



4. Student Support Services

a. New Students

- a. The School will provide the following services to ensure a smooth transition for students to the School:
 - i. Student Orientation programme

b. Current Students

- a. The School aims to provide all students with an academic education of the highest standards through the provision of these services:
 - i. Student Activities
 - ii. Orientation
 - iii. Study Club
 - iv. Library Access for References
 - v. College Portal
 - vi. Academic and Pastoral Counselling

c. Student Experience

- a. To enhance students' experience, the School provides the following services:
 - i. Student Surveys (Pre-Course Counselling and Orientation Satisfaction Survey, Student Satisfaction Survey, End of Course Survey, Graduate Survey)
 - ii. Feedback Forms (Refer to Section: Feedback Management)
 - iii. Dispute Resolution Process (Refer to Section: Dispute Resolution Process)
 - iv. Student Intervention (Refer to Sections: Student Conduct, Attendance and Learning)

d. Holistic Learning

- a. The School develops holistic programmes that are aligned and integrated to its overall student learning framework.
- b. The Student Learning Framework takes into accounts the following elements, and ensures that these elements are well integrated:
 - i. Values
 - ii. Formal Learning
 - iii. Informal Learning
 - iv. Curriculum
 - v. Academic Resources and Support
 - vi. Activities and Programmes.