



# **MAURITIUS INSTITUTE OF HEALTH**

## **STUDENT CHARTER**

**[Board Approval: 28 July 2021]**

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## **1. INTRODUCTION**

Ever since its establishment in 1989, the Mauritius Institute of Health (MIH) has strived to continually improve the quality of its services. With this Charter, MIH shows its commitment to providing quality services to all students, mostly adult students, who attend workshops and courses conducted by the Institute.

The Charter sets out what students can reasonably expect from the MIH and, likewise, it sets out the institution's expectations of the responsibilities of students.

This Charter provides clear statements of the ways in which students, teachers and staff can work together to enhance and support learning and maintain an enjoyable and conducive environment at the Institute.

## **2. STUDENT CODE OF CONDUCT**

The MIH expects all students to abide by the rules and regulations of the Institute, as may be published from time to time. Public officers, while attending training at the Institute, are furthermore expected to abide by all the rules and regulations purporting to the Civil Service.

### **2.1 MIH expects students to:**

- a) comply with the requirements of their training programme;
- b) comply with the code of conduct set at the Institute;
- c) respect every person's rights to work and live in a safe environment, free from anxiety, fear, violence, intimidation and harassment;
- d) respect other students' basic right to freedom of speech as per law;
- e) maintain due confidentiality where they have access to confidential information of any nature;
- f) provide accurate information to enable the maintenance of proper records, and keep the MIH informed of any changes;
- g) treat all property and materials of the Institute with care and respect;
- h) abstain from smoking, and drinking alcohol on MIH premises;
- i) treat all MIH staff, teachers, consultants, visitors and fellow students with courtesy and respect;
- j) contribute to energy saving through simple acts like keeping doors and windows closed when air conditioners are being used and switching off lights and equipment on leaving lecture rooms.

### **2.2 Students can expect MIH to:**

- a) provide all information that students may require about the course;
- b) organise an orientation session at the beginning of the programme;
- c) solicit student feedback and evaluate sessions in order to help enhance the quality of training;
- d) work with students to help them develop learning skills, recognising that this is an ongoing process;
- e) provide a quality learning environment;
- f) put at their disposal appropriate resources to facilitate learning;
- g) support students both academically and personally, to help them complete their studies;

- h) show courtesy, professionalism and fairness at all times towards all students;
- i) maintain an atmosphere that fosters active learning;
- j) monitor progression and feedback from students, with a view to continually enhancing the quality of provision;
- k) respect the students' right to confidentiality;
- l) comply with all relevant legislation.

### **3. BEFORE STUDENTS JOIN IN**

Selection and recruitment of students is generally done by the agency that commissions the programme. The MIH is in principle not directly involved in this process.

Students are not required to pay tuition fees to the MIH because they are generally funded directly by the commissioning agency.

Standard fees will be charged for some services such as printing, photocopying and replacement of certificates. Details of standard fees will be available to students.

### **4. WHEN STARTING THE PROGRAMME**

#### **4.1 Students can expect MIH to:**

- a) organise an introductory session with the course coordinators and main teachers;
- b) provide documentation on syllabus, assessment requirements and essential learning materials for the course;
- c) provide a course handbook, containing any information regarding services, regulations and procedures;
- d) provide advice and information for students with disabilities;
- e) provide a time-table for training sessions;
- f) provide details of tutorials and other learning support arrangements;
- g) provide information of rules regarding attendance, punctuality, behaviour and participation;
- h) provide information about what the student needs to do to complete the course and what happens if the student does not pass key assessments;
- i) give information about the services offered to students
- j) give information about the student complaints procedure.

#### **4.2 MIH expects students to:**

- a) participate in the introductory session(s);
- b) acquaint themselves with the student Code of Conduct and comply with it;
- c) visit the MIH website and learn about MIH policies, regulations and services;
- d) act at all times in accordance with the institution's regulations and procedures;
- e) inform of any disability and special needs so that reasonable arrangements can be considered;
- f) provide full and accurate information as requested.

### **5. TEACHING AND LEARNING**

#### **5.1 Students can expect MIH to:**

- a) have suitably qualified teachers using adult learning methodologies;
- b) have suitably qualified support staff;
- c) make available appropriate equipment and materials to support learning;
- d) provide accurate information about the teaching and learning timetable;
- e) ensure that staff are punctual for all lectures, workshops, practicals and tutorials;
- f) provide a range of assessment methods and learning activities;
- g) assess work fairly and provide feedback, where applicable;
- h) assist in the arrangement of work placements if these are requirements for the course;
- i) ensure proper record keeping of results of assignments and assessments;
- j) deal with student enquiries in a courteous and effective manner;
- k) provide students with an opportunity to express their views on the learning experience;
- l) provide students with disabilities with tailored support;
- m) provide a schedule of assignments for each unit taught;
- n) give regular opportunities to discuss the course and obtain study advice;
- o) inform students of any changes in the programme;
- p) provide a learning environment that values the diverse student population that acknowledges and makes use of students' diverse experiences and perspectives;
- q) provide details of the marking scheme for assessments, where applicable;
- r) give guidelines for project/ dissertation write-up, the marking criteria and the form of supervision to be provided.

## **5.2 MIH expects students to:**

- a) participate actively in the learning process;
- b) attend all scheduled activities as per course requirements;
- c) properly prepare for the classes, arrive on time, switch off mobile phones and seek to make the most of their learning while respecting the rights of fellow students;
- d) take the opportunities provided to learn how to use the learning resources available;
- e) complete learning tasks and activities outside of class attendance as specified in their unit study guides as set out by the module teacher;
- f) complete/ submit all assignments on time;
- g) explain any absences in writing to the course coordinator;
- h) participate in unit and course evaluations;
- i) inform the programme coordinator as soon as possible of any difficulty, illness or other circumstances which might affect their studies.

## **6. ASSESSMENT**

The MIH aims at high-quality, fair, thorough and clear assessment procedures and practice.

### **6.1 Students can expect MIH to:**

- a) provide conditions for assessment as per requirements of course work;
- b) provide information on what will happen upon late submission, plagiarism or other examples of cheating;
- c) give feedback on assessment within a reasonable time;
- d) provide details of results as per practice.

### **6.2 The MIH expects students to:**

- a) submit assignments as per course requirements;
- b) take notice of the dates and times of the examinations;
- c) attend the examinations and refrain from disturbing other students;
- d) abide by examination rules and regulations immediately before, during and after the event.

## **7. LIBRARY AND IT FACILITIES**

The library and documentation centre is available to all students attending training at the Institute.

### **7.1 Students can expect MIH to provide:**

- a) a library environment which is safe, comfortable and conducive to study;
- b) friendly and helpful library staff;
- c) a system for reserving books and other materials;
- d) access to computers with internet connection;
- e) suitably qualified trainers to teach computer courses;
- f) access to IT facilities with appropriate services, software and online databases which support study needs

### **7.2 MIH expects students to:**

- a) take good care of books and journals taken on loan and to return same by due date;
- b) act in accordance with library rules and procedures at all times;
- c) use MIH computers for study/ learning purposes only;
- d) take good care of equipment made available to them;
- e) comply with the regulations for the use of IT facilities – for example, security policy;
- f) report any damaged or faulty equipment (including the discovery of computer viruses) and any damage to learning materials.

## **8. COMPLAINTS**

### **8.1 Students can expect MIH to:**

- a) have clear procedures for receiving and treating complaints;
- b) provide information about the complaints procedure;
- c) treat complaints seriously and fairly;
- d) respect confidentiality at all times;
- e) monitor the number of complaints received and their outcomes.



## **8.2 MIH can expect students to:**

- a) sort out problems informally as far as possible;
- b) seek help from the Training Managers, Executive Assistants, course coordinators, lecturers and other students;
- c) follow official procedures when submitting complaints;
- d) promptly submit complaints that are genuine and require official intervention;
- e) deal with all correspondence from the institution;
- f) inform the institution immediately of any change in address.

## **9. APPEALS PROCEDURE**

The appeals procedure is the method of appealing an **academic** decision made, for example, by a Board of Examiners. There are very tight timescales for making appeals. Information regarding appeal procedures will be made available in the Student Handbook or online.

## **10. STUDENT DISCIPLINE**

Students should note that there are disciplinary procedures for students who break institution regulations or fail to comply with instructions regarding conduct. Further information will be available in the Student Handbook or online.

## **11. AFTER THE STUDENT LEAVES**

MIH highly values the professional and human relationship that develops between the student and the Institute both during the time at the institution and when he or she leaves; and expects all past students to continue to uphold the good name and reputation of the MIH.