



NURSES LEARNING HUB
Student Handbook



Version 4.0

Last Updated on: 20 March 2018

Revision History

Description	Effective Date
Initial Release	28 April 2017
<ul style="list-style-type: none"> • Added Revision History Table • Amended Refund Table • Added “(or related La Trobe University Forms*)” and La Trobe University Transfer & Withdrawal form titles in Transfer / Withdrawal Procedures 	15 June 2017
<ul style="list-style-type: none"> • Added that Local Student Attendance is encouraged to be 75% • Changed “TWS” to “THE SCHOOL” in section on Student Contract 	07 August 2017
<ul style="list-style-type: none"> • Updated appeal procedures to align to Operation Manuals 	04 September 2017
<ul style="list-style-type: none"> • Updated organisation chart • Updated List of Comprehensive Services Available in the School • Changed ‘counselor’ to ‘counsellor’ • Updated transfer/withdrawal and deferment policy and procedures according to changes in manuals • Removed ‘For Internal Courses’ section from Appeal Procedure • Changed General Manager to Senior Manager 	20 March 2018

About Us

Incorporated on 7 April 2009, the Nurses Learning Hub Pte Ltd is a subsidiary of the Singapore Nurses Association. The initiative to incorporate NLH is aligned to one of Singapore Nurses Association's objectives – to promote the advancement of nurses in education.

NLH was incorporated to address a gap and to provide quality opportunities for nurses to upgrade themselves and undertake a Bachelor of Nursing programme that was relevant to the Singapore landscape, as well as catered to suit nursing's unique working environment and time schedule.

The Bachelor of Nursing (Post-registration) course is the longest running degree conversion programme in Singapore. Started by SNA with La Trobe University, Melbourne, Australia in October 1997, the programme has graduated more than 1,000 registered nurses.

This Bachelor of Nursing is designed to enable Registered Nurses (RNs) with a hospital or diploma qualification in nursing to expand their professional education to a bachelor's degree. The course consists of core studies and subjects relevant to the context of nursing practice in Singapore.

Students are assisted to expand their knowledge base in the discipline of nursing and apply this knowledge to nursing practice. They are also provided with the opportunity to develop academic and practical skills, and the attitudes needed to comprehend and evaluate new nursing knowledge in the discipline of nursing.

Graduates of the Bachelor of Nursing (Post-registration) course will have a strong discipline base and will be eligible to apply for entry into postgraduate studies.

Vision, Mission, Values and Culture

Vision

The Nurses Learning Hub aims to be recognized as a quality tertiary education provider, nurturing and developing leaders in nursing with a global mindset.

Mission

NLH is committed to providing quality programmes that broaden our nurses' knowledge base and scope of practice, engaging them in lifelong learning to maintain clinical competencies to meet the demands of a dynamic health care system.

Values

The acronym for the NLH Core Values is **NURSE**

N : We **NURTURE** and develop leaders in nursing with a global mindset.

U : We **UNDERSTAND** the needs of our students and their employers.

R : We take utmost **RESPONSIBILITY** in ensuring high quality programmes.

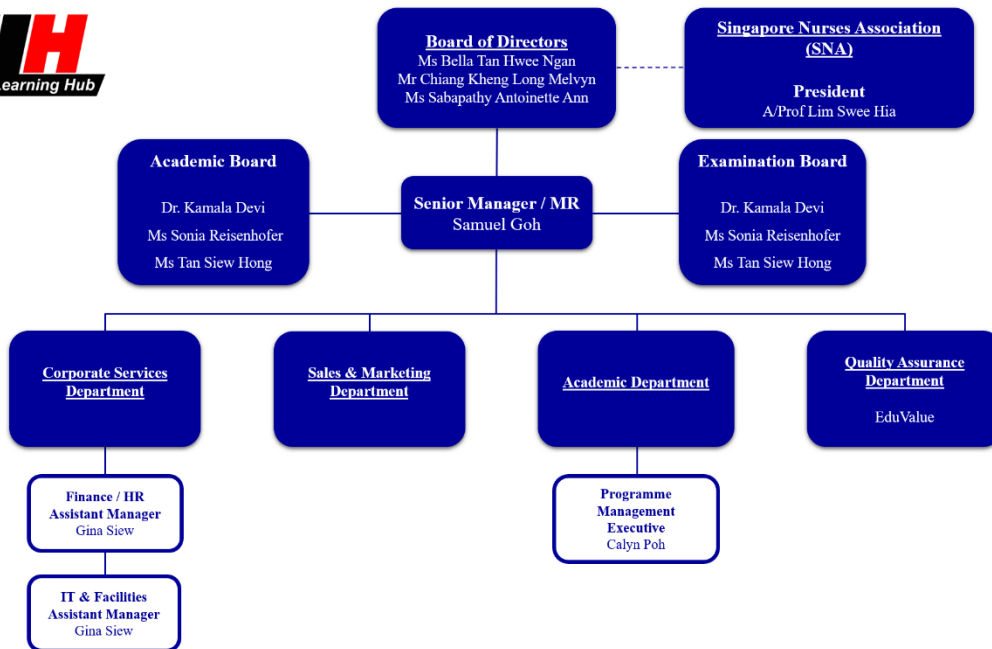
S : We develop the nurses of tomorrow in order to **SUSTAIN** the needs of the healthcare industry.

E : We strive for **EXCELLENCE** in all that we do.

Culture

We are a caring organisation which values teamwork and believe our staff are key contributors to the success of the organisation. We strive to create a supportive environment that encourages sharing, acceptance of diversity, feedback and an enterprising mindset.

Organisation Chart



Last updated on: 21 February 2018

School Location and Contact

LOCATE US

SNA House
77 Maude Road
Singapore 208353

Nearest Bus Stops

Along Jalan Besar Road
07329 - Hoa Nam Bldg
07319 – After Allenby Road

Nearest MRT Station

East – West Line: Lavender MRT Station
North – East Line: Farrer Park MRT Station
Downtown Line: Rochor and Little India MRT Station

Operating Hours

Mon – Thurs: 8.30am to 6pm
Friday: 8.30am to 5.30pm
Closed on Saturdays, Sundays and Public Holidays

School Premise and Facilities

The newly renovated facilities at SNA House provide a conducive learning environment for all students with minimum distractions. The facilities are easily accessible by students with disabilities and who are wheelchair bound.

The location is ideal for students with an abundance of nearby shopping, cafes, restaurants, banks and very convenient access to MRT, bus and taxi transportation links.

SNA House has one seminar hall at the ground floor that can seat 80 students equipped with 2 projectors and an e-learning centre with computers, wifi and books on the third floor.

A pantry and wheelchair accessible toilet (with support rails) is available at the back of the training area.



Student Support Services

The core list of support services are:

- (a) Student handbook is given out to all newly enrolled students to orientate them on important information of the School
- (b) The Academic department that handles / processes all student requests.
- (c) Feedback form is easily available for students to provide valuable insights into helping the School to continually improve the student experience.

List of Comprehensive Services Available in the School:

(a) For all new students

The School will provide the following services to ensure that students make a smooth transition to Singapore : -

- Visa / Student Pass Application
- Student Orientation Programme

(b) For all Current & Enrolled Students

The School aims to provide all students with an academic education of the highest standards through the provision of these services:

- Certified Counsellor
- Student Activities
- Library Access for References
- Computer and Internet Facilities
- Student Progress Reports
- Student dialogue sessions

(c) For enhancing overall Student Experience

In ensuring that the School provides for an exceptional student experience, it undertakes to provide the following services:

- Monthly review of students' attendance

- Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey / Graduate Survey / Pre-course Counselling and Orientation Satisfaction Survey / End of Course Survey)
- Feedback forms
- Dispute resolution process

Communication of up-to-date Student Support Services and Programmes

- (a) Communication of the list of student support services and programmes will be through the Student Handbook, School's official website and also notices given to students to create awareness of these programmes. These notices can be in the form of verbal communication and / or memo given to students.

To note: This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points as listed.

Fee Protection Scheme

The Fee Protection Scheme (FPS) serves to protect the students' fees in the event a Private Education Institution (PEI) is unable to continue operations due to insolvency, and/or regulatory closure.

The FPS also protects the student if the PEI fails to pay penalties or return fees to the student arising from judgments made against it by the Singapore courts.

FPS is compulsory for both local and international students taking courses at NLH except for courses with waiver granted by CPE.

The actual premium amount to be paid for both local and international students will be calculated from the day the first instalment payment is made by the student.

Fee Protection Company: Lonpac Insurance BHD

Policy Number: Z/17/BM00/000629

Period of Insurance: 19 May 2017 to 18 May 2018

Standard Student Contract

The Standard PEI-Student Contract (“Student Contract”) NLH adopts is a very important legal document between the School and the student.

It is the responsibility of the School to explain the following contents of the student contract in English or in the native language of the student, where applicable.

- i. Course information and Fees
- ii. Course information and Fees Refund Policy, including Refunds for Withdrawal for Cause and Refunds for Withdrawal without Cause
- iii. Any other information as deemed necessary

All students are required to sign two original sets of student contract. One set will be given to the student and one set will be kept by the School.

If any amendment is made which will change the original intent of the student contract, both the student and THE SCHOOL must sign beside the amendment(s) on both sets of the original student contracts.

All fields must be completed in the student contract. Where it is not applicable, it must be indicated with “not applicable or N/A”.

A sample of the Standard PEI-Student Contract used by the School can be found on CPE’s website.

Medical Insurance

Effective 1 November 2015, Singapore Citizens (SC) and Singapore Permanent Residents (SPR) will be covered under the new Medishield Life scheme and thus no additional medical insurance will be purchased for these students.

Non-Singapore Citizens (SC) and non-Singapore Permanent Residents are only eligible to enrol with NLH if they are currently employed and have a valid work permit. As such, no additional medical insurance will be purchased for these students as they would already be covered by their employers.

The mandatory medical insurance purchase does not apply to students taking courses that are no more than 30 days or 50 hours in duration.

Refund Policy

- a) The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.
- b) Time taken to process all refund requests will be done within 7 working days.
- c) The School adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas: -
 - Refund for Withdrawal Due to Non-Delivery of Course
 - Refund for Withdrawal Due to Other Reasons
 - Cooling off Period
- d) School Refund Policy as per clauses in the Standard Student Contract: -

Refund for Withdrawal Due to Non-Delivery of Course:

The PEI will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) 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 standard student contract within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be 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.

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the standard student contract.

Refund during Cooling-off Period:

The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D of the Standard Student Contract) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Table:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
[100%]	more than [28] days before the Course Commencement Date
[90%]	before, but not more than [28] days before the Course Commencement Date
[50%]	By close of business on the census date* for the subject
[0%]	After the census date* for the subject

* <http://www.latrobe.edu.au/calendar/all-students/census-dates>

e) Non Refundable Fees : -

- Registration Fees

Notes:

Conditions where a course may be cancelled:

- 1) The intake does not meet a minimum enrolment of 80 students
- 2) The teacher is suddenly hospitalized and a substitute teacher cannot be found.

Refund Procedure

1. Fill up Refund Request Form and submit to the School
2. School will meet up with you to acknowledge the refund request and to work out if any refund is eligible.
3. Any refund amounts will be subjected to the school's Management approval.
4. The school will inform you of the outcome of the refund request.
5. Should you be eligible for refund, the school will inform you when to collect the refund.
6. The whole refund process will not take more than 7 working days from date of application.

Transfer / Withdrawal Policy

1. **The policy on Transfer/ Withdrawal:**

- A student who requests for an internal course transfer within the School must have their existing contract terminated. A new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- The student must also fulfill all the admissions criteria of the new course and will be subjected to the School's student selection and admission procedures.

A student who withdraws from the School to enroll with another school shall be deemed to have withdrawn from the School and the refund policy and procedures shall apply.

2. **Conditions for Granting Transfer and Withdrawal:**

- All outstanding fees must be settled prior to request for withdrawal and/or transfer
- Student to fill in Course Transfer / Course Withdrawal Request Form, including submission of any supporting documents and adhering to the process as stated in the Course Transfer and Withdrawal Procedures.

3. **Conditions for Refund**

The School's Refund Policy shall apply for all qualified refunds. Students are to refer to the School's Refund Policy and the Standard Student Contract for further details.

4. **Student's Pass Status**

For Course Transfers

For Student's Pass holder, course transfer is subject to ICA's approval of the new Student's Pass.

In the event that an application pertaining to transfer is rejected by ICA, the student is required to cancel his current Student's Pass within 7 days.

For Course Withdrawals

Student's Pass holder is required to submit his/her passport and Student's Pass to the School for cancelation of Student's Pass with ICA.

5. **Timeframe for assessing and processing transfer/ withdrawal cases**

The entire transfer / withdrawal process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

Transfer / Withdrawal Procedure

1. Student to fill in La Trobe University Application for Course Transfer or La Trobe University Discontinuation of Enrolment Form for Course Withdrawals, including submission of any supporting documents.
2. Requests for transfer are treated as withdrawal from a course and treated as a new application for a new course. Student must meet the entry requirements of the course applied for.
3. Request for transfer/withdrawal will only be considered for students that do not have any outstanding payments due to NLH.
4. Outcome of application for transfer/withdrawal of course processed and notified in writing within 4 weeks from the date of submission of written request for transfer/withdrawal.
5. Upon approval of the transfer/withdrawal, the previous student contract will be considered as void.
6. Refund Policy shall apply for all qualified refunds.

Attendance Requirement

Local Students: The school encourages students to achieve at least 75%

Student Pass Holders: 90%

Approved Student Leave Application Forms should be submitted to the Academic Department before the start of the class that the student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances.

All MCs are to be submitted to the Academic Department within 3 working days of returning to class.

Local students who are absent without any valid reason will be dealt with in the following manner:

Attendance Rate	Action to be Taken
75 – 80%	1 st Warning Letter to be Issued (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
70 – 74%	2 nd Warning Letter to be Issued The parent/guardian is to be informed (if student <18)
< 70%	Final Expulsion Letter to be Issued (The parent/guardian is to be informed (if student <18)

International students who are holding student passes and are absent without any valid reason will be dealt with in the following manner:

Attendance Rate	Action to be Taken
90 – 94%	1 st Warning Letter to be Issued (Including failure to meet completion requirement reminder) The parent/guardian is to be informed (if student <18)
85 – 89%	2 nd Warning Letter to be Issued (Including Cancellation of Student’s Pass reminder if attendance <85%). The parent/guardian is to be informed (if student <18)
< 85%	Final Expulsion Letter to be Issued (Including Cancellation of Student Pass). The parent/guardian is to be informed (if student <18)

Deferment Policy

The policy on Deferment:

- A student who requests for Deferment must either have their existing contract terminated or sign an addendum to reflect the changes.
- For all terminated Student Contracts, a new student contract will be signed based on the procedures for executing student contracts. The Refund Policy shall apply unless as otherwise agreed between the School and the Student.
- Any deferment would be addressed on a case by case basis and the School will have the final decision on whether the deferment is approved or rejected.

Conditions for Granting Deferment

The School will have final say in all deferment cases. This will be based on availability of the Schedules and Classes.

Student's Pass Status

- For Student's Pass holder, Deferments are subjected to ICA's approval of the new Student's Pass.
- The School will inform ICA in the event of any Deferments. Student's Pass will be cancelled.

Timeframe for assessing and processing Deferment

The entire Deferment process, from point of application to the final outcome, should not be more than 4 weeks. If the final outcome is not in favour of the applicant, respective staffs are to handle each situation according to the School's dispute resolution policy and procedure.

Course Deferment Procedure

For La Trobe University Courses

1. Student to Submit Leave of Absence Form by La Trobe University
 2. Approval of Course Deferment by University
 3. Issue Letter to Effect Course Deferment
- Note: Students are to ensure that addendum to PEI Student Contract has been signed.

Dispute Resolution Policy

Handling of Feedbacks and Complaints

- The School accepts both written (emails / letters / Feedback Forms) and verbal communications (meetings / telephone correspondences) for ease of providing feedback.
- The School is to seek feedback from its key stakeholders and external partners for continual improvement of its systems and processes.
- All feedbacks and complaints must be properly recorded and /or documented. Any correspondence (including actions taken) between the School and the student must be annexed as evidences. This is to ensure that any staffs handling the case are kept aware of the progress / outcomes.
- In the event of any appeals for retention, suspension, expulsion and awards, the School's Dispute Policy and Process shall follow.
- It is the responsibility of the Academic Department to notify relevant departments of any feedbacks and complaints.
- Students must be kept informed of the status of their feedback / complaints.
- Academic Department is to respond to respective students within 3 working days of receipt of the feedback / complaint.
- All feedbacks / complaints must be resolved within 21 working days. In the event that the deadline is not adhered to, respective students must be notified and the reasons with regards to the delay must be made known.
- All feedback and complaints are to be evaluated, and improvements to be made in response to them. Such improvements are to be documented for re-evaluation after its implementation, and the complainant/person giving feedback will be informed.

Alternate Remedies in Dispute Resolution

In the event that the School and the student cannot come to an agreement or the student does not accept the final decision made by the School's Management Team, they will be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through CPE Student Services Centre for mediation.

Feedback / Dispute Resolution Procedure

1. Fill in the Feedback Form and submit it to the School.
2. The School will acknowledge your feedback/complaint within 3 working days.
3. Within 14 days, the School will propose a solution to you.
4. Should you not be satisfied with the solution, the matter will be escalated to the Senior Manager / Academic Department HOD.
5. Should the final resolution still be unsatisfactory, you will be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the Committee for Private Education Student Services Centre.
6. The entire process should not take more than 21 working days.

Appeal Procedure

For La Trobe University Courses

- Upon release of results, students who are dissatisfied with the outcome may submit an Examination Appeal Form to the Academic Department. This is to be done within 7 working days of the release of examination results.
- The Academic Department is to acknowledge the receipt of the Examination Appeal Form within 3 working days, and proceed to submit the appeal to the External Partner.
- All decisions made by the External Partner are subject to their appeal processes, and approved decisions are final.
- The Examination Board is to review and endorse the appeal results before the Academic Department informs the students of the appeal outcome (to be done within 8 weeks of the date of the appeal).
- Should there be changes required, the Partner will make the necessary amendments to the results slip and release to students according to their procedures.

Suspension and Expulsion

The school takes misconduct/malpractice extremely seriously, and investigates all alleged cases of misconduct. Any student suspected of misconduct will be dealt with accordingly. Should any student be expelled from the course, no refund on fees paid will be made.

Students may be suspended or expelled from Nurses' Learning Hub (NLH) under the following circumstances:

- **Violation of ICA Regulation:** Student's Pass holders who have been caught working in Singapore may lead to expulsion and deportation as well as the forfeiture of Security Deposit.
- **Misconduct:** Fighting, gambling, smoking or behaving disorderly.
- **Defamation:** Spreading untruth and damaging remarks about NLH, its staff, or fellow students which are deemed to be detrimental to the good name and reputation of NLH.
- **Vandalism, Mischief and/or Theft:** Students who have been found to participate in any wilful or negligent acts that cause damage to, loss, removal or theft of, or any other wrongful interference with any property of NLH.
- **Cheating in examinations/tests:** Any form of cheating in tests and examinations may result in disciplinary action, not excluding expulsion from the course.
- **Attendance:** Students who do not meet the criteria for attendance of 75% (Local Students) and 90% (International Students) may result in expulsion and cancellation of their student's pass.

Other Information

Student's pass application and procedures

- To apply for a Student's Pass from the Immigration & Checkpoints Authority of Singapore (ICA), international students must provide accurate and the most updated information relating to their:
 - personal particulars;
 - educational qualifications;
 - financial ability;
 - family background;
- Students may apply for visa entry at <http://www.ica.gov.sg>.
- For Student Pass collection from ICA, the student has to bring his/her IPA letter, passport, passport-sized photograph, medical report, printout of E-forms 16 and V36.
- Students may be required to attend an interview in person in order to substantiate your application for a Student's Pass. This pass grants the student permission to stay in Singapore and pursue their studies approved by the Singapore government. It states the period of time that the student is allowed to stay.
- Student pass granted strictly forbids students from working, whether for a payment or without payment. All international students are required to abide by this regulation. You are not allowed to seek any form of employment, paid or unpaid, or be involved in any business, profession or occupation. You are not to take part in any activity which is detrimental to the security, reputation and well-being of Singapore.
- Prior to the student's pass or immigration status in Singapore, do seek advice from the Admissions Office as soon as possible. Also, according to immigration law, some international students are required to pay a certain amount of Security Deposit to ICA. This information is available on ICA's official website at <http://www.ica.gov.sg>.
- For student pass renewal, students must inform PEI to renew their student passes one month before the expiry date. There will be no renewal of student passes after the expiry date.
- Upon the completion, withdrawal or termination of your course with our school, your Student's Pass must be cancelled.
- Upon the cancellation of your student's pass card, ICA will approve your stay in Singapore on social visit status for a short period. Please adhere to the validity period of the social visit status granted to you by ICA. Students must return their

student passes to ICA within 7 days after the end of their courses. No foreign student may stay in Singapore after his/her pass expires.

Advice on Accommodation and Cost of Living in Singapore

- Accommodation:
 - Room, Dual-shared –S\$600 per pax per month
 - Room, Tri-shared –S\$500 per pax per month
 - Room, Quad shared –S\$450 per pax per month
- Typical cost of meal: S\$3-5 per pax per meal

General Healthcare Services in Singapore

- For further information about healthcare services in Singapore, please refer to www.singhealth.com.sg

Relevant Singapore Laws

Immigration	All International students studying in Singapore must have a valid passport and a Student Pass from ICA (Immigration and Checkpoint Authority).
Employment	International students are not allowed to work in Singapore without a Work Pass Exemption from the MOM (Ministry of Manpower).
Driving	All drivers must be in possession of a valid Singapore driving license and the vehicle must be insured.
Drugs	Possession of Controlled Drugs is presumed to be for trafficking, an offence which can carry the death penalty.
Alcohol Abuse	Any offence committed while being intoxicated (drunk) is punishable under the law. Drunk driving is a serious offence.
Smoking	Smoking in specific public places and indoor restaurants is prohibited.
Traffic	Jay walking is an offence.
Littering	Littering, spitting and vandalism (with graffiti) in public areas are serious offences.

Reference to CPE

Committee for Private Education

1 Marina Boulevard

#18-01 One Marina Boulevard

Singapore 018989

Tel: +65 6512 1140

Email: CPE_Contact@cpe.gov.sg

Opening Hours

Mon – Fri 9am – 5pm

Sat, Sun and PH - Closed