



HANBRIDGE INSTITUTE

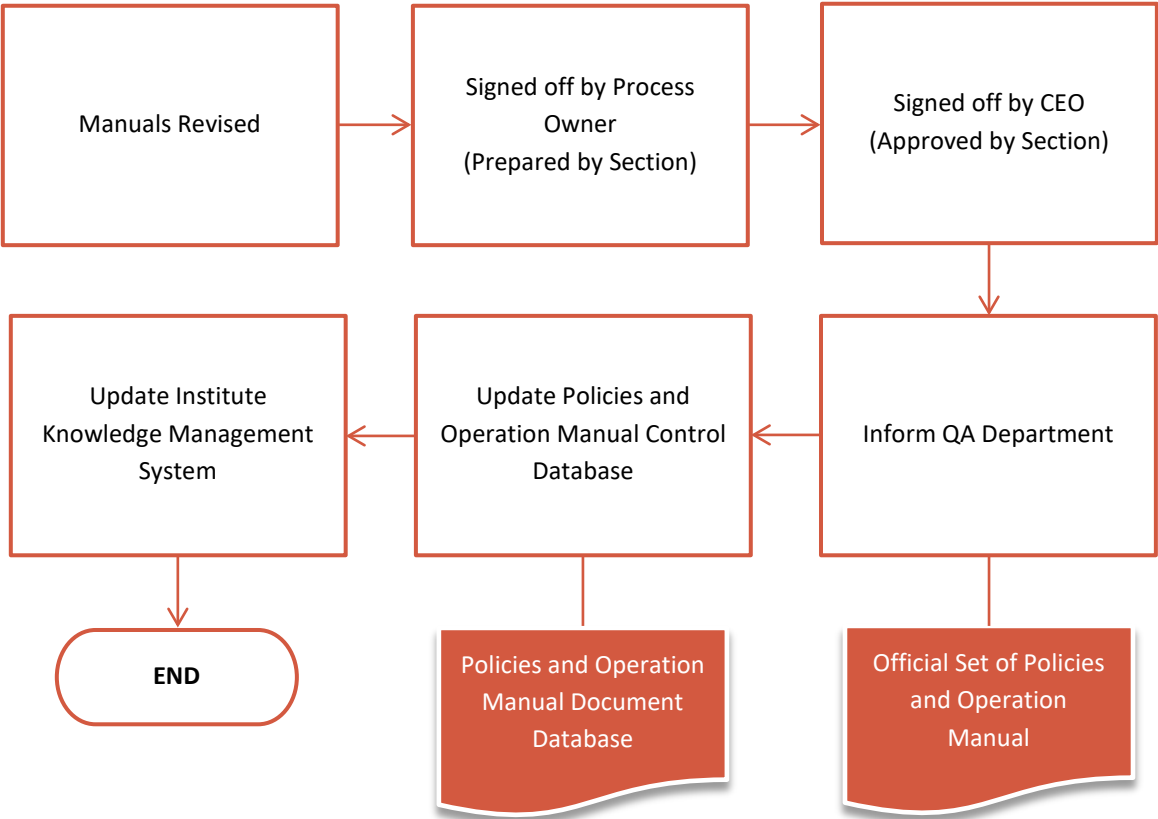
**OPERATION MANUAL**

**OM-0611-C4.5.1-02**

**STUDENT SUPPORT SERVICES**

1. Document Control Policy



One of the Institute’s Controlled Documents will include the Official Set of Policies and Operation Manuals (“Manuals”) that must be endorsed and approved by the Chairman of PMER Committee prior to its release to any stakeholders. Any revisions to the Manuals must be documented / reflected in the Revision History (Item 2) of this Manual and also in the Policy and Operation Manual Document Control Database. The flowchart below captures the approval process and their respective supporting documents.



## 2. Revision History

Version	Description	Effective Date
00	Initial Release	17 July 2019
01	<ul style="list-style-type: none"> <li>Changed logo</li> <li>Amended "School" to "Institute" throughout the manual</li> </ul>	18 March 2020
02	<ul style="list-style-type: none"> <li>Added Placement, Career Counselling and Alumni Support section</li> </ul>	20 November 2020

## 3. Document Signatory List

Responsibility	Name	Title	Signature
Prepared by	Sam Kok	Administration Manager	
Approved by	Alan Go	Chairman of PMER Committee	

Write-up: Process Details	Documentation & Responsibility
<p><b>Information on Student Support Services</b></p> <p>Students are informed of Student Support Services through the various stages. They are as such: -</p> <p><b>(1) Pre-Application Stage</b></p> <p>The list of Student Support Services is easily found on the Institute's Official Website.</p> <p><b>(2) Pre-Course Counselling Stage</b></p> <p>Students are informed of the Student Support Services at the Institute Office and once again upon arrival by the Course Consultant during pre-course counselling.</p> <p><b>(3) Post-Enrolment Stage</b></p> <p>All newly enrolled students are required to go through the Institute's orientation programme. This will include the list of Student Support Services that are available to them.</p> <p>The various platforms / materials or documents that should capture information on the Student Support Services (not limited to): -</p> <ul style="list-style-type: none"> <li>• Institute's Official Website</li> <li>• Student Handbook</li> <li>• Institute Noticeboard</li> </ul>	<p>Institute Official Website / Student Handbook / Institute Notice Board / Orientation Slides</p> <p>(Administrator)</p>
<p><b>1. Organizing Student Activities</b></p> <p>1.1. The Administrator 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 Administrator is to update the Activities Calendar.</p> <p>1.2. Notices and announcements on upcoming activities should be made known to the students notices around the institute.</p> <p>1.3. Activities are to be documented via photos, sign-up lists or Facebook events.</p>	
<p><b>2. Academic Support and Student Attendance</b></p> <p>2.1. These are covered in Operation Manual: Monitoring of Student Learning.</p>	
<p><b>3. Develop Holistic Programmes</b></p> <p>3.1. The Institute will develop holistic programmes that is aligned and integrated to its HOPE@Hanbridge Learning Framework.</p> <p>3.2. The HOPE@Hanbridge Learning Framework will need to take into account the following elements and to ensure that these elements are well integrated. The elements are as such: -</p>	<p>HOPE@Hanbridge Learning Framework</p> <p>(Academic Director)</p>

<ul style="list-style-type: none"> <li>• Culture of Learning</li> <li>• Teaching Approaches</li> <li>• Character Development</li> <li>• Learning Rigour</li> </ul>	
<p><b>4. Student Survey and Feedback</b></p> <p>4.1. These are covered in Operation Manual: External Feedback and Complaint Management System and Operation Manual: Process for Conducting Student Surveys.</p>	
<p><b>5. Placement, Career Counselling and Alumni Support</b></p> <p>5.1. Students may approach <b>Career Counsellors</b> for any queries and assistance in job placements.</p> <p>5.2. The <b>Career Counsellors</b> will be offering Basic Career Counselling which includes but is not limited to: -</p> <ul style="list-style-type: none"> <li>5.2.1. CV vetting and writing,</li> <li>5.2.2. Assisting students in recognizing how they are making decisions on career options,</li> <li>5.2.3. Linking to potential employers,</li> <li>5.2.4. Job Search suggestions,</li> <li>5.2.5. General Pastoral Counselling on struggles during job searching processes</li> </ul> <p>5.3. The Institute will also conduct Career Networking Sessions biannually whereby the <b>HR Department</b> will liaise with companies in the relevant industries.</p> <p>5.4. This may include Career Service Seminars conducted for all graduating students to give them industry updates and trends via sharing from invited companies.</p> <p>5.5. This networking sessions would also be made available to Alumni.</p>	
<p><b>6. Review of Student Support Services</b></p> <p>6.1. The <b>Independent Internal Process Auditor</b> will review the student support services process as part of his/her Internal Process Review, Audit, and Assessment of the Institute.</p> <p>6.2. In addition, the Process Owner will do a review of the process at least once a year to ensure that it is up to date and relevant.</p>	<p>IPRAA Report (Independent Internal Process Auditor)</p>