

List of Student Support Services

Services	Details	Staff-In-Charge
Student Welfare	<ol style="list-style-type: none"> 1. Accommodation arrangements. 2. Student orientation program 3. Medical insurance coverage for hospitalization and related medical treatment for the entire course duration. 4. Arrange medical check-up. 5. Management of grievances. 6. Security Bond Banker's Guarantee. 7. Assist in Student's Pass application and collection. 8. Accompany the students to the exam venue. 	Administrative
Academic-related	<ol style="list-style-type: none"> 1. Special help in the form of extra lesson time or counselling for students who face difficulties in class. 2. Transfer/Withdrawal of course. 3. Issue Letter of Certification. 4. Issue Certificate of Completion. 	Academic
Administrative	<ol style="list-style-type: none"> 1. Student Pass Application/Renewal. 2. Replacement of Student's Pass upon loss. 3. FPS application. 4. Registration of external examinations (AEIS, O Levels, etc.). 5. Complaints/Dispute Resolution. 6. Refund of course fees. 7. Transfer/Withdrawal of course. 8. Assist in fee payment procedure. 	Administrative
Extra-curricular Activities	<ol style="list-style-type: none"> 1. Volunteer work at nursing home. 2. Green Club 3. Study Group. 	Administrative
Counselling Services	<ol style="list-style-type: none"> 1. Pre-course counselling. 2. Pastoral counselling. 3. Advice on future education path. 	Trained staff & agents (for pre-course counselling)
Health and Safety	<ol style="list-style-type: none"> 1. Fire drill. 2. CCTV safety monitoring. 3. Medical insurance claims. 4. First aid. 5. Emergency Help. 	Administrative