



LEARNER HANDBOOK

2024 - 2025

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**Empowering Learners in their Acquisition of
Knowledge, Skills and Attitudes for the Provision
of Quality Care and Service Delivery in Health
and Social Work**

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PART A: GENERAL INFORMATION

1.0 Vision, Mission and Core Values

1.1 Vision

The National Institute of Health and Social Studies (NIHSS) will be the institution of choice for the preparation of specialists in the Health and Social Service sectors, including those training at a degree level. It will be a vital partner in the ongoing transformation of services in Seychelles, to incorporate the best that can be learned from research and global experience. NIHSS training programmes will meet the highest standards, earning the institute a reputation for excellence in the region and beyond.

1.2 Mission

To provide quality education and training in health and social studies at tertiary level, in order to produce reflective, empathetic, self-motivated, highly resourceful professionals, who can be at the forefront of developments in their respective fields of work.

1.3 Core Values

Accountability:

We believe that health and social service professionals must acknowledge that they share responsibility for the outcomes of the services that they offer to the community, and that they must strive at all times to give the best of themselves within the teams in which they operate. This call to accountability will be mirrored, therefore, in the expectations which NIHSS will have with respect to the behaviour and performance of its staff and students.

Integrity:

We recognize that practice within the health and social service professions is regulated by well-established codes of ethics and relies for its success on the strict application of set policies and procedures, the observance of moral principles, and the uncompromising maintenance of confidentiality. The NIHSS will therefore set high standards for its staff and students in relation to the observance of regulations and the practice of honesty, fairness and confidentiality.

Pursuit of Excellence:

We believe that the quality of service in the professions cannot be maintained, much less improved, if staff do not constantly engage in upgrading their knowledge and skills, and looking critically at their practice in the light of new insights. Consequently, the NIHSS will commit to the maintenance of strict professional and academic standards; require staff to be au-fait with developments across services; adopt training approaches that

encourage trainees to critique their own work, and secure commitment across the board to a process of life-long learning.

Respect:

We believe that a profound respect for individuals, a tolerance of differences, and a genuine desire to experience reality from the perspective of the other person are fundamental to the delivery of services within the caring professions. The NIHSS will strive, therefore, to develop the emotional intelligence of its trainees, while at the same time building their confidence, their sense of self-worth and their receptiveness to others.

Empowerment:

We believe that the core of our mission is to prepare competent professionals who are adaptable and who can make a positive contribution to the services to which they are assigned from the start of their employment. With this end in view, the NIHSS will prioritize the reinforcement of links with the services in the planning and delivery of training, seek to build strong alliances with representatives of employers and professional councils, and take steps to be visible and engaged at community level.

Scientific Rigour:

We believe that a proper assessment of situations in the health and social fields, with a view to planning an intervention, relies on the collection of objective evidence and the rigorous analysis and application of that evidence. In recognition of this fact, the NIHSS will endeavour to model this approach in its internal quality assurance processes, whilst also promoting research by staff and learners.

Engagement:

We believe that the core of our mission is to prepare competent professionals who are adaptable and who can make a positive contribution to the services to which they are assigned from the start of their employment. With this end in view, the NIHSS will prioritize the reinforcement of partnership with the services in the planning and delivery of training, seek to build strong alliances with representatives of employers and professional councils, and take steps to be visible and engaged at community level.

Team work:

We believe that cooperation and teamwork amongst professionals, who brings different perspectives to bear on problems, is vital for the success of interventions in health and social services. The NIHSS will therefore expect its staff to work together as a team and to be consistent in applying agreed policies and procedures, in order to project an image of unity in the pursuit of common goals.

2.0 Legal Context

The provisions of the Tertiary Education Act (2011, amended in 2022) and the Seychelles Qualifications Authority (SQA) Act of 2021 have guided the development of this NIHSS learner handbook.

Learners' Rights,

Learners shall be entitled to:

- Have access to and use appropriate equipment and facilities for the purpose of their learning programme as well as for social activities
- Discontinue and renew studies in accordance with the procedures established by the charter. (<https://www.nihss.gov.sc/wpcontent/uploads/2020/11/Charter.pdf>)
- Participate in the management of the tertiary education institution
- Elect representatives to, and to be elected as members of administrative bodies
- Appeal against official decisions affecting them

Learners' duties and responsibilities,

Learners shall be responsible for:

- Fulfilling the requirements of the programme of learning
- Observing rules and regulations in force and the charter of the tertiary education institution
- Cooperating in the implementation of the decisions of the tertiary education institution
- Acting in compliance with the tertiary education institution's code of ethics for learners

The development of this handbook has also been guided by legislations and regulations relevant for the health and social sectors as well as those of the professional councils which include; Seychelles Nurses and Midwives Council (SNMC), Health Professionals Council (HPC) and Social Workers' Council (SWC).

3.0 Welcome

Dear learners,

Welcome to the National Institute of Health and Social Studies.

We are pleased that you have chosen a programme of study in the Health or Social field.

We are committed to offering you a learning experience that inspires you to make full use of your potential, promote quality, integrity and compassion in clinical and social works practice as well as service delivery. We seek to establish and maintain an environment conducive for teaching, learning, and other creative activities.

The institute supports the right of all learners to learn in an environment committed to the protection of their health and safety. Additionally, we strive to promote the diversity of learners through the principles of inclusion, equity and fair treatment; thus, encouraging the free expression of ideas that aims to improve the functioning of the institute and the overall well-being of all learners

We encourage all learners to familiarise themselves with the contents of the learner handbook, to conduct themselves in a manner consistent with the provisions therein. Moreover, you are encouraged to know your roles and responsibilities as learners and maximize the opportunities made available to you as a trainee in the fields of health or social work.

We therefore wish you the best in your studies and look forward to providing you an academic and life-changing experience that will serve you well in your future professional career and personal endeavors.

Yours sincerely,

NIHSS STAFF

4.0 History, Present Day and Future Ahead

4.1 History

Nursing education in Seychelles dates back to the 1950s in the Nurses Home building at Mont Fleuri. In the 1980's, the School of Health Studies (SHS) was established as part of the Seychelles Polytechnic in which other health programmes were offered. During the 1990s, the National Institute of Health Studies (NIHS) offering courses in both Nursing and allied health eg: Biomedical Laboratory Sciences, Pharmaceutical Sciences, Physiotherapy, Dental Hygiene and Environmental Health Sciences took over the role of SHS after it was phased out of the Seychelles Polytechnic. This was the case until the establishment of NIHSS in 2002.

With regards to Social Work, there was a programme in the 1980's and 90s at the ex-Polytechnic's School of Education and Community Studies geared for prospective Social Workers. In 2001, a group of Social Workers were enrolled on a Diploma in Social Work programme offered by Edith Cowan University (ECU) in Australia. The programme was offered locally in partnership with the Ministry responsible for Social Affairs at the time.

4.2 Present Day

As a professional centre, NIHSS operates under the Amended Tertiary Education Act of 2022, with the Ministry of Health (MOH) as its parent ministry. It is mandated to offer training and continuous professional development in health and social work from level 3 (certificate) to level 6 (advanced diploma) on the National Qualifications Framework (NQF). It works in close collaboration with the Ministry of Health, the Ministry of Education, the Ministry of Employment, Social Affairs and the Seychelles Qualification Authority (SQA) for the training, professional development, development of courses and accreditation of programmes for the health and social sectors.

4.3 Future Ahead

NIHSS will strive to make optimal use of its human and financial resources in line with its vision, mission and core values. The institution will continue to lobby for the expansion of its training capacity in other areas of health and social work and create opportunities for growth in line with its mandate and strategic plan.

5.0 Purpose

The purpose of this handbook is to:

- a. Provide a summary of NIHSS governance and management structures.
- b. Brief learners of the rules and procedures that should be abided to for the duration of their enrolment.
- c. Provide information pertaining to the delivery of courses and programmes
- d. Ensure that learners are aware of support services and opportunities provided

- for them.
- e. Outline roles and responsibilities of learners as trainees in the health and social domains.
 - f. Provide a framework that protects the interests, health and safety of learners enrolled at NIHSS.
 - g. Outline standards of performance and conduct so as to encourage excellence and promote a culture of positive behaviour and accountability.

6.0 Application

The rules and procedures outlined in this learner handbook are applicable to all learners enrolled at NIHSS, on both full-time and/or on part-time basis.

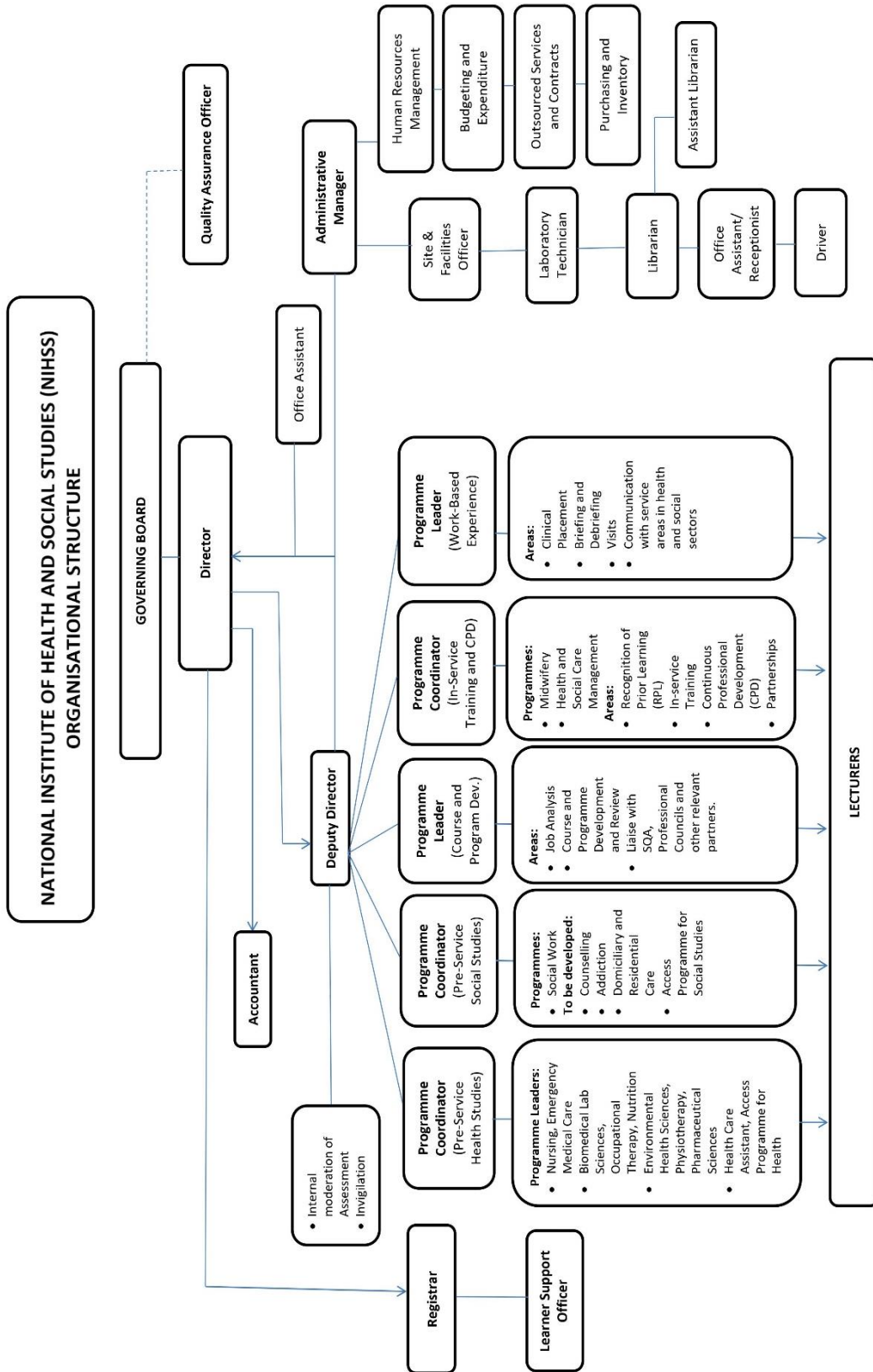
The handbook applies to the conduct of all learners both on and off-campus activities organised or authorised by the NIHSS. It also applies to after normal class hours whilst wearing the NIHSS uniform. Moreover, it applies to learners representing the NIHSS whether in uniform or not.

All learners have a duty to read and comply with the Learner Handbook to conduct themselves accordingly, and maximise the opportunities made available. Non-compliance with the rules of this learner handbook will lead to disciplinary actions.

Whilst enrolled at the NIHSS learners are subjected to legislations, regulations and other policies of The government/or MOH. Violations of such-laws, regulations and policies may constitute as violations to the learner handbook. In such instances NIHSS has the right to take necessary disciplinary actions in-line with its policies.

7.0 Governance and Management

7.1 Organisation Chart



7.2 Governing Board

The Governing Board is appointed by the Minister responsible for Health. It is presided by a Chairperson and includes the Vice-Chairperson and other members including the Director. The Chairperson of the Learner Council may be co-opted when the need arises. The Governing Board is responsible for the governance of NIHSS, overseeing the implementation of its strategic plan and attending to cases of appeal.

7.3 Quality Assurance Officer (QAO)

The QAO reports to the Governing Board. He/she is responsible for the development and review of policies and procedures and ensures that these are being adhered to. He/she is also responsible for compiling the institutional annual report and submit to the Governing board for review and endorsement.

7.4 Management Committee

The committee is responsible for the daily management and administration of NIHSS. It is presided by the Director and includes the Deputy Director, Administrative Manager, Accountant, Registrar, Programme Coordinators and Programme Leaders.

7.5 Academic Committee

The committee is responsible for the establishment, review and monitoring of academic standards for all programmes and courses. It also ratifies the results for all learners. It is presided by the Deputy Director and includes the Programme Coordinators, Programme Leaders, Registrar, QAO and other appointed staff members.

7.6 Programme Management

The structure for the management of programmes is as follows:

- a. Programme Coordinators: There are three (3) members of staff discharging this responsibility who report to the Deputy Director. They are:
 - i. Programme Coordinator for Pre-service Training (Health and Access):
He/she is responsible for all the pre-service certificate and diploma programmes for Health as well as the Access Programme for Health.
 - ii. Programme Coordinator for Pre-service Training (Social Studies):
He/she is responsible for all the pre-service certificate and diploma programmes for Social Studies.
 - iii. Programme Coordinator for In-service Training and Continuous Professional Development (CPD):
He/she is responsible for coordinating with local and international partners for the organisation of in-service training, CPD as well as liaising with SQA for the coordination of training for candidates undergoing Recognition of Prior Learning. (RPL)

- b. Programme Leaders: There are two (2) members of staff discharging this responsibility who report to the Deputy Director. They are:
 - i. Programme Leader for Course and Programme development and
 - ii. Programme Leader for Work-Based Experience (WBE)

- c. Programme Leaders: There are four (4) members of staff discharging this responsibility who report to the Programme Coordinator for Pre-service Training (Health and Access). They are:
 - i. Programme Leader for Nursing and Emergency Medical Care
 - ii. Programme Leader for Biomedical Laboratory Sciences, Occupational Health and Nutrition
 - iii. Programme Leader for Pharmaceutical Sciences, Physiotherapy and Environmental Health Sciences
 - iv. Programme Leader for the Access Programme and Pre-service Health Care Assistant training

(REFER TO FIG 7.1 ORGANISATION CHART)

7.7 Learner Support Services

The Registrar

He/she reports to the Director and has the overall responsibility for learner support at the NIHSS. He/she is responsible for marketing; maintenance of learner database, website, social media platforms; learner movement, issue of results, issues of official academic documents and liaising with other partners for learner activities.

Learner Support Officer (LSO)

He/she Reports to the Registrar and is responsible for the maintenance of learner files, updating of the learner payroll for allowances and providing counselling to learners who face social or other challenges. Additionally, the learner support officer liaises with external agencies/organisations for the provision of transportation and other services to learners and liaises with learners and other partners for Extra Curricular Activities (ECA). The LSO also promotes inclusion and diversity amongst the NIHSS community.

Learner Council

This is the main body mandated to represent learners and their interests at the NIHSS. The Council is elected annually and is comprised of one representative from each class. It includes a Chairperson, Vice- chairperson, Secretary and Treasurer.

The council has the responsibility of promoting learner involvement and participation in all activities and initiatives put forward by the institute and its partners. Additionally, the council provides a forum where learners can put forward issues of concern to them and where they can suggest areas for improvement.

The Chairperson of the Learner Council can be co-opted on the Governing board when the need arises.

Class Representative(s)

Learners elect a representative for each of their respective cohort. These representatives are responsible for their cohorts and the coordination of different activities in which the group participates. They are responsible to liaise with lecturers and the programme leader to ensure that the rules and regulations outlined in this learner handbook are adhered to.

8.0 Uniform and Grooming

8.1 General Information

The NIHSS uniform is intended to support our sense of community and health professionalism in our institution and to emphasise our character, organisation and commitment to maintain a level of dignity within the institute's dress standards. A learner dressed in his/her uniform should reflect the image and core values of the institution.

The proper wearing of the institution's uniform is compulsory. Learners should ensure that their uniform is worn correctly; freshly laundered and in good condition when they leave home.

All learners will exemplify grooming standards that project a positive image for the learner, the NIHSS, and the community at large.

8.2 Requirements

All learners are required to wear the complete set of uniform as outlined in section 8.3 and 8.4 for male and female learners respectively.

Learners are subject to inspection upon entry at NIHSS Campus or other times as instructed by the Director, Deputy Director, Registrar and other academic staff.

Learners whose uniform do not meet the requirements outlined under sections 8.3 or 8.4 will be sent home. They will be given a 'sent home' notification form signed by the Registrar or Deputy Director which will include conditions set for re-admission on campus.

Uniform requirements outlined in sections 8.3 and 8.4 apply for both on and off-campus including whilst on WBE and other NIHSS related functions and/or events.

Learners whose uniform and grooming requirements do not meet the requirements outlined in 8.3 or 8.4 on and off-campus will be subject to disciplinary action outlined in section 4.3.2.

8.3 Male learner

- a. Trousers must be knee length (old uniform) or full length (new uniform) and worn above the hips; should be regular fit.
- b. Shirts must be regular fit and tucked in at ALL times. (Refer to photo)
- c. The uniform should be worn when attending classes on campus and representing NIHSS at activities outside the campus.
- d. Any hairstyle is allowed as long as it is neat and well-groomed and shoulder length with no vivid colours.
- e. Beards, moustaches and sideburns if any, should be trimmed and kept short and tidy.
- f. Hair style should not be displaying or advertising any patterns.
- g. Accessories including bandana and sache are not permitted whilst wearing uniform.
- h. Nails should be kept clean with no coloured nail polish.
- i. Visible body art (such as permanent/ ink tattoos, henna tattoo), and body piercings mostly facials ones are not permitted. Learners with existing tattoos and piercings are required to notify the management upon induction/registration. Learners acquiring tattoos and piercings after the registration will be subjected to disciplinary action.
- j. Jewelry if worn should be kept to a minimum i.e.: One or two ring(s), one medium sized bracelet and one medium sized necklace. However, ear/nose studs or any visible piercings are not permitted. Excessive jewelry will be confiscated. Anklets are not permitted
- k. Flip flops and brightly coloured footwear are strictly not allowed.
- l. Belt should either be black or brown.

Fig 1: Male Learners in the old



Fig 2: Male Learners in new uniform



8.3 Female learners

- a. Skirts must be regular fit, knee length or below the knee and worn above the hips.
- b. The uniform should be worn when attending classes on campus and representing NIHSS at activities outside the main campus. (Refer to photo)
- c. Any hairstyle is allowed as long as it is neat and well-groomed with no vivid colours.
- d. Hair Extensions must not exceed mid back. Hair style should not be displaying or advertising any patterns.
- e. Accessories including bandana and sache are not permitted whilst wearing uniform.
- f. Simple and discreet makeup is acceptable. (no artificial eye lashes)
- g. Nails must be kept-short, and clean.
- h. Visible body art (such as permanent/ ink tattoos, henna tattoo), and bodypiercings mostly facials ones are not permitted. Learners with existing tattoos and piercings are required to notify the management upon induction/registration. Learners acquiring visible tattoos and extra piercings after the registration will be subjected to disciplinary action.
- i. Jewelry if worn should be kept to a minimum i.e.: One or two rings, one medium sized bracelet and one medium sized necklace. Only one pair of earrings will be allowed in the ears. Nose ring or bar are not allowed. Excessive jewelry will be confiscated.
- j. Flip flops and brightly coloured footwear are strictly not allowed.
- k. Belt should either be black or brown.

Fig 3: Female learners in the old Uniform



Fig 4: Female learners in the new Uniform

Note: With regards to piercings and other accessories, a request to appeal on religious, spiritual and cultural merits, may be presented to the management of the NIHSS for its consideration. NIHSS reserves the right to decline any appeal if the justifications are not adequately met.

8.4 Newly Enrolled Learners

Learners enrolled on Year 1 programmes, who have purchased materials for their uniform, will be given a period not exceeding four (4) weeks to have their uniform sown based on the requirements and standards issued to them upon induction.

Details and guidelines on the acceptable attire during this period and that of the uniform to be sown is handed out during induction and upon purchase of uniform fabrics.

8.5 Clinical Uniform

Information regarding the requirements for clinical uniforms is included in the Handbook for WBE.

9.0 Generic Year Planner

Semester 1	
February	Induction and classes begin
April	Semester break
June	End of semester
Semester 2	
July	Classes begin
September	Semester break
December	End of semester

10.0 Operational Hours

The NIHSS operates Monday to Friday, from 8.00am to 3.00pm in accordance with the annual academic calendar.

There is provision for a 30-minutes break from 10.00am to 10.30am and a 1-hour lunch break from 12.00pm to 1.00pm

11.0 Permission and Authority

Learners are not allowed to remain on campus after 3.00pm unless authorisation has been granted and signed by the Director or Deputy Director through the Programme Coordinator/Leader.

Learners need to seek permission from the Programme Leader if they wish to leave the campus (for justifiable reasons only). In such cases, a permission-to-leave form will be issued to the student signed by the Programme Leader.

The permission-to-leave form will be submitted to the respective programme leader for records.

Learners are strongly encouraged to schedule personal appointments and transactions during their non-contact hours. Driving tests/lessons are strictly not permitted during curriculum/WBE time.

12.0 Support Services and Facilities

12.1 Academic

12.1.1 Library

The library offers learners access to books, journals, databases and other official documents to facilitate academic learning. These are borrowed under the prescribed rules and regulations of the library. Some books, journals and other official documents can only be used in the library and learners will not be authorised to borrow them.

The library is open daily from 8.00am to 4pm.

Should learners require opening hours to be extended, they may submit their request to the librarian who will liaise with the Administrative Manager for approval.

The library also offers learners access to printing and photocopying facilities. Learners are encouraged to submit their requests at least two days in advance.

The fees for printing and photocopying will be displayed in the library as approved by the Director.

As part of the induction process, learners will be informed of the rules and regulations of the library as well as services offered.

12.1.2 Practical Laboratory

To supplement theoretical knowledge and understanding gained through lectures and other classroom-based approaches in health programmes, learners at NIHSS will have access to practical labs that enables the conducting of experiments in a safe environment. It provides the opportunity for them to analyse samples, interact with data and make evidence-based/scientific conclusions from experiments and observations made. The practical labs will also enable them to practice their clinical and decision-making skills through various simulations associated with patient care.

The rules regarding the use of the practical lab are displayed in the rooms and will be explained to learners as part of the induction process.

12.1.3 Computer room

NIHSS has a well-equipped computer room with desktop computers. The computer room is mainly used to facilitate the delivery of Information Communication Technology (ICT) lectures to develop learners and further enhance their ICT skills. The room is also available for learners to research and write-up assignments and/or projects. The rules with regards to the use of the computer room is displayed on the outer side of the door and will be briefed to learners as part of the induction process.

12.1.4 Internet

Learners have access to the internet to facilitate and support their academic learning. NIHSS reserves the right to restrict access to websites which contains harmful/illegal content and which contravenes the rules and regulations outlined in this handbook.

12.2 Non-academic

12.2.1 Pantry

NIHSS has a pantry that includes a refrigerator, kettles and microwave ovens for learners, who wish to refrigerate their food/water, boil water and heat their meals respectively.

12.2.2 Seating facilities

There are benches placed round the campus as well as seating facilities at the rear end side of the building.

12.2.3 Allowances

All learners are entitled to a monthly allowance which is payable on the learner's or parents/legal guardian bank account in the case of learners less than 18 years of age.

Information regarding allowances will be provided during induction.

Learners who have any queries regarding allowances may address this to the Learner Support Officer.

12.2.4 Transport

Learners are provided with school bus services to and from the campus. This service is available for **NIHSS Learners and Staff Only**. The NIHSS will not bear any responsibility to additional passengers in the school bus service.

The service is operational from Monday to Friday.

Depending on the residing location and for WBE purposes learners are issued with a bus pass for the Seychelles Public Transport Corporation (SPTC)

The NIHSS is responsible for the recharge and payment(s) of learner bus pass on dates issued by the SPTC.

There is a chargeable fee for replacement of damaged or lost bus passes. These expenses must be covered by the learner.

SPTC bus pass can be used from Monday to Friday only. Learners are not allowed to use the SPTC bus pass during weekends or public holidays except when on WBE and needs to make use of public bus service to and from their work placement.

The rules for general behaviour outlined in this learner handbook are applicable on the NIHSS school bus and public bus services. Learners found guilty of breaching the rules and regulations will be subject to disciplinary action and may have their bus pass confiscated.

12.2.5 Counselling and Careers guidance

Given the challenges faced by learners regarding the transition from secondary to post-secondary education and ensuring that learners are fully aware of the career choices they have made in health or social work, NIHSS is committed to ensuring that learners have access to the following two services; Counselling and Careers guidance.

When it comes to counselling, learners facing personal and/or social challenges can contact the Learner Support Officer.

With regards to careers guidance, learners who require additional advice regarding their career choices in health or social work should schedule an appointment with their respective lecturer or programme leader.

In both cases, learners should note that their issues/concerns will be treated with the utmost confidence.

12.2.6 Extra-Curricular Activities (ECA)

Learners are encouraged to participate in activities inside and outside the NIHSS especially those that will enhance their professional and personal growth and development.

NIHSS welcomes the creation of ECA Clubs. The learners or staff may initiate these clubs. However, all clubs need the guidance of one or more staff members.

While participation in ECA is encouraged, learners should ensure that the activities do not interfere with curriculum time and not be an obstruction to their learning.

13.0 Attendance and Punctuality

13.1 General Information

Learners are required to attend and to be punctual for all their courses to satisfy the requirements of programmes.

The minimum attendance requirement for each course is set at 90%. This is calculated based on the number of hours attended out of the total number of contact hours for the course.

Learners have the personal responsibility to ensure that they verify their attendance for each class/session they attend.

Learners will be given approval to be absent from scheduled classes only in the most severe and unusual circumstances.

Learners must inform the lecturer and/or Programme Leader regarding their absence within 24 hours of the scheduled session.

Learners are required to provide to the lecturer and/or Programme Leader medical and/or supporting documentation regarding their absence or lateness.

Learners who have missed classes/sessions with valid reasons are responsible to liaise with the lecturer(s) to catch up on what they missed.

13.2 Procedures

The following procedures are applicable when learners are absent and/or late:

- a. Learners are required to provide evidence/justification for their absence(s)/lateness to their lecturer(s). The following can be used as evidence/justification:
 - Medical certificate (signed and stamped)
 - Attendance paper or official letter
 - Letter from mature learners or parents/guardians (for learners less than 18 years old) in cases of funerals or other emergencies ONLY.
- b. In cases where absence(s)/lateness are not/cannot be justified, learners will face disciplinary consequences as specified in section 43.2.
- c. Any unauthorized prolonged absence for five (5) or more consecutive days will lead to disciplinary consequences as specified in section 43.2.
- d. Learners who arrive late after the scheduled contact session need to enter their name and time of arrival in the lateness book at the reception. Learners will then need to obtain a permission slip from the Programme Coordinator/Leader, Registrar or Learner Support Officer to be admitted to class.
- e. Learners who are consistently late without a valid reason (i.e. unable to produce a medical or other documents to substantiate the lateness) will face disciplinary action outlined in section 43.2.
- f. The Director will only grant approval/release to learners attending national and official events supported with relevant evidence.

Note:

Learners are reminded that tampering with any official/medical documents is considered a serious offence and will have legal implications. Learners found guilty of this offence will be sanctioned accordingly.

All learners are subjected to the same rules and regulations during WBE. However, the work placement area reserves the right to act according to their rules and regulations in cases of unexcused absenteeism and lateness. The manager/supervisor will liaise with the Programme Leader for WBE in such cases.

14.0 Health and Safety

14.1 General Information

As an institution offering health and social work training, NIHSS is committed to ensuring that standards for health and safety stipulated in legislation, regulations and policies are adhered to.

All legislation, regulations and policies pertaining to health and safety are applicable on NIHSS campus and as such will be enforced accordingly.

14.2 Procedures

- a. As part of the induction process, learners will be given a presentation about the standards for health and safety expected on NIHSS campus.
- b. These standards will be displayed in all classrooms, practical laboratories, library

and other areas on campus. They will include measures and precautions, which learners are expected to take in the event of an epidemic or pandemic in addition to other health and safety measures and as such will be applicable on NIHSS campus.

- c. Failure to abide by health and safety standards outlined in legislation, regulations and policies will lead to disciplinary action.

15.0 Medical Fitness

15.1 General Information

All learners enrolled at NIHSS are required to undergo a detailed medical/physical/mental fitness test, to determine their current health status to follow their programme of study and undergo necessary vaccination.

Learners who do not comply or meet requirements with these tests will be advised accordingly. Learners with chronic medical conditions needs to disclose such information on their application form upon the registration process.

The NIHSS will not bear responsibility to any undisclosed medical condition.

15.2 Procedures

- a. A letter will be sent to learners and copied to parents/guardians for learners under 18 years of age, from the office of the Registrar notifying the purpose of the medical fitness test and/or vaccination(s) required.
- b. The Ministry of Health and its other partners will administer the medical tests, on date(s) negotiated between the NIHSS and the Ministry of Health.
- c. The results from the medical test will be retained in the strictest confidence by the Ministry of Health and NIHSS.
- d. Learners will be provided with a medical fitness certificate, which they are required to provide to the NIHSS to be filed.
- e. In the event that a learner is assessed as not medically fit to follow their chosen programme of study, he/she will be called in with the parents/guardians to discuss on the best course of action and/or explore possible enrollment in another programme of interest if the learner meets the entry criteria. If no other alternatives can be found which minimizes the risks associated with certain aspects of the programme, the learner will be required to resign from the programme.

16.0 Pregnancy

16.1 General Information

As an institution providing training in health and social work, NIHSS attaches the utmost importance to maternal and child health. As such, learners who become pregnant during the course of their enrolment will strongly be encouraged to take maternity leave as stipulated by law.

Learners may be allowed to continue with their studies depending on the circumstances and requirements of the training programme in question.

NIHSS reserves the right to defer the learner's programme of study if a determination is made through a medical advice/certificate or otherwise that she would not be able/fit to continue her enrolment at the given point in time.

16.2 Procedures

- a. Learners are encouraged to disclose their pregnancy in writing to the Registrar through the Learner Support Officer or Programme Leader as soon as the pregnancy has been confirmed.
- b. The NIHSS shall not bear responsibility for the consequences of non-disclosure if the learner opts not to inform of her condition.
- c. In the event that it is not practicable and/or deemed medically unsafe to alter the study conditions to alleviate or minimize the risk connected with certain aspects of the programme of study (e.g. practical classes, WBE etc...), the pregnant learner shall be deferred from her studies.
- d. The Registrar will draft the deferment notice within five (5) working days after being informed.
- e. The learner shall respond to the deferment request within five (5) working days of receiving the deferment notice.
- f. The learner has the option to request for deferment in writing at her own will.
- g. The learner shall be re-instated if placement is available and if the programme is on offer in the following year.
- h. The learner shall inform the Registrar in written notice of her intention to resume her studies in no less than three (3) months in advance.

17.0 Deferment, Resignation, Drop-out and Reinstatement

17.1 General Information

Learners have the right to discontinue and renew their studies in accordance to the procedures established by the NIHSS. It is the learner's responsibility to communicate his/her intentions for deferment, reinstatement or resignation through designated channels of communication. These procedures are only applicable for learners upon registration.

17.2 Procedures

- a. Learners who wish to defer or resign from the NIHSS, are required to write a letter addressed to the Registrar through the Programme Leader. This should be done at least five (5) working days in advance to the date of deferment/resignation. The letter should be signed by both the learner and parent/legal guardian for learners under the age of 18 years.
- b. Upon receipt of the letter, the Registrar will consult with the other members of the Academic committee and will send an official letter to the learner in question.
- c. Learners who wish to defer their training or resign from the programme will be counselled by the Learner Support Officer and Programme Leader/Coordinator concerned. After counselling and upon receipt of the resignation / deferment letter from the learner, he/she may not revoke his/her decision stated in the letter. Upon having cleared all necessary administrative formalities, the NIHSS can issue references / testimonials.
- d. Re-instatement onto any programme is however not automatic. Learners issued with a deferment letter may apply in writing to the Registrar for reinstatement at least three (3) months prior to commencement of the semester. The Registrar will inform the learner in writing prior to the beginning of the semester.
- e. Learners issued with a deferment letter will be eligible for reinstatement within a period of two (2) years after the date of issue of their deferment letter.
- f. Learners who have not attended class for a period of five (5) consecutive days without informing the institute will have their enrollment terminated. The learner is required to write a letter addressed to the Director requesting for reinstatement. A decision will be communicated to the learner in writing within 10 working days.

18.0 Emergency Events

18.1 General Information

Learners are required to follow all safety protocols in the event of an emergency. These protocols will be presented to learners as part of the induction process.

18.2 Procedures

- a. In cases of illness, learners are required to inform the Learner Support Officer immediately. Depending on the severity of the situation, the Learner Support Officer will seek for medical assistance/advice, call for an ambulance and/or contact the parents/legal guardians.
- b. In cases where learners show signs and/or symptoms consistent with an epidemic or pandemic, the procedures for isolation of learner(s) will be implemented by staff trained and designated for this purpose.

- c. In the event of an emergency (e.g. Fire, Tsunami etc...) learners should follow the guidance from the lecturer/personnel in charge. Learners must assemble at the designated location(s) for a head count as per the Emergency Procedures.

19.0 Personal Contact Information

19.1 General Information

Learners are responsible to provide NIHSS with the correct and up to date personal contact information upon registration and ensure that NIHSS is informed as and when changes have been made.

19.2 Procedures

- a. The contact information provided should include the following: Home address and Telephone number, Parents/Guardians work and telephone number (for learners under 18 years of age) and person(s) the learner would wish the NIHSS to contact in case of emergency.
- b. Learners are responsible to inform the Registrar of changes made to their contact information including telephone number change of name and residing address.

PART B: ACADEMIC INFORMATION

20.0 Programme Delivery

The delivery of all programmes at the NIHSS is carried out in accordance with the requirements for the programme as endorsed by the following professional councils; Seychelles Nurses and Midwives Council (SNMC), Health Professionals Council (HPC) and Social Workers Council (SWC) and accredited by the Seychelles Qualifications Authority (SQA). All programmes (with the exception of the Access Programme) at NIHSS have been developed using the Competency-Based Approach (CBA).

21.0 Structure and Content of Programmes

Consistent with the generic planner mentioned, all programmes are structured over two semesters per year. Each semester include courses, which are categorised, are per the following:

- a. Theory and Practical.

The theoretical component comprises of lectures, tutorials and other classroom-based approaches. The practical component comprises of simulations or other practical activities, which may be delivered/assessed on-campus, or in respective service areas. The majority of courses include theoretical and practical components.

- b. Work-Based Experience (WBE)

WBE is a planned work-based experience where learners develop relevant knowledge, skills, attitudes in addition to confidence and self-discipline essential for professional growth and development. WBE also provides opportunities for learners to put into practice knowledge, skills and attitudes gained in theoretical and practical settings on campus to real health and social work settings. It is thus compulsory that all learners undergo WBE as per the structure of the health or social work programme.

For more information, refer to the WBE Handbook.

22.0 Timetable

All learners will have access the time-table which will stipulate their contact time and independent study.

22.1 Contact Time

Contact time will involve scheduled sessions such as: lectures, peer tasks, whole class/small group tutorials, discussion and reporting, workshops and seminars in various combinations appropriate to the course.

Contact Time may also involve lecturers, tutorials and other assigned tasks using on-line platforms.

Independent Study

Independent study will consist of assignment preparation and other preparation, reading, ad hoc individual consultation or tutorials, and/or study as advised by the course lecturer.

23.0 Grading System

To ensure compatibility between grades awarded for assignments and courses, the following grading system will be applicable for all courses.

Award	Marks (%)	Level Descriptors
Distinction	85 - 100	Highly competent performance. The learner performs excellently on some criteria and well on most of the others. The learner demonstrates competencies of a very high standard and comparable to professionals in the field.
Credit	70 - 84	Good and competent performance. The learner performs well on some criteria and satisfactorily on all or most of the others. The learner demonstrates competencies of a high standard and comparable to professionals in the field.
Pass	55 - 69	Competent performance. The learner performs satisfactorily in all criteria(s). The learner demonstrates competencies standard to professionals in the field.
Fail	Below 55	Poor performance. The learner performs poorly on most of the criteria. The learner demonstrates significant weaknesses in the competencies required to work as a professional in the field.

24.0 Academic Dishonesty

24.1 General Information

NIHSS regards academic dishonesty as misconduct in any of the following forms:

a. Plagiarism

When a learner knowingly or unknowingly presents as one's work the ideas/writings of someone else without acknowledging or referencing accordingly.

b. Cheating

Conduct of any form that is dishonest in any assessment such as:

- i. sharing or accepting answers from other sources.
- ii. copying answers during examinations or any academic exercise,
- iii. using any device not authorized during an assessment / examination or,
- iv. allowing someone else to complete your tasks. (assignment or assessment)

c. Collusion

The act of collaborating with someone else on an assessment exercise which is intended to be wholly your own work, or the act of assisting someone else to commit plagiarism.

In cases where there is any reason to believe that a learner has committed any of the above offences. The matter will be referred to the Programme Leader for necessary action.

24.2 Penalties (Refer to section 43.2, table c)

One or more of the following may be imposed depending on the severity of the offence:

- d. A fail grade for the assessment with a mark of zero with no re-sit.
- e. A fail grade for the course with concrete evidence of continuous academic dishonesty.
- f. Probation: a period of time during which the privilege of continuing in learner status is conditional.
- g. Termination: the learner's enrollment is terminated.

25.0 Results

- a. All assessments will be marked as a percentage by the assessing lecturer.
- b. All results are reviewed and ratified by the Academic Committee.
- c. Upon the completion of each semester, after the results have been ratified, all learners will be issued with an Academic Statement which provides their results for each course in terms total percentage and final grade.
- d. Upon completion of the programme, after the results have been ratified, all learners requiring registration with their respective professional councils will be issued with a temporary transcript which provides information on all courses followed, the final percentage for each course and the corresponding final grade. They will also be issued with a temporary certificate.
- e. Learners will receive their original/final copy of their certificate and transcript on the day of graduation.

26.0 Right to Appeal

In accordance with the tertiary education act, learners have the right to appeal official decisions taken against them.

26.1 Academic decisions

Learners reserves the right to appeal against marks / grade awarded for assessments and /or examinations.

- a. Learners are required to write a letter to the Director through the Programme Leader and Programme Coordinator within 7 days of the notification of results.
- b. The Director will then refer the appeal to the Academic Committee or appoint a panel to consider the appeal who will make recommendations to the Director within 7 days.
- c. The Director will convey the decision in writing to the learner within 5 days.
- d. The learner may appeal the Director's decision to the Governing Board within 7days of the letter from the Director.
- e. The decision of the governing board is the final decision.

26.2 Dismissal

Learners may appeal against a decision related to dismissal.

- a. Learners are required to write a letter to the Chairperson of the Governing Board within 7 days of the receipt of the dismissal letter from the Director.
- b. The appeal will be considered by the Governing Board.
- c. The Chairperson of the Governing Board will communicate the decision in writing to the learner within 10 working days of the appeal.
- d. Whilst the appeal is being considered by the Governing Board, the learner will not be allowed on campus until such time that a decision has been communicated to him / her.
- e. If the learner is reinstated after the appeal, a probationary period of one semester will be applicable. The following conditions will be set:
- f. The learner will be monitored closely by the Programme Leader and lecturers concerned to ensure compliance with the rules of the institute and;
- g. A report will be compiled by the Programme Leader in collaboration with all lecturers concerned.
- h. Learners dismissed/terminated from the NIHSS can appeal by writing a letter addressed to the Chairperson of the Governing Board requesting for reinstatement onto their previous programme of study. A decision will be communicated to the learner in writing within 30 days.

26.3 Other decisions

Learners may appeal against any decision issued to them.

- a. Learners are required to submit a letter attached with a grievance form to the Director through the Deputy Director/Programme Coordinator /Programme Leader within five (5) working days of the receipt of any of the following (eg: cautionary letter, warning, deferment letter etc...).
- b. The Director will convey the decision in writing to the learner within fourteen (14) working days.
- c. The Director's decision is the final decision.

27.0 Grievances

27.1 General Information

All learners have the right to raise a complaint or grievance about non-academic matters or issues relating to their experiences at NIHSS and/or if they believe they have been subjected to unfair or unreasonable treatment by any member of staff or learner, (E.g. harassment, bullying, discriminations, etc...)

Learners have a responsibility to ensure that any complaint or grievance lodged is based on valid grounds, non-discriminatory and non-malicious. A complaint found to be unjustified or made with a malicious intent will be rejected and the complainant may be subjected to disciplinary actions.

27.2 Procedures

- a. Learners are required to complete the Learner Grievance Form and submit to the Learner Support Officer.
- b. The Learner Support Officer will then forward the complaint to the Registrar who will mediate the concerns/issues mentioned by the learner.
- c. In cases whereby mediation by the Registrar is unsuccessfully and depending on the nature of the complaint, an investigation can be instigated by the Learner management committee.
- d. Following investigation, in instances if the complaint is confirmed to be valid, disciplinary actions will be taken against the concerned parties.
- e. The aggrieved learner will receive a written reply within ten (10) working days from the Registrar.
- f. The learner may appeal to the decision through the Director within five (5) working days after the receipt of the letter from the Registrar.
- g. Learners have the right to appeal to the NIHSS Governing Board against the Director's decision.

28.0 Progression

Upon completion of each semester, all learners' results will be reviewed by the Academic Committee to determine the following:

- a. Progression to the next semester
- b. Conditional Promotion
- c. Recommendation for Deferment to the Director
- d. Recommendation for Dismissal to the Director

28.1 Progression to the next semester

The learner must successfully achieve all of the following:

- a. the minimum of a pass mark/grade for all courses from the previous semester.
- b. the minimum pass mark/grade for the WBE Stage from the previous semester / WBE stage relevant to structure the programme.
- c. abide by the rules and regulations outlined in the learner handbook.

28.2 Conditional Promotion

This will be considered and approved in the following cases based on the recommendation by the Programme Leader and approval by the Academic Committee:

- A. Failure of not more than one (1) course from the previous semester
- B. Failure to achieve the minimum requirements of the WBE Stage from the previous semester
- C. Failure to achieve the minimum requirements for attendance per course (i.e. 90%)
- D. Failure to abide by the rules and regulations outlined in this learner handbook.
- E. Upon conditional promotion no re-sit(s) will be allowed.

Once the conditional promotion is approved, the learner will be issued with a conditional promotion letter by the programme coordinator. The learner is responsible to ensure that he/she achieves a pass mark/grade for the failed course and/or meets the requirements of the previous WBE Stage before the end of the next semester in question.

In exceptional circumstances (such as the death of a family member or accident), a recommendation for a second (2) conditional promotion can be submitted to the Academic Committee by the Programme Coordinator/Leader.

Learners on conditional promotion who fail to achieve the above-mentioned requirements and other requirements issued to them by the Academic Committee will be recommended for termination of enrolment to the Director.

28.4 Termination

- a. Learner's enrollment may be terminated by the Director upon recommendation made by the Chairperson of the Academic Committee in the following cases:
 - i. Failure in two (2) or more courses including WBE from the previous semester.

- ii. failure to meet the requirements of their first or second conditional promotion
- b. Failure to abide by the rules and procedures outlined in this learner handbook.

28.5 Deferment

- a. Learner's training may be deferred by the Director upon recommendation made by the Chairperson of the Academic Committee under special circumstances for example;
 - i. Pregnancy leading to failure to meet the requirement of the programme.
 - ii. Prolonged medical leave (both local or overseas).

29.0 Completion of Programme

29.1 Requirements for Graduation

Learners are expected to fulfil the following requirements to successfully complete the programme:

- a. Achieve the minimum of a pass mark/grade for all courses
- b. Achieve the minimum of a pass mark/grade for WBE
- c. Abide by the rules and procedures outlined in this learner handbook

This will be determined after the Academic Committee has undertaken the following:

- i. ratified all the results and;
- ii. approve the final list of graduands
- iii. Ensure that all graduands complete their Learner Clearance Form and submit to the Learner Support Officer

29.2 Withholding of Documents

Learners who meet the requirements for graduation are required to complete the Learner Clearance Form signed by the Programme Leader, Librarian and Learner Support Officer before final approval is granted from the Chairperson of the Academic Committee to graduate.

Learners who fail to submit their Learner Clearance Forms signed by the Programme Leader, Librarian and Learner Support Officer will have their names removed from the list of graduands and their documents withheld.

30.0 Awards for Graduation

Having fulfilled the above-mentioned requirements, all graduates will receive their Certificate and Transcript on the date of graduation.

In addition to their Certificate and Transcript, graduate(s) who have attained excellent results or demonstrated performance deemed to be outstanding for their respective programme/cohort will receive awards in the following areas:

- Best Academic Performer (per programme)
- Best In Practice (per programme)
- Best Effort (per programme)
- Person Centred Care (PCC) Award
- Outstanding award

The criteria for the above-mentioned awards will be explained to all learners as part of the induction process.

Other awards may be approved by the Director upon recommendations made by the Chairperson of the Academic Committee.

PART C: ASSESSMENT

31.0 Principles of Assessment

The principles of assessment for learners at NIHSS are:

- a. Assessments need to be valid such that they are reflective of the competencies, elements and performance criteria of all courses
- b. Assessments should be prepared, moderated and graded in line with standards and guidelines outlined in the NIHSS Assessment Guide
- c. Information regarding assessments should be made accessible to learners
- d. Assessments should be inclusive and equitable such that no group of learners feel disadvantaged
- e. Learners should get timely feedback on their performance and results
- f. All courses should include elements of formative and summative assessment

32.0 Purpose of Assessment

The purpose of assessment for learners at NIHSS:

- a. Measure their attainment of competencies in line with the elements and performance criteria of each course
- a. Support their learning process through the acquisition of knowledge, skills and attitudes relevant to the programme
- b. Allow them the opportunity to make informed and evidence-based judgements about the effectiveness of teaching and learning approaches used for theoretical and practical delivery of courses and the effectiveness of tools and strategies used for the acquisition of knowledge, skills and attitudes applicable for WBE.

33.0 Types of Assessment

Assessment types include the following:

- a. Written (e.g. examinations, case study report, project work and other written assignments)
- b. Practical (e.g. OSCE, simulations etc...)
- c. Oral (presentations)
- d. Research Projects
- e. Work-Based Experience (WBE) Assessment (e.g. portfolio development)

34.0 Validation of Assessment

- a. All assessment tasks prepared by lecturers are subjected to moderation by the Academic Validation Committee (AVC).
- b. All assessment tasks approved by the AVC includes an official stamp and signature.

35.0 Assessment Schedule

All learners will be provided with a course outline in the first contact session of each course. The course outline will also provide information regarding assessment requirements for the course.

36.0 Assessment Weighting

For each course, assessment constitutes of two components:
Continuous Assessment(CA) and Overall Assessment (OA)

- a. The CA is 60% of the total mark of the course
- b. The OA is 40% of the total mark of the course
- c. The weightings for the individual CA will depend on the nature of the task and/or the importance of the competency
- d. The marks for the CA will be combined and will constitute 60% of the total mark of the course
- e. Assessments done in pairs/triads/groups will not constitute more than 20% of the total mark for the course

37.0 Submission of Assessment

NIHSS is committed to ensuring that learners submit assessment tasks assigned to them as per the stipulated deadline using instructions and standards/criteria given to them. In submitting assessment tasks, learners are also required to adhere to the standards for academic writing stipulated in the referencing guide issued to all lecturers.

Learners are therefore responsible for the following:

- a. Read the assessment task (referred to as Activity Description Sheet) carefully (i.e. description, instructions, tasks and criteria) and ensure that the instructions and standards/criteria are adhered to as stipulated.
- b. Verify that standards for academic writing stipulated in the referencing guide have been adhered as well as the inclusion of a reference/bibliography page where the lecturer has deemed this appropriate.
- c. Ensure that assessment tasks (such as report, case study, PowerPoint presentation etc...) are submitted as per the deadline assigned by the lecturer.
- d. Submit the assessment task in accordance to instructions given by the lecturer (i.e. hard copy and/or electronic copy).
- e. Use the standard cover page of the NIHSS for submission of assessment tasks given as ActivityDescription Sheet.

38.0 Late Submission

- a. All assessment tasks submitted after the stipulated deadline without prior approval will constitute as a late submission.
- b. The penalty for late submission without an approved extension will be 5% of the total weighting per working day.
- c. Assessment tasks submitted more than five (5) working days after the stipulated deadline without an approved extension or not submitted at all will constitute a fail with a mark of zero.

39.0 Extension

If a learner is experiencing difficulties and finds that she/he will not be able to hand in an assessment task on or before the due date, she/he must submit a written request to the Programme Leader through the lecturer concerned at least three (3) working days before the due date.

The request needs to include clear justification for the extension to be provided with supporting documentation where this is applicable.

The Programme Leader will communicate in writing the decision taken to the learner based on recommendations by the lecturer concerned.

Normally, the maximum extension given is five (5) working days after the due date. Extensions will be granted for one (1) assessment task per course per semester.

40.0 Assessment Administration

- a. The lecturer is responsible to communicate the date, time and venue of the assessment to learners concerned.
- b. Learners will be assigned an invigilator who will ensure that the rules and regulations for invigilation are respected.
- c. The rules and regulations for invigilation are displayed in all classrooms.
- d. The invigilator will brief learners regarding the rules and regulations for invigilation and other information relevant to the assessment in question.
- e. Learners are required to be on time for their assessment.
- f. Learners will be assigned five (5) minutes reading time prior to the start of the assessment to allow for the reading of instructions, ensuring the number of pages are correct, verifying that all questions/diagrams are legible and allowing for the correction of errors and/or omissions.
- g. Learners are required to write their name and sign the attendance register.
- h. Learners are responsible to provide for their own stationary.
- i. Learners who are late for the assessment will be admitted into the exam room up to 30 minutes after the start of the assessment.
- j. Learners who are late will not be awarded additional time for the completion of

the assessment.

- k. Learners may leave the room one (1) hour after the start of the assessment but not in the final 15 minutes.

41.0 Re-sit and Resubmission of Assessment

41.1 General Information

Learners may be permitted to re-sit or resubmit assessment tasks that constitute of only a pass grade for the course upon written request (complete re-sit/resubmission form).

In cases where it is not possible to re-sit or resubmit an assessment task in its original form, an alternative assessment will be approved by the Programme Leader.

Failure without valid reason to re-sit or resubmit an assessment task will result in the failure for the assessment in question.

In exceptional circumstances, a second re-sit or resubmission may be recommended by the Programme Leader and approved by the Programme Coordinator.

41.2 Re-sit and Resubmission of CA

Learners may be allowed for one (1) re-sit or one (1) resubmission of CAs for each course per semester.

Learners are required to submit their re-sit request to the Programme Leader through the lecturer concerned.

The request should be submitted within five (5) working days of the receipt of results for the CA in question. In exceptional circumstances (such as the death of a family member or accident), a longer time-frame may be approved by the Programme Coordinator.

The date for re-sit/resubmission of the CA will be communicated to the learner in writing by the Programme Leader.

The maximum number of marks which can be obtained for a re-sit or resubmission of CA is 55% (i.e. 33 out of 60) of the total number of marks.

41.3 Re-sit and Resubmission of OA

Learners will be allowed one re-sit or re-submission of OA per course per semester.

Learners are required to submit their re-sit request to the Programme Leader through the lecturer concerned.

The request should be submitted within five (5) working days of the receipt of results for the OA in question. In exceptional circumstances (such as the death of a family member or accident), a longer time-frame may be approved by the Programme Coordinator.

The date for re-sit/resubmission of the OA will be communicated to the learner in writing by the Programme Leader.

The maximum number of marks which can be obtained for a re-sit or resubmission of an OA is 55% (i.e. 22 out of 40) of the total number of marks.

42.0 Minimum Result Requirements

- a. In order to pass a given course, a learner must achieve the minimum of a pass mark (i.e. 55%) in line with the NIHSS Grading System. This implies that the learner must attain the minimum pass mark for CA (i.e. 33%) in addition to the minimum pass mark for OA (i.e. 22%).
- b. In cases where the learner's weighting for CA is less than 33% (out of 60%) or the learner's weighting for OA is less than 22% (out of 40%), the total mark/weighting for the course will not be aggregated, thus the overall mark will be recorded as a 'Fail' grade.
- c. In cases where learners have repeated a course and/or re-sit/resubmitted assessment tasks, the following will apply:
 - i. The maximum number of marks which can be obtained for CA is 33% (out of 60%).
 - ii. The maximum number of marks which can be obtained for OA is 22% (out of 40%).
- d. In cases where learners have repeated a course and/or re-sit/resubmitted assessment tasks and where the weighting for CA is less than 33% (out of 60%) or the learner's weighting for OA is less than 22% (out of 40%), the total mark/weighting for the course will not be aggregated, thus the overall mark will be recorded as a 'Fail' grade.

PART D: CODE OF CONDUCT

43.0 Behaviour and Consequences

43.1 Guiding Principles

The principles guiding the management of the behaviour of learners are:

- a. Self-respect
- b. Respect for other people and;
- c. Respect for other people's property

43.2 Consequences

Learners whose behaviour contravenes the rules and regulations of the institute will be subjected to disciplinary action. Upon proof of a disciplinary offence, any one or more of the following disciplinary measures may be taken:

Verbal Warning + File Note	Learner is given a verbal warning by the Lecturer/Programme Leader/Learner support Officer File note is recorded in learners' file
Cautionary Letter	Learner is informed/counselled by the Lecturer/Programme Leader/Learner Support Officer. Letter of caution is recorded in learners' file
First Warning	Learner is informed/counselled by the Programme Leader/Programme Leader WBE/Registrar. Warning is recorded in the learners' file Parents/Legal Guardian to be informed where applicable
Second Warning	Programme Coordinator informs parent/legal guardian (where applicable) via phone / call-in note Learner is seen in the presence of parent/legal guardian (where applicable) by the Deputy Director, Programme Coordinator, Programme Leader and lecturer(s) concerned. Warning is recorded in the learner's file.
Third (Final Warning)	The learner is issued with a written warning issued by the Deputy Director. Parent/legal guardian is informed (where applicable) via phone / call-in note. Learner is seen by Deputy Director and Programme Coordinator in the presence of parent/legal guardian. Warning is recorded in learner file.

Suspension	<p>Learner is barred from NIHSS campus for a period of time. Learner is denied all privileges afforded to other learners and is required to vacate NIHSS Campus/Work Placement at a specified time. Director informs parent/legal guardian by letter. Learner is seen with parent/legal guardian by the Director and Deputy Director and Programme Coordinator/Programme Leader concerned. Mature learners will represent themselves. Learners are not allowed on NIHSS campus without written permission by the Director.</p>
Termination	Learner enrolment is terminated by the Director.

The list of behaviours and offences have been classified in the following categories:

- A. Attendance and Punctuality
- B. Uniform and Grooming
- C. Academic Dishonesty
- D. General Behaviour
- E. Work-Based Experience (WBE)
- F. Theft
- G. Fraud and Dishonesty
- H. Smoking, Drugs and Alcohol
- I. Violence
- J. Facilities and Equipment

For each category, the consequences are stated. In all cases, learners may be subjected to conferencing sessions. This will be followed by an official letter with a copy placed in the learner's file, kept in the office of the Registrar.

It is important to note that the sanctions will be applied cumulatively across categories. This implies that when a first warning is issued for one offence in any category, the second offence from any other category will be treated as a second warning. Likewise, a second warning from one category will lead to a third/final warning when an offence from the same or different category occurs

a. Attendance and Punctuality

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence.
i. Absence without a valid excuse (incl. whilst on WBE)	Verbal Warning File Note Lecturer Programme Leader or Programme leader for WBE	Cautionary Letter Programme Leader or Programme leader for WBE	First Warning Programme Leader or Programme leader for WBE	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director
ii. Late to class / campus / Work Placement (without valid reason)	Verbal Warning File Note Lecturer Programme Leader or Programme leader for WBE	Cautionary Letter Programme Leader or Programme leader for WBE	First Warning Programme Leader or Programme leader for WBE	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director

iii. Leaving class / campus /Work Placement without permission	Verbal Warning File Note Lecturer Programme Leader or Programme leader for WBE	Cautionary Letter Programme Leader or Programme leader for WBE	First Warning Programme Leader or Programme leader for WBE	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director
iv. Unauthorized absence including Overseas Travel	Final Warning Deputy Director	Dismissal Director				

b. Uniform and Grooming

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Incomplete Uniform / Uniform not to the required standards	Verbal Warning File Note Lecturer Registrar Programme Leader	Cautionary Letter Programme Leader	First Warning Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director
ii. Inappropriate hairstyle/ Footwear / Excessive jewellery	Verbal Warning File Note Lecturer Registrar Programme Leader	Cautionary Letter Programme Leader	First Warning Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director
iii. Failure to wear Clinical Uniform /Incomplete Clinical Uniform on WBE / Clinical Uniform not to required standard	Verbal Warning File Note Lecturer Programme Leader or Programme leader for WBE	Cautionary Letter Programme leader for WBE	First Warning Programme leader for WBE	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director
iv. Inappropriate behaviour in NIHSS uniform/clinical uniform off-campus	Verbal Warning File Note Lecturer Registrar Programme Leader or Programme leader for WBE	Cautionary Letter Programme Leader or Programme leader for WBE	First Warning Programme Leader or Programme leader for WBE	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director

v. Showing up with visible 'love bites' / tattoos, piercings not previously made known to management / upon induction/ registration	Final Warning Registrar Deputy Director	Dismissal Director				
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c. Academic Dishonesty

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Failure to complete theory/practical assessment task within given deadline without request for extension	First Warning Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director		
ii. Cheating, Plagiarism and Collusion	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
iii. Possession of unauthorized material during assessment/exams	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			

d. General Behaviour

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Disrupting the class (Theory or Practical)	Verbal Warning File Note Lecturer Programme Leader	Cautionary Letter Programme Leader	First Warning Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director
ii. Make excessive noise outside/on-campus	Verbal Warning File Note Lecturer Registrar Programme Leader	Cautionary Letter Programme Leader	First Warning Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director

iii. Failure to follow instruction(s) given by a staff member	Verbal Warning File Note Lecturer Registrar Programme Leader	Cautionary Letter Registrar Programme Leader	First Warning Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director
iv. Insubordinate / Rebellious / Disrespectful attitude towards a staff member	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
v. Engagement in offensive or immoral acts	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
vi. Sexual misconduct (e.g. sexual harassment/ assault, public sexual indecency, indecent exposure)	Final Warning Deputy Director	Dismissal Director				
vii. Possession of pornographic or other harmful literature/equipment	Final Warning Deputy Director	Dismissal Director				
viii. Stalking / bullying / discriminatory conduct against any learner or staff member	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
ix. Endangering the health and Safety of staff and/or learners / Failure to abide by health and safety regulations/protocols in the event of an emergency	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
x. Use of abusive language	First Warning Registrar Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director		

xi. Involvement/ Participation in gambling activities	Second Warning Registrar Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
xii. Recording / disseminating images of any learner/staff without consent with the aim of causing distress or damage to reputation	Final Warning Deputy Director	Dismissal Director				
xiii. Acting in such a way tarnishes the image or credibility of the NIHSS (e.g. through posting or mentioning NIHSS on social media in a hostile manner)	Final Warning Deputy Director	Dismissal Director				
xiv. Interfering with NIHSS staff in the performance of their duties	Second Warning Registrar Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
xv. Engaging in political activities / groupings on and off campus whilst in NIHSS uniform	Second Warning Registrar Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
xvi. Promotion of slogans/beliefs not authorised/which is not aligned to NIHSS core values whilst in NIHSS uniform and during academic hours.	Second Warning Registrar Programme Coordinator	Final Warning Deputy Director	Dismissal Director			

xvii. Engaging in economic/business activities on campus (e.g. selling clothes or other items)/ Selling items not authorized /Marketing of products not authorized by management	Second Warning Registrar Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
xviii. Involvement in inappropriate relationship with staff on campus/staff on WBE/Patients/persons or Clients on WBE.	Final Warning Deputy Director	Dismissal Director				
ix. Use of mobile phones or other electronic devices without permission	First Warning Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director		

e. Work-Based Experience (WBE)

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Failure to abide by the rules and regulations of work placement (incl. duty roster)	First Warning Programme Leader or Programme leader for WBE	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director		
ii. Changing placement without authorization	First Warning Programme Leader or Programme leader for WBE	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director		
iii. Insubordination towards supervisor and / or management of work placement area	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
iv. Divulging client/patient information deemed confidential (i.e Breach of confidentiality)	Final Warning Deputy Director	Dismissal Director				
v. Disrespecting, Insulting or threatening a staff or client/patient whilst on WBE	Final Warning Deputy Director	Dismissal Director				
vi. Walking out on work placement/ not going for work placement without informing NIHSS/providing a credible reason	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			

f. Theft

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Unauthorized possession or use of NIHSS/staff /learner property (on campus & WBE)	Final Warning Deputy Director	Dismissal Director				
ii. Removal of NIHSS/staff/ learner property without authorization (on campus & WBE)	Final Warning Deputy Director	Dismissal Director				
iii. Theft of NIHSS / staff / learner property (on campus & WBE)	Dismissal Director					

g. Fraud and Dishonesty

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Falsifying documents (e.g. medical certificates, official letters, etc.)	Final Warning Deputy Director	Dismissal Director				
ii. Making false statements or declarations	Final Warning Deputy Director	Dismissal Director				
iii. Giving, receiving or attempting to give a bribe	Final Warning Deputy Director	Dismissal Director				
iv. Fraudulent use of bus/learner ID/other official documents	Final Warning Deputy Director	Dismissal Director				

h. Smoking, Vape, Drugs and Alcohol

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Unauthorized possession, distribution, sale or use of tobacco, vape or alcohol on campus or at any NIHSS authorized activity/WBE	Final Warning Deputy Director	Dismissal Director				
ii. Unauthorized possession, distribution, sale or use of illicit drugs on campus or at any NIHSS authorized activity/WBE	Dismissal Director					
iv. Showing up at NIHSS/WBE authorized activity while under the influence of illicit drugs and alcohol	Dismissal Director					

i. Violence

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Threats of violence/assault/intimidation	Final Warning Deputy Director	Dismissal Director				
ii. Provocation which could lead to assault / fighting	Final Warning Deputy Director	Dismissal Director				
iii. Fighting	Dismissal Director					
iv. Assault or attempted assault	Dismissal Director					
v. Physically violent behaviour	Dismissal Director					

vi. Possession of illegal / harmful weapons or dangerous chemicals	Dismissal Director					
vii. Use of any object to harm others.	Dismissal Director					
viii. Use of social media/messaging/text to threaten/intimidate staff/learners	Final Warning Deputy Director	Dismissal Director				

j. Facilities and Equipment

Offence(s)	1 st Offence	2 nd Offence	3 rd Offence	4 th Offence	5 th Offence	6 th Offence
i. Failure to return library books or other materials/ equipment as per agreed due date	Cautionary Letter following notification by library staff Programme Leader	First Warning Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director	
ii. Failure to pay for/replace damaged/lost library books	Final Warning Deputy Director	Dismissal by Director or Graduation documents withhold.				
iii. Failure or refusal to pay/repair/replace damaged equipment	Final warning Deputy director	Dismissal Director				
iv. Misuse of facilities and resources (e.g. computer & other IT equipment, library materials, practical tools & equipment, etc.)	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director			
v. Tampering with and or Damaging NIHSS equipment	Second Warning Registrar Programme Coordinator	Final Warning Deputy Director	Dismissal Director			

vi. Damage to NIHSS / staff / learner property including vandalism	Final Warning Deputy Director	Dismissal Director				
vii. Unauthorized presence or entry in NIHSS facilities, rooms, or other areas without authorization	Second Warning Deputy director	Final Warning Deputy Director	Dismissal Director			
viii. Littering / Failure to clean classrooms/other rooms after use	First Warning Cautionary letter Programme Leader	Second Warning Programme Coordinator	Final Warning Deputy Director	Dismissal Director		

44.0 Additional Information

Littering

Learners are responsible to ensure that the NIHSS campus and the facilities are respected, well maintained and kept clean and tidy. All refuse (e.g. take-away boxes, packets, papers etc...) should be placed in the available refuse bins. Cohorts are responsible for cleaning and maintaining their respective classroom and surrounding area. Learners who are found guilty of littering will face disciplinary action outlined in section 43.2.

Use of Drugs, Alcohol and Cigarettes

Learners are strongly warned that the possession, use and supply of illegal drugs, alcohol and cigarettes are not permitted inside and outside NIHSS campus whilst wearing the NIHSS uniform. In addition to enforcing the disciplinary actions outlined in section 43.2, criminal procedures will be instigated against the learners in cases involving illegal drugs.

Violence

Learners are required to behave in a respectable and responsible manner inside and outside the NIHSS campus while wearing the NIHSS uniform. Display of any form of violence is strongly condemned and as such disciplinary action will be taken as outlined in section 43.2. Violence includes physical, emotional as well as verbal abuse.

Bullying

At NIHSS, bullying of any kind is totally unacceptable and will not be tolerated. The institute believes strongly in promoting values of inclusion, equality and respect and is committed to protecting learners from any anti-educational practices. Hence, any learner found guilty of instigating and/or supporting bullying will face disciplinary consequences as stipulated in section 43.2

Harassment

All forms of harassment (e.g. physical, sexual, verbal etc...) undermines the core values of NIHSS. It is unethical, unprofessional and a threat to the integrity of the learners and as such erodes the atmosphere of trust crucial to the functioning of NIHSS. Such behavior will not be tolerated and therefore disciplinary action will be taken as outlined in section 43.2.

Involvement in pornographic/indecent activities

Involvement in pornographic/indecent activities is regarded as unethical and does not reflect the values upheld by NIHSS. Engaging in any immoral acts and possessing and circulating pornographic materials are therefore strictly forbidden. NIHSS also prohibits romantic/sexual relationship between learners and staff. Failure to abide by the mentioned rules will lead to disciplinary action outlined in section 43.2.

Gambling

Learners are strictly forbidden to gamble on campus. Indoor games (e.g. domino, Ludo, etc.) can only be played for recreational purposes during break time and/or other assigned times (e.g. ECA). Failure to abide by the mentioned rules will lead to disciplinary action outlined in section 43.2.

Political Affiliation

Learners are strictly forbidden to engage in any form of political activity with the view to make known their political orientation on campus and while wearing NIHSS uniform. Learners are not allowed to form campus-based political groupings or to attempt to politically influence others. Learners are not allowed to wear any material which promotes the image of any particular political party on campus. Failure to abide by the mentioned rules will lead to disciplinary action outlined in section 43.2.

Use of Social Media

Learners are required to use the digital communication platforms (Facebook, WhatsApp, Instagram, Twitter etc...) with responsibility, maturity, respect and restraint. Learners using social media to intimidate others, discredit NIHSS, share confidential information, pictures, documents and relevant information from unauthorized source will be disciplined accordingly.

Damage or Theft of property and/or equipment

As a public training institution, NIHSS is liable for all the property and/or equipment under its care. Learners are therefore urged to respect NIHSS property and/or equipment and to use them as per the protocols/procedures established. In cases where learners have been found responsible for the damage to property/equipment, NIHSS reserves the right to ask the learner to repair the property/equipment or bear the cost of reparation or replace the property/equipment entirely. Failure/Refusal to do so will result in dismissal. In cases of theft, NIHSS reserves the right to report the case to the police in addition to disciplinary action given in section 43.2

Privileges

Learners may be elected as class/group representatives and as office bearers on the Learner Council. Learners may also be nominated to represent NIHSS on local and/or international forums. Such learners are expected to demonstrate exemplary behavior and be a role model for their peers.

Learners who have been elected as class/group representatives and/or office bearers on the Learner Council and who have been found to be in breach of the rules and procedures outlined in the learner handbook may have the above-mentioned privileges revoked by the Director/Deputy Director in addition to disciplinary actions outlined in section 43.2

The Learner Management Committee

Depending on the severity of the offence committed and/or if the matter requires further investigation, learners may be referred to the Learner Management Committee for further questioning before a recommendation is submitted and/or decision is made about the learner. Learners may be requested to submit statements as part of the process.

45.0 Rewards

NIHSS firmly believes in the holistic development of all its learners. It is our belief that learners whose participation, behaviour and performance go beyond the standards established be recognized and rewarded.

45.1 Academic

- a. During the induction process, learners will be informed of the criteria used for awards issued during the graduation ceremony.
- b. Learners whose semester or overall average on their 'academic statement' per semester is above 75% will receive a letter of recognition from the office of the Registrar.
- c. Learners who demonstrate excellent academic performance (both theory and practical) will be nominated to participate in activities / events / competitions / exchange programmes for NIHSS.
- d. Learners who demonstrate excellent academic performance (both theory and practical) will be recognized and promoted on NIHSS website, social media and other platforms and may be rewarded accordingly.
- e. Learners who receive academic awards and/or recognition in local or international events / competitions will be recognized and promoted on NIHSS website, social media and other platforms and may be rewarded accordingly.
- f. Learners whose theoretical performance in their respective programmes is deemed outstanding will be eligible for a prize upon graduation subject to the criteria established by the Academic Committee.
- g. Learners whose practical performance in their respective programmes is deemed outstanding will be eligible for a prize upon graduation subject to the criteria established by the Academic Committee.

- h. Learners who have demonstrated extra effort and commitment in their respective programmes will be eligible for a prize upon graduation subject to the criteria established by the Academic Committee.
- i. Learners whose overall performance in their respective programmes are deemed outstanding will be eligible for an award upon graduation subject to the criteria established by the Academic Committee

45.2 Non-academic

- a. Learners who participate in Extra-Curricular Activities (ECA) for and on behalf of NIHSS will receive a letter of appreciation from the Registrar.
- b. Learners who receive awards and/or recognition from their participation in local and international events / competitions, consistent with NIHSS values and/or the promotion of health /social well-being, will be recognized and promoted on NIHSS website, social media and other platforms and may be rewarded accordingly.
- c. Learners who demonstrate exemplary behaviour, is seen as a role model by his/her peers and consistently promotes the values of NIHSS and/or themes consistent with the promotion of health /social well-being will be will be eligible for a prize upon graduation subject to the criteria established by the Academic Committee.
- d. Learners who demonstrate exemplary behaviour, is seen as a role model by his/her peers and consistently promotes the values of NIHSS and/or themes consistent with the promotion of health /social well-being will be nominated to participate in local/international events/competitions/exchange programmes for NIHSS.

PART E: APPROVAL AND AMENDMENTS

46.0 Procedures

This handbook has been approved by the Management Committee and endorsed by the Governing Board.

It will take effect as of January 2024 and be in effect to December 2025.

NIHSS reserves the right to make amendments to this handbook at any given point to take into consideration emerging issues. These amendments will be communicated to the Learner Council and the learner population in general pending the approval of the Management Committee and the endorsement of the Governing Board.

The Learner Council reserves the right to put forward recommendations for consideration by the Management Committee.

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"It's not what you achieve,
it's what you overcome.
That's what defines your career"
- Carlton Fisk -