

HORIZONS

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NURTURING WINNING TALENT

MDIS

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MDIS
Management Development
Institute of Singapore

Where lifelong learning begins



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REFLECTIONS

As 2016 comes to a close, we take this opportunity to reflect on the past year and all we have achieved. This year marked our Diamond Jubilee and we commemorated the occasion with the launch of a Heritage Gallery and MDIS Story book, which encapsulated our progress over the past 60 years, as well as a gala dinner in April. We also announced a new MDIS 60th Anniversary Special Bursary benefitting children with special needs and disbursed more than \$400,000 worth of scholarships and bursaries to beneficiaries, including to the first leap year baby.

Looking further afield, we continue to seek opportunities to expand our global footprint. Our MDIS Malaysia campus is shaping up to be officially opened by the first half of 2017. It will provide value-added facilities which will enhance the experience for students studying and living on campus. On a related note, we extend our deepest condolences to the family of the late YM Tunku Yan Nazihah, our shareholder and board member of MDIS Malaysia, on her passing.

This last quarter has been a particularly busy quarter for us as we celebrated four graduations with our University partners and garnered several corporate and student competition awards.

We are privileged to be able to nurture and shape the future of young generations to

prepare them well for life and the global workplace. In 2016, we applauded the success of more than 1,100 graduands and shared their joy as they progressed to further education or joined the workforce.

We also rounded up the year with awards garnered from the HR Vendors of Year 2016 Awards and JobsCentral Learning Training & Education Development Awards. Our students from the School of Media and Communications (SMC) and School of Tourism and Hospitality (STH) have also done us proud by achieving several top awards in local and international competitions.

Moving ahead into 2017, MDIS will continue to bring its vision to fruition with great vigour and enthusiasm. We will continue to build our connections, develop close partnerships with our students and lecturers, and University and industry partners to bring MDIS to greater heights.

I would like to take this opportunity to thank our Governing Council, Patron, Trustees, Senate Members and Academic Advisory Board members for their guidance and continued commitment. I would also like to thank the management, staff, lecturers, university partners, students and other stakeholders for their contributions and support to MDIS.

Wishing all our readers a prosperous and blessed new year!

Roland Ng

Chief Operating Officer



**May you be blessed with joy, peace and happiness
and may 2017 be a bountiful New Year for you.**

From Management Development Institute of Singapore

MDIS NURTURES WORK-READY TALENT; PRODUCES AWARD WINNERS

Students from the School of Media and Communications and School of Tourism and Hospitality steal the spotlight in recent competitions

MDIS students from the School of Media and Communications (SMC) and School of Tourism and Hospitality (STH) have proven their mettle and done the institute proud, clinching the championships and other top prizes in various national and international competitions.

An international team of students from the SMC has for the first time, won the Best Film Award at the 48 Hour Film Horror Project Singapore 2016. The Grand Prize was awarded to the team, Mask Productions for their film “The Curse of Pantianak”, a comedic rendition of a female vampiric ghost with a strange ‘panty’ obsession, haunting an office. The team is set to represent Singapore in the 48 Hour Film Project annual awards festival, Filmapalooza 2017 in Seattle, Washington, USA from 1 to 14 March 2017. They will compete with teams from 130 cities worldwide.

SMC students have also won a slew of other recent competitions, including second place

in a Music Video competition by Lianhe ZaoBao, SPH, third place in the SuperTuber competition organised by Jamiyah, Top 4 in the Voices of Courts competition organised by the Community Justice Centre, Ministry of Law, and Top 8 in the Singapore Heritage Short Film competition by the Singapore Film Society.

Also making the institute proud are students from the School of Tourism and Hospitality, who took part in the International Barista Championships for College Students in Zhejiang, China at the Zhejiang Technical Institute of Economics. Three MDIS students pitted their barista skills against 60 other contestants from 14 schools in Zhejiang to excel in the cappuccino section, sweeping up all three top awards.

The annual International Barista Championships for College Students seeks to enhance the Barista Skills of students and provide them with exposure to the



Smiles all around as MDIS School of Media and Communications students receive the awards



The best of the best - MDIS School of Tourism and Hospitality students celebrate their triumph

international tourism and hospitality scene.

“Education plays a critical role in connecting students with the world. At MDIS, we seek to provide our students with the required tools for success – academic and industry rich knowledge, skills and competencies,” said Dr R Theyvendran, Secretary-General of MDIS.

The international education that students acquire at MDIS is underpinned by rigorous academic curricula that are aligned to industry needs, leading to a pedagogical content knowledge that is industry-relevant. These curricula also impart personal competencies and skills so as to enhance graduates’ employability in today’s competitive job market.

MDIS boasts well equipped engineering and life sciences laboratories and workshop, hospitality training centre, media hub, and fashion studio. These facilities enable students to gain much valued practical experience that would empower them to excel in their chosen professions.



Intense concentration as a student prepares a cup of cappuccino

“IT WAS AN AMAZING EXPERIENCE; THE PRESSURE WAS ON AS WE HAD A LIMITED TIME TO COMPLETE OUR FILM. MDIS HAS CERTAINLY GIVEN ME THE NECESSARY SKILLS TO SHAPE MY FUTURE AND THE LECTURERS HAVE MADE LEARNING SO MUCH FUN.”

- ARI ABDUL, BACHELOR OF ARTS (IN LIBERAL STUDIES
WITH CONCENTRATION IN MASS COMMUNICATIONS) STUDENT

HR Vendors of the Year 2016
24 November 2016
Shangri-La Hotel, Singapore

MDC CLINCHES BEST IT TRAINING PROVIDER (SILVER) AWARD

The Management Development and Consultancy (MDC) celebrates win at HR Vendors of the Year 2016 Awards Event.



Management Development Consultancy's team was one of the proud recipients of HR Vendors of the Year 2016 Award

The Management Development and Consultancy (MDC), MDIS' corporate training arm has won the Best IT Training Provider (Silver) Award in the recent HR Vendors of the Year 2016 Awards. The award was received by Ms Sharmila Naidu, Head of MDC, together with her team on 24 November at the Shangri-La Hotel Singapore.

MDC was also nominated for two other categories: Best Sales Training Provider and Best Management Training Provider.

Organised by Human Resources magazine, the prestigious award highlights the critical role of MDC's service to businesses and people excellence. Judged by a panel of esteemed HR professionals from some of Asia's biggest employers, finalists across 30 categories were shortlisted based on extensive and unbiased

research on Human Resource managers' preferences.

Since its establishment in 1995, MDC continues to play a leading role in meeting the changing needs of business organisations; providing a wide range of well-designed programmes catered to business organisations with different training needs. The acquisition of the Service Quality Centre (SQC) in 1994 has further strengthened and diversified MDIS' offerings in training solutions.

Kudos to the MDC team who have made us proud!

Read more about the awards at:

<http://www.humanresourcesonline.net/voty-awards/2016/sg/about/>

JobsCentral Learning Training & Education Development Awards
1 December 2016
M Hotel, Banquet Suite

VOTED BEST PRIVATE INSTITUTE FOR PSYCHOLOGY

MDIS proudly receives three coveted awards for Psychology, Communications and Media and Marketing.



An award-winning moment for MDIS - Ms Jesline Wong, Director, CSD (fourth from left) and Mr Engelbert, Head, MDIS School of Psychology (third from right)

It was a proud moment for MDIS as the institute was conferred three awards by JobsCentral Learning; a true reflection of the high quality standards of programme and teaching excellence offered by the institute.

- Best Private School in Psychology
- Gold Standard Service Provider Award for Private Education Institution in Communications & Media
- Gold Standard Service Provider Award for Private Education Institution in Marketing

The JobsCentral Learning Training & Education Awards is first-of-its-kind, specially designed to recognise private education institutes and corporate training providers for their outstanding performance in learning services delivered to their clients/students. This includes best practices, commitment, consistent high quality of lecturers and trainers, and innovative and fresh teaching content/material.

The awards were reviewed based on two sets of scoring mechanisms – online voting by the public and a panel of judges' review on differentiators such as – innovation, value for money, endorsements, strategies

to turnaround business challenges and achievements.

The MDIS School of Psychology (SOP) in partnership with Oklahoma City University, USA offers a complete progression pathway from a foundation certificate to a Bachelor's Degree, in Counselling and Psychology. SOP augments the development of professionals in psychology with a Learning Lab and counselling room, where students engage in collaborative learning to understand the practical applications of theoretical knowledge.

"THE WINNING OF THE AWARD IS A TESTAMENT TO THE POPULARITY OF THE MDIS SCHOOL OF PSYCHOLOGY AND WE WILL STRIVE TO WIN MORE SUCH AWARDS IN THE FUTURE AS IT WILL CREATE GREATER AWARENESS OF THE VARIOUS PROGRAMMES OFFERED AT MDIS, ITS QUALITY STANDARDS AND TEACHING EXCELLENCE"

**-MS JESLINE WONG,
DIRECTOR OF MDIS CORPORATE AND STUDENT DEVELOPMENT**

MDIS MALAYSIA: A STUDENT'S DREAM CAMPUS IN PROGRESS

Latest pictures and news from MDIS Malaysia, Johor International Campus, EduCity, Iskandar.



Artist's Impression of MDIS Malaysia

Brick and mortar are starting to form a modern and eco-friendly dream campus at Iskandar Puteri, Malaysia. The MDIS Malaysia campus is starting to shape up and will soon be officially opened in the first half of 2017.

This first phase consists of two academic blocks with a library, lecture theatres, tutorial rooms, and refreshment outlets; complemented with a large multi-purpose sports hall and complex, an international standard cricket pitch, and two hostel blocks catering to 1,400 students.

These facilities will accommodate up to 2,000 students including the 500 students currently studying at MDIS Malaysia's city campus at City Square Mall, Johor Bahru. Once ready, the new campus will provide students with valued added facilities that will add a new dimension to their student life.

MDIS students will enjoy twinning facilities; from MDIS Campus and from joint facilities

at EduCity, including a shared sports complex consisting of track and field facilities, an Olympic size swimming pool, squash courts, badminton courts and futsal courts.

The social opportunities for cross college activities within the EduCity Academic Hub, consisting of top educational institutions, will give MDIS students a very vibrant and diverse student life. A good example was the inter-college sports challenge where MDIS Malaysia's basketball team came out tops.

MDIS Malaysia's first batch of diploma students will graduate this year. The college has also begun to roll out undergraduate programmes, starting with the Business School, in partnership with the University of Wolverhampton, UK.

Over the next two years, MDIS Malaysia will roll out a variety of degree and postgraduate programmes to meet industry demands in the region.

IN MEMORY OF YM TUNKU YAN NAZIHAH

An irreparable loss to the MDIS family.



Dr R Theyvendran with YM Tunku Yan Nazihah

The late YM Tunku Yan Nazihah binti Tunku Laksamana passed away peacefully on 24 October, at age 72. Born to royalty, she was much feted by the royal clan and people from all walks of life streamed into the compound of her home waiting patiently to pay their last respects.

Tunku Yan had helmed MDIS Malaysia as a shareholder and board member since the institute's inception in 2013. She once confided, "Education has my utmost regard, its inherent value would be something I would uphold and hold dear against all odds." Perhaps it was not a small coincidence that she had deliberated an involvement in MDIS.

In one of the trips to see the progress of the new campus at EduCity, Iskandar, she lamented that "time does not wait for anyone." Having been present at the memorable ground-

breaking for MDIS Malaysia in 2013, she was enthralled by the progress made at the new campus site.

Last Christmas, Tunku Yan spent a memorable time with MDIS Malaysia staff at their city campus in City Square Mall, distributing Christmas gifts and sharing high-tea with them. One of the academic staff commented, "Tunku Yan brought a lot of elegance and charm to the institute, making us all feel a part of the MDIS family."

Her presence and grace will be missed, particularly at the official opening ceremony of MDIS Malaysia's new campus at EduCity, slated for early 2017. Her spirit will live on in the name of education, as a founding member when the MDIS Malaysia Campus formally opens its doors.

MDIS Graduation Show 2016

27 October 2016

Singapore Fashion Week @ The National Gallery

MDIS GRADUATION SHOW DEBUT AT SINGAPORE FASHION WEEK 2016

MDIS-Nottingham Trent University Bachelor of Arts (Hons) Fashion Design graduates draw strong inspirations and influences from women.



MDIS-Nottingham Trent University Bachelor of Arts (Hons) Fashion Design graduates unveil collections on Singapore Fashion Week 2016 runway

The second MDIS Graduation Show made its debut at Singapore Fashion Week 2016 on 27 October and featured collections from six aspiring MDIS School of Fashion and Design (SFD) graduates from Asia. It was also the first time that the SFD's Nottingham Trent University, UK, Bachelor of Arts (Hons) Fashion Design graduates showcased their collections here at Singapore's premier fashion event.

Ms Gilly Staples, Course Leader for Nottingham Trent University's Bachelor of Arts (Hons) Fashion Design, who was at the event to present four collections from the University's UK collection remarked, "The collection from MDIS School of Fashion and Design graduates is well balanced and comparable to UK standards. We are delighted to jointly showcase talent from Nottingham Trent University."

SFD nurtures talent through a 100% coursework curriculum which includes project assignments and studio practice to get them familiarised with the real world of fashion. This cultivates industry-ready fashion designers with a finger on the pulse of what is contemporary and edgy. Additionally, the

institute helps shape and develop students' vision, design philosophy and brand, as well as create a portfolio that blends their vision and experiences into apparels that are unique, inspirational and sellable.

"MDIS is proud to partner Nottingham Trent University to make the pursuit of fashion design accessible to anyone determined to pursue their passion in this field. The University's School of Art and Design is one of the most established in the UK and is renowned for excellence in design. MDIS complements this with an international student experience which sets the ground for creativity and innovation through collaborative cross-cultural exchange in an Asian context", said Dr R Theyvendran, Secretary-General of MDIS.

Hailing from diverse cultures and backgrounds, the six young designers from Singapore, Malaysia, Indonesia and China, showcased creative works from the whimsical, to the contemporary, to the edgy. The collections reflect their experiences and draw inspiration from personal discovery and triumph, and are a catalogue of how they view the world they live and interact in.

SFD GRADUATES' COLLECTIONS

Jesslyn Siew (Singapore)

Jesslyn took on the more traditional route of studying for a Business degree before pursuing her passion for fashion. Her collection "Breakthrough" reflects her personal triumph of breaking the mould to pursue her passion. Taking inspiration from a butterfly emerging from its cocoon, her designs exploit unique curves and linear textures to mimic a cocoon.

Vernissa Chong (Singapore)

Vernissa credits her creativity and love for fashion to her parents who gave her free rein to explore her artistic side. Her collection "Emotion-Less: To Live & to Die" is all about releasing an avalanche of emotions trapped within oneself.

Malveen G (Malaysia)

Malveen grew up watching her maternal grandmother turn remnants of fabrics into beautiful dresses, inspiring her to explore the world of fashion. Her collection "X – its spring 18'", revolves around a deconstructed basic shirt that results in six different outfits.

Delia Kartika (Indonesia)

Curiosity was the driving force behind Delia's desire to learn about fashion design, an important trait she had nurtured thanks to her science background. Her collection 'Different' stems from her INTJ personality type - strong, independent and having the desire to live equally as men. Embellished with military detailing, her designs depict everyday armour that camouflages human emotions.

Xiao Qiao Qiao (China)

Qiao Qiao's talent in fashion design was honed through her deep passion for art. Her collection "The Face" takes inspiration from the designs of artist Gaetano Pesce, adapting design elements from various chair designs made popular by Pesce.

Cassie Dai (China)

While Cassie studied literature for two years in Shanghai, she realised that her passion lay in art and fashion. Her collection "Bamboo: Delicate or Dynamic?" is simple yet dynamic, utilising different details that distinguish her design from other oriental designs.



Cassie Dai's design from her collection "Bamboo: Delicate or Dynamic?"



Jesslyn Siew's design from her collection "Breakthrough"

MDIS-Southern Cross University Graduation 2016
15 October 2016
Raffles City Convention Centre

CROSSING A SIGNIFICANT MILESTONE

Graduands, including two who were conferred Doctorates take centre stage at the MDIS - Southern Cross University Graduation Ceremony.



MDIS-Southern Cross University graduates

The 10th MDIS-Southern Cross University (SCU) Graduation Ceremony, attended by jubilant graduands and their proud family and friends was graced by Guest-of-honour, Ms Tin Pei Ling, Member of Parliament for MacPherson SMC. In attendance were Professor Adam Shoemaker, Vice-Chancellor and President of SCU, Professor Elizabeth Roberts, Dean and Foundation Head of School for Business and Tourism, SCU, and MDIS Council Members and lecturers.

Mr Charlie Lim and Mr John Zaw Min were conferred Doctorates, with Mr John Zaw Min awarded the Meredith Prize for the most outstanding DBA (Doctor of Business Administration) thesis. The Meredith Prize is an annual award donated by Emeritus Professor Meredith, SCU's School of Business and Tourism.

Guest-of-Honour, Ms Tin Pei Ling congratulated the graduands on their achievements and said, "The soft skills that you acquire in school

and in the course of your future careers are important too. The cutting edge that will set you apart from the rest is character, attitude and soft skills. An individual with a good character and a positive attitude will excel and stand out from the rest of his peers."

Professor Adam Shoemaker, Vice Chancellor and President, SCU said in his address to the graduands, "It is extremely rewarding to see you complete your studies and proudly take your place in society and the world. My warmest congratulations on your achievements and may your stars continue to shine brightly throughout your careers."

"AN INDIVIDUAL WITH A GOOD CHARACTER AND A POSITIVE ATTITUDE WILL EXCEL AND STAND OUT FROM THE REST OF HIS PEERS."

-GUEST-OF-HONOUR, MS TIN PEI LING,
MEMBER OF PARLIAMENT FOR MACPHERSON SMC

MDIS-University of Bradford Graduation Ceremony 2016
19 November 2016
The Star Theatre, The Star Performing Arts Centre

THE TURNING POINT

A glorious celebratory moment of joy unites over 800 graduands and guests at the 22nd MDIS – University of Bradford Graduation Ceremony.



A happy occasion as MDIS-University of Bradford graduands cheer their success

The 22nd MDIS – University of Bradford (UOB) Graduation Ceremony marked a significant accomplishment for the cohort of 366 graduands; 61 of whom received First Class Honours - 24 from Life Sciences, 19 from Engineering and 18 from Business.

Taking part in the celebrations were a total of 860 graduands and guests, with the ceremony graced by Guest-of-Honour, Mr Seah Kian Peng, Member of Parliament for Marine Parade GRC. Also present were Professor Robert Parkin, Pro-Vice-Chancellor of UOB, Faculty members of UOB, and MDIS Council Members and lecturers.

In his address, Mr Seah reminded graduands to embrace a culture of contribution and to share their experiences with others and the less fortunate. He also asked them to volunteer their time and give a helping hand so that they may have a purposeful life.

Mr Seah presented the Outstanding Academic Achievement Awards to 19 graduands, as well as the Best Project Award and Best Student Award.

Dr R Theyvendran, MDIS Secretary-General congratulated all graduands, quoting Walt Disney who had said, "All our dreams can come true, if we have the courage to pursue them." He wished for all graduands to always have a clear sense of direction, to live their goals and plans with passion and determination

and achieve greatness to help others, the community and Singapore.

Professor Robert Parkin, Pro-Vice-Chancellor of UOB, welcomed Bradford's newest graduates and alumni. "You will always be a member of the Bradford family. You will always share our ideals. Our commitment to social justice for all, our commitment to excellence, our belief in freedom of speech and respect for the individual and most importantly, support for education, research and pursuit of wisdom and understanding." He concluded with a piece of advice with the words of Ralph Waldo Emerson, "Do not go where the path leads; go where there is no path, and leave a trail."

"TODAY'S FAST CHANGING AND TECHNOLOGY DRIVEN ECONOMY WILL THROW MANY CHALLENGES YOUR WAY AND WILL TEST YOUR WILL, FAITH AND TENACITY, TOO. IT WILL FORCE YOU TO CHANGE AND INNOVATE TO STAY RELEVANT. TAKE THEM AS OPPORTUNITIES TO LEARN FROM; TAKE THEM ON BRAVELY, AND YOU WILL COME OUT STRONGER AND BETTER FOR IT."

- DR R THEYVENDRAN, MDIS SECRETARY-GENERAL

MDIS-Tashkent Graduation Ceremony 2016
20 October 2016
Tashkent, Uzbekistan

THINK BIG, DREAM BIG AND ACHIEVE

First cohort of MDIST-Bangor University graduands proudly received their academic qualifications.



Jubilant MDIST graduands celebrate with a rousing cheer

Held on campus at MDIS Tashkent, the sixth MDIST Graduation Ceremony took place on 20 October to an upbeat crowd of 325 graduands, who received their Bachelor degrees and Master of Business Administration degree from Bangor University, the University of Sunderland and Southern Cross University.

It was a proud moment indeed, particularly for the first batch of MDIST Bangor University graduands as their hardwork and dedication paid off after having started their academic journey three years ago.

Professor Oliver Turnbull, Pro-vice Chancellor of Bangor University graced the ceremony. In his speech, he praised Ulugh Beg, an astronomer, mathematician and sultan for his achievements and contributions to science. Ulugh built the great Ulugh Beg Observatory in Samarkand between 1424 and 1429. The observatory was considered by scholars to have been one of the finest observatories of its time in the Islamic world and the largest in Central Asia. Professor Turnbull urged all graduands to aspire to be as successful as Ulugh Beg.

Dr Eric Kuan, MDIS President reminded graduands to use the knowledge, skills and values they have acquired to positively contribute to Uzbekistan and the global economy. He also urged them to embrace lifelong learning and take every opportunity to learn.

Dr R Theyvendran, MDIS Secretary-General reminded graduands to keep on the pulse of digital technology and invest time in developing people skills and emotional intelligence; skills crucial for success in a world that is diverse yet connected.

Our heartiest congratulations to all graduands!

"YOUR SUCCESS WILL COME WITH YOUR ABILITY TO APPLY THE KNOWLEDGE AND SKILLS YOU HAVE LEARNT AS DEMANDED BY INDUSTRIES TODAY."

-DR R THEYVENDRAN, MDIS SECRETARY-GENERAL

MDIS-UTES MOU Signing
7 November 2016
MDIS Campus, Singapore

MOU SIGNING WITH UTES

A Memorandum of Understanding (MOU) was signed between MDIS and Union of Telecoms Employees of Singapore (UTES) on 7 November this year, in the presence of Dr R Theyvendran, Secretary-General and Mr Thuvinder Singh, UTES General Secretary.

With the partnership, UTES members, their spouses, children and staff can look forward to qualifying for and enjoying a wide range of scholarships and rebates on courses ranging from professional certificates to Master's degrees.

UTES members will also be eligible for up to 25 percent discount for training workshops and seminars conducted by the Management Development and Consultancy (MDC), MDIS' corporate training arm. Additionally, MDC has over 200 courses which are subsidised by the SkillsFuture credit scheme.

MDIS Secretary-General, Dr R Theyvendran said, "The collaboration is a way to encourage individuals to upgrade their knowledge and skills to remain relevant and employable for future job changes."

MDIS also has collaborations with the Singapore Teachers' Union, which facilitates the sharing of the industry's best practices, and the Union of Security Employees.



A productive partnership between MDIS and UTES

Padjajaran University Student Visit
18 November 2016
MDIS Campus, Singapore

A TASTE OF INTERNATIONAL BUSINESS AND ENTREPRENEURSHIP

Students from Padjajaran University, Bandung, Indonesia preview MDIS Business School's offerings.

The MDIS Business School (MBS) welcomed 20 eager Business students from the prestigious Padjajaran University on the afternoon of 18 November. The students were part of a programme organised by their University and MDIS to expose them to international education, in particular to learn more about economics, business and entrepreneurship.

The informative visit included a 45-minute talk on Economics by Mr Harjinder Kairon, Lecturer at MBS on why and how it is important in our daily life.

Rezky Octaviani shared, "The talk was interactive, relevant and useful. Now I know that there's a continuing programme for my diploma study."

With their thirst for knowledge quenched,

the Padjajaran University students were given a tour of the MDIS campus and its well-equipped facilities, which allow students to gain the required relevant industry knowledge and skills.

Kemala Dwi Zulfraini shared, "MDIS has good educational facilities and I hope to be able to continue my studies here."



Padjajaran University students are all smiles after their MDIS visit

Industrial visit: MDIS Business School
13 October 2016
DP Information Group

UNDERSTANDING THE DYNAMICS OF CREDIT SERVICES

Minati Hingorani, 3rd year Bachelor of Science (Hons) in Business and Management Studies student shares her insights on the industrial visit to DP Information Group.



An insightful industry visit to DP Information Group

The visit to DP Information Group was informative and interactive. It presented a great opportunity for us to understand the dynamics of the business world.

Core Business

We were given insights into DP Information's core business - 'Credit Services'. The company provides information to other companies or banks about the financial credibility of a person and helps banks collect bad debt. Additionally, it is a credit advisory bureau for Small and Medium Enterprises. The company works alongside the Ministry of Manpower in Singapore to obtain information about the financial credibility of a person. This raised many questions among participants regarding the privacy of individual information, to which the company clarified that it does not sell data, but instead grants usage rights to others.

Career Opportunities

DP Information Group's representative, Ms Poonam also briefed us on the career opportunities within the company, which focuses on group diversity. The company openly embraces people from different nationalities, those with disabilities, working mothers and fresh graduates.

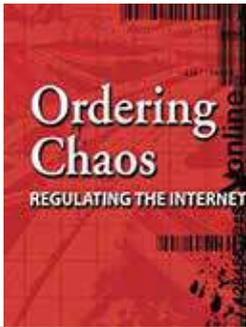
The information was particularly helpful to many of us as we were graduating soon. It made us more aware of the required skill-sets expected by employers today.

Article contributed by Minati Hingorani, Bachelor of Science (Hons) in Business and Management Studies student.

BROWSE

MDIS SCHOOL OF MEDIA AND COMMUNICATIONS RECOMMENDS

As Benjamin Franklin once said, "An investment in knowledge pays the best interest." Karen Ong, Head of School for Media and Communications (SMC) and Rahman Alkaff, recommend good reads to build up your store of knowledge.



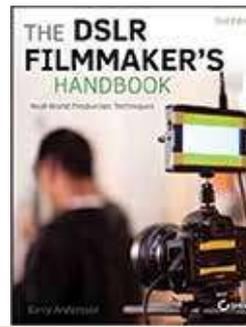
Title: Ordering Chaos: Regulating the Internet
Author: Peng Hwa Ang

The internet is an integrated part of everyone's life. Therefore it is important that policy makers and students are made aware of the need to regulate internet practices to ensure a safer and more effective internet.

This book, *Ordering Chaos: Regulating the Internet*, offers a framework for the rules governing the internet, including the implementation of technology, the use of economic processes and the formulation of industry self-regulation.

Important aspects covered include:

- Censorship and content on the grounds of national security, racial and religious harmony
- Regulation possibilities and limits of self-regulation
- Privacy on the internet and issues of cybercrime
- Liability and defamation for third party content
- Future of Internet and how USA and Europe will continue to lead in Internet regulation



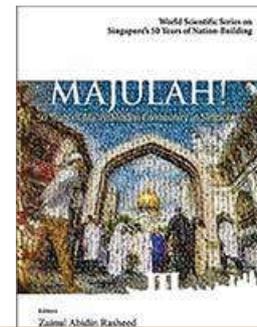
Title: The DSLR Filmmaker's Handbook
Author: Barry Andersson

The second edition *DSLR Filmmaker's Handbook*, is the expert guide to getting professional movie-making results with a HD video-enabled DSLR camera. Fully updated to reflect the latest technology, the book demonstrates DSLR's capabilities to produce beautiful film, with step-by-step expert instruction.

Barry Andersson walks you through the shooting process and shows you what to do before, during, and after filming to ensure high quality results.

You will learn to:

- Understand the limitations of DSLR video
- Pre-plan your filming
- Exploit HD capabilities to maximize visuals for film
- Produce professional-level, film-quality footage



Title: Majulah! 50 Years of Malay/Muslim Community in Singapore
Author: Various contributors

"Majulah!" is one in a 25 volume book series published by World Scientific to commemorate Singapore's 50 years of nation-building. It covers many important aspects of Singapore's development and its unique yet challenging paths that many of Singapore's very own pioneers have experienced.

This 700-page book highlights success stories, progress, contributions and challenges of Malays for the past 50 years since independence in 1965. Contributors include former and current Ministers and Members of Parliament, as well as community leaders and academics.

In fact, Mr Mhd Fuadi Bin Rahmat, MDIS' very own lecturer from SMC is one of the contributors. His article in Chapter 29 highlights the development and progress of the Singapore Malay Media Industry.

The book is available at all major bookstores.



The MDIS Career Assistance Unit is proud to present

MDIS CareerHub



At **MDIS CareerHub**, students can:

- 1 View** company profiles and job vacancies
- 2 Send** resume to any potential employers
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THINK SUCCESS. THINK MDIS.
Management Development Institute of Singapore
Reg. No. 200002963D
20 May 2014 to 30 May 2018



MDIS
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EMPOWERING LIVES THROUGH SCIENCE



Biognosy Club members helped the elderly construct DIY mosquito traps

Singapore, a tiny island without much natural resources, has always focused on its human capital. The country's aims of being a leading global financial hub, choice travel destination and research and development powerhouse all have to be fulfilled by specialists in their respective professions. Taking a closer look at scientific research and development, the Singapore government has invested up to \$34.5 billion for the period up to 2015, with a further \$19 billion committed for 2016 to 2020. In an effort to enable continuing education for people passionate in pursuing exciting careers in health and life sciences, the Management Development Institute of Singapore (MDIS) was one of the first private education institutes to offer courses in health and life sciences from 2001.

MDIS, in close partnership with university partners Northumbria University and Leeds Beckett University, offer a wide range of industry relevant and in-depth courses that will equip and train graduands with the prerequisite qualifications and skills necessary to excel in the field of Health and Life Sciences and beyond. Additionally, the institute offers a seamless pathway from

Diploma to Postgraduate studies for both local and international students.

Northumbria University, one of Britain's leading universities and the largest in north-east England, is ranked among the top ten in the UK for the number of graduates entering professional employment, according to the UK DLHE Survey 2012. Northumbria has an international reputation for academic quality and is ranked 30th in the UK for teaching quality, according to the 2015 National Student Survey.

To stay current and relevant to industry needs, MDIS seeks to constantly improve its faculty and facilities. In addition to the four Life Sciences laboratories, the Engineering and the Fashion Design studios are also all OHSAS 1800:2007 certified which demonstrates that MDIS is fully committed to the health, safety and well-being of both staff and students. Our well-equipped Life Science laboratories ensure that you get a first-hand feel and experience of the latest in molecular biology techniques including enhanced colorimetric, PCR, gel separation and HPLC techniques. This is in concert with our qualified lecturers who hold PhDs in their respective fields of

expertise and are dedicated and passionate about teaching.

The School of Health and Life Sciences (SHLS) has just had its inaugural 2016 intake for the Safety Health and Environmental Management undergraduate programme awarded by Leeds Beckett University. Testimony to this extremely relevant course is the fact that it has been oversubscribed. This degree will empower students in the growing field of Safety and Environment management. Leeds Beckett is one of the most popular universities in the UK with 3,000 staff and 30,000 students studying programmes in the UK and overseas. In 2013, the university achieved the Customer Service Excellence standard and is currently the only UK University to attain this and the Investors in People (Gold) accreditation across the whole institution.

SHLS also offers pathways to progress into higher degree by attaining a Master's degree in Health Science Management or Biotechnology, both currently offered by Northumbria University. The higher degree would be sought after by industry when hiring in specialized and/or managerial positions.

A major focus will be on internships and work residency programmes, which imparts valuable on-the-job training in real world situations; enhancing graduates' employability and improving their profiles when applying for research positions, further studies or permanent positions. This drive to enhance the educational journey with residency programmes would be an attraction to current students as well as future applicants.

Aside from academic success, MDIS instils in its students the importance of contributing back to society by being socially and environmentally aware and taking an active role in community outreach programmes.

Students from SHLS have put in major effort to develop an innovative idea to recycle plastic bottles to create mosquito traps to counter the dreaded Aedes Mosquitoes. On Saturday 19 November, Diana Fransiska, President of the SHLS Student Club, Biognosy, together with her team members conducted a workshop at the annual Central Singapore Clean & Green Carnival, organised by The National Environment Agency-Central Regional Office and Central Singapore Community Development Council (CS CDC).

During the workshop, our students educated the public on the importance of protecting the environment through recycling and taught them how to convert waste plastic bottles into something useful. Check out the event at www.instagram.com/mdis_sg.

Ms Denise Phua, Mayor, Central Singapore District and MDIS Guest-of-Honour, Dr Lam Pin Min, Minister of State, Ministry of Health graced the event and visited the booth. Mayor Denise Phua was excited about the idea, taking home a trap that she had made and saying she would be making more to place around her residence as it was useful.

Article contributed by Dr Kelvin Wong, Head of the MDIS School of Health and Life Sciences.

MDIS School of Health and Life Sciences

The School of Health and Life Sciences was the first of its kind among Private Education Institutes in Singapore.

The School's current and rigorous programmes are offered in partnership with Northumbria University, UK and Leeds Beckett University, UK.

Students gain practical experience in the School's well-equipped laboratories and are armed with relevant industry skills that would allow them to pursue diverse careers in fields including biomedical sciences, biotechnology, health sciences, and safety, health and environmental management.

DARK WEB - THE DARKER SIDE

The Intricate webbing and design of the Dark Web poses significant challenges. Read on to find out how you can protect your privacy.

The Dark Web is a term that refers specifically to a collection of websites that are publicly visible, but hide the Internet Protocol (IP) addresses of the servers that run them. Thus they can be visited by any web user, but it is very difficult to work out who is behind the sites and you cannot find these sites using search engines. Almost all sites on the Dark Web hide their identity using the Tor (The Onion Routing) encryption tool. In fact, there are many layers of the internet that cannot be

found using a search engine.

The Dark Web is an unindexed and anonymous part of the Internet which is not accessible via standard browsers or search engines. The anonymity of the Dark Web gives cyber criminals a cover to plan and launch cyber attacks on your infrastructure and your customers' data. Traditional cyber security products focus on protecting data inside your firewall, but not outside.



Special markets also operate within the Dark Web called, darknet markets, which mainly sell illegal products such as drugs and firearms, paid for in the cryptocurrency, Bitcoin.

The Dark Web and the Tor network offer a secure platform for cyber criminals to support a vast amount of illegal activities from anonymous marketplaces by secured means of communication, to an untraceable and difficult to shut down infrastructure for deploying malware and botnets. As such, it has become increasingly important for security agencies to track and monitor the activities in the Dark Web, focusing today on Tor networks, but possibly extending to other technologies in the near future. Due to its intricate webbing and design, monitoring the Dark Web will continue to pose significant challenges.

Recent revelations about wide-scale nation-state monitoring of the Internet and recent arrests of cyber criminals behind sites hosted in the Dark Web are starting to lead to other changes. The Dark Web has the potential to host an increasingly large number of malicious services and activities and, unfortunately, it will not be long before new large marketplaces emerge. Security researchers have to remain vigilant and find new ways to spot upcoming malicious services to deal with new phenomena as quickly as possible.

Tips For Protecting Your Online Privacy

- Note the name and department of anyone sounding official who calls asking you for personal financial details or asking you to transfer money. Do not comply.
- Buy and renew your anti-virus software to protect your computer.
- Update existing software such as Microsoft Office. Newer versions are likely to be more secure.
- Delete emails from people or firms you don't know that ask you to open files or click on links. If you do recognise the name, double check that the email

address is correct and assess if it is likely to be legitimate.

- Use strong passwords, with a long mix of numbers and upper and lower-case letters. Don't use details like birthdays or pets' names.
- Be careful what you divulge online when using public wifi. Open and free web hotspots are easier to hack.
- Check privacy settings on Facebook and be wary of sharing personal details.
- Monitor bank statements for unusual transactions and check your credit file.
- Shield your hand when entering a PIN at a cash machine, on a smartphone or on a tablet.

The **MDIS School of Technology (SOT)** aims to help students who are keen in Information Technology (IT), gain a broad-based and holistic education in IT by providing a comprehensive suite of programmes from diploma to Bachelor's degree.

SOT offers specialised programmes in Computer and Network Technology, Computer Security, Cloud Computing, Data Center Virtualisation and Information Technology, to meet the needs of the world's fastest growing e-Business and IT industries. The programmes focus on practical skills and are highly sought after by any industry needing IT savvy staff.

Undergraduate programmes are awarded by Northumbria University, UK ranked 37th in The Guardian University Guide 2016: League Table for Computer Sciences and Information Systems.

The School is a member of the student chapter of the Singapore Computer Society (SCS) and a member of the Singapore infocomm Technology Federation (SiTF).

Article contributed by Ms.Mullaikodi, Head of the MDIS School of Technology.

Deepavali Celebrations
5 November 2016
MDIS Campus

TANJONG PAGAR RESIDENTS CELEBRATE DEEPAVALI AT MDIS CAMPUS



Deepavali Cultural Night celebration at MDIS SAMTAS Hall

It was a joyful festive celebration as 500 residents, together with Members of Parliament from the Tanjong Pagar GRC celebrated Deepavali Cultural Night 2016 at MDIS on 5 November 2016.

Adorned in colourful traditional Indian costumes, Mr Chan Chun Sing, Minister, Prime Minister's Office; Ms Indraneel Rajah, Senior Minister of State, Ministry of Finance & Ministry of Law; Mr Sam Tan Chin Siong, Minister of State, Prime Minister's Office & Ministry of Manpower; and Ms Joan Pereira, Member of Parliament welcomed the residents to the event.

Participants were treated to music, dance and traditional Indian goodies. The main highlight was the largest LED light display of the Indian traditional lamp, formed with 2,000 LED lights which was created by the Queenstown Indian Activity Executive Committee volunteers. For their creation, they had garnered a place in the Singapore Book of Records.



GEARING UP FOR A FAST-EMERGING INDUSTRY



With an eye on the future, Mr Michael Tang is studying to be a cyber-security specialist. Now working as a pre-sales engineer for a leading electronics company, he is in the thick of the latest technology breakthroughs. He has set his sights on a career in the fast-emerging cyber security industry.

Hitting the books again

Mr Tang is pursuing a part-time course at the Management Development Institute of Singapore (MDIS) for a Bachelor of Science (Honours) degree in computer security, awarded by the Northumbria University in the United Kingdom.

He has five months left in this 20-month course, which is aligned with the CISCO Certified Network Associate (CCNA) industrial qualification.

The 31-year-old says: "Upon completion of this degree course, I have the option to upgrade by obtaining other CISCO Career Certifications such as CCNA Routing and Switching, which will enhance my employability and marketability.

"MDIS is equipping me with the knowledge and practical skills to allow me to switch to the fast-emerging field of cyber security."

This is his first foray into adult education after obtaining a Diploma in Computing in 2005.

Mr Tang feels that demand for cyber security will definitely grow in this increasingly networked world, with more people going online to perform personal banking and to access government services. Many businesses and governments around the world are already searching for better cyber defence strategies but cyber criminals are coming up with new ways to infiltrate networks.

Meeting his needs

Founded in 1956, MDIS is a professional institute for lifelong learning. It was first awarded the EduTrust Certification in 2010 and subsequently, had it renewed for another four years in 2014. This certification is a voluntary quality assurance scheme administered by the Council for Private Education Singapore, a

statutory board, to regulate the private education industry in Singapore.

Says Mr Tang: "MDIS's long establishment and its professional certification in Singapore gave me the confidence to enrol with them. Furthermore, the institute provides up-to-date courses in collaboration with highly acclaimed universities that cater to industry needs."

Mr Tang adds that the course offers interesting modules. In Network Technology 2, he got to work directly with industry standard networking hardware and software. For the Ethical Hacking for Network Security module, he looked into current network hacking techniques, as well as security implications that need to be addressed to prevent attacks by cyber criminals.

He says: "I have also had a chance to investigate and deploy useful tools such as Wireshark to examine hacking profiles. The Professionalism and Project Management is another module that allows me to apply project management theories and practices at work."

Time management key

Like most people pursuing adult education, Mr Tang has to plan his schedule carefully.

He says: "Time management is my biggest challenge as I need to balance my workload and studies.

He is grateful that his classes are scheduled in the evening from 7pm to 10pm, allowing him to pursue his studies while working full-time.

"Furthermore, 90 per cent of the course is assignment-based," he adds. "It really helps working adults like me, who do not have the luxury of studying for hours for examinations."

By Khushwant Singh

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*Applicable for APMG Change Management Workshops except IT Short Courses

EXCEEDING CUSTOMERS' EXPECTATIONS

This article explores how businesses and organisations can delight with excellent customer service

What is customer service?

Customer service is the act of taking care of a customer's needs by providing a wholesome experience – in delivering professional, high quality service and assistance – before, during, and after the customer's requirements are met.

Characteristics of good customer service

The key to realistic and excellent customer service is to understand and evaluate the customers' needs and to provide customised effective solutions. The focus should not only be on what customers' want and what is to be provided, but most importantly, on how it is to be provided. In doing so, a positive experience is created for both the customer and the vendor.

Building customer relationship

With the enormous degree of competition, one has to do more than simply meet customers' needs. One needs to place the customer in the centre of the business circle and develop a long lasting relationship to build customer confidence, loyalty and retention. This can be done by delighting customers with utmost attention and dedication. Such an approach will enable one to improve the quality and satisfaction of each customer's interaction and maximise the benefits and profitability for both parties.

Creating Customer delight

- The very favourable experience of a customer when he/she has received goods or services that significantly exceeded what he/she had initially anticipated.

- A "delightful" consumer experience so personalised that individual customers' needs and preferences are taken into account. (Sheri Bridges – Marketing Professor)

Delighted customers equals loyal customers. Go ahead and create the "WOW" effect. Planting your service seed in your customers' mind enables your customers to recall and share the "WOW" experience with their associates, friends and even their family members. The Customer Delight approach will also enable you to:

- Bring your customers back for more.
- Attract new customers.
- Uplift your company's image and place it clearly at the top.
- Distinguish you from the competitors.
- Sell your products or services for more money than the competition.
- Make more return on your investment.
- Reward your employees better.

The Customer Services pyramid is a clear indication of what one needs to do to be able to delight customers:



Written by Petros N. Zenieris, owner of "The Business Criterion" Consulting & Training Office.

Petros is a trainer & lecturer, and ACTA certified with over 25 years experience from South East Asia & West Africa.

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www.thebusinesscriterion.com

EVENT HIGHLIGHTS



MDIS Wishing Tree

Date: January 2017
(whole month)

- Help to grant a wish to a child who is less fortunate and would appreciate new toys and gifts.
- Donation drive starts from January 2017.

Venue: MDIS Campus,
Membership & Alumni Relations Office



Nature Explorer Series – MacRitchie Treetop Walk

Date: 25 February 2017
Time: 9am to 12pm

- The Treetop walk is a 250m long free - standing suspension bridge between the two highest points in the Central Catchment Nature Reserve (MacRitchie), and the first of its kind in Singapore!
- Get a bird's eye view of the forest canopy and try to spot different wildlife in their natural habitat.
- The fee includes two-way transport from MDIS to MacRitchie and a MDIS goodie bag!

Venue: MacRitchie Reservoir Park
Fees : \$3 (Students/Alumni/Members)
\$5 (Public)



Kayaking Workshop

Date: 25 February 2017
Time: 9.30am to 12pm

- Eager to take up a new hobby?
- Join us for a session of kayaking where you'll get to learn the basics of kayaking and have fun at the same time!

Venue: PAssion WaVe @ Marina Bay
Fees : \$10 (Students/Alumni/Members)
\$15 (Public)

PAST EVENTS



Dragon Boating Session

Held at scenic Marina Bay, overlooking the Esplanade, a total of 25 students enthusiastically participated in the dragon boating session. Participants were briefed on safety measures before embarking on their adventure. They paddled into the waters of Marina Bay, soaking in the beauty of the surroundings.

All of them enjoyed themselves tremendously and are looking forward to participating in more of such outdoor activities in the future.



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www.yupin.sg

- 10% discount off total bill for lunch (Monday - Sunday)
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Terms and conditions:

- Promotion valid from 1 December 2016 till June 2017
- MDIS member's card or staff pass to be shown to our staff to enjoy the discount
- The management reserves the rights to amend the terms and conditions without prior notice



www.foodpanda.sg

- 5% off new customers and 10% off existing customers, valid with a minimum purchase of \$25

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- Valid only for online and paypal payments
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- Foodpanda reserves the right to cancel orders and accounts if fraudulent activities are detected
- Individual restaurant terms and conditions apply
- Voucher valid only till 30 June 2017
- Each voucher code is valid for a single redemption only



www.giovanil.com
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- 10% discount off total bill for MDIS corporate members/students/staff

Terms and conditions:

- MDIS Member Card, Staff pass or Student Pass must be shown to our staff to enjoy the discount
- Discount cannot be used in conjunction with any other promotions, offers or vouchers
- The management reserves the rights to amend the terms and conditions without prior notice
- Promotion valid till 20 October 2017

Terms and conditions:

- Fort Canning Arts Centre (5 Cox Terrace, #01-01, Singapore 179620)
- Parkway Centre (1 Marine Parade Central, #01-05, Singapore 449408)

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 Lee Ing of Post Graduate Student Services,

“I wish everybody is like you.....with the spirit of unwavering support and unfaltering assistance.”

Figuerrez A Doliente
Master of Business Administration,
University of Sunderland, UK

Dear Dr Siew Ngung Chia of MDIS Business School,

“The loving ways of a lecturer like you makes the difference between teaching and educating. Thank you for teaching us and empowering us.”

Alaguraj, Master of Business Administration,
Southern Cross University, Australia

Dear Lawrence Lai of MDIS Business School,

“Sir! It was a fantastic learning experience in your class. I gained immense knowledge which would help me a lot in future.”

Ankita Isha, Master of Business Administration,
Banking and Finance,
Bangor University, UK

Dear MDIS Business School Lecturers,

“Thank you all for giving me helpful and valuable lessons and knowledge during this course. Wish you all good health and keep supporting future talents.”

Tran Tuan Ngiah (Jack), Master of Business Administration, Banking and Finance,
Bangor University, UK

Dear Ashok KV of International Business,

“Thank you for letting the people of my hometown, feel proud about me, studying in MDIS. I also thank you, for choosing me for the interview, and for getting it published in the newspaper.”

Surees Kumar Keerthana, Master of Business Administration, Banking and Finance,
Bangor University, UK

Dear Dr Lum Kum Meng, Lecturer, School of Engineering,

“We came excited to learn because you came excited to teach. Your constant smile and frequent jokes created such a light and positive environment in the classroom. We as students respected your authority, yet felt comfortable enough to share ideas, ask questions, and discuss as if everyone inside the classroom was equal. That’s an environment that only few students get to truly experience.”

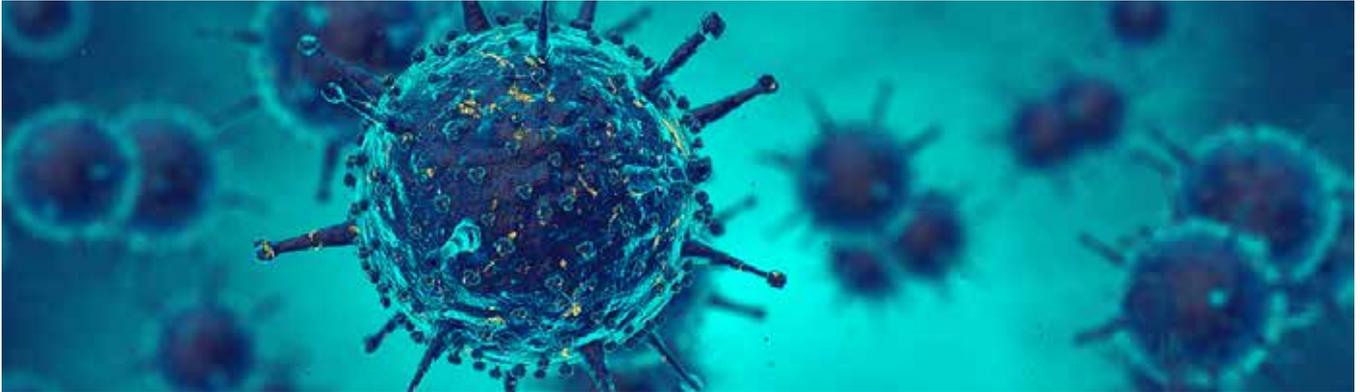
Siddhant Jain, Graduate (Gold Award), Bachelor of Mechanical Engineering,
University of Bradford, UK

“NURTURE YOUR MIND WITH GREAT THOUGHTS. TO BELIEVE IN THE HEROIC MAKES HEROES.”

- BENJAMIN DISRAELI

KEEPING IN GOOD HEALTH

The spread of the Zika Virus in Singapore on 28 August had caused a great deal of anxiety and fear. The Zika Virus belongs to the virus family, Flaviviridae and is transmitted through the Aedes mosquito. The first human infection case occurred in 1952 in Uganda and the United Republic of Tanzania. Symptoms usually last between 2-7 days, and include mild fever, skin rash, conjunctivitis, muscle pain, and headache. A major concern is the cause of microcephaly in newborn babies from the infected pregnant mother. Scientists around the world are still investigating the link between the Zika virus and neurological diseases. We asked Dr Kelvin Wong, Head of MDIS School of Health and Life Sciences to help put together a quiz to test just how well we understand the Zika virus!



1) How is the Zika Virus transmitted?

- a) Aedes mosquito
- b) Airborne
- c) Droplet transmission

2) What are the possible symptoms of Zika virus?

- a) Hair loss
- b) Mild fever
- c) Shortness of breath

3) How should we protect ourselves from the Zika Virus?

- a) Keep a bucket of stagnant water at home
- b) Use insect repellent and long sleeved clothes to prevent mosquito bites
- c) Wear short-sleeved clothes and shorts which are dark in color

4) Can the Zika virus be transmitted through sex?

- a) Yes
- b) No
- c) Maybe

5) How early can microcephaly be detected in pregnancy?

- a) 1-2 weeks
- b) Not possible to be detected
- c) As early as 4-5 months

6) What is Wolbachia?

- a) A vaccine used to fight against the Zika virus
- b) A bacteria which infects arthropod species
- c) A drug that kills Aedes mosquitoes

7) How does the release of the Wolbachia-carrying male Aedes to the environment prevent the spread of the Zika virus?

- a) Mating of the Wolbachia-carrying male Aedes mosquito with the female Aedes mosquito will lead to offspring that are prone to pesticide
- b) Mating of the Wolbachia-carrying male Aedes mosquito with the female Aedes mosquito will block reproduction. Thereby, reducing the number of mosquitoes.
- c) Mating of the Wolbachia-carrying male Aedes mosquito with the female Aedes mosquito will cause death in female Aedes mosquitoes

8) Is there a vaccine available to prevent the Zika virus?

- a) No
- b) Yes

9) Does the Zika virus cause microcephaly?

- a) Yes
- b) No
- c) Possibly

10) What is the effective ingredient in insect repellent that kills mosquitoes?

- a) DEET (diethyltoluamide)
- b) Hydrochloric acid
- c) Formaldehyde

Joseph Kalavanan
Managing Director
(Class of 1995 & 2012)

April Zara Chua
Entrepreneur
(Class of 2007)

Turgumbayev Adel
Student (2018)

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(*MDIS Graduate Surveys conducted during MDIS Graduation Ceremonies 2013-2015)

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