



CSM ACADEMY
INTERNATIONAL



DIPLOMA IN
**HEALTHCARE
SERVICE
MANAGEMENT**

**LEADING THE WAY.
EMPOWERING EXCELLENCE.**

IN HEALTHCARE SERVICE MANAGEMENT



Cert No. : EDU-3-3219
Validity: 31-08-2025 to 30-08-2026

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ERF Validity: 20/05/2022 - 19/05/2026

www.csmacademy.edu.sg

DIPLOMA IN HEALTHCARE SERVICE MANAGEMENT

Within a country's Healthcare Organisation, the key excellence in service quality falls greatly in the various services provided which encompasses exclusive care for our community. Services being run operate smoothly and efficiently. This is only possible with a team of health care personnel in the services sector, apart from medical practitioners, nurses, and other allied personnel on board in the provision of care for our community.

The Diploma in Health Services Management prepares you for a career as a management professional. You will gain a firm understanding of major healthcare practices, operations psycho social and financial aspects, life skills and a tinge of health Ethics and Service Quality. Further, the course investigates the role of Artificial Intelligence (AI) in health care. Having been equipped with extensive hands-on training, you will gain the confidence to manage core aspects of healthcare continuum ranging from primary to acute to community intermediate and long term-based care.



ABOUT CSM ACADEMY

CSM Academy was established since 2005 as a Private Education Institute to deliver Service Management programmes with a major Master's Degrees. Other than healthcare, CSM Academy also provides educational courses across a wide range of other disciplines including biomedical research, digital media, and hospitality & tourism.

CSM Academy emphasises skills competency, applied workplace knowledge and service excellence, developing several of their own intellectual property programmes in Aged Care, Therapy Services and Biomedical Science, all designed to help students make a positive impact in the lives of someone else.

CSM Academy is equipped with laboratory facilities and an elder care home to facilitate holistic curriculum for our healthcare students. Our Biomedical Laboratory is well-equipped to prepare students with the necessary skills to plan and perform their research projects and be aware of good laboratory practice and health and safety.

CSM believes Life Skills is essential to meet the challenges of everyday life. To cope with the increasing pace and change of modern life, we offer healthcare courses which provides the necessary skills education not just workplace but home life.

COURSE DURATION

Full time: 8 months

DELIVERY MODE

Blended Learning

6 modules conducted online,
2 modules will be face-to-face

COURSE COMMENCEMENT

A minimum number of 15 students for the commencement of the class. Students will be informed 2 weeks before the commencement of the class.

ASSESSMENT METHODOLOGY

Assignments, assessment tasks, portfolios, practicals.

Note: In case students fail the main examination of a particular module, they are allowed to sit for 'One' supplement assessment with payment of the appropriate fee. Students are to re-take the module, shall they fail the supplementary assessment. Modules are independent of each other.*

** Refer to Miscellaneous Fees*

GRADUATION REQUIREMENTS

Students must complete and pass all 8 modules and attend externship to be awarded

Diploma in Healthcare Service Management by:

International students must achieve an attendance of 90% in any month of the course.

CAREER OPPORTUNITY

This diploma program equips individuals with the knowledge and skills needed to effectively manage healthcare facilities and services. Upon completion of this course, you can work as a Healthcare Administrator/Manager, Medical Practice Manager, Public Health Administrator, Health Policy Analyst and jobs related to Managing the Healthcare Services.

COURSE DEVELOPER & AWARDING BODY

CSM Academy International, Singapore

Healthcare Wellness and Psychology

This course provides a comprehensive exploration of the interconnected aspects of health, wellness, and psychology. Through a multidisciplinary approach, students will gain a deep understanding of the factors that influence physical and mental well-being, fostering personal growth and the development of skills.

Community and Social Care (with Externship)

This course is designed to provide students with a comprehensive understanding of the principles, practices, and challenges within the field of community and social care. Students will explore key concepts, theories, and ethical considerations related to providing support and services to individuals and communities in need.

Healthcare Systems & Operations

This course provides an in-depth examination of healthcare systems and their operational aspects. Students will explore the intricacies of healthcare delivery, management, and optimization within various healthcare settings. Through a combination of theoretical knowledge and practical applications, this course equips students with the skills and insights needed to navigate the complex landscape of healthcare operations. This comprehensive course explores the intersection of healthcare systems, operations, and artificial intelligence (AI) within the context of Singapore's healthcare landscape such as automating the task, analysis patient data sets and automate administrative tasks such as pre-authorising insurance, follow up on unpaid bills and analyse data to alert users and their healthcare professionals on potential health issues and risks.

Critical Thinking and Problem-Solving Skills

This course is designed to equip healthcare professionals with the essential skills of critical thinking and problem-solving in the complex and dynamic healthcare environment. Through case studies, practical exercises, and discussions, students will develop the ability to analyze healthcare challenges, make informed decisions, and implement effective solutions while considering ethical, patient-centered, and evidence-based perspectives.

Life Skills for Health services management

This course is designed to equip aspiring and current healthcare services managers with essential life skills needed to excel in the dynamic and demanding field of healthcare administration. Participants will develop a comprehensive skill set that includes effective communication, time management, leadership, emotional intelligence, and resilience, empowering them to lead healthcare teams and organizations effectively.

Healthcare Finance

This course provides a comprehensive understanding of the financial aspects of the healthcare industry, focusing on healthcare financing, reimbursement systems, and the economic forces that shape the provision of healthcare services. Students will explore the complexities of healthcare economics, insurance, and funding models to make informed decisions and contribute effectively to the financial sustainability of healthcare organizations.

Healthcare Ethics and Law

This specialized course provides an in-depth exploration of the ethical and legal frameworks that govern healthcare practices and policies in Singapore. Participants will gain a profound understanding of Singapore's unique healthcare landscape, examining critical issues such as patient rights, healthcare decision-making, cultural considerations, and legal obligations. Through case studies and discussions, students will develop the knowledge and skills necessary to navigate ethical and legal challenges specific to the Singaporean healthcare context.

Service Quality and Professional Etiquette

This course focuses on the critical aspects of providing high-quality healthcare services while upholding the highest standards of professionalism and etiquette. Students will develop the skills and knowledge needed to deliver patient-centered care, maintain ethical conduct, and enhance the patient experience in healthcare settings. The course also emphasizes effective communication, teamwork, and cultural competence as essential components of service quality.

ENTRY REQUIREMENT

English Language Requirements:

- At least a C6 at PSLE or equivalent

Academic Requirements:

- Minimum “A” Level or equivalent

FEES

Application Fee
(Non-Refundable and non-transferrable)

S\$600 (before GST)

Course Fee

S\$9,600 (before GST)

Insurance Fees

Fee Protection Scheme***: Subject to prevailing market rate

Medical Insurance Fee****: Subject to prevailing market rate

***The Fee Protection Scheme (FPS) serves to protect students' paid fees.

****It is compulsory for all local and international students to purchase medical insurance which is valid throughout their course of studies with the CSM Academy International. Local students (Singaporeans, PRs & Non-student's Pass holders) may opt-out for this scheme if they can provide the proof of adequate medical insurance coverage in Singapore.

Note:

- Payment of fees in Singapore Dollars.

- Payment method only by Cheque/Nets/Telegraphic Transfer.

OUR VISION

To be the Premier Educator for Service Excellence

OUR MISSION

To inspire Passion for Service and Contribution to Society through Excellence in Continuous Education

OUR VALUES

Responsibility, Integrity, Passion and Excellence (RIPE)

OUR CULTURE

An Open and Conducive Learning Environment, With Mutual Respect and Professionalism to Build A High Performance Organisation

HOW TO APPLY (FOR LOCAL AND INTERNATIONAL STUDENTS)

STEP 01



Fill up the following online forms

- Application Form - CSM Academy International Pte Ltd
- ICA Form 16 and Form V36 – applicable only for International Students (complete in English and duly signed by applicant)

STEP 02



Attach the following documents

- A copy of passport-size photograph with white background
- A copy of NRIC (for Singaporeans and PR)
- A copy of passport - applicable only for International Students (must have at least 1 year validity)
- A copy of birth certificate - applicable only for International Students

Bring the original documents for the above items

- Notarised/Certified true copies of all your educational transcripts and completion certificates
- All documents need to be translated in English and submitted along with the original documents
- Proof of English Proficiency; either IELTS/TOEFL score sheet or equivalent qualification (if applicable)
- Resume or Letter from employer certifying period of employment (if applicable)
- Bank balance to show a minimum of S\$30,000 for students from visa-required countries (China, India etc) / Evidence of study loan, sufficient enough to cover the course fees - applicable only for International Students
- Application fee (non-transferable and non-refundable)

STEP 03



Offer by the School

2 weeks. Successful applicants will receive electronic version of Letter of Offer and terms and conditions page if any.

STEP 04



Application of Student Pass – Only applicable for International Students (Skip this step for local Students)

Upon approval of your application, CSM Academy will proceed to submit your Student's Pass application outcome within 6 weeks.

STEP 05



Payment of Programme Fees

For Local Students- You will be required to bring the original certificates for verification, sign the student contract and make course payments.

For International Students - Once your Student Pass application is approved-in-principle by ICA, you will by course fee payment. Do contact our Student & Industry Outreach Executive if you require student services on arrival such as airport pick-up, accommodation, medical check-up and more.

Payment mode:

Via Paypal (For online applications)
Or
Via Nets / Cheque (For counter applications only)