

Shaping Minds . Transforming Minds



STUDENT HANDBOOK

This Handbook is for students of HMI Institute of Health Sciences

The Handbook contains procedures, rules & regulations and policies of the Institute that are essential to your success with us

PLEASE READ AND MAKE SURE YOU UNDERSTAND ALL CONTENT WITHIN THIS HANDBOOK

HMI INSTITUTE OF HEALTH SCIENCES PTE LTD

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1. WELCOME MESSAGE

Welcome to HMI Institute of Health Sciences

Welcome and congratulations on your choice in studying with HMI Institute of Health Sciences (HMI Institute).

The healthcare sector holds immense opportunities for career growth and job security for the Singapore workforce. Thus, HMI Institute will conduct courses specially designed to equip individual Singaporeans and foreign talents who are interested to re-skill or re-orientate themselves to join this expanding sector.

I am pleased you have chosen to undertake the training at HMI Institute. I would like to take this opportunity to wish you every success in your studies.

Mr Tee Soo Kong

General Manager

HMI Institute of Health Sciences

2. ABOUT HMI INSTITUTE OF HEALTH SCIENCES

Established in December 2001, HMI Institute of Health Sciences (HMI Institute) is committed to working with healthcare providers to augment healthcare skills training and improve the standards of health services in Singapore and the region.

HMI Institute aims to enhance the knowledge and skills of healthcare workers and professionals by partnering with established local and overseas education institutions. HMI Institute offers quality education and higher learning programs aimed at expanding the professional standing and career prospects for healthcare practitioners.

The courses conducted at HMI are geared primarily towards the adult workforce, interested to re-skill themselves to join the healthcare industry. HMI Institute offers and provides healthcare educational programs and strives to meet the needs of Singapore and the region for trained and qualified healthcare professionals.

3. MISSION, VISION AND CORE VALUES

3.1 VISION

To be the leading social enterprise offering best quality healthcare education in Asia

3.2 MISSION

To transform lives and build a healthier society by educating and empowering people to care for others

3.3 VALUES AND CULTURE

We embody the HMI Spirit in all that we do:

Socially Responsible

Professional

Innovative

Respect

Inspire

Teamwork

4. ACADEMIC BOARD

The HMI Institute Academic Board is the principal academic decision-making body of the Institute. Its role is to advise the Senior Management of the Institute on all matters related to its academic functioning and to ensure academic quality of its programs. The Academic Board primarily reviews and approves the academic standards, reviews existing and approves new courses, recommends academic standards for the hiring and recruitment of faculty and oversees the various academic committees.

Members of the Board include:

Dr Gan See Khem

Executive Chairman & Managing Director, Health Management International

Dr Chin Koy Nam

Executive Director, Health Management International

Mr Tee Soo Kong

General Manager, HMI Institute of Health Sciences

5. EXAMINATIONS BOARD

The HMI Institute Examinations Board approves the examination papers and assignments, and the examination and assessment of results.

Members of the Board include:

Dr Chin Koy Nam

Executive Director, Health Management International

Mr Tee Soo Kong

General Manager, HMI Institute of Health Sciences

Ms Lim Siew Kian Lynda

Senior Manager, Healthcare Vocational Training –HMI Institute

Mr Tay Kok Kwang David

Principal Clinical Consultant, Pre-Hospital Care –HMI Institute

6. TRAINING METHODOLOGY AND APPROACH

We believe that learning is not only about acquiring technical skills, it is also about learning behaviours that are desirable for work in healthcare settings. At HMI Institute, our holistic teaching develops students' personal effectiveness to function both as an individual and as a team player.

6.1 Classroom and Skills Laboratory Training

Training is conducted in a classroom, skills laboratory and clinical setting to enhance learning outcomes for students. With a focus on experiential and problem based training, students are encouraged to reflect and feedback for the purpose of continuous learning and improvement. Also, to cater to adult learners, HMI Institute emphasizes skills-based assessments.

6.2 Clinical Attachment

To increase industry relevance, support hands-on training and facilitate transfer of skills to the workplace, HMI Institute works closely with industry partners to organize clinical attachments for students enrolled in WSQ full-qualification courses.

Students will be given the opportunity to work with healthcare staff at a relevant organization such as a hospital, nursing home or clinic, as well as to practise their skills learnt and improve their competence and confidence.

7. OUR FACILITIES

HMI Institute of Health Sciences (HMI Institute) training centre is purpose-built to optimize the learning experience of all students. The Institute has 10 Learning Labs/Rooms with simulated healthcare setting -including simulation, therapy and computer/research labs.

We also have a comprehensive range of medical equipments to enhance students' learning. The equipments available include:

- Student Lounge
- AED Training Sets
- Blood Pressure Monitor Sets
- CPR Mannequins
- ECG Machines
- Patient Simulators
- Physiotherapy and Occupational Therapy Aids
- Skeletal and Anatomical Models
- Suction Machine
- Hospital Beds and Wheelchairs
- Treadmill
- --and many more

8. SERVICE GUARANTEES

HMI Institute is committed to:

- Admit students who qualify for the courses to provide them chances for training so that they can be employable in the healthcare industry
- Provide high quality education and training for our students
- Offering good facilities and excellent service delivery to foster a conducive and pleasant learning experiences for our students
- Listen to students' feedback

9. OUR SERVICES

As part of our support to our students, HMI Institute is glad to provide the following services to complement our educational delivery:

9.1 Learning Referencing / e-Resource Corner

The Learning Referencing / e-Resource Corner is equipped with required materials for learning referencing as well as computers with access to the internet for students' research needs. All students are encouraged to use the referencing / e-resource facilities provided.

9.2 Student Lounge

A Student area is designated within the Institute for students to relax, chat with friends and even to catch up on their course work.

9.3 Student Activities

The Institute organizes a host of indoor and outdoor activities supported/supervised where necessary by our lecturers. These activities include seminars by external speakers, and other activities to make life at the Institute more fulfilling.

While the Institute encourages all students to participate in such activities we also have the highest regard for the safety of our students.

9.4 Student Counselling

This service is available to all students. Student & Career Services Department is available to provide consultation for students at a pre-arranged time. All communications during these sessions are private and confidential. Students can approach or call our Student & Career Services Department to make appointments.

The Student & Career Services Department may also identify students who require counselling. These students may have issues such as behavioural, attendance, academic progression. Where necessary, the Institute will also refer students to external counselling and care centres for professional counselling and follow up.

10. COMMITTEE FOR PRIVATE EDUCATION (CPE)

10.1 Committee for Private Education (CPE)

Established under the Private Education Act, the Committee for Private Education (CPE) is a statutory board empowered with the legislative power to regulate the private education sector. In addition to its role as the sectoral regulator of private education institutions, the Committee facilitates capability development efforts to uplift standards in the local private education industry.

For more information on CPE, please visit CPE website at: www.cpe.gov.sg/

10.2 Enhanced Registration Framework (ERF)

The Enhanced Registration Framework (ERF), as set out under the Private Education Act and the Private Education Regulations, spells out the mandatory registration requirements and legislative obligations which all private education institutions, operating in and from Singapore, must meet. It is administered by the CPE. The ERF aims to ensure that private education institutions in Singapore are of a certain acceptable standard to protect the interests of the students enrolled in their schools. HMI Institute is a PEI registered with the CPE under the ERF.

10.3 Standard PEI-Student Contract

All students are required to enter a PEI-Student Contract with the Institute when they enrol for a course that has a course duration of more than a month or longer than 50 hours. The purpose of this PEI-Student Contract is to protect the interest of the student. All students are to ensure they have duly signed the Student Contract and understood the contents of the contract.

10.4 Industry-Wide Course Fee (IWC) Protection Scheme

The Industry-Wide Course Fee (IWC) Protection Scheme is a PEI-based group insurance policy that provides coverage to students studying in their PEIs. The PEIs must subscribe to the IWC if they wish to collect up to six months of course fees at any one time. The IWC may also be imposed as a Term and Condition to the PEI's registration as a form of student protection. HMI Institute is subscribed to the IWC.

10.5 Medical Insurance

HMI Institute subscribes to medical insurance coverage for all the students' hospitalization and treatment throughout their course duration. Students will pay a nominal premium to be covered in the insurance. The medical benefit coverage for students is as follows:

Group Hospitalization and Surgical Insurance Policy

Group Hospitalisation & Surgical Insurance Policy No.Q0031689

Benefits Schedule	Limits (SGD)
1a) Daily Room & Board	As charged in B2 wards (6-bedder) in Singapore Government / Singapore Government Restructured Hospitals up to the overall maximum limit per policy period
1b) Intensive Care Unit	
2) Hospital Miscellaneous Services	
3) Surgeon's Fee	
4) Anesthetist's Fee	
5) In-hospital Physician's Visit	
6) Pre-hospitalisation Specialist Consultation ¹ (up to 30 days before admission)	
7) Pre-hospitalisation Diagnostic Services ¹ (up to 30 days before admission)	
8) Post- hospitalisation Treatment (up to 90 days from discharge) ²	
9) Emergency Outpatient Treatment (due to accident only) ³	
10) Ambulance Fee	
11) Medical Report Fees	Government Restructured Class "A" - 65% Private (Capped at 2-bedder) - 50%
Pro-ration factor will apply if student is warded in a higher ward in Singapore Government / Restructured Hospitals or in private hospitals in Singapore	
Overall Maximum Limit Per Policy Period (Item 1 to 11)	20,000
Additional Benefit	
12) Hospital Confinement due to Mental Illness (with referral by General Practitioner or Specialist)	1,000
13) Death Benefit	5,000

¹ Must lead to hospitalisation and/or surgical procedure within 30 days

² For expenses incurred within 90 days from the date of discharge from hospital or day surgery.

³ Treatment must be sought in a hospital or clinic or from a registered *Traditional Chinese Medicine (TCM) practitioner* within 24 hours from time of accident; follow-up charges by same physician covered up to 30 days from date of accident and for TCM practitioner not exceeding \$300 per occurrence.

11. ADMISSION PROCEDURES

To apply for entry into our courses, students will have to complete and sign a copy of the application form with the necessary supporting documents. The supporting documents include:

- Photocopy of identification card/ passport
- Photocopies of all relevant academic qualifications as stated in the application form. Original copies of the documents must be produced for verification purposes.
- Recent passport-size photographs (Coloured with white background & matt/ glossy finish)

For healthcare programmes, all students will be required to go for medical examination at the approved medical institution before they are allowed full enrolment into our courses. Students will collect the medical form from the Institute when they accept the conditional letter of offer. Students are required to submit the completed medical form to the Institute prior to start of class.

The admission procedures of HMI Institute are as follows:

- a) The normal processing time is about 7 working days however some applications may take longer to process.
- b) Application status will be informed to students by post. For students who are accepted, conditional letter of offer will be issued. A medical form will also be attached for student to proceed for health examination.
- c) All students will be required to sign two sets of Standard Student Contract as required by the Committee for Private Education, Singapore. For the Singapore Workforce Skills Qualifications (WSQ) courses, students will be required to sign two additional contracts, Supplementary Student Contract and Training Allowance contract. Students will retain one copy of all contracts signed for reference and the Institute will retain the other set.
- d) Students who are required to pay out-of-pocket fees will do so after signing the contract. Mode of payment can be in cash, NETS or cheque.

12. STUDENT POLICIES

12.1 Refund Policy

All registration fees and other non-course/tuition fees paid to HMI Institute are not refundable unless due to non-fulfilment by the Institute as follows:

- Non-commencement of Course by PEI for any reason on commencement date.
- Termination of Course by PEI for any reason before course completion.
- Breach of obligation by PEI under the Student Contract.

A. Refund due to the Institute's non-fulfilment

Time frame for Refund:

Refund request processed within 7 working days, refund amount processed within 14 working days.

Refund amount:

- a) Entire amount of the course fees and deposit; and
- b) Non-tuition fees and/or additional fees (less any bank charges as mentioned as per the Standard Student Contract)

B. Refund due to Student's withdrawal

Where the Student withdraws from the Course for any reason other than those set out in accordance to the Standard Student Contract (please refer to your contract).

Time frame for Refund:

As soon as practicable after receiving the Student's written notice of withdrawal, the refund will be processed within 7 working days.

Refund amount:

Amount of refund for the below items (less any applicable bank administrative charges properly paid/payable in accordance to the Standard Student Contract) is based on the time of receipt of the Student's written notice of withdrawal as stated in the table below:

Note:

- No refund will be made on administration fees paid.
- No refund will be made on uniform fees paid, unless the uniform is still new in packaging and not yet used.

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
50%	Before the Course Commencement Date
10%	("Maximum Refund") After, but not more than [7] days after the Course Commencement Date
0%	more than [7] days after the Course Commencement Date

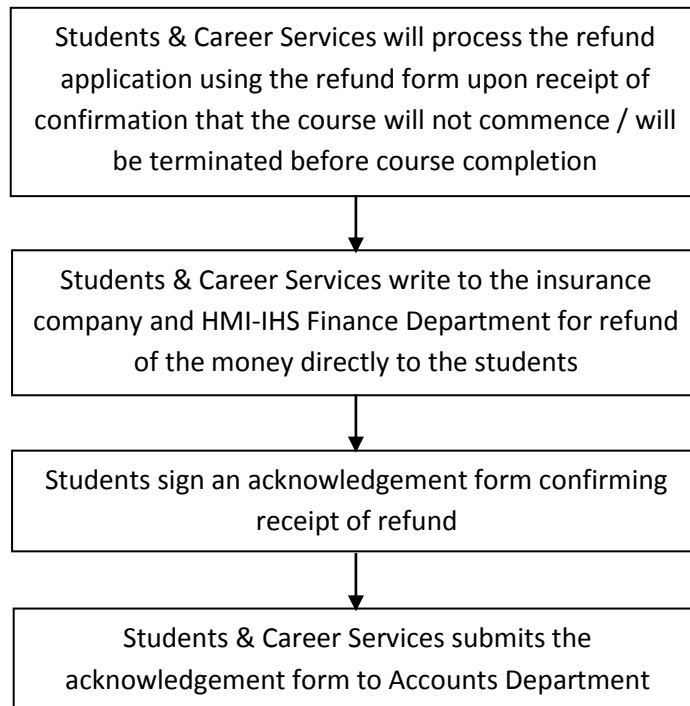
C. Cooling-Off Period

Students are given a Cooling-Off period of 7 working days after signing the Standard Student Contract.

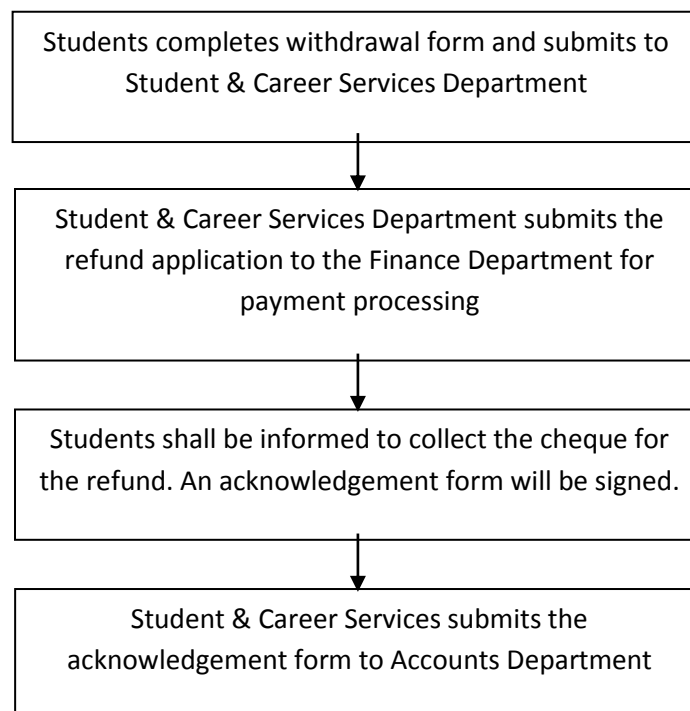
Within these 7 working days and regardless whether the course commencement date has passed, the student can submit written notice of withdrawal to HMI Institute and receive the Maximum Refund amount stipulated under Standard Student Contract (less any course fees consumed by the student if the withdrawal date is later than the course commencement date and the student has started the course, any administrative charges which are stipulated in the Miscellaneous Fees and any applicable bank administrative charges properly paid/payable in accordance to the Standard Student Contract).

Refund Procedure

A) Refund due to Institute's non-fulfilment



B) Refund due to Student's withdrawal

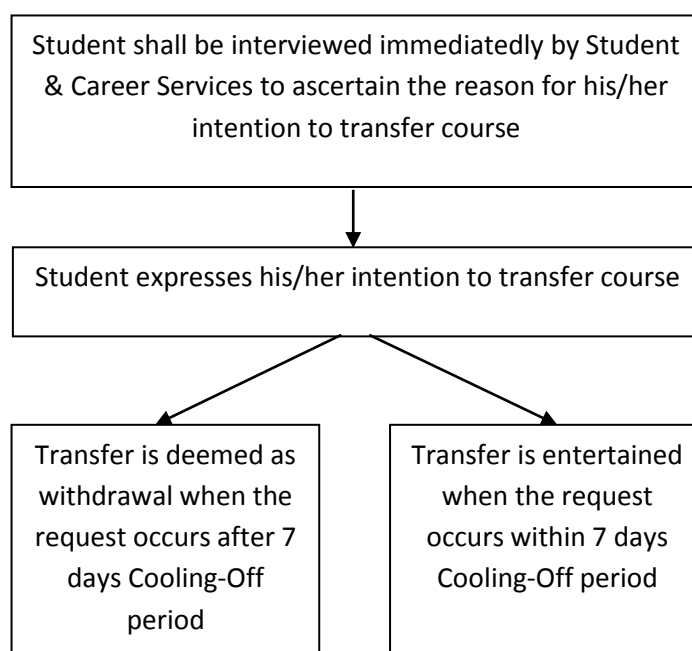


12.2 Transfer Policy

HMI Institute provides student the opportunity to transfer from their enrolled course to another HMI Institute course within the 7 days Cooling-Off period upon signing of Standard Student contract, provided students satisfy the entry requirements of the new course. All requests for transfer must be made in the HMI Institute transfer form. Students who request for transfer will be required to pay a Transfer of Programme administration fee (refer to Appendix A of this Handbook).

- a) Students who are approved for transfer of course within HMI Institute will have to sign a fresh Standard Student Contract and other supplementary documents with HMI Institute.
- b) No request for transfer shall be entertained after the 7 days Cooling-Off period. Students who apply for transfer after the Cooling-Off period shall be processed as withdrawal, and the existing Withdrawal and Refund policies shall apply.
- c) Students who transfer out of HMI Institute will be deemed as having withdrawn from the Institute. The existing Withdrawal and Refund policies shall apply.
- d) Parent or guardian's approval for transfer will be requested if the student is below 18 years of age.

Transfer Procedure



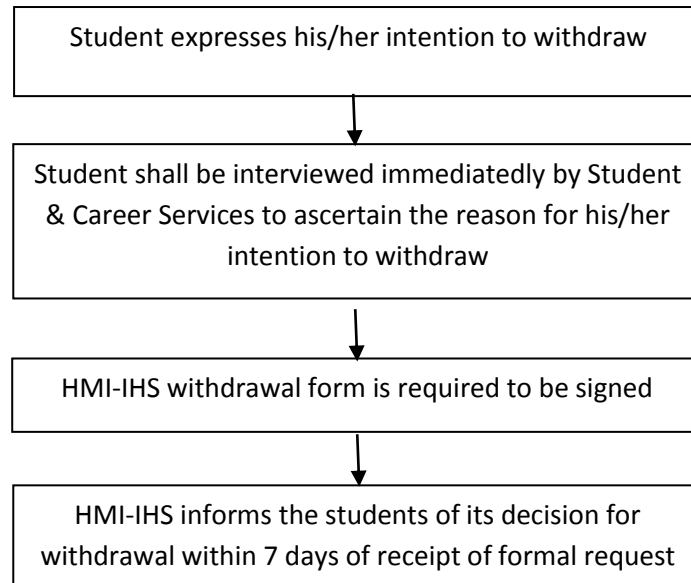
12.3 Withdrawal Policy

All withdrawals without financial penalty must be made within 7 days Cooling-Off period upon signing the Standard Student Contract. All withdrawals must be made in HMI Institute withdrawal form. Non-attendance and/or non-payment do not constitute a withdrawal from HMI Institute.

- a) The Institute shall inform students of its decision for withdrawal within 7 days of receiving of the formal request.
- b) On approval of withdrawals, the Refund Policy as defined in the signed Standard Student Contract between the student and the Institute shall apply.

- c) Parent or guardian's approval for the withdrawal will be required if the student is below 18 years of age.

Withdrawal Procedure



12.4 Attendance Policy

HMI Institute strongly encourages 100% classroom and clinical (if applicable) attendance rates. Attendance and participation in class are essential if the student is to gain competency for the module. Notwithstanding, all WSQ full-time students must achieve a minimum attendance rate of 75% per module for lessons, practical and clinical attachment. The Institute will generate and submit the attendance report in compliance with the requirements of the examining body or award conferring institution.

Students are required to sign in the Attendance Sheet to record their attendance for each day/half-day.

Regular and punctual attendance in class is expected and enforced in the Institute. Students are solely responsible for ensuring that they fulfil the attendance. A student may be barred from assessments for the module if his/her attendance rate falls below the required level. A "Not Yet Competent" grade will be given for the affected modules.

Student & Career Services Department will keep track of the attendance rate of each student on weekly basis and follow up with issuing warning letter or arranging counselling session for the student whose attendance rate falls below the required rate.

Students are responsible for notifying the Institute of the reasons for his/her absence according to the Institute's procedures, as follows:

- Inform the Institute or lecturer / clinical instructor prior to start of class and/or attachment duty by phone or email. Students should contact the lecturer through the Institute's mainline and clinical instructor through the mobile number that was informed to them prior to the start of the class or clinical attachment.
- Student must submit his/her medical certificate to the Institute.

WSQ courses students who are absent from classes or clinical attachment for 3 consecutive days without contacting the Institute may be deemed to have withdrawn from the course.

12.5 Student Absenteeism

The Institute takes a serious view on the absenteeism without valid reason during the course. The procedure on managing absenteeism is as follows:

Scenarios (for WSQ courses and Academic courses)	Action(s) to be taken
Absent for <u>2 days</u> within a week but not less than an overall of 75% rate.	1 st Counseling session by lecturer.
Absent for <u>3 days</u> within a week but not less than an overall of 75% attendance rate.	2 nd Counseling session by Student Services Department.
Absent more than <u>3 days</u> within a week without informing the school and/or attendance falls <u>below 75%</u> for a module.	Attendance >75% : lecturers shall have the sole discretion in deciding the need for students to make up classes on the competency elements which students have missed out. Attendance <75% : students will be required to re-take the module.

12.6 Make-up Policy for Lessons / Clinical Attachment

Students who are absent or arrive late for class / clinical attachment may be required to make up lessons / clinical time. Make-up policy will only apply to WSQ students who have satisfied SkillsFuture Singapore's stipulated minimum attendance rate of 75%. Students who have not satisfied the minimum attendance rate will be graded "Not Yet Competent" for the module and will be required to re-module, or barred from examination/assessment.

The lecturer shall have the sole discretion of determining the make-up lesson / clinical time based on evidence of learning displayed by the student. Student will be informed once the make-up lesson/ clinical time is established. If the student fails to complete the required make up lesson/ clinical time, he/she will receive a "Not Yet Competent" grade for the affected module(s).

The lecturer may adopt the following make up procedures:

- a) Student to put in additional time on the same day of lesson / clinical time
- b) Student to put in additional time on the subsequent day(s) of lesson / clinical time
- c) Student may be required to join another cohort of students after the end of course for the affected module. In this case, it will be considered as a deferment.

Students will not be entitled to training allowance for make-up lessons/ clinical time.

12.7 Plagiarism Policy

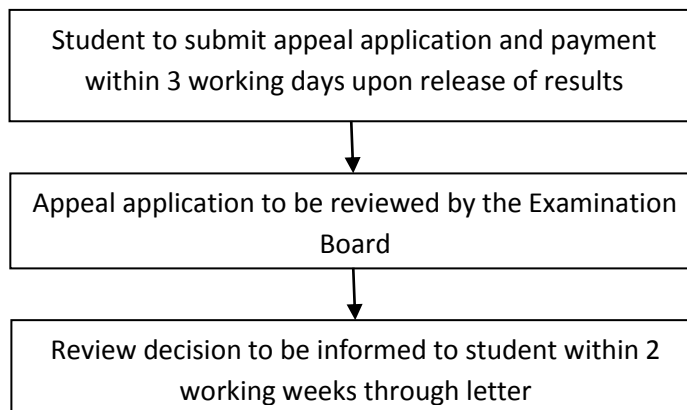
In simple terms, plagiarism is using another person's words or ideas and presenting them as your own, without acknowledging the original source. The institute takes a very serious view on this offence and is grounds for expulsion.

Plagiarism often takes the form of a student copying information from one source and presenting it in a paper or report without the use of footnotes or direct mention of the source in the body of the paper. Naturally, students are expected to read and use a variety of sources when writing a paper, but when the exact words (or words with slight modification) or ideas of others are used, the sources should be properly acknowledged. When lecturers read the student papers, they want to know which ideas are the student's and which belong to other sources. It is also unacceptable to submit another person's paper or assessment as your own. In such cases, lecturers may impose sanctions such as a failing grade.

12.8 Appeals Policy

Application for appeal must be submitted 3 working days upon the release of results. Late appeal will not be entertained. Students must complete the required form and pay for Appeal Administration Fee (refer to Appendix A of this Handbook) refer to as laid out in the Standard Student Contract. Students can only appeal where he/she has failed the module. Appeals for a better pass grade will not be entertained.

Appeal Procedure



12.9 Confidentiality Policy

HMI Institute is committed to maintaining the confidentiality of the students' data. Students' particulars obtained through student admissions and registration is used only for record purposes. Prior permission will be obtained in writing from the student if the particulars are to be used for other purposes. In this instance, the student must give his/her consent by signing a 'Consent Form' where the purpose is mentioned.

13. INSTITUTE PROCEDURES AND GUIDELINES

13.1 Entry Requirements

Entry to our courses is subjected to students having met the entry requirements for the course.

13.2 Course Duration

Duration of the course will be stated clearly in the Standard Student Contract. All students are required to complete their course and assessments within the stipulated duration for each course of study, unless deferment has been approved by the Institute.

13.3 Course Orientation

Students are required to attend a Start of Course Orientation briefing prior to commencement of class. Course details, requirements and expectations will be reiterated during orientation. Students will be required to sign an indemnity form for their clinical attachments during the course orientation briefing.

13.4 Fee Payment

All fees are payable in Singapore by cash, cheque, NETS, or telegraphic transfer. All cheque payments shall be made payable to “**HMI Institute of Health Sciences Pte Ltd**”, except for those payable to third parties as indicated by the Institute.

The Institute will issue receipts for all payments made and official receipts must be retained for official purposes such as income tax claims or to substantiate payment status.

Students who pay by instalments (if any/applicable) are reminded to make payment before their respective due dates, so as to avoid any inconvenience or be subjected to late payment penalties (refer to Appendix A of this Handbook).

Appeal fees are chargeable for each module and are non-refundable regardless of the outcome of the appeal. Students can only appeal where he/she has failed the module. Appeals for a better pass grade will not be entertained.

13.5 Scheduled Lectures, Practical Session and Assessment

All lectures and practical training are held from 8:45am to 5:45pm on weekdays. All students are to attend all stipulated lectures and required assessments for the program they have enrolled for. Students are expected to arrive at least 15 minutes prior to start of lesson and/or clinical training.

The Institute will observe all Singapore Public Holidays. No lesson will be conducted during gazetted public holidays in Singapore.

13.6 Changes to Lecture or Practical Training Schedule

The Institute reserves the right to vary or change assigned lecturer, schedule, classroom venue prior to and during the course of study. However, students will be informed adequately to avoid disruption to their studies.

In the event of any changes, the Institute will inform students through notices posted on the Institute’s class schedule monitor(s) and any other means available at the time. It is your responsibility to check the class schedule monitor(s) periodically for the finalized schedule.

13.7 Absence from Class/Training or Assessment

A medical certificate must be submitted to the Institute upon the student's return to class. Absence without valid medical certificate will be reflected as an absence without a valid reason on the attendance.

13.8 Submission of Medical Certificate

In the event that the student is absent from classes due to medical reasons, the original (or verified copy) medical certificate will need to be submitted to the Student Services Office via the lecturer. Student must indicate the following details behind their medical certificate:

- Name of Student
- Student I/D No. (NRIC)
- Course Code & Intake No.

Students should also note that the validity of the medical certificate is recognised / accepted only when issued by the hospitals, polyclinics or general practitioners.

13.9 Punctuality

Punctuality is a demonstration of respect and responsibility. Students are expected to exercise self-discipline by being punctual at all times for lectures and when handing in their assignments.

13.10 Disciplinary Board

The Institute's Disciplinary Board comprises a management representative, Student & Career Services Manager and the course coordinator or appointed lecturer.

13.11 Course Evaluation and Feedback

The Institute conducts periodical course evaluation for each module, pre-course evaluation and post-course evaluation feedback collected will be treated with strictest confidence and will be used by the Institute for improvement on administration and delivery of our programs. All students are encouraged to use this feedback mechanism.

13.12 Replacement/Reprinting of Certificate

Students may request a replacement/reprinting of certificate and/or transcript with an admin/processing fee chargeable (refer to Appendix A of this Handbook).

14. ASSESSMENT RULES, SCHEME AND GUIDELINES

The Singapore Workforce Skills Qualifications (WSQ) courses are occupational and competency-based that is designed to build capabilities of industry. WSQ modules are singular and flexible which can be taken as and when required; or built up to full qualifications. Assessment and certification are based on ability to demonstrate capabilities required by industry.

14.1 Grading Scheme

The following grading notations apply to all WSQ courses:

Description	Grade Notation
Competent	C
Not Yet Competent	NYC

Students will receive a Statement of Achievement (SOA) for modules that they achieve competency in. Once the SOAs are obtained for all competency units required to achieve the full qualification, students will be conferred the relevant WSQ certificate by SkillsFuture Singapore.

14.2 Assessment Rules

Students are not allowed to defer their assessments. Only Singaporean males required to attend National Service (NS) call-ups on exam dates are eligible for exam deferment, as are people with valid medical certification or on compassionate leave. All deferments must be supported by documentary evidences at the point of application.

Students have to achieve a competent grade of “C” to pass the module. No student will be allowed to re-take a module for which they have been assessed “Competent”. Two (2) re-assessment opportunities are available for students who are not yet competent for the module. Students will be required to be re-assessed within the course duration. The grading for academic courses is in accordance with the accrediting organization’s requirement.

Students will be required to retake the module (also refer to as Re-Module) and attend class when the retake opportunities are exhausted. Student will be required to pay for the Re-module fee applicable at the time of enrolment (refer to Appendix A of this Handbook). No training allowance is disburseable in this case.

15. EXAMINATION RULES

All students must sit for scheduled assessments and practical tests for all the modules that they are taking.

All mobile phones, pagers and other electronic devices capable of storing and displaying visual and verbal information are not allowed in all test and assessment venues. Students found in possession of any electronic communication devices in any of the assessment venues would be deemed to have committed a dishonest act, and would be penalized accordingly. HMI Institute reserves the right to disqualify the candidates for the module concerned.

Anyone who is found cheating or collaborating in a cheating case may be barred from sitting for the rest of the papers. If found guilty, the student will not be given a grade for the module and deem to have failed the module concerned.

A student who is absent from assessment due to illness must produce a valid medical certificate within 1 day from the assessment date. Otherwise, the student will not be given a grade for the assessment and "absence without reason" will be indicated in the students' records.

A student must achieve a 75% class/training attendance to participate in any assessment. A student will not be awarded any marks even if he/she attends the assessments in the event that the minimum attendance rate is not satisfied.

The results for each assessment will be released to the students within 2 weeks after the last day of each assessment.

16. DEFERMENT OF STUDY

In the event that students are unable to continue their studies, they should discuss the options available to them with their lecturer and/or the respective course coordinator of the Student & Career Services Department.

Students may be granted deferment under extenuating circumstances such as medical, compassionate reasons and National Service (NS) call-ups. Other valid reasons will be reviewed on a case to case basis. All deferments must be supported by documentary proof.

Students will need to agree to a determined timeframe for the continuation of studies to ensure currency of course. A Deferment Administration Fee is applicable on application (refer to Appendix A of this Handbook).

For students who defer before the completion of a module, they are required to retake the said module (also refer to as Re-Module) when they resume their studies. A Re-Module fee will be applicable (refer to Appendix A of this Handbook).

17. CONDUCT WITHIN THE INSTITUTE

17.1 Student Conduct/Disruptive Behaviour

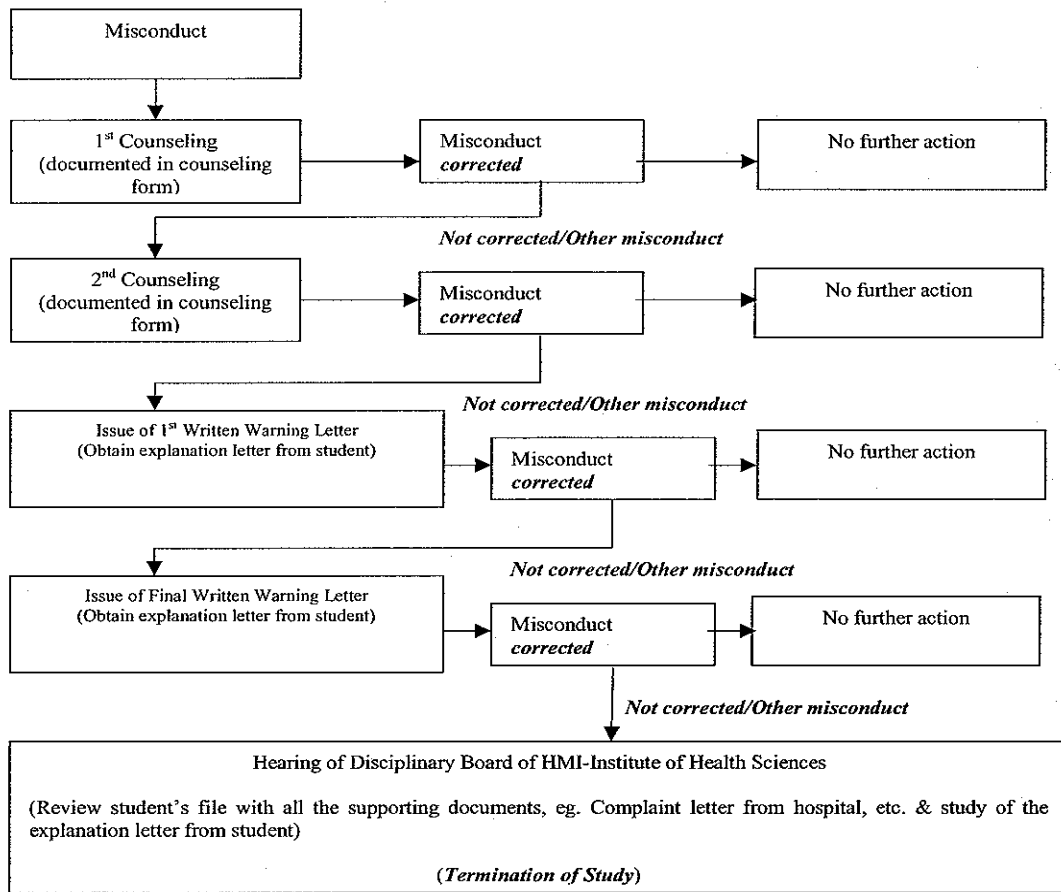
HMI Institute views the development of work professionalism of our students seriously. All students must always uphold the highest standards of conduct as specified in the HMI Institute Code of Conduct. This code of conduct applies within HMI Institute premises, during HMI Institute activities and other Institute functions outside the HMI Institute.

Each student at HMI Institute has the right to an education, and it is the responsibility of the Institute to provide an environment that promotes learning, and protects the safety and well being of the student community.

All students must maintain proper conduct and refrain from disruptive behaviour during lectures and when they are within the Institute's compound. Any action by a student that interferes with the education of any other student or interferes with the operations of the Institute in carrying out its responsibility to provide an education is an unacceptable offence and student may face expulsion as a result of this offence.

Student is liable to face immediate dismissal for any serious misconduct and/or any breach of the Institute's rules and regulations.

FLOW CHART OF MANAGEMENT OF STUDENT'S CONDUCT



17.2 The Institute's School Rules

Appearance communicates level of confidence and positive self-esteem. First impressions are based on appearances and are formed quickly. There are certain professional standards that apply to most health careers. Students are expected to observe the basic rules which include but not limited to the following:

Personal Appearance

a) Students' Dress Code

Students are required to wear the HMI Institute uniform or that from his/her sponsoring healthcare industry employer. Modifications to the uniform will not be allowed. Students are expected to wear neat, well-fitting, clean uniform that is free from wrinkles.

b) Name Tag

Students are expected to wear the Institute's name tag in the Institute compound and during clinical attachment at all times.

c) Hair

All students must maintain neat and groomed hairstyle at all times. Fancy or extreme hairstyle, hair colours and fanciful hair accessories are to be avoided. No fringes are allowed to fall to the eyebrows to avoid blocking of vision when performing tasks.

For ladies, shoulder-length or longer hair must be tied up/bunned up/ pinned up neatly.

For men, hair should be above the collar. It is also expected that all male students must be clean-shaven.

d) Jewellery

Jewellery is not permitted when in uniform as they might cause injury or transmit pathogens to the patients. Exceptions are allowable which include simple watch and wedding band. Small pierced earrings are allowable for female students only.

e) Footwear

All students are required to wear black shoes with black socks when in uniform.

f) Hands

Nails must be clean and trimmed. No bright or garish nail polish.

Code of Conduct

a) Smoking

Smoking is not allowed within HMI Institute premise and the non-smoking area/zone of the building.

b) Eating and Drinking

No food and drinks (besides plain water) are allowed in the training rooms. There is a designated student lounge for eating and drinking.

c) Use of Computer

Safety rules and regulations for computer room must be adhered to. Students must comply with the safety guidelines and proper handling procedures of all equipment. Students are not allowed to install any software on computers belonging to the Institute.

Surfing the Internet, though encouraged, the Institute does not condone the use of its computing equipment to surf undesirable sites, e.g. pornographic sites, etc.

d) Unauthorised Entrance and Vandalism

Students are not allowed to enter any part of the Institute, which they are prohibited, from entering. Students who damage the Institute's property shall assume liability for repairs/replacement.

e) Personal Property

Students are responsible for their own property and should take appropriate measure to safe guard it. Mobile phones and media players should not be left unattended. Although these items are not to be used during class they can be kept with you in your bag.

f) Mobile Phones

Mobile phones are not permitted to be used in the class or clinical laboratory. They should be turned OFF or on SILENT mode for emergency contact only.

18. HANDLING OF STUDENT GRIEVANCES

A grievance/ complaint can be defined as a person's expression of dissatisfaction with any aspect of the Institute's services and activities, including both academic and non-academic matters which include but not limited to the following:

- the enrolment and orientation process;
- the quality of training provided;
- academic issues, including student progress, assessment, curriculum and awards in the course of study;
- handling of personal information and access to personal records;
- the way someone has been treated.

Before an issue becomes a formal grievance, students are encouraged, wherever possible, to resolve concerns or difficulties informally with the person(s) concerned. The Coordinator/ Executives, Student & Career Services staff are available to assist the resolution of issues at this level. Complainants may raise an informal grievance by contacting the Student & Career Services Department. Informal grievances may not be documented.

Formal grievances/complaints must be submitted in writing to the attention of Manager, Student & Career Services at the first instance. Alternatively, students may email their grievances/complaints to <http://www.hmi-ihs.com/contact-us/>.

There are three stages for formal grievance/ complaint handling.

Stage #1 – Lodging of Grievance Formally

- 1) Receipt of the grievance will be acknowledged within three (3) working days and the grievance handling process will commence within seven (7) working days of the receipt of the formal grievance and all reasonable measures will be taken to finalize the process as soon as practicable.
- 2) The Manager, Student & Career Services will endeavour to resolve the grievance and provide a written report to the complainant on the steps taken to address the grievance, and where practicable, including the reasons for the decision, within 14 working days. The report will also advise the complainant of their right to access the internal appeals process if they are not satisfied with the outcome of their formal grievance.

Stage #2 – Internal Appeal

- 1) If a complainant is dissatisfied with the outcome of their formal grievance they may lodge an appeal with the General Manager (who is senior to the original decision maker). The General Manager will consult with the complainant and other relevant parties within seven (7) working days.
- 2) Where possible such consultations should take the form of face-to-face interviews.

- 3) Following the consultation, the General Manager will provide a written report to the complainant advising the further steps taken to address the grievance, including the reasons for the decision, within seven (7) working days. The report will also advise the complainant of their right to access the external appeals process if they are not satisfied with the outcome of their internal appeal.

Stage #3 – External Appeal

- 1) If the complainant does not accept the latest solution and before the maximum of 21 days, the matter will be referred to the Singapore Mediation Centre for third party mediation, as an alternative prior to any legal action/ proceedings. Contact information is as follows:

Singapore Mediation Centre

1 Supreme Court Lane, Level 4
Singapore 178879

Tel: (65) 6332 4366
Fax: (65) 6333 5085
Website: <http://www.mediation.com.sg/>

- 2) If the matter is not resolved by the Singapore Mediation Centre complainant will further be referred to Singapore Institute of Arbitrators as the final resolving authority.

19. UPDATE OF PERSONAL INFORMATION

All students are required to update the Institute of their personal information should there be any changes. (e.g. contact no., residential address, correspondence address etc.)

You may obtain a form at the Institute's Front Office / Reception or you may wish to approach our Student & Career Services Department for the updating of your personal information.

20. OUR CONTACT INFORMATION

HMI Institute of Health Sciences

Devan Nair Institute for Employment and Employability #06-03
80 Jurong East Street, Singapore 609607

Enquiry Hotline: (65) 6253 3818
Fascimile: (65) 6251 0530
Email: info@hmi.com.sg
Website: www.hmi-ihs.com

Operating Hours:

Mondays to Fridays 8:30am to 6:00pm
Saturdays, Sundays & Public Holidays Closed



APPENDIX A

STANDARD NON-COURSE/TUITION FEE	
Purpose of Fee	Amount (S\$) w/ GST, if any
Course Application Fee (Non-refundable unless non-delivery of course by Institute) <i>Fee payable prior to course commencement during Orientation session</i>	\$50.00
Medical Insurance Fee (Non-refundable unless non-delivery of course by Institute) <i>Fee payable prior to course commencement during Orientation session</i>	<ul style="list-style-type: none"> • \$10.00 for WSQ Certificate course • \$15.00 for WSQ Higher Certificate course

MISCELLANEOUS FEE	
Purpose of Fee	Amount (S\$) w/ GST, if any
Uniform Fee (per set) All students of the Institute are required to put on the Institute's uniform during training and each student is recommended to purchase 2 sets of the uniform prior to course commencement. <i>Fee payable prior to course commencement during Orientation session.</i> Note: <i>Fee paid is non-refundable once the uniform is used / washed.</i>	\$35.20
Re-module Fee (per module) <i>Fee payable upon application for re-module</i> <u>Ref. (below) to module type via module/CU code - example</u> <ul style="list-style-type: none"> • HCS Level-1 e.g. -- HCS-NURC-101C-1 • HCS Level-2 e.g. -- HCS-CC-201C-1 • CS Module e.g. -- CS-CP-207C-1 	<ul style="list-style-type: none"> • \$605.00 for HCS Level-1 module • \$850.00 for HCS Level-2 module • \$665.00 for CS module
Admin Fee for Transfer of Course (per transfer) <i>Fee payable upon application for transfer</i>	\$50.00
Admin Fee for Deferment of Course/Module (per deferment) <i>Fee payable upon application for deferment</i>	\$50.00
Admin Fee for Appeal (per appeal) <i>Fee payable upon submitting the appeal</i>	\$20.00
Re-printing of Certificate (per print/copy) <i>Fee payable upon request for re-printing</i>	\$50.00
Penalty for Late Fee Payment (per week) <i>Fee payable by due date</i>	\$50.00

All fees above are subject to Goods and Services Tax (GST) at the prevailing rate and are payable in Singapore Dollars either by cash, cheque, NETS or telegraphic transfer. All cheque payments shall be made payable to "HMI Institute of Health Sciences Pte Ltd", except for those payable to third parties as indicated by the Institute.