



SIR MANASSEH MEYER

International School

C4.5.1 VERSION 06

STUDENT SUPPORT SERVICES

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GD4.0 REQUIREMENT STATEMENTS

1. Provide a range of student support services¹ to meet the needs of students and enhance their educational experience. (C4.5.1)
2. Institute programmes to develop students holistically² and value-add to their learning experiences. (C4.5.1)
3. Implement programmes and strategies to develop and promote students' education and career guidance and/or employability skills. (C4.5.1)
4. Communicate up-to-date information regarding student support services and programmes to students. (C4.5.1)

Notes:

1. Example of student support services: medical insurance, pastoral counselling, activities to promote well-being, close collaboration with parent/legal guardians for students under 18 years of age, financial assistance scheme, alumni support, accommodation advice and bonding activities.
2. Examples of holistic programmes: co-curricular activities, community involvement, student wellness and leadership development programmes.

APPROACH

- 1.1 The School would be responsible for ensuring the provision of a range of diverse student support services in meeting student needs and a good educational experience.
- 1.2 The range of student support services would also be communicated to both potential students/parents and current students/parents through the School's Official Website and also notices given to students/parents to create awareness of these programmes. This is to ensure that students/parents are aware of up-to-date information regarding the student support services and programmes.
- 1.3 As part of continual improvement, the School would evaluate and review the quality and effectiveness of the student support services and programmes that are provided through the parent survey mechanism.
- 1.4 The range of student support services listed in the Process Section will be part of the School's efforts to institute programmes that can develop students holistically (and not just academically), value add to their learning experiences and promote students' education.

PROCESS

1.1 The range of student support services developed would need to meet the needs of students, enhance their educational experience, and promote students' education.

1.2 The list of student support services and its process is listed as such: -

1.3 For New Students

- Individual and personalised long-distance calls to parents
- Visa / Student Pass Application
- Student / Parent Orientation Programme

1.4 For Current Students

- Medical Insurance for all enrolled students
- Parent Teacher Association
 - i. The school has an active Parent Teacher Association (PTA). Details of this are shared with new parents at the orientation. Parents can opt to join and become involved in building the school parent community and help to organise events for the school.
- Nutrition – Healthy Eating at SMMIS
 - i. The school has a kitchen on campus and provides freshly made, hot and healthy meals for students and staff every day.
- Certified Counsellor
 - i. The school has a school counsellor available to meet with students to support their emotional wellbeing. Students can be referred or self-refer.
- Special Educational Needs and Disabilities Coordinator (SENDCo)
 - i. The school has a Special Educational Needs and Disabilities Coordinator and department who oversee supporting students with any additional learning needs.
- Nurse
 - i. The school has a trained nurse on site during school days to attend to students and staff when required.
- Student Council
 - i. The **Student Council** is a student representative body set up to provide the students with a forum to discuss issues of their choice with School Management. School Management will also raise issues with the Council when necessary.

- Organising Students’ Outings, Educational Tours, After School Activities
 - i. Planning will be done at the start of the year for students. Notices and announcements on upcoming activities should be made known to the students notices around the school. Activities are to be documented via photos, sign-up lists, or Facebook events.
 - Academic Support
 - i. These are covered in [Manual: Student Learning](#)
 - Student Attendance
 - i. These are covered in [Manual: Student Conduct and Attendance](#)
 - Student Progress Reports
 - i. These are covered in [Manual: Student Learning](#)
- 1.5 The School will ensure that it develops holistic programmes for its student and enhance their experiences in the School.
- 1.6 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.
- 1.7 Potential students/parents and students/parents are informed of Student Support Services through the various stages:
- **Pre-Application Stage:** List of Student Support Services is found on the [School’s Official Website](#) and explained to potential parents/students during the school tour.
 - **Pre-Course Counselling Stage:** List of Student Support Services is communicated to potential students / parents by [Course Counsellors](#).
 - **Post-Enrolment Stage:** List of Student Support Services is communicated to students / parents during the Orientation Programme.
- 1.8 In ensuring that the School provides for an exceptional student experience and to continually review and improve its services and programmes, the School would gather feedback from the [Parent Satisfaction Survey](#) which includes a component on rating the Student Support Services and Programmes. Relevant action plans will be instituted to address identified issues and to improve the Student Support Services and Programmes as and when necessary. Reference should be made to [Manual: Parent & Student Satisfaction Survey](#).

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5. Evaluate and review the student support services and programmes for continual improvement. (C4.5.1)



APPROACH

- 1.1 The Process Owners will review their policies and processes at least once every two years for continual improvement as part of the Internal Review Process.
- 1.2 The Independent Internal Assessor will also review the policy and processes at least once a year during the Internal Assessment Process.

PROCESS

- 1.1 The Process Owners will review their policies and processes at least once every two years for continual improvement as part of the internal review through the Internal Review Report (Reference should be made to the Manual: Internal Assessment).
- 1.2 The Independent Internal Assessor will also review the policy and processes at least once a year during the Internal Assessment Process with details documented in the Internal Assessment Report (Reference should be made to the Manual: Internal Assessment).

Approving Authority:

Prepared By:	Name: LeeAnn Lee
	Designation: Head of Admissions & Marketing
Signature:	
Approved By:	Name: Elaine Robinson
	Designation: Principal
Signature:	

Revision History Table

Version 00	<p><u>Description:</u> Initial Release</p>
	<p><u>Effective Date:</u> 02 September 2019</p>
Version 01	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Removed xii. Principal – Student dialogue sessions from point 1.1 For all Current & Enrolled Students in Approach 2. Removed Student Satisfaction Survey and Pre-Course Counselling and Orientation Survey from point 1.2 ii Student Surveys in Approach 3. Amended Student Satisfaction Survey to Parent Satisfaction Survey in the Review and related process.
	<p><u>Effective Date:</u> 09 March 2020</p>
Version 02	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Amended Point 2.1 “Various models and frameworks would be created and continually reviewed to ensure that the School has sufficient programmes to develop students holistically” to “The School will ensure that it has sufficient programmes to develop students holistically” in the Approach section. 2. Amended Point 2.1 “The School will develop holistic programmes that is aligned and integrated to its overall student learning framework.” to “The School will ensure that it develops holistic programmes for its student and enhance their experiences in the School” in the Process Section 3. Amended Point 2.2 “The student learning framework will need to take into account the following elements and to ensure that these elements are well integrated. “ to “The student support services will need to take into account the following elements” in the Process Section
	<p><u>Effective Date:</u> 04 September 2020</p>

Version 03	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Amended language and sentence structure issues in the manual.
	<p><u>Effective Date:</u> 05 April 2021</p>
Version 04	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Revamp Manual based on GD4 Requirements. 2. Updated the list of student support services and its processes under Point 1.2 in the Process Section.
	<p><u>Effective Date:</u> 08 June 2023</p>
Version 05	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Updated SENCo to SENDCo in the Process Section.
	<p><u>Effective Date:</u> 04 August 2024</p>
Version 06	<p><u>Description:</u></p> <ol style="list-style-type: none"> 1. Updated the Review Section of the Manual.
	<p><u>Effective Date:</u> 09 May 2025</p>