



# **STUDENT HANDBOOK**

**This Student handbook contains Policy and Administrative Regulations of vital importance to every Student. You are asked to read it carefully.**

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# From the Principal, Professor Dr. Teo Cheng Swee

**W**

ELCOME to Hemsdale. As a Hemsdale Student we trust you will enjoy your educational experiences and the opportunities made available to you as you study your chosen course.

Hemsdale has been in operation for more than 10 years. Right from the beginning, it has set its goal of bringing knowledge to the individuals and companies in Singapore and in this Region. Over this period, Hemsdale has trained students from many countries, some as far away as Israel and Holland. Some students come from as close as Malaysia and Indonesia.

Hemsdale is committed to quality. Its Quality Policy spelt out its objective of providing quality education, training and courses to meet the needs of our students, individuals in the industry and the citizens of the nation. Part of its goals is to be excellence in education and training, and excellence in management.

Hemsdale assures all students that the level of service quality will not only be maintained at a consistently high level but be improved continuously as new and better ways are introduced. Hemsdale has always been exploring new avenues to serve the students effectively and innovatively.

Students enrolled in Hemsdale will be given a wholesome experience. Besides acquiring the knowledge and skills to obtain good grades, students will be exposed to real life work environment where their skills will be demanded and tested. They will also be exposed to an English speaking environment which the students have the opportunities to acquire a new communicative language.

Hemsdale will play its part to provide opportunities for good students in selected courses to perform internship in Singapore and in other countries. These students working in another country will be able to taste the diversity in culture and in work methods that enrich their experiences useful for their career.

This booklet is designed to assist you throughout your course and to give you a general understanding of what is expected of you as a Hemsdale Student.

Let's become acquainted.

Professor Dr. Teo Cheng Swee, PhD (U.Qld)  
Principal & Managing Director

## **Hemdsdale Address and Phone Numbers**

Both the physical and postal addresses have been listed below along with our main telephone numbers. To contact staff at any time, please give us a call.

Address: 748 Upper East Coast Road  
Singapore 465519

Website Address: [www.hemdsdale.edu.sg](http://www.hemdsdale.edu.sg)

Contact: (65) 6339 3889 (Student Administration)  
(65) 6243 9161 (Fax)

Email: [info@hemdsdale.edu.sg](mailto:info@hemdsdale.edu.sg)

Office Hours: Monday to Friday 9.00 am to 6.00 pm (Singapore Time)

MOE Licence Number: 4020

## **About Hemdsdale**

Hemdsdale Associates Pte Ltd was incorporated in July 1979. Its objective is to operate as a professional organization to satisfy the knowledge needs of individuals, small and medium enterprises, their owners and employees through workshops, seminars, distance learning programs and advisory services.

In 1998, Hemdsdale Management School was incorporated to offer professional and competency-based programs including Certificates, Diplomas and Advanced Diplomas. These programs are awarded by Hemdsdale Management School and the following institutions:

- City & Guilds (C&G)

Hemdsdale also developed its own Certificates, Diplomas and Advanced Diplomas.

# Hemdsdale Mission, Vision and Core Values

Our mission is:

“We dedicate our effort to make knowledge easily available to all levels of individuals in Singapore and the Asia Pacific Region, and to deliver the knowledge to them in an effective, efficient and innovative manner.”

Our Vision is:

We want to be a regionally recognized knowledge organization responsible for educating individuals, and proactive in our efforts to increase the availability and diversity of programs.

We want to maintain a worker-friendly environment, foster initiatives, and value cultural diversity and nourish individual growth and professional development.

Our Core Values are:

Care and concern, Openness, Responsibility, Discovery, Individual Opportunity and Life-Long Learning.

## Quality Policy and Corporate Goals

Hemdsdale is committed to provide high service quality and continually looking for better ways to improve itself as expressed in its Quality Policy:

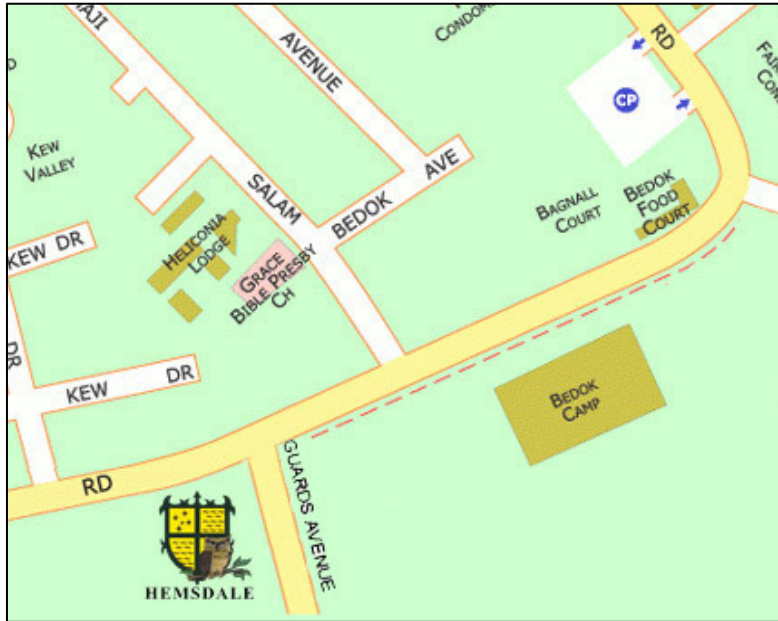
"To provide quality education and training to meet the needs of our Students, individuals in the industry and the citizens of the nation, and to ensure that such education and training is continually improved and enhanced."

This expectation is also expressed in our Three Corporate Goals:

- Excellence in education & training,
- Excellence in management, and
- Conducive learning environment

# Hemdale Location

Hemdale is located in the eastern part of Singapore accessible by bus, car, taxi and MRT. Its nearest MRT station (Tanah Merah) is about 15 minutes from Hemdale. If you are travelling by bus, Hemdale is reachable by bus no. 13, 43, 45, 48, 506, 853 Alight at the bus interchange behind the school. You may also take bus no. 10 and 14 to Bedok Food Court, followed by a 5-minute walk to the school.



## Surrounding Facilities

### Parking



Hemdale has its own parking lot. For those who possess their own transportation, there is ample space for vehicles to park.

### Public Transport and Taxis

Situated a few minutes' walk from Hemdale are all the major forms of public transport: bus, train, and taxi.



Located directly outside Hemdale is a bus stop. Several bus stops are located along Upper East Coast Road.

The nearest MRT (Mass Rapid Transport) Station – Tanah Merah is about 15 minutes away and reachable by bus no. 45 and 14.



## Restaurants and Cafes

Singapore offers a wide variety in food outlets ranging from small cafes to larger restaurants. Many of the shopping precincts also offer food courts catering for many likes and tastes. Nearby are the Bedok Food Court and Eastwood Shopping Centre.

## Hemsdale Classrooms

Presently Hemsdale has five classrooms in its two-storey building. On the first floor, we have a culinary classroom and a mock restaurant. On the second floor, we have four classrooms for academic studies. During your Hemsdale Orientation you will be shown the classrooms that will be prominent in your studies.

Hemsdale maintains a **non-smoking** policy within its facilities.

## Studying at Hemsdale

Your study at Hemsdale will be based on completing one of the following:

- Certificate level study
- Diploma level study
- Advanced Diploma level study
- Professional level study
- Degree level study



Details of the modes of study available for a course/training program are usually outlined when you have initial discussions with Hemsdale staff.

The hours of study in a week also vary according to the mode of study. For those students studying in full-time face-to-face mode you can expect to be at Hemsdale for at least 15 hours per week.

Students studying in face-to-face mode will attend lectures/classes/tutorials from qualified trainers. They will use a variety of resources and will usually supply Students with course notes.

For certificate/diploma students you will learn aspects about the particular topic being taught in class and then be provided with hands-on time to practice and extend your ability.

For degree students, typically lectures will provide the theoretical aspects of the course; while tutorials will provide an opportunity to explore the practical application of the theory.

## **Classroom Equipment**

As part of its curriculum requirements, Hemsdale has the following equipment available for in-class usage:

- LCD projector
- Television
- VCR
- DVD player
- Tape recorder
- Flip Chart
- White Board

## **Academic Board**

Hemsdale has an Academic and Education Board that meets at least two times yearly. The chair of the board is the Managing Director/Principal, Professor Dr. Teo Cheng Swee or delegate. The board has 3 members and comprises at least one trained academic staff and one senior executive of the industry. Members of the Academic Board include Dr. Teo Cheng Swee, Mr Alex Siow Yuen Khong and Mr Foo Jong Peng Terence.

The responsibilities of the Academic Board include:

- Hear academic appeals from Students
- Conduct formal hearings in cases of academic and general misconduct
- Recommend and implement actions arising from misconduct hearings and appeals
- Course Accreditation and Registration
- Curriculum Development/Co-ordination
- Course/Unit Program Evaluation

## **Assessment**

Students studying at Hemsdale will find themselves constantly assessed by the professionalism, quality and standard of work submitted for their respective courses. Assessment can take place in the following forms:

- Critical analysis in the form of essays, reports and presentations
- Classroom debates, forums and discussions
- Individual discussions between the trainers and you
- Submission of assessment items
- Practical demonstration

Throughout the program, your standard of work for a particular course will be assessed through observation, assignments and a final examination. This is to ensure that you are meeting the objectives of a course, and to assist in the improvement of the learning process.

Your assessment is based on objective provided in the course outlines. Your trainers will carefully judge your performance based on these objectives and the criterion clearly outlined for all assessment items. You will not be assessed against another student's performance.

Your trainers will provide you with continual feedback on your progress. They will highlight areas that may need improving in order to meet all elements of a unit of competency.

## **Hemsdale General Procedures**

### **Accident Reporting**

Any accident involving you must be reported to your trainers or administrative staff immediately. It is your responsibility to cover medical expenses, though Hemsdale will still need to be advised of and keep a record of any accident or injury to one of its students.

### **Alcohol, Drugs, Gambling and Theft**

The appropriate authority will be called to deal with students who breach the law regarding alcoholic beverages, drugs, gambling, theft and other infractions that may occur.

### **Change of Student Details**

In the event that any of your personal details should change (for example your home address and your telephone number), Hemsdale must be advised immediately either by completing the Change of Particulars form, through e-mail or through SMS to the Course Coordinator. It is a condition of your student's pass that your educational provider must be informed of changes to your residential address.

### **Class Times**

Attendance in classes is a requirement of your program and, in some cases, your assessment. We request that you arrive on time for classes.

If you have any general inquiries or are unable to attend a designated class, please contact Student Administration on (65) 6339 3889.

Hemsdale classes operate in three distinct times from Monday to Friday:



Mornings	9.00am to 12.30pm
Afternoons	1.30pm to 5.00pm
Evenings	7.00pm to 10.00 pm

### **Attendance**

It is important for International Students who are on student's passes to be reminded that the Immigration & Checkpoints Authority (ICA) has advised that the security

deposit will be forfeited if any of the following conditions stated in the Security Bond is breached.

The school is required to inform ICA if:

- a. the student has failed to attend classes for a continuous period of 7 days or more without any valid reason; or
- b. the student has not attended classes regularly, that is, where the percentage of attendance is 90% or lower in any month of the course without any valid reason; or
- c. the student's studies in the school has been terminated.

### **Classroom Conduct**

- Students are not permitted in "Staff Only" areas.
- Students will conduct themselves according to the guidelines throughout this handbook at all times.

### **Language, Literacy and Numeracy for Diploma and Certificate Students**

Hemdale is required to establish a level of language, literacy and numeracy competency for all students and, where necessary, design a study support program to suit individual needs. To assist us in determining the level of support you may require, you will be asked to complete a language, literacy and numeracy questionnaire at orientation.

### **Mobile Phones**

Mobile phones must be switched off at all times during classes. In the event of an emergency where a mobile phone may be required, please discuss this with your trainers prior to your class commencing. Warnings will be given to students who do not follow the instruction. If the warning is unheeded, the mobile phone might be confiscated for the duration of the class session.

### **Program Feedback**

Hemdale takes very seriously student feedback and ideas to improve our programs. The best way for us to improve our programs is to ask clients like yourself to give us feedback on how you found the Hemdale training experience. So please take a moment to fill in the unit/course and program evaluation forms. These forms will be supplied to you.

### **Student Counselling - Psychological**

- Students experiencing the need to talk over problems and issues of concern to them should, in the first instance, discuss these issues with relevant trainer.
- If this is not suitable or the results of this discussion prove unsatisfactory from a student's perspective, one of the Hemdale staff members should be consulted. At present, the staff available are the General Manager, and Business Development Manager.
- Should the student consider the matter of sufficient gravity, he/she should approach the Student Counsellor.

In all instances, the trainers, in consultation with the General Manager, shall coordinate the counselling needs of the Student and facilitate their access to assistance.

### **Student Counselling - Educational**

- Students experiencing educational problems of concern to them should, in the first instance, discuss these issues with the relevant trainers.
- Problems of an administrative nature should be addressed to the General Manager or Business Development Manager.
- If no resolution can be found to the problem, the Senior Staff member should be consulted. If mediation is required, the matter will be referred to the Managing Director/Principal.
- In areas of dispute regarding assessment, Recognition of Prior Learning, Advanced Standing and related matter, an application to the Academic Board should be processed.

### **Plagiarism**

Plagiarism includes a range of actions from failure to use proper citation to wholesale cheating or copying including another Student's work even if permission from the Student has been given. A Student who plagiarises may do so unintentionally or with planned deliberation. Intentional plagiarism is considered a serious breach of study guidelines and, as such, could incur penalties.

### **Privacy Statement - Records and Archives**

Records are maintained of program development, program delivery, clients, human and physical resources, and financial and management activities. Records are kept accurate and up-to-date. Specific records are kept for external reporting (for example, trainees). All records are kept in a secure and confidential environment. Access to files is limited to staff involved in their maintenance and appropriate program personnel.

If requested, Hemsdale shall give individuals access to their personal information held by this organisation as outlined in the Policy 4 - Privacy Statement.

### **Recruitment and Standard Student Contract**

Recruitment of students will be conducted at all times in an ethical and responsible manner.

Qualified staff will assess applications and select on the basis of potential for the achievement of the learning outcomes as described in the relevant curriculum.

On being selected, students have to enter into the Standard Student Contract which amongst other matter outlines the obligations between the School and the students.

## **Workplace Health and Safety**

Students have an obligation:

- to comply with the instructions given for workplace health and safety by the instructors, or the instructors' representative;
- not to wilfully or recklessly interfere with or misuse anything provided for workplace health and safety;
- not to wilfully place at risk the workplace health and safety of any person at Hemsdale.

As part of your orientation, you will be shown the hose/fire extinguisher, emergency exit doors and first aid box. In the event of a fire, immediately exit the building, cross the street and congregate opposite the building.

## **Warning Letters**

Warning letters are given to Students who do not follow instructions, for example, coming late for classes or absent without valid reasons (see Policy 5 – Misconduct/Discipline). For a first-time infringement, students will be given a first warning letter. For a second-time infringement of the same rule or instruction, students will be given a second warning letter. A third and final warning letter will be issued for third-time infringements. Students who continue to persist in their poor or illegal behaviour may be expelled from school.

## **Policy 1**

### **Fees**

- 1.0 Course fees are to be charged and collected for all units where training is conducted including any units completed through the Recognition of Prior Learning (RPL) process.
- 2.0 The fees to be paid by the Students have to be stated clearly and include:
  - a. Application Fee
  - b. Student's Pass Processing/Sponsorship Fees (for International Student)
  - c. Course Fee
  - d. Examination Fee
  - e. Security Deposit (for International Student and refundable)
- 3.0 Fees of International Students shall be managed and received within the Student Protection Scheme (SPS) framework of CaseTrust.
- 4.0 Under the Student Protection Scheme, Students are advised in the Letter of Offer or Standard Student Contract to pay their course fees either to (a) the Escrow Account at The Hongkong & Shanghai Banking Corporation Limited or (b) to the Hemsdale's Account at DBS Bank.
- 5.0 Fees can be paid in one of the following methods:
  - a. Cash,
  - b. Bank draft,
  - c. Telegraphic transfer,
  - d. Combination of the above methods.
- 6.0 Students who have not paid their fees in full or in accordance to an agreed payment schedule:
  - a. Shall be excluded from the Hemsdale learning community (this includes but is not limited to attending classes, access to training materials and resources, submitting assessment and having assessment marked),
  - b. Shall be excluded from the internship program in Singapore,
  - c. Shall be debtors to Hemsdale and are liable to legal processes to collect such fees as determined by the Managing Director/Principal,
  - d. Will not receive the award certificate on completion of the program,
  - e. Will not be permitted to undertake assessment.
- 7.0 Students may apply for a refund under Policy 2 – Withdrawal and Transfer.

## Policy 2

### Withdrawal and Transfer

- 1.0 Students have to enter into the Standard Student Contract with Hemsdale as part of the framework of CaseTrust stipulated by Consumer Association of Singapore which among other matters outlines the refund policies and the Student Protection Scheme.
- 2.0 A Student who wishes to withdraw from a program must officially inform Hemsdale by email, fax, or snail mail of his/her intent to withdraw with the following information:
  - a. Student's name
  - b. Guardian name (if applicable)
  - c. Student pass number
  - d. Course enrolled
  - e. Copy of the official receipt issued by Hemsdale
  - f. Reason(s) for requesting for the refund.
- 3.0 Hemsdale will respond to the request within 7 working days after receiving the Student's notice of withdrawal.
- 4.0 Hemsdale recommends that Students discuss their options with the trainers or counsellor prior to submitting a withdrawal. The withdrawal date will be the date that the email, fax, or snail mail request to withdraw is received by Hemsdale.
- 5.0 Hemsdale have put in place service guarantees to protect Students and Students are entitled to immediately withdraw from the course by giving written notice to Hemsdale of their intention to do so under the following circumstances:
  - a. If course enrolled by the Student does not commence within a reasonable period from the stipulated course-start date.
  - b. If course enrolled by the Student does not complete within a reasonable period from stipulated course-end date.
  - c. If course enrolled by the Student is terminated mid-way.
  - d. If Hemsdale is in material breach of its obligations under the Letter of Offer or Standard Student Contract.

Hemsdale shall, as soon as practical after receiving the Student's notice of withdrawal, and in any event, not more than fourteen (14) working days after receiving such notice refund to the Student, 100 per cent of the course fee and administrative fee less any applicable bank charges properly payable/paid under the Student Protection Scheme.

6.0 When a Student withdraws from the course for any reason other than those set out in Item 4 above, Hemsdale shall after receiving the Student's written notice of withdrawal and in any event no more than fourteen (14) working days after receiving such notice, refund to the Student in the following manner:

- a. Should prospective Students wish to withdraw their application for a course, they shall be granted a 80% refund of the fees paid when the written notice to withdraw is given more than thirty (30) days prior to the course/training program commencement date.
- b. Should prospective Students wish to withdraw their application for a course, they shall be granted a seventy (70) per cent refund of the fees paid when the written notice to withdraw is given before, but not more than thirty (30) days prior to the course/training program commencement date.
- c. Should prospective Students wish to withdraw their application for a course, they shall be granted a zero (0) per cent refund of the fees paid after the course/training program commencement date.

If Student's written notice of withdrawal's is received	% of the aggregate amount of the Course Fees and Additional Fees paid
More than 30 days before the Commencement Date	80%
Before, but not more than 30 days before Commencement Date	70%
After the Commencement Date	0%

7.0 A Student who transfers from the course to another course within Hemsdale shall be deemed to have withdrawn from the course and the provisions for withdrawal (see Item 5.0) shall apply unless otherwise agreed between Hemsdale and the Student.

8.0 Hemsdale shall refund fees paid by the Student except the Application Fee of SIN\$100.00 and Student's pass processing fee of S\$350 for International Students and of SIN\$50.00 for Local Students:

- a. If the offer of a place by the school is not accepted by the prospective Student.
- b. If incorrect or incomplete information is supplied by the prospective Student and the offer is withdrawn by Hemsdale.
- c. If the Student's pass application of the prospective International Student is unsuccessful.

9.0 A Student shall not be granted a refund in full or in part if they are in breach of a Student's pass condition and/or government agencies/authorities rules and regulation under the laws of Singapore and unable to complete the course or program.

- 10.0 Should a Student request a refund due to grievance or complaint with regard to the course/training program; this shall be dealt with via Policy 3 – Student Grievance and Complaint.
- 11.0 In all cases, the amount refunded will be less any applicable bank administrative charges properly payable/paid under the Student Protection Scheme.
- 12.0 All appeal for refund of course or service fees made to Hemsdale are subject to consideration by Hemsdale and any decision made by Hemsdale is considered final.
- 13.0 The Student, upon receipt of the refund from Hemsdale, agrees that the refund amount is final, and the Student's request for refund of the course or service fees is fully settled and the Student shall cease to pursue any further claims from Hemsdale for any other refund of the said course or service fees.
- 14.0 The Student's Pass is not transferable and will expire upon the Student ceasing to be a Student of the school. The school is under an obligation to inform the Immigration and Checkpoints Authority of the Student's withdrawal from, or completion of his/her course of study, and the Student shall deliver to the school within three (3) days of the Student ceasing to be a Student of the school, the passport and the Student's Pass for cancellation.

## **Policy 3**

### **Student Grievance and Complaint**

- 1.0 The Student Grievance and Complaint Policy is designed:
  - a. To prevent personal conflicts from becoming entrenched
  - b. To resolve grievances speedily, in a confidential, conciliatory and effective manner,
  - c. To be easily accessible to staff and Students thus enabling an effective and productive work and study environment for staff and Students.
- 2.0 Students may lodge a grievance or complaint in the following areas:
  - a. Refund of fees
  - b. Misconduct leading to discipline
  - c. Other administrative or personal issues
- 3.0 The process for lodging a grievance or complaint is as follows:
  - a. In the first instance, Students should discuss any grievance or complaint with the Student Counsellor.
  - b. If the issue is administrative, the grievance or complaint should be discussed with the Course Coordinator.
  - c. If the outcome is not satisfactory to the Student, the Student should make an appointment with the General Manager to discuss the issue.
  - d. Should the outcome be unsatisfactory, then a written appeal may also be made to the Academic Board. The Board meets at least two times a year to discuss all Student-based, educational issues and Policy. The Board has the power, on a case-by-case basis, to take action based on individual circumstances. This responsibility of the Board can be delegated to the Chairman of the Board for immediate decision to be made.
  - e. The Student will be kept informed of the progress within 14 working days regarding their appeal and may be asked to attend an interview. The Student will be notified in writing of the result of their appeal.
  - f. In the event that the Student and the school are unable to resolve the grievance or complaint, they shall refer the grievance or complaint to the CASE Mediation Centre for mediation prior to instituting any legal action or proceedings. The Student and the school have to pay such fees as the CASE Mediation Centre may prescribe from time to time for the purpose of resolving the grievance or complaint.

## Policy 4

### Privacy Statement

#### 1.0 Protecting the Student's personal Information is important to Hemsdale

- a. Hemsdale acknowledges the importance the Students attach to information that identifies them (personal identifiers such as name, address, date of birth, personal email address).
- b. Hemsdale is committed to protecting and managing the personal information you chose to share with our organisation.
- c. Through providing this information, we seek to ensure that the Student will be able to deal with our organisation in full confidence that your personal information will only be used by Hemsdale in the ways we have described to you and that it will be held securely.
- d. This Privacy Statement explains our current information handling practices when you interact with us either online, in writing or in person.

#### 2.0 The Collection, Use and Disclosure of your Personal Information

- a. If you chose to visit our web site, please be aware, Hemsdale does not currently collect information about you unless you complete one of our forms.
- b. If you submit information to Hemsdale either by telephone, personal interview, in writing, electronic data, using an electronic form or application or by sending an email, we collect that information and use it for the purposes that you have provided it. For example, if you request information about one of our courses, Hemsdale will use the information to process your inquiry and administer your course should you proceed to enrolment.
- c. Hemsdale acknowledges that the personal information provided on a voluntary basis by the Students assist us to provide high quality products and services to them. If this information is not supplied, Hemsdale may be restricted in its ability to offer the students the level of service require or expect.
- d. Hemsdale shall not disclose your Personal Information to an external company or third party. Your information shall not be sold to anyone and shall not be used for promotions independent of Hemsdale.
- e. Hemsdale shall destroy personal information, if there is no longer any legitimate purpose in retaining such information.

#### 3.0 Examples of Personal and Sensitive Information Hemsdale may hold:

- Name
- Address
- Telephone Number
- Fax Numbers
- Date of birth/age

- Place of birth
- Race or ethnic origin
- Email address
- Student Results
- Educational Qualifications
- Health information (if you are a Student attending classes)

#### 4.0 Access and Correction

If requested, Hemsdale shall give individuals access to and correction of their personal information. This information is provided on the condition that none of the Privacy Principle exceptions apply:

- a. in the case of personal information other than health information - providing access would pose a serious and imminent threat to the life or health of any individual; or
- b. in the case of health information - providing access would pose a serious threat to the life or health of any individual; or
- c. providing access would have an unreasonable impact upon the privacy of other individuals; or
- d. the information relates to existing or anticipated legal proceedings between the organisation and the individual, and the information would not be accessible by the process of discovery in those proceedings; or
- e. providing access would reveal the intentions of the organisation in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- f. providing access would be unlawful; or
- i. the preparation for, or conduct of, proceedings before any court or tribunal, or implementation of its orders.

When requesting access to personal information, individuals shall:

- Formally in writing, request to access their personal information
- Provide two (2) acceptable forms to prove their identity
- Pay any reasonable associated fees
- Allow 14 working days for processing

Hemsdale may choose to charge for access to and copy of personal information. Should fees apply, they shall not be excessive, nor shall they apply to lodging a request.

# Policy 5

## Misconduct/Discipline

### 1.0 Definition of Misconduct

“Misconduct” means conduct on the part of a Student which unreasonably:

- impairs the freedom of other persons to pursue their studies, duties or to participate in lawful activities
- disrupts the due processes of Hemsdale, or
- causes damage to property or is otherwise detrimental to the proper order or good conduct of Hemsdale or is adverse to its academic standing or reputation.

### 2.0 What is Misconduct?

A Student is guilty of misconduct if the Student:

- wilfully disrupts or obstructs any teaching or related activity, examination, official meeting, ceremony or other activity of Hemsdale
- wilfully obstructs, or attempts to obstruct or deter a Hemsdale member of the staff in the performance of their duties
- wilfully interferes with the freedom of movement within Hemsdale of any staff, Students, clients, guests or visitors
- wilfully interferes with the freedom of speech within Hemsdale of any staff or Students or of any speakers with a legitimate invitation to speak
- wilfully, recklessly or negligently engages in conduct which results in or involves injury to any person or loss or destruction of, damage to or interference with any premises, facilities or property
- enters a part of Hemsdale’s premises -
  - to which entry is prohibited
  - to which entry is permitted only with authority
- unlawfully assaults, or attempts to assault, a person on Hemsdale’s premises
- wilfully damages or wrongfully deals with property of Hemsdale or property of a person within Hemsdale’s premises
- cheats, acts dishonestly or unfairly or assists another person to cheat or act dishonestly or unfairly, or attempts to do so, at or in connection with an examination, test, assignment or other means of academic assessment conducted by or on behalf of Hemsdale
- in an attempt to gain academic credit, plagiarises the work of another
- without lawful authority, obtains access to or alters or attempts to gain access to or to alter, a document or record, kept by Hemsdale, whether kept in hard copy, electronic or other form
- without lawful authority, discloses to a person information relating to Hemsdale or its affairs which is of a confidential nature and which the Student knows, or ought reasonably to know, to be confidential
- fails to comply with a reasonable direction given by a member of Hemsdale staff who has, prior to giving the direction, identified themselves to the Student as a member of staff

- fails to disclose their name and address or to produce evidence of identity where required to do so by a Hemsdale staff member who:
  - is making, in the course of duty, an enquiry or investigation to which the identity of the Student is relevant, or
  - needs to know the Student's identity for the purposes of a report to be made to a senior manager
- contravenes or fails to comply with a Hemsdale policy
- fails to comply with or observe a requirement, suspension or exclusion imposed on the Student under a Hemsdale policy
- fails to attend classes as specified by the terms and conditions for the issue of Student's Pass and Security Bond.

### 3.0 Responsible Officers

- For Students enrolled in the Degree programs, the responsible officer is the Principal.
- For Students enrolled in Diploma or other programs, the responsible officer is the General Manager.

### 4.0 Misconduct Dealt with Instantly

- a. Where misconduct is committed by a Student in, or in connection with, an activity held within Hemsdale's premises, whether a teaching activity, examination, official meeting, ceremony or other activity, the person with responsibility for that activity, whether or not that person is a member of Hemsdale staff, may exclude the Student from the activity being conducted for the duration of that activity.
- b. A member of Hemsdale's staff with responsibility for the operation or management of a facility within Hemsdale, including the Library, may exclude a Student from access to or use of that facility for a period not exceeding seven (7) days for misconduct arising out of the use of that facility by the Student.
- c. A member of staff who excludes a Student shall within 2 working days, report the misconduct and the subsequent exclusion to the Responsible Officer.
- e. Where a staff member identifies a Student as having plagiarised the work of another, the staff member shall report the plagiarism to the Responsible Officer who may take the appropriate action including one or more of the following:
  - reprimand the Student,
  - set additional academic work for assessment,
  - cause a 'Fail' grade or "Not Yet Competent" result to be awarded to any work associated with the plagiarism or unit.

## 5.0 Courses of Action

- a. The Responsible Officer shall, in relation to the Student alleged to have committed the misconduct, take one or more of the following courses of action:
  - (i) where the allegation of misconduct is not supported by the evidence
    - dismiss the allegation
    - reprimand the Student
    - require the Student to attend counselling sessions
    - require the Student to make restitution to Hemsdale or to a person for property lost, damaged or destroyed due, in whole or in part, to the conduct of the Student
    - suspend the Student from any or all teaching activities for a specified period not exceeding fourteen (14) days
    - exclude the Student from the use of any or all of Hemsdale facilities including the Library, for a specified period not exceeding fourteen (14) days
    - exclude the Student from Hemsdale premises or a specified part or parts of Hemsdale premises for a specified period not exceeding fourteen (14) days;
  - (ii) where the misconduct arose in connection with the assessment of the Student in a course
    - reduce the assessment of performance of the Student and substitute a lower grade
    - cancel the assessment of the Student and substitute a "Fail" grade or "Not Yet Competent" result
    - recommend to the Universities that a degree or other award be withheld from the Student.
  - (iii) where the misconduct arose in connection with the non-compliance of terms and conditions for the issue of the student's pass and Security Bond, it will be dealt with in accordance to the penalties imposed by those two documents.
  - (iv) In any of the above cases, Students will be given demerit points as listed in the Demerit Point System (see attached).

## 6.0 Student Disciplinary Appeals

- a. A Student affected by a decision of the Responsible Officer may appeal to the Chairman of the Academic Board within fourteen (14) days after having received notification of that decision.
- b. The Academic Board shall commence hearing an appeal not later than 28 days after the date on which the Student lodges the notice of appeal.
- c. The decisions of the Academic Board shall be decided by a simple majority.

- d. The Chair of the Academic Board shall give written notice of its decision in respect of an appeal to the parties to the appeal within seven (7) days of that decision.
- e. Hearings of an appeal shall be in private.
- f. Where a Student fails to appear at a hearing of which notice has been given, the Academic Board may, at its discretion, proceed with the hearing in the Student's absence or adjourn the hearing.

#### 8.0 Expulsion from Hemsdale

A Student who has been expelled from Hemsdale shall not be re-enrolled as a Student except with the permission of the Principal.

## **Policy 6**

### **Academic Honesty**

1.0 Hemsdale expects Students to understand and maintain high standards of academic honesty. Students are expected to conduct their studies at Hemsdale honestly, ethically and in accordance with accepted standards of academic conduct.

2.0 Conduct deemed contrary to these standards is considered academic misconduct and may result in penalties or sanctions being imposed. Students suspected of academic misconduct are subject to review and disciplinary action by the Academic Board.

3.0 Group work

Group work is defined as a formally established project to be completed by a number of Students in common, resulting in a single report/essay/project or a number of associated reports/essays/projects.

There is a growing emphasis at Hemsdale on the use of assessment tasks involving group assignments and projects. This has resulted from the recognition of the value of group skills as a vital component of an academic education.

4.0 Legitimate Co-operation

Legitimate co-operation is defined as any constructive educational and intellectual practice that aims to facilitate optimal learning outcomes through interaction between Students. Typical examples of these practices may include the researching and writing of joint projects/essays/tutorial papers; discussion of general themes and concepts; interpretation of assessment criteria; informal study/discussion groups; strengthening and development of academic writing skills through peer assistance.

5.0 Plagiarism

Hemsdale defines plagiarism as a piece of writing that has been copied from someone or somewhere else and is presented as being the Student's own work. Plagiarism can range from failure to use proper citations to cheating, and can be committed unintentionally or with planned deliberation. Group work and legitimate cooperation do not, per se, constitute plagiarism but Students, operating as a group, must adhere to academic standards.

In the preparation of work submitted to meet course requirements, Students must take great care to distinguish their own ideas and language from information derived from other sources. Whenever ideas or facts are derived from a Student's reading and research that material must be cited in a proper manner.

The staff at Hemsdale will not accept work that has been plagiarized and use a number of methods to ascertain if Student work has been plagiarized. It is

the Student's responsibility to learn the proper forms of citation according to standards formulated by Hemsdale. Students who have questions about the standards of scholarly writing should speak with their trainers before beginning research on assignments.

## 6.0 Cheating

Collaboration in the completion of written assignments is prohibited unless explicitly permitted by the trainers. Students must acknowledge any collaboration and its extent in all submitted assessment.

Students may not copy another Student's assignment or examination. No communication is allowed between Students during an examination, and no Student is permitted to keep books, papers, calculators, computers, or notes during an examination except with the permission of the invigilator.

It is expected that all work submitted for a course will have been done solely for that course. A Student may not submit the same or similar work to any other course without the prior written permission of the Course Coordinator(s) involved.

## 7.0 Alleged Academic Misconduct

The Academic Board may conduct a formal hearing into an allegation of academic misconduct. The Student may attend the hearing or, if the Student requests, participate in the hearing through telephone conferencing or similar facility. If the Student declines to attend the hearing (or participate by other means) the hearing shall proceed in the absence of the Student.

## 8.0 Penalties

Plagiarism may result from poor technique or more serious causes such as copying the work of another person; submitting the work of another person; or closely paraphrasing a piece of work without due acknowledgment. The circumstances relating to an allegation of plagiarism shall be assessed to determine which of the following should apply:

- minor matters of plagiarism may be dealt with by the trainer;
- more serious matters including multiple allegations may be referred to the Principal.

Each case shall be treated on its merits. Minor first infringements may be corrected by counselling or by the imposition of a penalty, as appropriate. Depending on the circumstances, the penalty imposed may include a warning, resubmission, loss of marks, failure on a particular task or in a subject.

Before imposing a penalty for plagiarism, the Student's file should be checked to determine whether the offence is a first or subsequent offence. For a subsequent offence, the penalty should be more severe.

## **Policy 7**

### **Disclosure of Pre-Requisites & Requirements of a Program**

#### 1.0 Objective for Preparation of Communication Material

The aims and the details of the courses are to be spelt out clearly for the preparation of communication material including brochures, advertisements in the newspaper, posters, audio video presentation, and website.

#### 2.0 Prepare Communication Material

- a. The representatives of the tertiary, professional or vocational institutions have to be contacted to obtain the relevant information to identify the criteria to be followed in preparing communication material.
- b. Once the criteria of the institutions are determined, printing companies are to be contacted to obtain at least two quotations. The printing company selected to print the communication material is assessed in accordance to their quotations and their performances in the past.
- c. Printing company has to be asked to prepare a draft brochure for review by Hemsdale, and in some instances, by the tertiary, professional or vocational institutions. This has to be done before sending the draft brochure for mass printing.

#### 3.0 Contents of the Communication Material

The communication material has to include the following details:

- a. Name of the program
- b. Name of the awarding institution
- c. Structure of the program
- d. A brief description of the subjects/units/modules
- e. Course fees
- f. Non-course fees (if applicable)
- g. Entry requirements
- h. Duration of the program
- i. Method of assessment
- j. Prerequisites (if any)

## **Policy 8**

### **Standard Student Contract**

1.0 A Standard Student Contract in the format provided by CaseTrust is to be signed between the Student and the school for all International Students and optional for Local Students.

2.0 Five Mandatory Requirements

The Standard Student Contract is legally binding and clearly defines the five mandatory requirements:

- a. Clear definition of course details,
- b. Full disclosure of all costs for tuition and non-tuition fees,
- c. Commitment to Student Protection Scheme,
- d. Clear definition of refund policies, and
- e. Clear definition of dispute resolution mechanism.