APPROACH

1. **Providing a range of student support services to meet the needs of students and enhance their educational experience**

    a. The following student support services are provided by the School:
    *   Medical insurance coverage for hospitalisation and related medical treatment Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via Liberty 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).
    *   Advice and recommendations for academic and career plans, accommodation options, government school placement services, and other related services
    *   Course counselling
    *   Pastoral counselling (through our partner CARE Singapore)
    *   Orientation programme

    b. List of Comprehensive Services Available in the School:
    *   For all new students

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

        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 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:

        i.   E-Library
        ii.   Wireless internet access
        iii. Community service projects
        iv.   Academic assistance programmes
        v.   Sports and recreation programmes
        vi.   Experiential learning through excursions and outings
        vii. Project work covering English, Mathematics and Science
        viii. Graduation celebration events

      ix.   Certified Counselor

      x.   Students' Outings and Activities

      xi.   Library Access for References

      xii.   Personalize updates to parents on admission matters / students' progress which includes:

          (1) Informing parents on student admission matters / services, including airport pick up, accommodation, etc.

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

      xiii.   Student Progress Reports (Refer to Operation Manual: Monitoring of Student Learning)

      xiv.   V-Principal – Student dialogue sessions

      xv.   Student Development Committee

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.

c.   For enhancing overall Student Experience

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

      i.   Monthly review of students' attendance (Refer to Manual: Monitoring of Student Learning)

      ii.   Student Surveys (Student Satisfaction Survey / Module Evaluation 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 and Complaints)

      iv.   Dispute resolution process (Refer to Manual: Feedback and Complaints)

      v.   Student intervention (Reference to Manual: Student Learning)

2. **Institute programmes to develop students holistically and enhance their experiences**

a.   Various models and frameworks would be created and 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 annually done Continual Improvement Work Plan would also act as a platform to incorporate the need and objective to develop students holistically.

3. **Communicate up-to-date information regarding student support services and programmes to students**

   a. Communication of the list of student support services and programmes will be through the Student Handbook, School's official website and also notices given to students to create awareness of these programmes.

   b. These notices can be in the form of verbal communication and / or memo given to students.

4. **Reviewing the student support services and programmes for continual improvement**

   a. The student support services and programmes process would be reviewed on an annual basis through the outcomes as stated under the Systems and Review Section of this Manual.

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)

1. Providing a range of student support services to meet the needs of students and enhance their educational experience
 	
1.1 The range of student support services developed would need to meet the needs of students and to enhance their educational experience.
 	
1.2 The list of student support services and its process is listed as such: -
• Organizing Student Activities
  i. The Admissions Department / Teachers-In-Charge / Academic Support Supervisor is to plan activities through the year. Planning will be done at the start of the year and inputted into the Activities Calendar. Should changes need to be made, the Academic Support Supervisor is to update the Activities Calendar.
  ii. Notices and announcements on upcoming activities should be made known to the students notices around the school.
  iii. Activities are to be documented via photos, sign-up lists or Facebook events.
 	
• Academic Support
 	
  i. These are covered in Operation Manual: Monitoring of Student Learning
 	
• Student Attendance
  i. These are covered in Operation Manual: Monitoring of Student Conduct and Attendance
	Activities Calendar
	(Admissions Department / Teachers-In-Charge / Academic Support Supervisor)

2. Institute programmes to develop students holistically and enhance their experiences 2.1 The School will develop holistic programmes that is aligned and integrated to its overall AAIS Student Holistic Framework. 2.2 The AAIS Student Holistic Framework will need to take into account the following elements and to ensure that these elements are well integrated. The elements are as such: - • Balanced Academic Curriculum • Events for Individual Growth & Development • Student Services & Support • Communication channels (Online and Offline) 2.3 As the majority of our students are preparing for external examinations, the school curriculum is naturally designed to be more rigorous in academics. The School believe in giving students a holistic education,	AAIS Student Holistic Framework (Head of Junior School / Head of Middle and High School / Vice Principal)

whereby each child needs to have a balanced school life, and therefore the Student Development Committee (SDC) was formed. 2.4 The SDC plans activities that integrates the following elements on an annual basis to ensure the student's holistic learning and development. These elements are: • Celebrating different Cultures • Exposing students to local Singapore places of interests • Community Services 2.5 The SDC activities are documented on a monthly basis via the Student Development Committee Status Report.	Student Development Committee Status Report (Student Development Committee)
3. Communicate up-to-date information regarding student support services and programmes to students 3.1 Students are informed of Student Support Services through the various stages. They are as such: - (1) Pre-application stage • The list of Student Support Services is easily found on the School's official website. (2) Pre-course counselling stage • Students are informed of the Student Support Services at the Sales office and once again upon arrival by the Admin & Visa Coordinator during pre-course counselling. (3) Post-enrolment stage • All newly enrolled students are required to go through the school's orientation programme. This is will include the list of Student Support Services that are available to them. 3.2 The various platforms / materials or documents that should capture information on the Student Support Services (not limited to): - • School's Official Website (Marketing Department) • Student Handbook (Admissions Department) • School Noticeboards (Academic Department)	School Official Website (Marketing Department) Student Handbook (Admissions Department) School Noticeboard (Academic Department)
4. Reviewing the student support services and programmes for continual improvement 4.1 The review and the evaluation of effectiveness of the student support services and related programmes would be assessed through the outcomes as stated under the Systems and Review Section of this Manual. 4.2 Actions, including improving and / or changing any of the student support services and related programmes should be taken as and when	

necessary as based on the review and evaluation that is undertaken (i.e. through the survey ratings and relevant analysis provided).
 	
4.3   The student support services and programmes process would be reviewed through the following platforms: -
    • Internal review on a monthly basis by respective Head of Departments and / or process owners using the EXCO Monthly Meeting Minutes
 	
    • Internal assessment on an annual basis by QA Department using the Internal Process Review, Audit and Assessment ("IPRAA") Report
	EXCO Monthly Meeting Minutes / IPRAA Report
	(QA Department)

SYSTEMS & REVIEW

S/N	SYSTEMS (Desired outcomes for integrated processes)	REVIEW (Outcome indicators for evaluation of effectiveness of related Approach, Process and System)	Related processes that are integrated that leads to a desired outcome.
1	The range of student support services and Programmes provided are able to meet the needs of students and enhance their educational experiences.	a. Overall average category rating (Student Satisfaction Survey) – Student Support Services	• Process for Student Support Services • Process for Student Satisfaction Survey