

HORIZONS

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A PROGRESSIVE INSTITUTE NURTURING FUTURE-READY PROFESSIONALS

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Management Development
Institute of Singapore

Where lifelong learning begins

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REFLECTIONS

In this issue of Horizons, MDIS President, Dr Eric Kuan shares how the career landscape is changing, and how graduates can future-proof their careers in today's rapidly evolving global workplace through enhanced and different skill sets.

To this end, MDIS has launched 27 new programmes across all its academic disciplines. With a focus on vocational skills development and an expanded academic progression pathway, the Institute is working towards nurturing future-ready graduates and enhancing their employability.

Recognising the importance of healthcare professionals, MDIS launched a new School of Nursing with an inaugural batch of more than 70 students. It is the first Private Education Institute (PEI) to have its own dedicated School of Nursing. Its nursing programme is delivered in partnership with top Edinburgh Napier University, UK, and open to practising nurses in Singapore.

Another first for the Institute was the MDIS-Bangor University graduation, which saw over 300 graduates and guests celebrating the first graduating cohort's achievements. The graduation ceremony was graced by Guest-of-Honour Dr Ahmad Magad, JP and Chairman of MDIS Senate, and Professor

John G Hughes, President and Vice-Chancellor of Bangor University.

We also celebrated the graduation of our graduate fashion designers from renowned Nottingham Trent University, UK. Our heartiest congratulations to all graduates!

In other celebrations, staff and student volunteers supported Jalan Kayu Day, marking eight years of joint CSR (Corporate Social Responsibility) efforts to give back to the community. Shopping vouchers totalling \$4,500 were presented to 150 needy families and 3,000 recyclable MDIS bags were sponsored for the event. In another CSR event, MDIS staff and Angel Heart Club student volunteers visited Metta School with a fun-filled carnival.

On the international front, MDIS welcomed a government delegation from Timor Leste. The meeting was for exploring collaborations between MDIS and the Timor Leste government, particularly in terms of academic programme delivery.

We hope these news in this edition will be an interesting read for you.

Jesline Wong
Senior Director, Communications



MDIS LAUNCHES NEW SKILLS-BASED PROGRAMMES AND NURSING SCHOOL

Emphasis on applied learning opportunities addresses future industry needs and manpower requirements



A progressive Institute that prepares future-ready graduates for the industry

With a focus on expanding its skills-based offerings, MDIS has launched 27 new programmes to date across all its academic disciplines. The new programmes will have emphasis on vocational skills development, coupled with an expanded academic progression pathway, will nurture future-ready graduates and enhance their employability.

The Institute also recently established a new School of Nursing, dedicated to the training and education of nurses pursuing their post-registration degrees. Launched in May 2017,

with an inaugural batch of over 70 students, the programme is delivered in partnership with top Edinburgh Napier University in UK, and is open to practising nurses in Singapore.

MDIS will be the first Private Education Institution (PEI) to have its own dedicated School of Nursing, for which it will further develop the curriculum and infrastructure by early 2018 to provide a more comprehensive experience for practicing nurses.

Additionally, MDIS will be expanding its offering of vocational and WSQ (Singapore Workforce Skills Qualifications) certified programmes

across nine academic areas - Engineering, Fashion, F&B (Food & Beverage), Health and Safety, Healthcare Management/Support, Health/Life Sciences, Information Technology, Leadership and People Management, and Media and Communications.

These programmes are expected to be rolled out over the next three years and will provide students, adult learners and working professionals with increased opportunities to learn new skills and upgrade existing skills to maximise their future readiness. Up to 20 percent of MDIS' courses will be eligible for SkillsFuture Credit.

Dr R Theyvendran, MDIS Secretary-General said, "As a forward-looking Institute, the foundation of new programmes and facilities are strategically laid before the industry realises its needs. Our ability to create value for businesses and industries lie in being able to offer ability-driven human resource for the global employment market. Our academic growth will ensure our graduates continue to possess the required skills and maintain their relevance and demand in the industry."

The Institute has introduced International/Foundation Diplomas and Higher Diplomas to extend and provide a comprehensive academic progression pathway for students. It will also be introducing programmes of rising popularity like a National/Higher Certificate in Cookery, and short skills-based courses in Fashion like pattern making, fashion draping and sewing techniques, and Media and Communications like pitching and promoting.

As new courses are rolled out, the Institute will upgrade and enhance the buildings, learning, and living facilities at its MDIS Stirling Road campus. These include new and upgraded learning labs; more industry-standard equipment for schools; technological upgrades in aid of learning in the classrooms; and enhanced greenery, spaces, and amenities for students.

More than 100 programmes and integrated learning experiences are now offered across the Singapore, Tashkent, India and Malaysia campuses, allowing students to gain international exposure and varied knowledge and skills to compete globally.

"As a forward-looking institute, the foundations of new programmes and facilities are strategically laid before the industry realizes its needs. Our ability to create value for businesses and industries lie in being able to offer ability-driven human resource for the global employment market. Our academic growth will ensure our graduates continue to possess the required skills and maintain their relevance and demand in the industry."

- Dr R Theyvendran, MDIS Secretary-General



MDIS School of Nursing launched with an inaugural batch of more than 70 post-registered nurses

MDIS WELCOMES GOVERNMENT DELEGATION FROM TIMOR LESTE



Dr Eric Kuan, MDIS President and Dr R Theyvendran, MDIS Secretary-General in an exchange of gifts with representatives from Timor Leste's government delegation

"You need to train 400 public servants well to build a nation"

- Dr R Theyvendran, MDIS Secretary-General

"You need to train 400 public servants well to build a nation," shared Dr R Theyvendran, MDIS Secretary-General, in a meeting with public officials from Timor Leste. Dr Theyvendran was quoting the late Mr Lee Kuan Yew, founding father of Singapore.

The delegation was headed by Mr Isménio Martins da Silva, Secretary of Human Capital Development Fund, with government representatives overseeing Planning, Research and Monitoring; Human Resource; Information System; Procurement; and Payment.

It was a lively exchange as Mr Isménio Martins da Silva and his delegation engaged Dr Kuan, MDIS President; Dr R Theyvendran, MDIS Secretary-General; and senior MDIS staff on public administration planning, manpower development and more. Dr Kuan spoke at length about the Public Administration course offered at MDIS. He also highlighted the

importance of acquiring a Master of Business Administration degree as such a programme helps develop future leaders.

The MDIS Graduate Certificate Programme in Public Administration and Management was established with the aim to enhance the knowledge and skills of public sector employees. The current programme is specially designed to present new and modern concepts in management and practices specific to the public sector. It provides an overview of the key aspects of public administration, ranging from analysis, planning, management to globalisation; against a backdrop of today's economic and political climate.

The delegation was also invited on a tour of the MDIS campus and its facilities, visiting schools including Media and Communications, and Engineering. They were impressed by the expansive campus, well-equipped facilities and comprehensive range of courses offered in partnership with globally recognised Universities.

With the conclusion of the visit, Mr Isménio made it known that the government of Timor Leste would be keen to explore a collaboration with MDIS.

A CARING EMPLOYER

MDIS is one of 50 companies in Singapore to receive the Merit award for the Singapore HEALTH Award 2017. This achievement highlights the Institute's outstanding promotion of health practices at the workplace



MDIS receives the Merit award

MDIS is proud to be awarded Merit in the Singapore HEALTH Award 2017. MDIS management and staff proudly received the award at the award ceremony held on 10 Oct at ITE College Central.

At MDIS, we believe that our employees are our assets. We attribute our progress and growth to our team of dedicated and committed staff. Besides providing career opportunities and growth for our staff, it is a top priority for us to ensure a work environment that is safe and healthy for all.

The award is a testament to the care we



Receiving the Merit award at the presentation ceremony for the Singapore Health Award 2017



A proud moment as Ms Jesline Wong, Senior Director of Communications receives the award

take to ensure the health and well-being of our staff. MDIS has attained a respectable level of proficiency for the employee health and satisfaction criteria under the Business Excellence Framework. This distinction gives us an edge in attracting and retaining talent.

The Singapore HEALTH (Helping Employees Achieve Life-Time Health) Award (SHA) was introduced in 1999 to recognise companies which have demonstrated commitment to promoting workplace health and have in place outstanding Workplace Health Promotion (WHP) practices in their organisations.

GIVING WITH A HEART

As part of MDIS' CSR efforts, staff and student volunteers supported Jalan Kayu Day; bringing cheer and joy to residents in the community



MDIS Angel Heart Club members bringing joy to the children in the Jalan Kayu Community

Buzzling with activity and excitement, the Jalan Kayu Day was a happy sight on a bright Sunday morning.

Held on 10 September at the Hwi Yoh Community Centre, it saw a mix of residents enjoying the festivities, food, and games. They were also given goodie bags to bring home.

With its eighth year of collaboration with the Jalan Kayu constituency, MDIS sponsored \$4,500 worth of NTUC shopping vouchers to 150 needy families. Another 3,000 recyclable MDIS bags were also sponsored.

Students from the MDIS Angel Heart Club and MDIS Dance Club set up a game booth and also presented a dance performance.

Both were well received by audiences.

The game booth in particular proved to be extremely popular, with a continuous stream of participants vying to win MDIS sponsored prizes.

Presided over by Guest-of-Honour, Prime Minister Lee Hsien Loong, the MDIS-Jalan Kayu Day underscores MDIS' efforts in being a caring and nurturing corporate citizen. In recognition of MDIS' contributions to the community, PM Lee presented an appreciation plaque to MDIS' Senior Director for Communications, Ms Jesline Wong.

As the founding sponsor, MDIS has contributed a total of S\$214,000 worth of goodies, shopping vouchers and more annually since 2010.

METTA SCHOOL CARNIVAL 2017

MDIS staff and Angel Heart Club student volunteers headed to Metta School brought fun and excitement to the school children of Metta School



A day of fun and laughter for the children of Metta School



A group of MDIS staff and Angel Heart Club student volunteers headed to Metta School on 24 August, determined to bring fun and excitement to the children at the school.

Four activity zones were prepared for the Metta School Carnival, including fun games, a bouncy castle, a petting zoo and lantern-making. The children had an engaging time from one activity to the next, interacting with MDIS staff and student volunteers who were on hand to assist them at each station.

The highlight for the children was certainly the petting zoo, which had over ten rabbits of different sizes, breed and colours for the children to pet, play and cuddle. An eager child even asked to bring home one of the rabbits!

Another popular activity was the arts and craft station where the children got to make

their very own Despicable Me's Minion themed lantern. As the children lit up their lanterns, their spontaneous smiles left an indelible mark on each and every one of our volunteers' hearts.

Over at the bouncy castle, squeals of laughter could be heard as the children jumped about enthusiastically, high with energy.

When it came time for a break, the children settled down for snacks and ice cream. They were so elated with the day's activities that they repeatedly told their teachers how much fun they had at the carnival. It was indeed very heartwarming to see the joy on their faces!

Metta School caters to students with Mild Intellectual Disability (MID) and/or mild autism. Students are between 7 to 21 years old. The event on that day was designed and organized for the children in the PM session, age 7 to 13.

ON TO GREATER HEIGHTS

Over 200 graduates and guests celebrated the first MDIS – Bangor University Graduation Ceremony



Dr Eric Kuan, MDIS President presents a token of appreciation to the Guest-of-Honour



Graduands eagerly anticipate receiving their academic scrolls

The inaugural MDIS – Bangor University (BU) graduation ceremony was held on 9 September and attended by more than 300 graduates and guests. Held at the Stamford Ballroom at Raffles City Convention Centre, it was graced by Professor John G Hughes, President and Vice-Chancellor of Bangor University and Guest-of-Honour, Dr Ahmad Magad, Justice of Peace, and Chairman of MDIS Senate.

In his opening address, MDIS President, Dr Eric Kuan, emphasised the importance of lifelong learning for all. He reminded graduands to “make learning a lifelong pursuit and be open to learning new things in life” so as to fuel their personal and professional growth, and help them remain relevant in today’s fast changing corporate world.

Guest-of-Honour, Dr Ahmad Magad also shared wisdom in his address. “There are numerous learning lessons in life – be prepared to learn from every job and experience. Embrace new technology; be a positive influence to yourself and others and stay focused on achieving your goals!”

Top Student, Ms Mayang Sekar Mustikowati, summed up the graduation ceremony with her speech by reminding her fellow graduates although there will be more obstacles along the way, they must all possess the strength to overcome all challenges. She quoted Tom Hanks, from the movie *A League of Their Own*: “It’s supposed to be hard. If it wasn’t hard, everyone would do it.”

MDIS wishes all graduates the best in their future endeavours!

FASHION GRADUATES OF 2017

Celebrating the achievements of our very own graduate fashion designers from Nottingham Trent University, UK



"We have done it!" Proud graduands from the MDIS School of Fashion and Design

Graduates from the MDIS School of Fashion and Design and Nottingham Trent University received their scrolls in an intimate ceremony at MDIS Campus.

The Certificate Presentation Ceremony for the Bachelor of Arts (Hons) in Fashion Marketing and Branding graduating class of 2017 was held on 12 September. Officiated by Dr Eric Kuan, President of MDIS, the ceremony was attended by graduands, their parents, families and friends as well as distinguished guests from Nottingham Trent University, including Mr Steven Strachan, Deputy Dean, and Mrs Jules Findley, External Examiner.

Mr Stephen Strachan presented the academic scrolls to the graduates. Two of the graduates

- Jessica Jagdesh Mirchandani and Nurani Binte Senari took to the rostrum to share with everyone their heart-warming experiences at MDIS; expounding on what inspires them and sharing insights into their learning journey.

With qualifications in hand, from a university ranked 5th in The Guardian University Guide 2017: League Table for Fashion and Textiles, and 9th (UK) in The Business of Fashion's Global Fashion School Ranking for Undergraduate course in 2016, our graduates from Nottingham Trent University are well placed for an exciting career in the world of fashion.

Congratulations to our graduates!

THE CHANGING CAREER LANDSCAPE

Dr Eric Kuan, President of MDIS shares how graduates can future-proof their career in a rapidly evolving global workplace



Dynamic changes

In the past decade, technology has heralded the development of new career paths in the fields of social media, 3D animation, augmented reality, and more. Rapid changes are happening in the job landscape and the key to riding the wave is to be flexible, adaptable and ensure we keep upgrading our knowledge and skills to stay relevant.

Can we predict new occupations and careers with any level of accuracy? Perhaps not, but we can identify emerging industries which will have high demand for workers, now and in the future. The focus will be on food and beverage, creative, information technology, healthcare/social services, logistics, and (precision) engineering industries.

The changing job landscape will call for a shift in mindsets, change in work patterns, and even a change in perception of what graduates might expect of a career or occupation. When we think about a career now, it should be in terms of a lifelong journey rather than a destination, and lifelong learning should be a significant part in of it.

There are several ways for graduates to future-proof their careers - develop a range of transferable skills, pursue higher/tertiary education with a focus on developing skills mastery, read widely to increase knowledge, build and maintain a good professional/social network to tap on for opportunities, and get a mentor or coach for career growth and success.

Skills for the future

In the near future, employers will be seeking graduates with different or enhanced skill sets than they do today. What are some skills needed for graduates to be future-ready?

1. Creativity and problem-solving skills

The nature of work has changed vastly over the past decade alone, impacted by globalisation and technology. Today's reality includes digitalisation, borderless business and collaborations, remote working, and leaner and more agile organisations, to name a few.

2. Flexibility and adaptability

The increasing complexity of work requires workers to be nimble. Being highly flexible and adaptable will be the key to success in the workplace.

3. Digital skills

The ability to utilise information and data, and share and create content, will be critical. Using social media to market a business and interact with customers, employing search engine optimisation and search engine marketing for business growth are essential to businesses today.

4. Collaborative and Social skills

Globalisation has amplified the need for collaboration across countries and regions, and shrunk cultural boundaries. It is thus crucial to understand the dynamics of long-distance collaboration, impact of cross-cultural interactions, and how to use technology to communicate globally.

5. People and Leadership skills

Enhanced leadership and people skills will be needed to manage an increasingly diverse, and remote or virtual workforce. Leaders need to engage and be flexible, and those who can promote change in the workplace will be highly valued.

Building a sound foundation

Education bridges students with the real world. A quality international education builds a sound foundation for the future, placing a graduate in an advantageous position to successfully meet challenges in the workplace and excel in their careers.

MDIS provides a transformative education that nurtures future-ready graduates, building and enhancing their skills mastery. The wide range of academic programmes will help graduates acquire relevant academic knowledge and practical skills. Coupled with a commitment to lifelong learning, graduates will have a sound foundation to build their career success upon.

REALITY PLUS: MARKETING IN THE NEO WORLD

Excerpts from a talk for students and faculty members of Hindustan University, by Dr Alby Anand Kurian, marketing practitioner and theorist, and senior lecturer and consultant at MDIS

We were in a meeting with a multinational giant that makes the largest-selling hair-dyes around the world — and the director vehemently refuted that he was in the hair-dye business at all. We are in the business of hair colour, he said.

The reality, the “true” facts and ingredients of his product remained unchanged. The hair dye was irrefutably the reality; the concept of hair colour is what I term “Reality Plus”. Labelling a product as hair colour instead of hair dye, has meant a difference of millions of units in sales and many millions of dollars in revenue. And that is a big deal.

In advertising and marketing, the benefits of Reality Plus are obvious. A cola is sweetened, aerated water; that is the dull, factual reality. But the Reality Plus is that the cola stands for victory, superstars, and a feeling of exhilaration. Inundated with these images, a teenager does feel some of these things when he downs a cola, and that becomes a concrete reality.

Reality Plus has always existed. What has changed today, is that the pace of life has acquired new and almost dizzying speed. Consumers are bombarded with a thousand images every day and have significantly less time to sift through facts. They are guided instead by a swiftly-made overall general impression. And thus, Reality Plus acquires a greater and more dominant space in the collective consciousness.

Consumers, voters and fans are creatures of emotion and sentiment. Perhaps, Reality Plus affects only weak creatures, not mature individuals guided by nothing but cold facts? Let’s shift our attention to the Wall Streets of the world, where people put their money where their mouth is — investing hard-earned dollars, rupees and dinars, based on their judgement.

And yet, any stock analyst will tell you, and as a study of recent events will prove, stock prices do not only reflect reality, they reflect Reality

Plus. You will find companies that operate in the same business sphere with differences in stock price that are simply not justified by assets, turnover, revenues or profits alone.

Some companies seem to acquire a halo around them; they become favourites in the market and command attention and share prices that are not directly attributable to their business performance.

The subprime crisis of 2008 reveals that investment bankers bought into packages of “dodgy” debt when it was offered as “Structured Investment Vehicles (SIVs)” with names such as High Grade Structured Credit and Enhanced Leveraged Fund.

Is the dominance of Reality Plus in today’s world a terrible development? Perhaps, it is. Perforce, we must learn to deal with it. This is the culture in which all businesses must learn to operate.

Dr Alby Anand Kurian is a marketing practitioner and theorist, and also senior lecturer and consultant at MDIS. Dr Kurian has developed marketing communications for multinationals ranging from Pepsi Foods and Nestle to Procter & Gamble and Unilever. He has been featured among thirty ‘Marketing People’ from around the world.

Dr Kurian has conceived and developed concepts such as Reality Plus, the Afghanistan Syndrome and Simulated Obsolescence. His new concept “Conflict as a Marketing Tool (CAMT)” illustrates how dramatic tensions that characterise a good movie plot are being adopted by the world of marketing, sports and even news and politics.

PRACTICAL LESSONS IN LEADERSHIP

The MDIS Breakfast talk, the last of its series for 2017 titled: 'Galvanising the Community to Keep Singapore Safe & Secure – Practical lessons in Leadership' was delivered by Associate Professor Ho Peng Kee, former Senior Minister of State for Law and Home Affairs



Associate Professor Ho Peng Kee speaking with conviction to audiences at MDIS

Held on 27 September at the MDIS auditorium, more than 350 participants comprising MDIS corporate members, industry partners, MDIS staff, students and members of the public attended the talk.

Associate Professor Ho shared his journey in politics, his experience in heading many inter-ministry and agency committees, the framework for leadership, and some challenges facing Singapore as we move towards SG 80. A firm supporter of teamwork, he expressed the need for Singaporeans to have a strong sense of family, teamwork, community voluntarism, and facilitative leadership. An immediate challenge requiring us to manifest these traits is in countering terrorist threats.

Professor Ho retired from political office in 2011 after serving as a Member of Parliament for 20 years. He was an office-holder for 18 of those years. A firm believer in voluntarism and mediation, he continues to chair the HomeTeam Volunteer Network Steering Committee at the Ministry of Home Affairs and Advisory Committee on Community Mediation at the Ministry of Law. He also supports worthy causes such as sports, youth enterprise and development, promoting pro-bono spirit amongst lawyers, fighting children's cancer, looking after the aged and keeping Singapore safe and secure.

Speaking on Leadership, he emphasised the importance of a facilitative model of leadership. To him, some traits of good

leadership are- exercising creativity/initiative; showing empathy/sensitivity/compassion, being an earnest learner/sincere listener, handling disappointments and setbacks and leading with passion/conviction. Good leaders should be authentic, and true to oneself. Remain calm in crisis. Remain humble. Be mentored and mentor others. Speak from the heart, read widely and take calculated risks.

He also shared key lessons from his book on leadership qualities that had served him well in his career: :

4As - Ability, Accessibility, Affability and Affirming nature

4Cs - Competence, Confidence, Compassion, Character)

4Ps – Professionalism, Personal touch, opportunities, Pride & passion

Calling countering terrorist threats as the defining challenge of our time, he urged Singaporeans to remain vigilant (alert), cohesive (united) and resilient (strong) in countering terrorism as it would require the whole community's response to keep Singapore safe and secure.

At the end of the talk, participants eagerly queued to get an autographed copy of Professor Ho's book titled: *My Journey in Politics; Practical Lessons in Leadership*, available at all major bookstores.

REAL-WORLD INSIGHTS

Students from the MDIS School of Health and Life Sciences benefitted from insights into career prospects from leading player in the industry



Mr Luke Montana (Front row, centre) from EASMED Asia Pte Ltd, shares his wisdom with MDIS Students

On 29 August, 53 students from MDIS School of Health and Life Sciences benefitted from a career talk by EASMED Asia Pte Ltd. EASMED Asia Pte Ltd is a leading distributor specialising in the fields of ENT and Sleep Medicine in South-East Asia, with presence in Singapore, Malaysia, Thailand, Philippines & Indonesia.

Mr Luke Montana, from EASMED's Human Resources department, spoke on the health and life sciences industry in Singapore and potential career opportunities in both the government and private sectors. He also shared employment opportunities within EASMED's Clinical Applications, Engineering,

and Sales and Operations divisions.

Summing up his presentation, Mr Montana gave personal tips on the 2 C's companies look for in a candidate – Competency and Character. Competency is about the candidate's education and experience which will make him a fit for the role, and Character is about his/her personality fit in the company's culture.

Feedback and student response was very positive; the speaker was not only engaging but also very insightful, particularly in sharing real-life experiences about the scientific workforce and community, and about the MNC recruitment process and cycle.

BROWSE

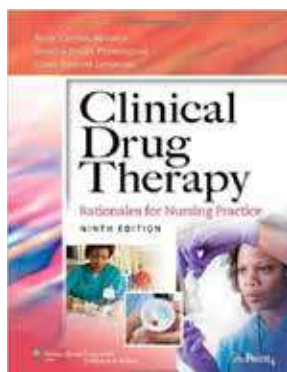
MDIS BUSINESS SCHOOL RECOMMENDS

Martin Luther King Jr once said, "Life's most persistent and urgent question is: What are you doing for others?" Nurses are the heart of healthcare. The decision to become a nurse involves a commitment towards selflessness. Dr Kelvin Wong, Head of MDIS School of Nursing recommends a few good reads on the challenges and therapy rationales in the nursing practice.



Title: The Everything New Nurse Book
Author: Kathy Quan

As you enter the challenging but rewarding world of nursing, you will no doubt face issues along the way. "The Everything New Nurse Book" is a great resource for new nurses. This handbook is a comprehensive guide to the issues and concerns faced daily by nurses on the job, including the top ten types of nursing, practical suggestions on how to balance a multitude of responsibilities and a hectic work schedule, how to deal with patients and doctors, and how to cope with the death of your patients. This handbook will help you prepare for what is to come and more. Written by registered nurse Kathy Quan who has had approximately thirty years of experience, this handbook is certainly one for the budding nursing graduate.

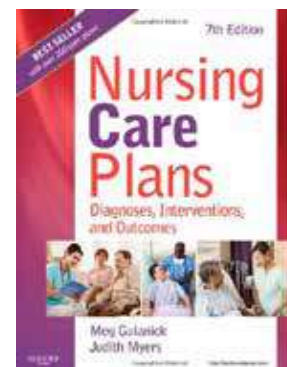


Title: Clinical drug therapy rationales for nursing practice
Author: Anne Collin Abrams, Carol Barnett Lammon and Sandra Smith Pennington (9th Edition)

This nursing pharmacology textbook is a popular go-to guide for understanding the "why" and "how" behind drug therapy rationales in clinical nursing practice.

The latest edition includes key terminology and definitions preceding each chapter, new evidence-based practice displays, and drug-based case studies.

This textbook also contains NCLEX®-style questions as well as a CD-ROM containing videos, animations, quizzes and journal articles to aid you in your studies.



Title: Nursing Care Plans: Diagnoses, Interventions, and Outcomes
Author: Meg Gulanick and Judith L. Meyers (7th Edition)

A care planning handbook is an essential resource for all nurses. The Handbook covers over 200 care plans and includes common ailments that nurses might encounter in patients.

This handbook is an easy to follow, user-friendly guide, which even comes with an online companion. This latest edition also includes care plans for 11 other conditions such as fibromyalgia and cystic fibrosis. If you seek a good guide to care planning, look no further; this handbook identifies the diagnoses, interventions and outcomes for each illness, to help you better understand the care planning process and equip you with the knowledge to create your own care plans.

The books are available at Resource Hub, Blk C, level 4, MDIS Campus.

WHAT IS MY SELF IMAGE

Take this 'Self-Image Inventory' quiz from the MDIS School of Psychology to find out more about your Self-Image. There are no right or wrong answers. Answer the questions honestly. Listen to yourself and avoid comparing yourself with other people when you determine your response.

Circle the letter of the response that you feel best fits you.



1) In terms of attractiveness, I am:

- A) Very attractive.
- B) Fairly attractive.
- C) Average.
- D) Fairly unattractive.
- E) Very unattractive.

2) My personality is:

- A) Very interesting.
- B) Fairly interesting.
- C) Average.
- D) Fairly boring.
- E) Very boring.

3) I have:

- A) A lot of confidence in myself.
- B) Enough confidence in myself.
- C) Average confidence in myself.
- D) Very little confidence in myself.
- E) No confidence in myself.

4) I think that I get along with others:

- A) Extremely well.
- B) Well.
- C) Okay.
- D) Not very well.
- E) Not well at all.

5) When competing with others, I feel:

- A) I will usually win.
- B) I have a good chance to win.
- C) I will win sometimes.
- D) I will usually not win.
- E) I never win.

6) I dress:

- A) Very well.
- B) Fairly well.
- C) Acceptably.
- D) Not very well.
- E) Sloppily.

7) When I walk into a room, I make:

- A) A good impression.
- B) A fair impression.
- C) An average impression.
- D) No impression.
- E) A bad impression.

8) I accept personal compliments with:

- A) No embarrassment.
- B) Little embarrassment.
- C) Occasional embarrassment.
- D) Frequent embarrassment.
- E) Constant embarrassment.

9) I feel confident that I will succeed in the future:

- A) All the time.
- B) Most of the time.
- C) Some of the time.
- D) Hardly ever.
- E) Never.

10) In terms of maturity, I am:

- A) Very mature.
- B) Fairly mature.
- C) Average.
- D) Below average.
- E) Immature.

11) When among strangers, I feel:

- A) Very comfortable.
- B) Fairly comfortable.
- C) The same as usual.
- D) Uncomfortable.
- E) Extremely uncomfortable.

12) I feel warm and happy towards myself:

- A) All the time.
- B) Most of the time.
- C) Some of the time.
- D) Hardly ever.
- E) Never.

13) If I could make myself all over again, I would be:

- A) Exactly as I am.
- B) About the same.
- C) Slightly changed.
- D) Greatly changed.
- E) Another person.

14) I experience enjoyment and zest for living:

- A) All the time.
- B) Most of the time.
- C) Some of the time.
- D) Hardly ever.
- E) Never.

15) I admit my mistakes, shortcomings and defeats:

- A) All the time.
- B) Most of the time.
- C) Occasionally.
- D) Hardly ever.
- E) Never.

16) I feel inferior to others:

- A) Never.
- B) Hardly ever.
- C) Occasionally.
- D) Most of the time.
- E) All the time.

17) I feel that I am in control of my life:

- A) All the time.
- B) Most of the time.
- C) Some of the time.
- D) Seldom.
- E) Never.

18) I have an intense need for recognition and approval:

- A) None of the time.
- B) Hardly ever.
- C) Occasionally.
- D) Most of the time.
- E) All the time.

Scoring

- 1) Record the number of response for each letter.
- 2) Calculate your score multiplying the number of each letter by its corresponding value.
- 3) Add each score to get a total score.

	A	B	C	D	E
Number of responses					
x	+2	+1	0	-1	-2
Score					

= Total Score

Total score of: Indicates you have:

-36 to -27	A complete feeling of rejection.
-26 to -13	A significant feeling of rejection.
-12 to -1	A negative self-image.
0 to +12	An acceptable self-image.
+13 to +26	A positive self-image.
+27 to +36	A rather inflated self-image.

**MDIS**Management Development & Consultancy
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Future-proof your **Professional career pathway** with our corporate training workshops!

Talent Management and Development

NEW An Integrated Approach to Succession Planning and Talent Development	21 Nov
NEW Grievance Handling and Disciplinary Techniques	15 Nov
NEW Integrated Toolkit and Methods in Talent Identification	9 - 10 Nov
NEW Work-Life Balance Strategies	1 - 2 Nov

Business Management

Effective Secretarial Skills	29 - 30 Nov
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Financial Management

NEW Fundamentals of Effective Foreign Currency Management	14 Nov
Finance for Non-Finance Professionals	29 - 30 Nov
NEW Investing and Financing 101	13 Nov

Service Excellence

Exceptional Customer Service	8 - 9 Nov
Saying "No!" Positively	2 - 3 Nov
NEW Service Engagement	23 - 24 Nov

Team Leadership

Effective Team Leadership	16 - 17 Nov
Leading High Performance Teams	20 - 21 Nov

Supervisory Management

NEW Counselling in the Workplace	24 Nov
NEW Managing Diversity in the Workplace	6 Nov
Supervisory Skills for the New Supervisors	16 - 17 Nov

Creativity & Innovation

Out-of-the-Box Thinking and Problem Solving with PRISM®	13 - 14 Nov
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Sales

NEW Effective Sales Presentations through Story Telling	8 Nov
NEW Sharpen Your Selling Skills	27 - 28 Nov
NEW Successful Selling Using Psychological Technique	22 - 23 Nov

Emotional Intelligence (EQ)

Using Emotional Intelligence to manage oneself and Others at the Workplace	9 - 10 Nov
HEA.R.T @Work	3 Nov

Communication - General

Conflict Management Skills	29 Nov
Corporate Biquette and Professional Image	1 Nov
NEW The Art of Facilitating Effective Meeting	29 - 30 Nov

Communication - Spoken

Assertiveness Techniques and Approaches	20 - 21 Nov
Becoming a Polished Presenter	27 - 28 Nov
Effective Presentation Skills	22 - 23 Nov
Persuasive Communication for Supervisors and Managers	9 - 10 Nov
Effective Communication for Better Workplace Efficiency	14 - 15 Nov

Communication - Written

Handling Written Enquiries and Complaints	9 - 10 Nov
Power Writing Skills for Executives and Managers	16 - 17 Nov
NEW The Essentials of Report Writing	13 Nov

Personal Effectiveness & Productivity

Even Eagles Need a Push	13 Nov
Root Cause Analysis	27 - 28 Nov
Taking Initiatives	6 - 7 Nov
NEW Unlock the Innate Clarity and Focus in Your Mind with Mindfulness	22 Nov

IT: Short Courses

Microsoft Excel 2010 - Level 2 Advanced	6 - 7 Nov
Microsoft Excel 2010 - Level 5 (Introduction to Excel VBA)	16 - 17 Nov
Microsoft Excel 2013 - Level 2 Advanced	13 - 14 Nov
Microsoft Excel 2013 - Level 5 (Introduction to Excel VBA)	23 - 24 Nov
NEW Microsoft Excel 2016 - Level 1 Essentials	1 - 2 Nov
NEW Microsoft Excel 2016 - Level 2 Advanced	27 - 28 Nov
Data Management Analytics with Pivot Tables (Excel 2010)	8 Nov
Microsoft Word 2013 - Level 1 Essentials	9 - 10 Nov
Microsoft Word 2013 - Level 2 Advanced	29 - 30 Nov
Microsoft PowerPoint 2013 - Level 1 Essentials	20 - 21 Nov

*A applicable to Professional Development Workshops except I.T. Short Courses

THE DO'S AND DON'TS OF SUCCESSFUL NEGOTIATIONS

Mr Kevin Ryan, Trainer at Management Development & Consultancy and Managing Director of Training Edge Australia, shares tips on the art of successful negotiations. Negotiation is a skill that can be mastered. No matter what you need to negotiate, there are easy strategies to get anything you want. Here are a few basic do's and don'ts to get you started with successful negotiations.

The do's:

Start positively with compliments

The atmosphere will create an impact on the other's perception. Start by including a compliment; it will fast-track your rapport-building.

Make them aware of your preparation

Preparation is often the most important work, it gives you the foundation to make your offer with confidence. If you know something that others don't know, reveal it early before offers are put on the table.

Ask their opinion before making the offer

Smart negotiators would test the other's opinion before any offer is tabled, by sharing ideas to better understand each other's interests.

Refer to the authority and influence of others

It's unrealistic to expect anyone in a negotiation to accept the other party's figures, so there is a need to find an authoritative source that both parties can agree upon.

Offer a package with maximum perceived value

It is impossible to negotiate a win-win outcome over a single issue. Use your discussions at the opening of the negotiations to create an integrated package with the maximum perceived value.

The don'ts:

Aggressive criticisms

Some negotiators start out with the thought, "I'm going to show them what a tough negotiator I am." Research has proven that when we perceive each other as being competitive, one may be less likely to share information.

Avoid early offers

Moving too quickly into bargaining will limit the chances of finding the maximum possible value for a deal.

Do not undermine offer and/or authority

Putting their offer or them down will only result in a negative response.

Play cards close to your heart

This is a negotiation – not a game of poker! Failure to share information is one of the main reasons for poor agreements.

Do not set clever traps

Irritate them and demand answers after you've backed them into a corner. You've out-negotiated them with your clever 'traps'.

When negotiating, you have choices - choose the smart ones for a win-win outcome!

PARALYMPIAN GEMMA ROSE FOO ACHIEVES SUCCESS IN HER STUDIES AND COMPETITIVE EQUESTRIAN SPORT

Team Singapore Paralympian and MDIS School of Media and Communications student, Gemma Rose Foo, recently won third place at the CPEDI3 (Concours Para-Équestre de Dressage International) in Überherrn Linslerhof, Germany.*



Gemma is an inspiration; she has successfully balanced the demands of her studies and Equestrian sport to win a place for herself at next year's FEI World Equestrian Games (WEG) 2018. She had competed in the freestyle dressage category at CPEDI3*, developing her own movements with her coach and performing to music of her own selection.

"I started this journey 12 years ago as a form of therapy for my condition. I am very grateful to have come this far in my competitive career these past six years. It's not always easy to balance studies and training, but I have worked hard to get where I am." shared Gemma, who represented Singapore in the 2012 and 2016 Paralympic Games.

She added, "Due to my tight schedule, I only had just over a week to train with my horse in Cologne, Germany, before the competition in Überherrn."

An Aspiration for the Future

Gemma graduated from her Advanced Diploma studies in Mass Communications from MDIS last year, and is now pursuing a Bachelor of Arts (in Liberal Studies with concentration in Mass Communications), awarded by Oklahoma City University, USA.

She plans to become a freelance writer and hopes to become a published author of fiction

books as well as a biography of how she has beaten the odds to achieve small and big successes along her life journey.

Aiming High for her Sport

The WEG is set to take place over two weeks in September 2018 in Mill Spring, North Carolina at the Tyron International Equestrian Centre. It is held every four years in the middle of the Olympic cycle and is considered to be the most important event, next to the Olympic Games, on the world equestrian calendar. Next year's Games are expecting to host athletes from over 70 countries and upwards of 500,000 spectators.

"Ultimately I would like to win a medal," Gemma declares when asked about her hopes for the 2018 WEG.

"I still have a lot to learn and hope to build up my experience. I feel I haven't reached my peak yet, so I will continue to push myself to greater heights."

"At MDIS, we are committed to nurturing our students' full potential; in this case supporting Gemma's pursuit of her passion and striking the right balance with her academic curriculum. Gemma's determination and resolve to overcoming the odds is exemplary of what MDIS stands for. She is an inspiration for her peers and other students,"

- Dr R Theyvendran, MDIS Secretary-General

Upgrading to make a difference

Staff nurse Nur Amirah, 24, heads to nursing school for the third time to stay relevant and deepen her expertise

Imagine if there was no one to give medication to patients in hospital wards. Or help them shower, draw their blood, change bedsheets and carry out administrative duties.

Thankfully for Singaporeans, such a scenario is unlikely to occur because of nurses such as Nur Amirah.

"I joined the St John Ambulance Brigade co-curricular activity when I was in secondary school, and was introduced to home-nursing and first aid," said Amirah.

"I went for my first hospital attachment in Secondary 3 and my interest in becoming a nurse developed from there," added the 24-year-old.

She has been a staff nurse in the cardiology department at a hospital in Singapore since 2014, and cares for patients who have undergone treatment for heart failure.

BACK TO SCHOOL TO MAKE A DIFFERENCE

As opportunities for greater professional development open up, Amirah is also one of the growing number of nurses enrolling in courses to deepen their expertise and stay relevant.

She first earned her academic stripes in nursing at Nanyang Polytechnic (NYP), obtaining a Diploma in Nursing in 2014. Two years into her job, she returned to NYP for the Advanced Diploma in Medical-Surgical that

she completed in November last year.

Now, back in nursing school for the third

MEETING SINGAPORE'S HEALTHCARE NEEDS

The part-time Edinburgh Napier top-up programme, accredited by the Singapore Nursing Board (SNB), consists of eight modules that can be completed in 24 months. It is open to SNB-registered nurses who hold a certificate or diploma in nursing.

The programme equips students with the knowledge and skills to provide quality care in dynamic healthcare environments, and was recently enhanced to reflect Singapore's changing healthcare needs.

Through new modules such as Management of Chronic Disease, the revamped programme prepares graduates for the healthcare demands of an ageing society and the rising burden of chronic diseases.

A module that piqued Amirah's interest was health assessment.

She said: "I learnt the proper questions to ask patients. This helps me better determine which body system to assess and also build rapport with them."

STAYING MOTIVATED

While juggling studies with the demands of nursing job and personal obligations has not been easy, she is grateful for the programme's flexibility.

"The course instructors give us adequate time to complete assignments. Contact time with them is also manageable — once every two weeks — and that is great because I don't have to request for time-off frequently," said Amirah.

She added: "Contacting our instructors is hassle-free because we can post questions on the Moodle online learning platform."

Amirah can also count on getting extra motivation at the workplace whenever the going gets tough.

“Contacting our instructors is hassle-free because we can post questions on the Moodle online learning platform.”

“All it takes is a thank you from patients or their relatives. That can turn a day around,” she said. “And the satisfaction I get from seeing a patient leave healthy and happy when he is discharged - this is what keeps me motivated.”

Occupation: Staff nurse

Course and institution:
Bachelor of Science (Nursing),
*awarded by Edinburgh Napier
University, United Kingdom,
at Management Development
Institute of Singapore*



WHERE SPORTSMANSHIP AND FRIENDSHIPS ARE FORGED

The 6th MDIS-KUMIS Badminton Tournament saw a convergence of 176 badminton players from MDIS and across Singapore. Participants vied for various titles in four categories - Men's Singles, Women's Singles, Men's Doubles and Mixed Doubles.



Winners all around at the MDIS - KUMIS Badminton Tournament, held at Santas Hall from 12 to 13 September

Started in 2010, the MDIS-KUMIS Badminton Tournament was organised to provide MDIS Badminton Club members a platform to pit their skills against other badminton players in Singapore. Its beginnings were humble; the first tournament saw a mere 32 participants vying in four categories.

Set up in collaboration with Kumpulan Mahasiswa Indonesia MDIS (KUMIS), the tournament is facilitated by Mr Eric See, a badminton coach from TournamentWorkshop. "We are very pleased that the tournament has been gaining fame and acceptance in the wider general badminton community," shared Eric. Participants are diverse, hailing from various countries and of varying ages; the

youngest of which was 16 years old.

After many rounds of nail biting action, records were created and broken in the history of the tournament. The Men's Singles Champion, Mr Lim Kar Leong, became the first person to successfully retain his crown. The youngest participant, Miss Tyu Ke Wei, clinched the Women's Singles championship and also became the youngest champion in the history of the tournament.

Despite, her diminutive physicality, she brushed off all opponents to obtain the crown. The eventful 2-day tournament thus ended on a high; great sportsmanship and new friendships were forged.

RECHARGE AT THE REVAMPED ENERGY HUB @ MDIS

A makeover session for Energy Hub @ MDIS; members and the public now have an inviting space for their fitness routines



If you have visited Energy Hub recently, you may have noticed some changes in your workout environment. The walls of the gym have been given a fresh coat of orange paint! Research has shown that the colour orange is able to motivate and boost energy levels during a workout.

Besides the fresh coat of paint, the floor mats at the free weights section have also been changed for a cleaner and more hygienic exercise area.

Energy Hub @ MDIS is fitted with a wide variety of cardio machines, stack-weight machines and free weights. If you are looking to improve your health and physique, now is the best time to hit the gym! Do approach our friendly gym instructor for more information.

	MDIS Member	Public
Per entry	\$2.00	\$2.50
1 month subscription	\$21.40	N/A
3 month subscription	\$53.50	\$66.90
6 month subscription	\$85.60	\$107.00
12 month subscription	\$160.50	\$200.50

Operating Hours

Mondays – Fridays: 9.00am – 9.00pm | Saturdays: 9.00am – 5.00pm | Closed on Sundays and Public Holidays

TEAMWORK FOSTERS GREAT SYNERGY

It was an evening of camaraderie and bonding with interactive games, food, fun and laughter at the yearly tea session organised by the MDIS Business Club



Letting loose and having fun at the MDIS Business Club's Tea Session

Against the backdrop of a lovely sunset and cool atmosphere, MDIS Business Club (MBC) members were all set for a good time on the roof top of the Einstein Building (Block E) at MDIS Campus.

Some 60 students including the MBC Executive Committee and new and existing members came together on 18 August to get to know one another better.

The event commenced with a welcome speech by the MBC President, Camille Chen, followed by a short introduction about MBC, its objectives, the benefits of membership and the role of the 2017/2018 Executive Committee. A short video showcased past events and activities organised by the club. All these provided new members with insights

into the purpose and activities of the club.

Then it was time for fun and games, designed to bring out the teamwork and solidarity of participants.

Five team leaders were identified based on quickest response, in a fast and furious round of 'Questions & Answers'. They in turn chose their team members for the interactive games themed around Superheroes.

The teamwork and team play brought out the esprit de corps in each member, and after an exciting and engaging evening of fun and games, everyone gathered for dinner. Prizes were given out during the course of dinner to the top team and to the best-dressed Superhero.

EVENT HIGHLIGHTS



MDIS Oktoberfest

Date: 3 November 2017
Time: 7pm to 9pm

Celebrate Oktoberfest with us!

This event is exclusively for MDIS Alumni and guests only! Oktoberfest is a German beer festival that has been around since 1810. Beer will be served free-flow along with pork sliders, wings, grilled snail sausages and more during the event!

Venue: Bistro 1855, Suntec City

Fees : \$25 (MDIS Alumni)
\$35 (Guest of MDIS Alumni)



MDIS Music Fest!

Date: 10 November 2017
Time: 5pm to 10.30pm

Join us to enjoy a night of music from different genres with your friends. MDIS Music Fest! is brought to you by the MDIS Student Council. The festival hopes to reach out to students from different cultures; to celebrate the multicultural diversity of our student community.

Venue: MDIS Campus, SAMTAS Hall

Fees : \$10 (Students/Alumni/Members)
\$22 (Public)



MDIS Movie Night: Justice League

Date: 16 November 2017
Time: 7pm to 9pm

Join us for the upcoming MDIS Movie Night! Catch the latest movie offering from DC Universe - The Justice League.

Prices include a movie ticket and popcorn combo. Seats are limited! Grab them fast to avoid disappointment!

Venue: Golden Village at VivoCity

Fees : \$8 (Students/Alumni/Members)
\$14.50 (Public)



Christmas Baking Workshop

Date: 9 December 2017
Time: 10am to 1pm

Thinking of what to gift your friends this Christmas? Nothing beats a handmade gift! Come join our baking workshop and learn how to make festive goodies for your friends and loved ones!

Venue: MDIS Campus, MDIS Bakery and Culinary Studio

Fees : \$15 (Students/Alumni/Members)
\$30 (Public)



PERKS



- 10% off total food bill (excluding beverages)



- 10% off total bill with a minimum spending of \$35



- 15% off total food bill



- 10% off regular buffet price



- Dine-in before 5pm, get 25% off set meal
- Dine-in after 5pm, get 20% off set meal



- 15% off total bill

All offers stated are available to MDIS members unless otherwise stated.

For more privileges, visit www.mdiss.edu.sg/membership/membership-benefits/treats

All promotional offers are subject to availability and may be changed or withdrawn at any time.

IN APPRECIATION

Did a staff member make your day? Tell us about it and make their day! Simply complete and submit the 'Thank You' card that can be found all around the campus (particularly around Student Services). Thank you.



Dear Ms Song Dan Alice,

"You have been very polite and helpful. Appreciate your help and solutions in resolving problems. Thank you!"

Wu Jia Cheng
Professional Certificate in Business Management,
MDIS

Dear Ms Rachel Sam,

"You have been a great source of support and help for me during this period. Thank you for all your help!"

Tharunya Jayakumaran
Bachelor of Science (Honours) in Biomedical Science,
Northumbria University, UK

Dear Wesley Ngoi,

"You have been very helpful and cheerful. Thank you so much for your kind assistance!"

F. Shaima Musthafa
Diploma in Business Management,
MDIS

Dear Ms Zo'an Wong,

"I am expressing my gratitude to the consistent and regular updates and coordination that you have rendered during the course of the programme."

Lai Yong Liang
Master of Business Administration,
University of Bradford, UK

Dear Mr. Frankie Lim,

"Thank you for enriching us with enormous knowledge on marketing concepts and practices. Each and every class of yours was interesting and fun. I am eagerly waiting to do dissertation under you."

Guru Prasad
Master of Business Administration,
University of Sunderland, UK

Dear Mr. GV Nathan,

"I would like to show appreciation to my Management Project supervisor – Mr. G.V.Nathan, for his forward thinking and patient guidance that he has provided me, which enabled me to achieve more than just meeting the dissertation requirements. His advices go beyond the classroom settings, with focus on self-motivation and lifelong learning, which are essential for post-graduate programme. Thank you!"

Lai Yong Liang
Master of Business Administration,
University of Bradford, UK

Dear Dr Dr Alby Kurian,

"You are a great professor! It is amazing how you explain theoretical concepts to us and your lessons are always enjoyable!"

Ashwin Ravindran
Master of Business Administration,
University of Sunderland, UK

Dear Mr. Razak,

"Thank you for all the help and support you gave me and I salute you for your commitment when it comes to helping out the student in MDIS. I recall a particular incident where you stayed back with me till late due to printing issues. You even agreed to come back on a weekend for me to finish up my work. I truly believe my juniors will benefit a lot from your teachings, skills and knowledge of the lab equipment and the willingness to help them when in need."

Lee Kim Seng
Bachelor of Engineering (Honours) in Mechanical Engineering,
University of Bradford, UK



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The Credit Co-operative with a Heart

