

Student Support Services

1. The core list of support services are:

- a) Parent handbook is given out to all newly enrolled students to orientate them on important information of the School
- b) Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via AXA Insurance. There can be an exemption for Singaporean/PR if they are already covered by their own medical insurance plan (proof must be shown to the School to be able to opt- out).
- c) The Admission department that handles / processes all student requests.
- d) (Feedback form is easily available for parents / students to provide valuable insights into helping the School to continually improve the student experience.

2. List

(a) For all new international students of Comprehensive Services Available in the School:

The School will provide the following services to ensure that students make a smooth transition to Singapore : -

- Accommodation Support Service
- Arrangement for Medical Screening
- Visa / Student Pass Application
- Student Orientation Programme
- Back to School Night Programme for Parents

(b) For all Current & Enrolled Students

The School aims to provide all students with an academic education of the highest standards through the provision of these services:

- Certified Counsellor
- Students' Outings and Activities
- Educational Tours
- Library Access for References
- Personalize updates to parents on admission matters / students' progress which includes :

(1) Informing parents on student admission matters / services, such as refund and withdrawal process etc.

(2) Informing parents on student issues, including attendance rate, behavior, academic performance, etc.

- Student Progress Reports (Refer to Operation Manual: Monitoring of Student Learning)
- Learning Support and Other Support Services (e.g. Speech and Language Therapy, Occupational Therapy etc.)
- Teacher Parent Conference – Student dialogue sessions
- Student Council

(c) For enhancing overall Parent / Student Experience



In ensuring that the School provides for an exceptional student experience, it undertakes to provide the following services:

- Monthly review of students' attendance
- Parent Satisfaction Survey / Pre-course Counselling Satisfaction Survey (Refer to Operation Manual: Process for Conducting Parent Satisfaction Survey)
- Feedback forms (Refer to Operation Manual: External Feedback and Complaints)
- Dispute resolution process (Refer to Operation Manual: External Feedback and Complaints)
- Student interventions (Refer to Operation Manual: Monitoring of Student Development)

3. Communication of up-to-date Student Support Services and Programmes

(a) Communication of the list of student support services and programmes will be through the Parent Handbook, School's official website and also notices given to students to create awareness of these programmes. These notices can be in the form of verbal communication and / or memo given to students / parents.

4. Programmes to develop students holistically

1. **(a)** Various models and frameworks would be created and continually reviewed to ensure that the School has sufficient programmes to develop students holistically
2. **(b)** The School's Continual Improvement Cycles and its elements, including the annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.

To note: 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 as listed.

