
Student Support Services

POLICY MANUAL

1. The Academic Department would be responsible for ensuring the provision of a range of diverse student support services in meeting student needs and a good educational experience.
2. The range of student support services would also be communicated to both potential students and current students through the various communication channels. This is to ensure that students are aware of up-to-date information regarding the student support services and programmes.
3. As part of continual improvement, the Academic Department would evaluate and review the quality and effectiveness of the student support services and programmes that are provided through the student survey mechanism.
4. As part of the School's efforts to institute programmes that can develop students holistically (and not just academically) and value add to their learning experiences, the following Academic Framework would provide an overview of how the School aims to do so.
5. The Process Owners will review their policies and procedures at least once every 2 years as part of the internal review through the Internal Review Report.

OPERATION MANUAL

1. The comprehensive list of student support services and programmes that is provided by the School to meet the needs of students and enhance overall educational experience is as follow: -
 - For New Students
 - i. Individual and personalized long-distance calls to parents / agents to inform them on arrival arrangements.
 - ii. Accommodation Support Service
 - iii. Arrangement for Medical Screening
 - iv. Arrangement for Bank Account Opening
 - v. Visa / Student Pass Application
 - vi. Student Orientation Programme
 - For Current Students
 - i. Medical Insurance
 - ii. Fee Protection Scheme
 - iii. Student Counsellor (Intervention for Academic and Discipline issues)

- iv. Dispute Resolution Process
 - v. Feedback Mechanism and Channels
 - vi. Certified Pastoral Counsellor
 - vii. Students' Outings and Activities
 - viii. Educational Tours
 - ix. Library Access for References
 - x. Personalize updates to parents on students' progress which includes informing parents on student issues, including attendance rate, behaviour, academic performance, etc.
 - xi. Student Progress Reports
 - xii. Principal – Student Dialogue Sessions
 - xiii. Close Collaboration with parents / guardians for students under 18 years of age
 - xiv. Activities to promote student mental well-being.
- For Graduated Students
 - i. Alumni Support
2. This comprehensive list of student support services is not meant to be exhaustive. The School undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by school-student engagements through the various student touch points.
 3. Potential students and students are also informed of the Student Support Services and Programmes through the following engagement points: -
 - a. **Pre-Application Stage:** List of Student Support Services is found on the School's Website
 - b. **Pre-Course Counselling Stage:** List of Student Support Services is communicated to students by Pre-Course Counsellors.
 - c. **Post-Enrolment Stage:** List of Student Support Services is communicated to students during the Orientation Programme.
 - d. List of Student Support Services is also available in the Student Handbook
 4. In ensuring that the School provides for an exceptional student experience and to continually review and improve its services and programmes, the Academic Department would gather feedback from the End of Course Survey which includes a component on rating the Student Support Services and Programmes. Relevant action plans will be instituted to address identified issues and to improve the Student Support Services and Programmes as and when necessary. Reference should be made to Student Satisfaction Survey Manual.
 5. The School offers a range of Student Support and Learning Support to help develop Students holistically.
 6. The School's Continual Improvement Cycles and its elements, including the annually done Continual Improvement Work Plan would act as a platform to incorporate the need and objective to develop Students holistically.

7. The Process Owners will review their policies and procedures at least once every 2 years as part of the internal review through the Internal Review Report.