

Write-up: Policy Details

Objective

The objective of this Policy is to detail down the comprehensive list of student support services offered by the School with the aim of enhancing student welfare. This will ultimately lead to adding exceptional value to students' overall educational experience through enriching programmes that are conducted in a conducive and supportive physical and psychosocial environment. This list of comprehensive support services will be reviewed periodically and taking into considerations the various feedbacks and comments provided both internally (by internal staffs) and externally (by students) to ensure continuous improvement to the provision of such services.

Responsibility

This Policy ensures that the range of student support services provided by the School is consistent with all CPE guidelines and requirements. Respective departments responsible for the provision of the various services as listed are to serve students in a timely manner and to ensure the highest level of service excellence provided. Respective department heads will also undertake the responsibility to review their range of support services so as to ensure that these services remain relevant in meeting the needs of all students.

Policy Statements

The core list of support services are:

- (a) Student handbook is given out to all newly enrolled students to orientate them on important information of the School
- (b) Medical Insurance coverage in accordance with the guidelines by CPE is provided to all enrolled students, via Liberty Insurance. 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)
- (c) The Student Services department that handles / processes all student requests.
- (d) Feedback form is easily available for students to provide valuable insights into helping the School to continually improve the student experience. Alternatively, students may send in their feedbacks to feedback@kingston.edu.sg.

List of Comprehensive Services Available in the School:

- (a) For all new students

The School 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

(b) 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:

- Certified Counselor
- Students' Outings and Activities
- Educational Tours
- Library Access for References
- 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.
- Student Progress Reports
- Principal – Student dialogue sessions

(c) For enhancing overall Student Experience

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

- Monthly review and feedback of students' attendance
- Student Evaluation Surveys (i.e. Student Satisfaction Survey / Module Evaluation / Student Satisfaction on Agent's Service Quality Survey etc.)
- Feedback forms
- Dispute resolution process

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.