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**Computer World Medical Institute Student Handbook**

**Welcome to Computer World Medical Institute**

Hello and welcome to Computer World Medical Institute. We hope you have a great learning experience with us. These are some of the people who work at the Institute:

**Dr. Frederick Duncan** - Director / Lecturer

**Wanda Skerrett** – Secretary/Manager

**Lynette Agard-Heber** - Programme Coordinator/Nurse Aide Lecturer/Pharmacy Lecturer

**Kwame Waldron** - Pharmacy Lecturer

**Yolande Fredericks** – Phlebotomy Lecturer

**Bonita Thomas** –Student Rep/ Phlebotomy Tutor

**Vickash Deokaran** – Phlebotomy Tutor

**Oneika Evelyn** – Computer Lab Instructor/Admin Assistant

**Neasa Barrow** – Computer Lab Instructor/Practical Skills Lab Assistant

**Manisha Singh** – Computer Lab Instructor

**Rushshanna Jordon** – Computer Lab Instructor

Our helpful and dedicated staff is committed to delivering the highest possible levels of teaching so as to ensure students will attain the best possible learning outcomes during their studies. This Student Handbook has been written to help you in your time here with us at Computer World Medical Institute. The Student Handbook will provide you with a guide on how we at the Institute work, what is required of you as students, plus answer many questions you may have about your time here. I hope you find it useful! Please read it carefully and, of course, if you have any questions don’t hesitate to let us know. We are always happy to help!

Frederick Duncan

*Director*

**A Note from our Manager**

At Computer World Medical Institute, we have built a great team of lecturers who provide a professional learning experience in a warm, personal and motivating environment. They bring with them not only their qualifications but also a wide range of key experiences, knowledge and learning styles.

Teaching methodology is designed to make learning attractive, enjoyable, and efficient without compromising quality standards.

The courses are based on U.S certification examination syllabuses but our lecturers incorporate local standards and policies into their lecturer sessions. We link classroom learning experience to life in the work environment. For those interested in an external exam, we introduce all students to internationally-recognised exams appropriate for their programme of study and also offer additional exam prep courses in preparation for examinations to attain certification by U.S Pharmacy Technician Certification Board (PTCB), American Medical Technologists (AMT) and National Healthcareer Association (NHA).

Wanda Skerrett

*Manager*

**Computer World Medical Institute**

Computer World Medical Institute is located in a modern 3-storey building located at Lot 2 Stanley Place, Kitty, Georgetown, a 5-minute walk from the Georgetown Seawall and 1-minute from public transportation. The institute has bright classrooms, modern computer labs, and library and research center with internet-ready computer. We offer courses for different qualifications and have a team of qualified and experienced lecturers who are committed to your learning success.

The programmes currently offered by the Institute are listed below. For a list of our courses in each programme please see our brochure or website - [*www.computerworldmedical.com*](http://www.computerworldmedical.com)

**Programmes**

1. Pharmacy Technician Certification – 5 courses
2. Phlebotomy Technician Certification – 5 courses
3. Nurse Aide Studies –5 Courses

**Classes**

Our classes start at 9:00am and finish at 1:00pm in the mornings and start at 2:00pm and finish at 6:00pm in the evenings. Sessions are held on Mondays and Wednesdays and on Tuesdays and Thursdays. We also have classes on Saturdays for students who are unable to attend weekday sessions and these start at 9:00am and finish at 1:00pm. As a courtesy to your lecturer and other students please arrive on time!

If you are having any problems with your class (for example, you think that the class is too difficult, or the pace is too fast for you) please speak to the manager, Wanda Skerrett or student rep, Bonita Thomas. The institute’s office is located on the first floor.

**Registration and Orientation**

*Registration:*

Before commencing the programme you will be asked to complete a registration form and pay a non-refundable registration fee.

*Orientation:*

On your first day at Computer World Medical Institute you will be given an overview of the programme of study, what you should expect from the institute and its staff and what is expected from you the student during your stay at the institute. As part of orientation students will need to indicate if they will be moving on to the international certification course after which they are registered with those bodies, i.e. PTCB, and AMT. A student may request to register after the orientation session if they wish.

**Computer World Medical Institute Certificate**

A certificate of completion is issued to all students who successfully complete their course. The Certificate states which course the student completed, the date of completion and the grade the student attained.

**Accreditations**

***PTCB***

Computer World Medical Institute is recognised by PTCB, the Pharmacy Technician Certification Board of the United States of America, for Pharmacy Technician training (CPhT)

 ***AMT***

Computer World Medical Institute is registered with AMT, American Medical Technologists of the United States of America, and is recognized for training of Phlebotomy Technicians.

**Medical, Health, Allergy and other Conditions**

Students have to provide the Institute with accurate information on any relevant allergies, intolerances or medical conditions and disabilities, as well as conditions related to learning. The Institute need to know the course of action to be taken in cases of emergencies.

**Emergency Contacts**

**Computer World Medical Institute**

Phone: 225-1032, 227-6619

Opening Hours: 9.00am – 6.00pm, Mondays to Thursdays

9.00am – 1.00pm, Fridays and Saturdays

**Police, Fire, Ambulance**

*Emergency telephone numbers*:

Police: 911

Fire: 912

Ambulance: 913

**Medical Center in Vicinity**

***Kitty Health Center***Sandy Babb StreetKittyPhone: 225-9083

**Hospitals:**

***Georgetown Public Hospital Corporation***New Market Street
GeorgetownPhone: 227-8210-2

***St. Joseph Mercy Hospital***130-132 Parade StreetKingstonPhone: 227-2071

***Davis Memorial Hospital***121 Durban BacklandsGeorgetownPhone: 225-9327

***Woodlands Hospital***110 Carmichael StreetGeorgetownPhone: 223-6398

***Balwant Singh Hospital***314 East StreetGeorgetownPhone: 226-4279

**Police Stations**

***Kitty Police Station***KittyPhone: 225-2694

***Albertown Police Station***AlbertownGeorgetownPhone: 225-2672

**Safety Tips**

**Mind Your Money**

* Store your valuables in a safe place.
* Don’t carry all your money together. Try to only carry what you intend to spend for that day.
* If you must carry excess cash or valuables, use a discrete means of storage.
* Be careful when withdrawing money from cash machines.
* Avoid using cellular phones on the road and when using public transport.
* Don’t wear expensive jewellery or leave belongings exposed.
* Mind your bag when in crowded areas. Use a handbag or shoulder bag that can be held securely.

**Public Transport**

Two kinds of public transport can be accessed –mini-buses and taxis services.

**1. Mini-Bus**

The mini-buses that can be used to access the Institute service the Kitty/Campbellville route and is zoned 40.

 **2. Taxi Services**

Taxi services are based in the area and can be accessed at any time of the day. The ones mostly used by the institute are below.

***Kitty Cabs***Alexander StreetKittyPhone: 226-9175, 226-9167

***Reliable Cabs***Alexander StreetKittyPhone: 225-1320

***City Taxi Service***Vlissengen RoadNewtownPhone: 225-6222; 226-7150

**Accommodation**

The Institute does not provide accommodation for out of town students but if students require accommodation, we can suggest suitable places to stay in the area.

**Medical Care**

If you require urgent medical care the Institute is authorized to seek and provide appropriate medical care; there are doctors available at the Emergency Department of the local hospitals.

If you are sick and it is not an emergency, you are advised to visit a doctor or a medical center.

**Studying at Computer World Medical Institute**

**Enrolment Dates**

Enrolled of new and current student is done daily for classes which commence at the beginning of each week.

**Entry to the programmes**Our policy is to provide study opportunities for post-secondary studies to all persons, regardless of age, gender, race, nationality, religion or political affiliation.

Persons from disadvantaged backgrounds, adults beginning or returning to post-secondary studies and persons with special needs are encouraged to apply for programme entry.

Students are required to have 3 CXC/CSEC subjects’ grades 1-3 or registration with the relevant examination bodies or maturity age or one to two years’ work experience in the respective field.

Persons desirous of joining one of our programmes but have doubts about their entry eligibility are encouraged to discuss their concerns with the registrar/manager.

**Exemptions**

Exemptions from individual courses may be granted on presentation of evidence of completion of equivalent courses at a post-secondary institution with no less than a pass with credit, i.e. with a GPA of no less than 3.0 on a 4-point scale. An exemption fee equal to 25% of the course fee will be charged for processing and award of the exemption. An Exempt (E) grade will be placed in the student’s record for the relevant course. Exempt courses do not contribute to the GPA calculations.

In cases where the evidence in support of an exemption requirement is deemed to fulfill most but not all the exemption requirements, the student may be allowed to receive course materials and sit the final examination of the course, without having to complete the attendance or other course requirements. In such a case, the course grade awarded would be based on the percentage mark obtained in the final examination. In such a case, a fee of 50% of the course fee will be charged for processing, examination and certification. If the student fails the final examination after two attempts, he or she will be required to pay another 50% of the course fee and redo the entire course.

 **Assessment and Awards**

Continuous assessment at the end of each learning module is the norm for all the e-learning component of each course. Students are allowed and encouraged to repeat the learning modules and re-take an assessment until they achieve at least 90% of the total marks for that assessment. The marks of such assessments do not contribute to the final course mark or grade.

The final course mark is computed from marks received for course assignments, presentations, skills tests, mid-term tests and final examinations.

Pass grades (A to C) are awarded for final course mark percentages of 50 percent or above. Grade A+ is awarded for marks of 90% to 100%, Grade A for 80% to 89%, Grade A- for 70% to 79%, Grade B for 60% to 69%, and Grade C for 50% to 59%. A fail grade (F) is awarded for marks below 50%.

A graded certificate/pass-slip is awarded on successful completion of each course. A final certificate is awarded on completion of all the programme. The overall grade is a weighted average of the percentage for the courses completed, excluding exemptions.

**Transcripts**

An official Transcript of Studies, stamped with the Institute’s seal, is provided to academic or other institutions on requests by or approved by the student or his or her agent, providing the student is in good financial standing with the Institute, i.e. has no outstanding fees or other debts on his or her account.

Unofficial transcripts are given, upon request, to students in good financial standing.

**Sample Timetable**

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| --- | --- |
| **Time** | **Days** |
|  | **Monday** | **Tuesday** | **Wednesday** | **Thursday** | **Saturday** |
| **9:00 - 11:00** | **Anatomy & Medical Terminology** | **First Aid & CPR (practical)** | **Basic Pharmacology** | **Phlebotomy** | **Pharmacy Administration** |
|  |  |  |  |  |  |
| **11:00 – 1:00** | **Nurse Assistant Skills (Practical)** | **Pharmacy Administration** | **Prescription & Pharmacy Law** | **Nurse Assistant Skills (Theory)** | **Basic Pharmacology** |
|  |  |  |  |  |  |
| **2:00 – 4:00** | **Caring for the Elderly** | **Pharmacy Math** | **Pharmacy Administration** | **First Aid & CPR (practical)** |  |
| **4:00 – 6:00** | **Nurse Assistant Skills (Theory)** | **Anatomy & Medical Terminology** | **Phlebotomy** | **Prescription & Pharmacy Law** |  |
|  |  |  |  |  |  |

**School Policies**

This section includes important school policies such as refund policy, holiday policy and other additional policies. By registering with Computer World Medical Institute, students agree to these policies. Failure to abide by these policies and conditions may result in disciplinary actions or procedures.

**Induction Policy**

The institute will provide induction programmes to students at three different times during their studies as follows:

1. Initial induction in the first week of their studies
2. An induction for students who complete the internal examinations
3. An induction for students proceeding to the PTCB, AMT, CNA/CPCT/A external examinations.

The aim of the induction programme is to welcome students and help them integrate smoothly into the institute. Student inductions should help students to:

1. Understand the institute’s Mission and Vision
2. Become familiar with student-related policies and procedures
3. Understand the institute’s structure
4. Understand the institute’s rules and regulations
5. Feel supported by the institute

**Refund Policy**

A full refund of tuition fees, except for the registration fee may be available to a student if the student cancels an enrolment with the institute no later than 7 days after initial payment. No refunds are given if a student cancels their course after the course has commenced. Any remaining balance on programme fees will be subject to a 25% processing fee.

Any refund payable will be made to the person whose name the receipt was written in or their representative, once proper identification and authorization has been presented. All monies due, will be refunded within 1 week of the request from the student.

**Holiday Policy**

Classes are not held on national holidays and as such holidays do not affect the programme/course duration.

**Attendance Policy**

Attendance is expected at every class session but does not contribute to course grades. Attendance records are maintained, and students are responsible for informing the office or their instructor in advance of any necessary absence from class, except in the case of unforeseen emergencies.

Failure to attend at least 80 percent of class sessions may result in penalties requiring submission of extra homework assignments on the topic(s) covered in the missed classes and possible delays in eligibility to write the final course examination.

**Withdrawals and Leaves of Absence**

Students may withdraw from a course on or before the end of the mid-semester exams, without being graded, subject to payment of a prorated administrative processing fee for study materials provided, classes attended, and any other services provided.

Students may be granted leaves of absence without penalty in cases of emergency or where continuation of studies without interruption would result in undesirable consequences for the student. An incomplete (I) grade would be placed in the student’s records in such circumstances.

**Code of Conduct**

At Computer World Medical Institute, we value:

* Difference and diversity
* Cooperation
* Respect
* Tolerance
* Freedom of expression balanced with social responsibility

While attending the institute, all students, staff, contractors and visitors are expected to behave in a considerate and courteous manner when dealing with other staff, students and members of the public.

The Institute aims to provide a quality education and training service in which all students are encouraged to strive for excellence and fulfil their potential. Unacceptable behaviour can hinder the progress or work performance of others. The purpose of the Code of Conduct is to clearly define student and staff rights and responsibilities that relate to appropriate behaviour. The intent is to foster a learning environment in which all students and staff can participate safely and effectively.

**Teaching and Learning Code of Behaviour**

In order to achieve a happy, healthy and positive working and learning environment, where a sense of mutual respect is fostered, all staff and students are expected to follow the rules set out in our Teaching and Learning Code of Behaviour.

1. Arriving late, even by 5 or 10 minutes, can be disruptive for others in the class. Students whoarrive late may miss opportunities to review work or might need the lecturer to start a presentation again. The first class in the morning starts at 9.00am and at 2.00pm in the afternoons. Please be on time! If you are late once or twice, the lecturer can make an exception, but if you are consistently late the lecturer will not admit you to class and you will have to wait until the next break to enter the classroom.
2. Participation in all classroom activities and staying on task are essential for success. So as not to annoy or distract other learners, mobile phones, tablets, and any other electronic devices must be turned off during class time unless the lecturer has specifically permitted their use for a particular purpose or period.
3. The Institute values difference and diversity, cooperation and freedom of expression balanced with tolerance and social responsibility. While in school or engaged in any external activity, all students, staff and visitors are expected to behave in a considerate and courteous manner when dealing with others. You should always treat staff members and fellow students with respect and politeness.
4. The Institute prohibits discrimination towards any group or individuals in any form, inclusive of, but not limited to age, gender, sexual orientation, race or nationality, ethnic or ethos-religious background.

Teachers are responsible for setting the tone within the learning environment and upholding the principles of respect, cooperation and equal opportunity. The Manager is responsible for assisting students and staff in resolving complaints of unacceptable behaviour and discrimination in the learning environment by ensuring fair processes are understood and adhered to.

**Student Conduct and Professionalism**

Students are required to behave in a respectful and professional manner during any interaction in the course of studies. Professional verbal and written communication is expected at all times, for all communication media. Students are asked to ensure that all the following guidelines are met in the course of communication:

* Ensure the message is clear and the language is respectful to the recipient,
* When upset, carefully consider the tone and language of response,
* Consider the tone of communication and do not use derogatory terms,
* Respect confidentiality and consider what potential employers or colleagues might think of the message should they receive it or become aware,
* Do not post information (names, comments or images) on sites that reflect negatively on anyone, including the institute,
* Be sensitive to the diverse nature of people. Show respect for individual differences (e.g. race, ethnicity, culture, religion, disability, gender, sexual orientation, age, etc.).

Any student found guilty of unprofessional conduct could be subject to disciplinary action, which could include termination from the programme under serious circumstances.

**Privacy and Confidentiality**

In the course of studies, students will encounter “personal” and “confidential” information. Confidential information refers to non-public information about other students, staff and other institute personnel – as well as information contacted at the practical/work-study sites such as patient/resident information. Some examples of confidential information include grades, financial, correspondence, family data and medical records. Students must protect the integrity of information at all times.

Students doing work-study attachments or internships are required to be aware of the privacy and confidentiality policies of their host organizations and must comply with these policies.

Failure to abide by these policies and protect personal and confidential information is a violation of the Institute’s “professional conduct” policies.

**Additional Policies**

**Mobile Phones**

Mobile phones should be switched off during class. Urgent messages may be left at the office and can be passed to you. However, in the event of an emergency, messages will be passed on immediately. It is unfair to your fellow students if you receive phone calls in the middle of class.

**Changes to Personal Details**

The Institute needs to keep all student records up to date. Should you change your name, address or contact number please inform us immediately.

**Valuables**

The Institute cannot be held responsible for items of value that are stolen or go missing. Please try not to bring these items to class, if possible. Keep your purse, wallet, or other items of value with you at all times. Students who are found to have in their possession the property of other students or staff, without the express permission of that other person, risk possible police or other legal action.

**Academic Conduct**

Students are expected to perform academically in order to complete their programme. Students having difficulties with their studies will be provided with counselling and given any possible additional assistance.

**Privacy Notice**

**This privacy notice only refers to information collected by the Institute.**

**Security**

We take precautions to protect your information. When you submit your information is always protected.

Only employees who need the information to perform a specific job are granted access to personally identifiable information. The computers/files in which we store personally identifiable information are kept in a secure environment.

 **What student information do we collect and why do we use it?**

We need to collect information from you when you book a course with us.

You will be asked for your name, date of birth, contact details and medical emergency contacts.

You will be asked for your national ID, passport or driver’s license number.

During some activities, photographs may be taken of students. School photos may be used on our managed social media pages and marketing materials.

All your personal information and photos will be kept securely and only used:

1. to enroll you in our school,
2. to process transactions,
3. to officially promote *the Institute.*

The Instituterequires permission to use this information or any photographs taken ofyou.

**Data Protection Statement**

**What do we use your information for?**

Any of the information we collect from you may be used in one of the following ways:

To personalise your experience (your information helps us to better respond to student needs).

To improve the institute (we continually strive to improve programmes based on the information and feedback we receive from you).

To complete registration transactions:

Your information, whether public or private, will not be given to any other company or individual for any reason whatsoever, without your consent.

To administer our health & safety records. To reply to emails.
To be able to act appropriately in cases of emergencies.

**Your personal data – what is it?**

Personal data is information which can be used to identify you.

Identification can occur because of data controlled by the Institute*.*

**We use your personal data for the following purposes:**

* To maintain our student files. To maintain our health and safety records.
* To maintain our own financial accounts and programme records.
* To meet our accreditation requirements.
* To promote the institute and communicate with students.
* To enroll students for international certification examinations.

**Sharing your personal data**

Your personal data will be treated in the strictest confidence and will only be shared with relevant employerswith your express consent.

 **How long do we keep your personal data?**

In order to meet our operational obligations, we keep your personal data indefinitely.

**Complaints and Appeals Procedure**

The following procedures should be followed if a student has a complaint about any aspect of their time at Computer World Medical Institute.

1. If a student has an issue with the classes they are attending, they should first speak to their lecturer. Where a student is dissatisfied with the lecturer’s response or does not feel comfortable discussing matters with the lecturer, they should go to see the Manager or Student Rep whose office is located on the first floor (Main Office).

In relation to any non-academic issues, students can speak to the following people:

**Student Representative**: Bonita Thomas

* located in main office
* for general student queries

**Student Counsellor**: Rev. Joseph Johnson

* visit at Lot 210 Thomas Street & Stanley Place, Kitty (2 corners from the Institute)
* call on telephone number 225-4388
* non-academic queries and problems

**Manager:** Wanda Skerrett

* + located in main office
	+ issues relating to fees and refunds
1. The person responsible records the issue of concern or complaint and makes suggestions or takes action to resolve the issue.
2. The person responsible for this service will respond to the complaint and document the reasons for his/her decision, within 5 working days from the date of the complaint. The decision will be agreed with the Director of the Institute prior to informing the student both verbally and in writing.

**Fire and Emergency Evacuation Procedure**

All our employees are trained as part of the induction process and during fire drills. If you are in class and hear the fire alarm you should follow your lecturer/instructors’ instructions and follow them calmly to the nearest exit. If you are not in class and hear the fire alarm you should leave the building by the nearest available exit. Proceed to the designated assembly point and report to your lecturer or a staff member. In every room and hallway there is a floor plan which clearly shows the nearest available exit and alternative exit.

Staff has been trained to carry out emergency exit from the building in case of fire. In the event of a fire, lecturer/instructor will get students ready to leave the classrooms. Students should wait for instructions from their lecturer/instructors’ teachers.

When asked to exit, lecturers/instructors leave with their class and gather at the designated assembly point. It is important that lecturers/instructors check that all students are present. Any missing students/staff should be reported to the Manager.

In normal circumstances, exit should be made through the regular classroom doors. In the event of fire outside a classroom, or in the hallway, exits may be via alternative corridors or via the Fire/Emergency Exit doors.

**Evacuation Procedure:**

1. The alarm is activated.
2. During the sounding of the alarm, please follow your lecturer/instructor to the closest exit.
3. If you are in class please leave all belongings (bags, coats, etc.) behind you.
4. If you are not in class proceed to the nearest exit on your own.
5. Once outside please proceed to the assembly point.
6. When the “all clear” has been given, by the Manager, all occupants can return to the building.

**Computer World Medical Institute – Contact Details**

**Address:**

2 Stanley Place

Kitty

**Telephone**: 225-1032, 227-6619

**Email:** computerworldguyna@gmail.com

**Web**: [www.comuterworldmedical.com](http://www.comuterworldmedical.com)

The Institute’s office is open from 9.00am until 6.00pm, Monday to Thursday and from 9.00am to 1.00pm on Fridays and Saturdays.