

### **For New Students**

- Individual and personalized long-distance calls to parents / agents to inform them on arrival arrangements.
- Accommodation Support Service
- Arrangement for Medical Screening
- Arrangement for Bank Account Opening
- Visa / Student Pass Application
- Student Orientation Programme

### **For Current Students**

- Medical Insurance
- Fee Protection Scheme
- Student Counsellor (Intervention for Academic and Discipline issues)
- Dispute Resolution Process
- Feedback Mechanism and Channels
- Certified Pastoral Counsellor
- Students' Outings and Activities
- Educational Tours
- Library Access for References
- Personalize updates to parents on students' progress which includes informing parents on student issues, including attendance rate, behaviour, academic and non-academic performance, etc.
- Personalized Study Plan
- Student Progress Reports
- Principal-Student Dialogue Sessions
- Close Collaboration with parents / guardians for students under 18 years of age
- Activities to promote student mental well-being.

### **For Graduated Students**

- Alumni Support
- Junior College/Polytechnic/University Application Guidance
- Career Support (e.g. Introduction to career fairs, assistance in job search) – for graduates in postgraduate-level courses only

**To keep the below as it is (Ke Xiang not to delete):**

### **For enhancing overall Student Experience**

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

Student Evaluation Surveys  
Feedback emails  
Dispute resolution process  
Student intervention

### **Co-Curricular Activities (CCA) Program**

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At ESIC, we believe in developing well-rounded individuals. Our CCA program offers diverse opportunities for students to explore interests, build friendships, and contribute to the community.

1. **Performance Arts**
2. **Fine Arts**
3. **Sports and Recreation**