



HANBRIDGE INSTITUTE

Manual Code / Criterion	: C4.5.1
APSR Manual Title	: Student Support Services
Approved By	: Alan Go Chairman of PMER Committee

REVISION HISTORY

Version Number	Description of Revision	Effective Date
PM-0605-C4.5.1-06 Student Support Services Policy		
00	Initial Release	27 Mar 2017
01	<ol style="list-style-type: none"> 1. Changed Policy Title to Student Support Services Policy 2. Numbered the different sections (1-4) 3. Added in New Write-ups on Section 3: Communication of up-to-date Student Support Services and Programmes and Section 4: Programmes to develop students holistically 4. Amended Write-up on Objective 5. Added section 5 Evaluation and Review of Student Support Services and Programmes 	15 Jun 2017
02	<ol style="list-style-type: none"> 1. Removed "in accordance with CPE guidelines" in in medical insurance point 	28 Feb 2018
03	<ol style="list-style-type: none"> 1. Updated Document Signatory List 	27 Nov 2018
04	<ol style="list-style-type: none"> 1. Amended Department Coding from "0603" to "0605" 2. Removed General Information header and box 3. Removed signing date from Document Signatory List 4. Amended Approved By Name 5. Added point 3(b) on students are informed of the Student Support Services during pre-course counselling 6. Added point 3(c) on School's orientation programme will include list of Student Support Services available 	17 Jul 2019
05	<ol style="list-style-type: none"> 1. Added "Systems & Review" Table 	01 Dec 2019
06	<ol style="list-style-type: none"> 1. Changed logo 2. Amended "School" to "Institute" throughout the manual 	18 Mar 2020
OM-0611-C4.5.1-02 Student Support Services		
00	Initial Release	17 Jul 2019
02	<ol style="list-style-type: none"> 1. Changed logo 	18 Mar 2020

Version Number	Description of Revision	Effective Date
	2. Amended "School" to "Institute" throughout the manual	
03	1. Added Placement, Career Counselling and Alumni Support section	20 Nov 2020
C4.5.1 Student Support Services		
07	<ol style="list-style-type: none"> 1. Revamped Manual Formatting. 2. Combined Policy and Operation Manual <ol style="list-style-type: none"> a. PM-0605-C4.5.1-06 Student Support Services Policy b. OM-0611-C4.5.1-02 Student Support Services 3. Amended "Administration department" to "School Operations Department" in Point 1.a.iii. under Approach (Policy Manual) section. 4. Amended "List of Comprehensive Services Available in the Institute" to "List of Comprehensive Services and Programmes Available in the Institute" in Point 1.b. under Approach (Policy Manual) section. 5. Removed "Certified Counselor" under Point 1.b.ii. of Approach (Policy Manual) section. 6. Removed "Personalized" under Point 1.b.ii. of Approach (Policy Manual) section. 7. Removed "Principal – Student dialogue session" under Point 1.b.ii. of Approach (Policy Manual) section. 8. Added Point 1.b.iv. under Approach (Policy Manual) section. 9. Added "...and value-add to their learning experiences" to Point 1.d.i. under Approach (Policy Manual) section. 10. Amended "Facebook events" to "online social media" in Point 1.c. under Process (Operation Manual) section. 11. Amended "Operation Manual: Monitoring of Student Learning" to "Manual: Student Conduct and Attendance and Manual: Student Learning" under Point 2 of the Process (Operation Manual) section. 12. Added Point 4.a. under Process (Operation Manual) section. 13. Amended "Operation Manual: External Feedback and Complaint Management System and Operation Manual: Process for Conducting Student Surveys" to "Manual: Feedback and Complaint Management System and Manual: Process for Conducting Student Surveys" in Point 4.b. under Process (Operation Manual) section. 14. Amended "...approach Career Counsellors..." to "...approach appointed Career Counsellors..." in Point 5.a. under Process (Operation Manual) section. 15. Amended "Administrator" to "Marketing Executive" throughout the manual. 16. Removed Points 5.c., 5.d., and 5.e. under Process (Operation Manual) section. 	01 Sep 2023
08	<ol style="list-style-type: none"> 1. With the Addition of Student Union <ol style="list-style-type: none"> a. Amended Point 1.a. under Process (Operation Manual) section, from "The Marketing Executive is to plan activities 	30 Oct 2023

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	<p>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 Marketing Executive is to update the Activities Calendar” to “The Marketing Executive is to plan activities and/or events along with the input from the Student Union Committee throughout the year and input into Activities Calendar”.</p> <ul style="list-style-type: none"> b. Added Point 1.b. under Process (Operation Manual) section. c. Added Point 1.c. under Process (Operation Manual) section. <p>2. Addition of the Student Union Framework</p> <ul style="list-style-type: none"> a. Added a Note under Point 1.c. under Process (Operation Manual) section. 	

GD 4.0 REQUIREMENT STATEMENTS

1. Provide a range of student support services to meet the needs of students and enhance their educational experience.
2. Institute programmes to develop students holistically and value-add to their learning experiences.
3. Implement programmes and strategies to develop and promote students' education and career guidance and/or employability skills.
4. Communicate up-to-date information regarding student support services and programmes to students.
5. Evaluate and review the student support services and programmes for continual improvement.

APPROACH (POLICY MANUAL)

1. Student Support Services Policy
 - a. The core list of support services are:
 - i. Student handbook is given out to all newly enrolled students to orientate them on important information of the Institute.
 - ii. Medical Insurance coverage is provided to all enrolled students, via AXA 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 Institute to be able to opt-out).
 - iii. The School Operations Department handles / processes all student requests.
 - iv. Feedback form is easily available for students to provide valuable insights into helping the Institute to continually improve the student experience.
 - b. List of Comprehensive Services and Programmes Available in the Institute:
 - i. For all new students

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

 - 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

ii. For all Current & Enrolled Students

The Institute aims to provide all students with an academic education of the highest standards through the provision of these services: -

- Students' Outings and Activities
- Educational Tours
- Library Access for References
- Updates to parents on admission matters / students' progress which includes: -
 - Informing parents on student admission matters / services, including airport pick up, accommodation, etc.
 - Informing parents on student issues, including attendance rate, behavior, academic performance, etc.
- Student Progress Reports

iii. For enhancing overall Student Experience

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

- Monthly review of students' attendance
- Student Evaluation Surveys (Student Satisfaction Survey / Module Evaluation Survey / Graduate Survey / Pre-course Counselling and Orientation Satisfaction Survey / End of Course Survey)
- Feedback forms
- Dispute resolution process

iv. For Graduated Students

- Alumni Support

c. Communication of up-to-date Student Support Services and Programmes

- i. Communication of the list of student support services and programmes will be through the Student Handbook, Institute's official website and also notices given to students to create awareness of these programmes. These notices can be in the form of verbal communication and / or memo given to students.
- ii. Students are also informed of the Student Support Services at the Institute Office by the Course Consultant during pre-course counselling.

- iii. All newly enrolled students are also required to go through the Institute's orientation programme. This will include the list of Student Support Services that are available to them.
- d. Programmes to develop students holistically
 - i. Various models and frameworks would be created and continually reviewed to ensure that the Institute has sufficient programmes to develop students holistically and value-add to their learning experiences.
 - ii. The Institute'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.

To Note: This comprehensive list of student support services is not meant to be exhaustive. The Institute undertakes the responsibility to continually improve on ensuring that all students' welfare and needs are well taken care of and will do so by Institute-student engagements through the various student touch points as listed.

PROCESS (OPERATION MANUAL)

Information on Student Support Services

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 Institute's Official Website.

(2) Pre-Course Counselling Stage

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.

(3) Post-Enrolment Stage

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.

The various platforms / materials or documents that should capture information on the Student Support Services (not limited to): -

- *Institute's Official Website*
- *Student Handbook*
- *Institute Noticeboard*

1. Organizing Student Activities

- a. The Marketing Executive is to plan activities and/or events along with the input from the Student Union Committee throughout the year and input into Activities Calendar.
- b. Should there be any changes to the planned activities and/or events, the Marketing Executive is to update the Activities Calendar.
- c. The activities and/or events carried out for the year will be documented in the Strengthening of VMVC Report (all activities and events held) and Hanbridge Student Union Annual Report (activities and events held based on the Hanbridge Student Union Purpose Framework).

Note: Hanbridge Student Union (HSU) Purpose Framework provide the structure to cultivate a comprehensive and fulfilling education experience that goes beyond conventional academics , fostering students' intellectual, emotional, and cultural proficiencies, while also equipping them with leadership, social and professional aptitudes.

- d. Notices and announcements on upcoming activities should be made known to the students notices around the institute.

- e. Activities are to be documented via photos, sign-up lists or online social media.

2. Academic Support and Student Attendance

- a. These are covered in Manual: Student Conduct and Attendance and Manual: Student Learning.

3. Develop Holistic Programmes

- a. The Institute will develop holistic programmes that is aligned and integrated to its HOPE@Hanbridge Learning Framework.
- b. 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: -
 - i. Culture of Learning
 - ii. Teaching Approaches
 - iii. Character Development
 - iv. Learning Rigour

4. Student Survey and Feedback

- a. In ensuring that the Institute provides for an exceptional student experience and to continually review and improve its services and programmes, the School Operations Department would gather feedback from the Student Satisfaction Survey which include a component on rating the Student Support Services. Relevant action plans will be instituted to address identified issues and to improve the Student Support Services and Programmes as and when necessary.
- b. These are covered in Manual: Feedback and Complaint Management System and Manual: Process for Conducting Student Surveys.

5. Placement, Career Counselling and Alumni Support

- a. Students may approach appointed Career Counsellors for any queries and assistance in job placements.
- b. The Career Counsellors will be offering Basic Career Counselling which includes but is not limited to: -
 - i. CV vetting and writing,
 - ii. Assisting students in recognizing how they are making decisions on career options,
 - iii. Linking to potential employers,
 - iv. Job Search suggestions,
 - v. General Pastoral Counselling on struggles during job searching processes

SYSTEMS & REVIEW

1. The Process will be reviewed by Independent Internal Process Auditor through Internal Process Review, Audit, and Assessment of the Institute.
2. At least once a year, respective process owners are to conduct a review of their procedures as laid out in the Policy and Operation Manuals to ensure they are up to date and relevant.
3. Furthermore, the pre-course counselling service will be reviewed at least once a year through the Student Satisfaction Survey Analysis Report.

FORMS & TEMPLATES

1. Institute Official Website
2. Student Handbook
3. Institute Notice Board
4. Orientation Slides
5. HOPE@Hanbridge Learning Framework
6. Hanbridge Student Union Annual Report
7. IPRAA Report