



# APSR MANUAL

## TITLE

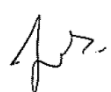

Student Support Services

RV6-C4.5.1

## 1. Revision History

Version Number	Description of Revision	Effective Date
00	Initial Release	01 October 2018
01	1. Combined the Policy and Operation Manuals for Criterion 4.5.1 2. Revamped manual format from flowchart to write up to provide more clarity in processes	07 September 2020
02	1. Amended Approved By Name and Designation 2. Amended Point 4 Review the Student Support Services and Programmes for Continual Improvement in Approach and Process Section to ensure review is conducted once a year 3. Revised the systems and review table to include targets	28 March 2022

## 2. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Puay Pek Chyi (Josselyn)	Administrative Manager	
Approved by	Marhaini A. Hamid	Chairman of PMER Committee	

## APPROACH

### **1. Providing a Range of Student Support Services to meet the needs of Students and Enhance their Educational Experience**

#### **a. List of comprehensive services available in the school:**

- For all new students

The school will provide the following services to ensure a smooth transition for students to Singapore: -

- i. Visa / Student Pass Application
- ii. Student Orientation Programme

- For all current students

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

- i. Designated Counsellor
- ii. Students' Outings and Activities
- iii. Library Access for References
- iv. Personalized updates to parents on admission matters / students' progress which includes:
  - (1) Informing parents on student admission matters
  - (2) Informing parents on student issues, including attendance rate, behaviour and academic performance
- v. Student Progress Reports (Refer to Manual: Student Learning)
- vi. Principal – Student dialogue sessions

To note: This comprehensive list of student support services is not exhaustive. The school undertakes the responsibility to continually improve and ensure that all students' welfare and needs are well taken care of and it will do so by school-student engagements.

#### **b. Student Experience**

- To enhance students' experience, the school provides the following services:
  - i. Monthly review of students' attendance (Refer to Manual: Student Conduct and Attendance)
  - ii. Student Surveys (Student Satisfaction Survey / Graduate Survey / Pre-course Counselling and Orientation Satisfaction Survey / End of Course Survey) (Refer to Manual: Student Satisfaction Survey)
  - iii. Feedback forms (Refer to Manual: Feedback Management)
  - iv. Dispute resolution process (Refer to Manual: Feedback Management)
  - v. Student intervention (Refer to Manual: Student Learning)

**2. Institute Programmes to Develop Students Holistically and Enhance their Experiences**

- a. The school's models and frameworks are continually reviewed to ensure that the school has sufficient programmes to develop students holistically
- b. The school's continual improvement cycles and its elements, including the annual Continual Improvement Work Plan, are a platform which incorporates the needs and objectives of students to help develop them holistically.

**3. Communicate Up-to-Date Information regarding Student Support Services and Programmes to Students**

- a. The list of student support services and programmes will be communicated to students by way of the Student Handbook, the school's official website and also notices given to students to create awareness of the programmes.
- b. The notices can be verbal or in the form of memos given to students.

**4. Reviewing the Student Support Services and Programmes for Continual Improvement**

- a. The process for the school's student support services and programmes is reviewed on an annual basis through the outcomes stated under the Systems and Review section of this manual.

## PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p><b>1. Providing a Range of Student Support Services to meet the needs of Students and Enhance their Educational Experience</b></p> <p>1.1 The range of student support services is developed to meet the needs of students and to enhance their educational experience.</p> <p>1.2 The student support services, and their processes are listed below:</p> <ul style="list-style-type: none"> <li>• Organizing Student Activities <ul style="list-style-type: none"> <li>i. The Administrative Manager plans the activities for the year. Planning will be done at the start of the year and reflected in the Activities Calendar. Should changes need to be made, the Administrative Manager is to update the Activities Calendar.</li> <li>ii. Notices and announcements on upcoming activities should be made known to the students by way of notices.</li> <li>iii. Activities are documented using photos, sign-up lists or notices on social media.</li> </ul> </li> <li>• Academic Support <ul style="list-style-type: none"> <li>i. These are covered in the Manual: Student Learning</li> </ul> </li> <li>• Student Attendance <ul style="list-style-type: none"> <li>i. These are covered in the Manual: Student Conduct and Attendance</li> </ul> </li> </ul>	<p>Activities Calendar (Administrative Manager)</p>
<p><b>2. Institute Programmes to Develop Students Holistically and Enhance their Experiences</b></p> <p>2.1 The School develops holistic programmes that are aligned and integrated to its overall student learning framework.</p> <p>2.2 The student learning framework will need to take into account the following elements and to ensure that these elements are well integrated. The elements are:</p> <ul style="list-style-type: none"> <li>• Values</li> <li>• Formal learning</li> </ul>	

<ul style="list-style-type: none"> <li>• Informal learning</li> <li>• Curriculum</li> <li>• Academic Resources and Support</li> <li>• Activities and Programmes</li> </ul>	
<p><b>3. Communicate Up-to-Date Information regarding Student Support Services and Programmes to Students</b></p> <p>3.1 Students are informed of Student Support Services through the various stages:</p> <p>(1) Pre-application stage</p> <ul style="list-style-type: none"> <li>• The list of Student Support Services may be found on the school's official website.</li> </ul> <p>(2) Pre-course counselling stage</p> <ul style="list-style-type: none"> <li>• Students are informed of the Student Support Services during pre-course counselling.</li> </ul> <p>(3) Post-enrolment stage</p> <ul style="list-style-type: none"> <li>• All newly enrolled students are required to go through the school's orientation programme. The list of Student Support Services is re-iterated during the orientation.</li> </ul> <p>3.2 The platforms, materials and documents that capture information on the Student Support Services include:</p> <ul style="list-style-type: none"> <li>• School's Official Website</li> <li>• Student Handbook</li> <li>• School Noticeboard</li> </ul>	<p>School Official Website/Student Handbook/School Noticeboard (Administrative Manager)</p>
<p><b>4. Reviewing the Student Support Services and Programmes for Continual Improvement</b></p> <p>4.1 The review and the evaluation of effectiveness of the student support services and related programmes are assessed through the outcomes stated under the Systems and Review section of this manual.</p> <p>4.2 Actions, including improving and/or changing any of the student support services and related programmes should be taken as and when necessary, based on the review and evaluation that is undertaken (i.e., through the survey ratings and relevant analysis provided).</p>	<p>Internal Review Form / IPRAA Report</p>

4.3	This policy and procedure will be reviewed on an annual basis for continual improvement by the QA Department through the Internal Process Review, Audit and Assessment (“IPRAA”) and reviewed by the respective Process Owners through the Internal Review Report.	(QA Department)
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## **SYSTEMS & REVIEW**

<b><u>S/N</u></b>	<b><u>Outcome</u></b>	<b><u>Target</u></b>
1	Overall average category rating (Student Satisfaction Survey) – Student Support Services	3.70