody.
3. Staff and students will use their handphones and laptops to connect to the wireless network anywhere within the college campus.
4. Staff and students must not make the wireless network available to anyone not authorised to use it. This includes, but not limited to, providing network details such as username, passwords and encryption keys to such parties, either intentionally or inadvertently, connecting network devices capable of enabling unauthorised access, or any other means.
5. All staff and students who are given access rights to use the IT wireless network will be held responsible for any site or content which they accessed through the Parkway College's IT wireless network.
6. The wireless network must not be used to conduct unlawful, harmful or offensive activities. Such activities include, but not limited to, the downloading and/or distribution of copyrighted or offensive material, gaining unauthorised access (hacking) or cyber bullying.
7. Staff and students shall not cause, nor knowingly allow others to cause, any nuisance, annoyance, or inconvenience, whether to Parkway College or any of its staff of the IT wireless network by any means.
8. Staff and students shall agree to use the IT wireless network in a manner consistent with all applicable laws and regulations. Specifically, staff and students will not use the network to post, transmit, distribute, link to, or solicit content that:
  - a. Send mass email which contains any advertising and promotional message
  - b. Violates or infringes any laws, regulatory requirements or codes applicable in Singapore
  - c. Infringes or violates any copyright, trademark or any other intellectual property, personal or proprietary rights of any person, or violates any obligation of confidence or any other proprietary right
  - d. Download unauthorized software, game, large files (File size is more than 50 MB)
  - e. Access any web sites that contains any obscene, offensive, defamatory or otherwise objectionable material
  - f. Undermines the security or integrity of the IT wireless network, including without limitation by importing any viruses, Trojan horses, time bombs or other disabling devices intended to detrimentally interfere, damage, surreptitiously intercept or expropriate such equipment, systems or networks

## **12 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 student data and information are stored in the respective student's personnel files and in the student databases. The personnel 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' data and information 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 Head, Corporate Admin and Services.

Permission to use the students' particulars and data other than for internal marketing or students' billing is to be sought from Head, Corporate Admin and Services.

### **13 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.

Parkway 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
- e) administration and management of personal data.

To help you understand how we collect, use, share and protect the personal data of our students, alumni, teachers and employees, please refer to the Personal Data Protection Policy published on our website (<https://www.parkwaycollege.edu.sg/prospective-students/confidentiality-of-students-information>).

Should you have any feedback or enquiries relating to your personal data, please contact: The Personal Data Protection Officer (DPO) at:

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

### **14 STUDENT SUPPORT SERVICES**

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

We also provide the students with the following services:

- |    |  |   |
|----|--|---|
| a) | Student Orientation/ Induction Programme | New 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                         | Students can obtain a copy of their academic records from Student Admin.  |
| d) | Student ID Card                          | Students will be issued with a student ID card which identifies you as a Parkway College student. This card serves as the key to a host of services at Parkway College. |

- |    |                         |  |
|----|-------------------------|--|
| e) | Counselling Services    | Students can request for counselling services from trained counsellors who will provide emotional support to help students to cope with personal issues, study issues or stress relating to a new and foreign environment. |
| f) | Medical Services        | Medical and health services are offered to students through the Student Medical Insurance Scheme by Parkway College appointed insurance provider.  |
| g) | Accommodation           | Provides advice on student hostel listings.  |
| h) | Alumni                  | Upon graduation, the graduate will automatically become a member of Parkway College Alumni.  |
| i) | Lost and Found Property | For lost and found items, the student can approach Course Admin for assistance.  |

## 15 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, but not exhaustive, list of tests:

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  
 Mumps IgG  
 Measles IgG  
 Rubella IgG  
 Urine labstick (protein, sugar and pregnancy test)

## 16 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 all nursing and radiography students 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)

Outpatient Extension (Clinical Attachment) up to \$1,000 per annum:

- a. Covers accidental exposures to diseases/infections in the course of work attachments (specific event/incident- incident report is required)
- b. Covers necessary consultation, prescribed drugs and diagnostic tests (including vaccinations)
- c. Follow-up treatment up to 6 months from date of incident
- d. Extended to cover treatment at a Polyclinic, Private Hospital/A & E/ Clinic provided the clinical attachment is the same Polyclinic, Private or Overseas Hospital respectively

### Outpatient GP Primary Care (only at Parkway College Selected Provider's Panel Clinic)

Annual limit per person is S\$300

\$ limit per visit (Panel & Polyclinics) is as charged

\$ limit for X-ray & Laboratory Care (referred by panel or polyclinics) is as charged

Number of visits per year per insured is unlimited

Medication is standard

Co-payment is S\$5

Emergency Care (any hospital in Singapore) up to \$100 per visit and up to 2 visits per year

Outpatient SP- Specialist Care

Annual limit per person is S\$500

Specialist & Specialist Outpatient Clinics in Restructured Hospitals (with referral by Registered Medical Practitioner) is as charged

Specialist & Specialist Outpatient Clinics in Restructured Hospitals (without referral by Registered Medical Practitioner) is \$30 per visit

X-ray & Laboratory (referred by Specialist / SOC in Restructured Hospitals) are as charged

Number of visits per year per insured is unlimited

Co-payment is nil

Group Personal Accident Insurance Policy

Sum insured per student S\$20,000

Death and permanent disablement

Students who purchase the GHS and GPA are eligible to utilise the health services at the various GP clinics or a Government Polyclinic. For the approved list of GP clinics, please refer to the list of Panel Clinics in the GroupCare@Income mobile app.

Note: Present the E-medical card in the GroupCare@Income mobile app to the clinic staff and the clinic will bill the insurer directly for each visit at the GP clinic.

If you have questions or need assistance, you may contact:

AEGIS Insurance Agencies Pte Ltd

Tel: (65) 6837 0306

Email : [customerservice@aegisic.com](mailto:customerservice@aegisic.com)

Website : [www.aegisic.com](http://www.aegisic.com)

NTUC Income Customer Service Hotline (Claims)

Tel: (65) 6332 1133

## Table of Fees Payable

No	Fee Type	Frequency	Fee inclusive of GST (\$\$)
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	As per course duration / student contract	As charged by Lonpac Insurance Bhd
4	Medical Insurance Premium (Non-Refundable)	Annual	As charged by Parkway College selected insurance provider
5	Tuition Fees* <i>*Tuition fees for the various academic courses are indicated in the respective course brochures, website and other marketing materials. The tuition fees include course materials, assessment and examination fee. However, the fees do not include the cost of textbooks and other learning materials recommended by the lecturers.</i>	As per student contract	As per student contract
6	Miscellaneous Fee For:		
	a) Academic Detailed Verification	a) Per document	a) \$107.00
	b) Anatomical Markers	b) Per set	b) \$21.40
	c) Appeal for review of examination results	c) Per module	c) \$53.50
	d) Bank Charges	d) Per time	d) As charged by bank
	e) Banker's Guarantee	e) Per Student's Pass Application	e) As charged by insurer
	f) Late payment of course fees	f)	f)
	• More than 2 weeks	Per late payment	\$100.00
	• More than 4 weeks	Per late payment	\$200.00
	• More than 6 weeks	Per late payment	\$300.00
	g) Library Fine	g) Per item per day	g) \$0.50
	h) Print/Photocopy Service	h) Per printed page	h) \$0.15
	i) Replacement of Parkway College Student Card	i) Per time	i) \$37.45
	j) Replacement of Student's Pass	j) Per time	j) \$53.50
	k) Certified True Copy of Academic Transcript (Semester)	k) Per copy	k) \$10.70
	l) Certified True Copy of Academic Transcript (Summary)	l) Per copy	l) \$10.70
	m) Certified True Copy of Certificate	m) Per copy	m) \$10.70
	n) Reprint of Certificate	n) Per copy	n) \$160.50
	o) Re-take Clinical Placement/Pre-Registration Consolidated Placement for Diploma in Nursing Course	o) Per week	o) \$187.25 - \$321.00
	p) Supplementary Examinations / Supplementary In-Course Assessments / Refer Examinations / Refer Courseworks	p) Per module	p) \$214.00
	<i>Note: In-Course Assessments/Courseworks refer to written assignments, theory tests, phase tests, practical tests, presentations and oral examinations</i>		
	q) Refer/Extension of Clinical Placement for BSc (Hons) Diagnostic Radiography and Imaging	q) Per week	q) \$535.00

No	Fee Type	Frequency	Fee inclusive of GST (\$\$)
r)	<u>Remodule Fee</u>	r)	r)
	<u>BSc (Hons) Diagnostic Radiography and Imaging</u>		
	• Re-enrolment	Per academic year	\$2,427.00
	• 15 Credit Module (not inclusive of CP)	Per module	\$2,934.00
	• 30 Credit Module (not inclusive of CP)	Per module	\$5,869.00
	<u>BSc (Hons) Optometry and Clinical Practice</u>		
	• Stage 2 or Stage 4	Per module	\$3,937.50
	• Stage 3 - UK Residency Training	Per module	\$7,875.00
	<u>Diploma in Nursing</u>	Per module	(Prevailing full Tuition Fee / Total Credits) X No. of Credits
	<u>Master of Health Administration</u>	Per module	\$2,377.00
s)	Thermoluminescent dosimeter (TLD)	s) Per piece	s) As charged by NEA
t)	Thermoluminescent dosimeter (TLD) Holder	t) Per piece	t) As charged by NEA
u)	Transitlink PEI Student Concession Card	u) One-time payment	u) \$8.00