

List of Student Support Services

Services	Details	Dept-In-Charge
Student Welfare	<ol style="list-style-type: none"> Accommodation arrangements (long-term) Airport pickup Student orientation program Medical insurance coverage for hospitalization and related medical treatment for the entire course duration. Arrange medical check-up. Management of grievances. Security Bond Banker's Guarantee. Assist in Student's Pass application and collection. Accompany the students to the exam venue. 	Student Services
Academic-related	<ol style="list-style-type: none"> Special help in the form of extra lesson time or counselling for students who face difficulties in class. Transfer/Withdrawal of course. Issue Letter of Certification. Issue Certificate of Completion. 	Academic & Student Services
Administrative	<ol style="list-style-type: none"> Student Pass Application/Renewal. Replacement of Student's Pass upon loss. Vaccination notarisation FPS application. Registration of external examinations (CEQ, AEIS, O Levels, etc.). Complaints/Dispute Resolution. Refund of course fees. Transfer/Withdrawal of course. Assist in fee payment procedure. Arrangement for Bank Account Opening. 	Student Services
Extra-curricular Activities	<ol style="list-style-type: none"> Field Trip Study Group. 	Academic & Student Services
Counselling Services	<ol style="list-style-type: none"> Pre-course counselling. Pastoral counselling. Advice on future education path. 	Trained staff & agents (for pre-course counselling)
Health and Safety	<ol style="list-style-type: none"> Fire drill. CCTV safety monitoring. 	Student Services



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	<ol style="list-style-type: none">3. Medical insurance claims.4. First aid.5. Emergency Help by certified CPR & AED Officer	
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