APSR MANUAL

Student Support Services

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
03	1. Revamped Manual to align to Guidance Document 4 Requirements 2. Amended all the Manual references to correspond with the new Manual Titles 3. Amended review section in both approach and process sections 4. Amended system and review to refer internal review report 5. Added a new point, "a. The Administrative Manager would be responsible for ensuring the provision of a range of diverse student support services in meeting student needs and a good educational experience., under the first point of the Approach Section 6. Added the word "Learning" in the second point under the Approach Section 7. Added "…(and not just academically) and value add to their learning experiences." at the end of Point 2.a. of the Approach Section 8. Added point 2b in the approach section 9. Added a new point, "c. This is to ensure that the students are aware of up-to-date information regarding the student support services and programmes.", under the third point of the Approach Section 10. Added whatsapp to point 3b in the approach section 11. Amended the Formatting of Process Section 12. Added a new point, "b. In ensuring that the School provides for an exceptional student experience and to continually review and improve its services and programmes, the Administrative Manager would gather feedback from the Student Satisfaction Survey which includes a component on rating the Student Support Services and Programmes.", under the fourth point of the Process Section 13. Added point 2c in the process section 14. Added "Student Activity Satisfaction Survey Form" and "Student Satisfaction Survey" under Documentation Section	31 May 2023
04	1. Added a point, "Career Roadmap Slides on Career Guidance and Employability Skills Information in Singapore" under point 1.b.ii. of the Approach section 2. Added point 3 in the Process section	30 June 2025
05	1. Amended "List of comprehensive services available in the school" to "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 follows"	03 October 2025

Version Number	Description of Revision	Effective Date
	in point 1.b. of the Approach section 2. Added "Innovation and" in point 2.c. of the Approach section 3. Shifted "The Student Support Services and Programmes will be evaluated and reviewed through the use of survey results for continual improvement." to point 4.a. of the Approach section, and amended it to "The Student Support Services and Programmes will be evaluated and reviewed through the use of Student Satisfaction Survey and Student Activity Satisfaction Survey Analysis Reports." 4. Added "for continual improvement" in point 4.b. of the Approach section 5. Added point 4.c. in the Approach section 6. Added "and Programmes" in point 4.a. of the Process section 7. Revised point 5.a. in the Process section. 8. Added "A review of the Student Support Services provided to students will also be conducted based on the rating for the category on 'Quality of Support Services' within the Student Satisfaction Survey, and the Student Activity Satisfaction Survey Analysis Report." in point 5.b. of the Process section 9. Added "for continual improvement" in point 5.c. of the Process section 10. Added point 5.d. in the Process section	

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. The Management Team would be responsible for ensuring the provision of a range of diverse student support services in meeting student needs and a good educational experience.

   b. 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 follows:

   i. For all new students

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

   - Visa / Student Pass Application

   - Student Orientation Programme

   ii. 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:

   - Designated Counsellor

   - Students' Outings and Activities

   - Library Access for References

   - 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

   - Student Progress Reports (Refer to Manual: Student Conduct, Attendance and Learning)

   - Principal – Student Dialogue Sessions

APPROACH

- Career Roadmap Slides on Career Guidance and Employability Skills Information in Singapore

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.

c. Student Experience

   i. To enhance students' experience, the School provides the following services:

   - Monthly review of students' attendance (Refer to Manual: Student Conduct, Attendance and Learning)

   - Student Surveys (Student Satisfaction Survey / Graduate Survey / Pre-Course Counselling and Orientation Satisfaction Survey / End of Course Survey) (Refer to Manual: Student Satisfaction Survey)

   - Feedback Forms (Refer to Manual: Feedback Management)

   - Dispute Resolution Process (Refer to Manual: Feedback Management)

   - Student Intervention (Refer to Manual: Student Conduct, Attendance and Learning)

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

   a. The School's models and frameworks are continually reviewed to ensure that the school has sufficient programmes to develop students holistically (and not just academically) and value add to their learning experiences.

   b. This will include programmes and strategies to develop and promote students' education and career guidance and/or employability skills.

   c. The school's continual improvement cycles and its elements, including the annual Innovation and 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/whatsapp given to students.

    c. This is to ensure that the students are aware of up-to-date information regarding the student support services and programmes.

4. **Review of Student Support Services and Programmes for Continual Improvement**

    a. The Student Support Services and Programmes will be evaluated and reviewed through the use of Student Satisfaction Survey and Student Activity Satisfaction Survey Analysis Reports.

    b. The Process Owners will review their policies and processes at least once a year for continual improvement as part of the internal review through the Internal Review Report.

    c. The Independent Internal Assessor will also review the policy and processes at least once a year during the Internal Assessment Process with details documented in the Internal Assessment Report.

PROCESS

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

   a. The range of student support services is developed to meet the needs of students and to enhance their educational experience.

   b. The student support services, and their processes are listed below:

      i. Organizing Student Activities

         ▪ 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.

         ▪ Notices and announcements on upcoming activities should be made known to the students by way of notices.

         ▪ Activities are documented using photos, sign-up lists or notices on social media.

      ii. Academic Support

         ▪ These are covered in the Manual: Student Conduct, Attendance and Learning

      iii. Student Attendance

         ▪ These are covered in the Manual: Student Conduct, Attendance and Learning

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

   a. The School develops holistic programmes that are aligned and integrated to its overall student learning framework.

   b. The student learning framework will need to take into account the following elements and to ensure that these elements are well integrated. These elements are: -

      i. Values

      ii. Formal Learning

      iii. Informal Learning

      iv. Curriculum

      v. Academic Resources and Support

      vi. Activities and Programmes

c. These will include programmes and strategies to develop and promote students' education and career guidance and/or employability skills.

3. **Career Guidance and/or Employability Skills Support**

    a. The Career Roadmap slides will be shared with students at the end of each term. These slides will provide information on career guidance, employability skills, and include a QR code and/or link to the RIASEC test for students to assess their career interests.

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

    a. Students are informed of Student Support Services and Programmes through the various stages:

        (1) Pre-application stage

            ▪ The list of Student Support Services may be found on the School's Official Website.

        (2) Pre-course counselling stage

            ▪ Students are informed of the Student Support Services during pre-course counselling.

        (3) Post-enrolment stage

            ▪ 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.

    b. The platforms, materials and documents that capture information on the Student Support Services include:

        i.   School's Official Website

        ii. Student Handbook

        iii. School Noticeboard

5. **Reviewing Student Support Services and Programmes for Continual Improvement**

    a. In ensuring that the School promotes student experience and to continually review and improve its services and programmes, the School will gather survey results from the Student Satisfaction Survey which includes a category on 'Quality of Support Services', and the Student Activity Satisfaction Survey. Relevant action plans will be instituted to address identified issues and to improve the student support services and programmes as and when necessary. Refer to Manual: Student Satisfaction Survey for the detailed process.

b.   A review of the Student Support Services provided to students will also be conducted based on the rating for the category on 'Quality of Support Services' within the Student Satisfaction Survey Analysis Report, and the Student Activity Satisfaction Survey Analysis Report. 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).

c.   The Process Owners will review their policies and processes at least once a year for continual improvement as part of the internal review through the Internal Review Report.

d.   The Independent Internal Assessor will also review the policy and processes at least once a year during the Internal Assessment Process with details documented in the Internal Assessment Report.

SYSTEMS & REVIEW

Refer to internal review report.