

PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p>1. Disciplinary Procedures</p> <p>1.1 Management of Student Conduct</p> <ul style="list-style-type: none"> The student code of conduct is communicated to students through the orientation programme and student handbook. Lecturers or staff that have identified students that have poor conduct or have broken the student code of conduct will inform the Principal. Investigation is to be done to verify the validity of the allegation against the student, and if found to be valid, student is to be called in for counselling. The details of the counselling are to be recorded in the Academic/Pastoral Counselling Form. Where, it is a minor misconduct, the school will issue a warning letter to the student and inform the parent/guardian if the student is under 18 years old. Where a student receives 3 warning letters for misconduct, the student may be liable for suspension or expulsion, at the discretion of the Disciplinary Committee. For major misconduct, a Disciplinary Committee Hearing is to be convened. <p>1.2 Disciplinary Committee Hearing (If necessary)</p> <ul style="list-style-type: none"> The School's Principal shall act as the Chairman of the Disciplinary Committee and selected Management Team Members shall make up the members of the Committee. The Chairman shall explain the reasons for initiating such a session and ask the student to respond to the Committee's queries on attendance or any other disciplinary issues. The Disciplinary Committee shall then discuss the outcome of the case and put forth their recommendation to the CEO for his/her final approval. Upon approval, the Disciplinary Committee will issue a formal letter to the student, notifying him/her of the outcome. Appeals, if any, must be submitted within 3 working days of receipt of letter to the CEO. Following which, this process would follow the School's dispute resolution process as stated in the Manual: C2.6.1 Feedback Management. 	<p>Student Handbook (Student Services Department)</p> <p>Academic /Pastoral Counselling Form (Programme Executive)</p> <p>Warning Letter (Programme Executive)</p>
<p>2. Attendance Policy, Procedure and Information</p> <p>2.1 As set out in the Terms and Conditions of Student's Pass, Student Pass Holders who miss 7 consecutive days of class will be liable to have their student pass be cancelled with effect from the 8th day and the letter of cancellation will be emailed to the student via the email address registered with the School.</p>	

2.2 The following table for actions to be taken form part of the Student Attendance Policy.

Monthly Average Attendance rate	Action(s) to be Taken
< 90%	1st Warning Letter to be issued (Including failure to meet completion requirement reminder for courses with attendance requirement)
	2nd Warning Letter to be issued if there is no improvement in the attendance rate by the following month (Including termination from school reminder and if applicable, cancellation of student pass reminder)
	Final Warning Letter to be issued if there is no improvement in the attendance rate after the issuance of 2nd Warning Letter (Including Disciplinary board action and if applicable, Termination from School and Cancellation of Student Pass)

2.3 Students will be informed of the minimum attendance requirements and policy via student orientation and student handbook.

3. Student attendance taking and monitoring system

3.1 Before the start of the module, the **Programme Executive** is to print out the **Attendance Class List** and hand the list to the **Respective Lecturers** of each module.

3.2 **Lecturers** are to bring the **Attendance Class List** to each class to facilitate attendance taking, so that they are cognizant of the students who are enrolled in the class.

3.3 **Respective Lecturers** are responsible for marking their class' attendance, and will do so by using the following notation on the **Attendance Class List**:

- "1" for Present
- "0" for Absent
- "Ø" for Late
- "L" for Medical Certificate or Approved Leave

3.4 Proper Filing of Supporting Documents for Attendance Issues

- The **Programme Executive** is to ensure that students who have been marked with an "L" have accompanying **MCs / Approved Student Leave Application Forms**. These are to be filed in the **Student's P-File**.
- Either the **Programme Executive** or **Lecturers** should contact students who have been marked with a "0" to ascertain whether they have valid reasons to be absent from class. If they do, their attendance status may be changed to "L".
- **Completed Student Leave Application Forms** should be submitted to the **Programme Executive** before the start of the class that the

Attendance Class List
(Programme Executive)

MCs / Approved Student Leave Application Forms
(Programme Executive)

Student P-File
(Administrative Executive)

<p>student is being excused from, or within 3 working days of returning to class should there be extenuating circumstances. All MCs are to be submitted to the Programme Executive within 3 working days of returning to class.</p> <p>3.5 After each class, the respective Lecturers are to hand the Attendance Class List over to the Programme Executive for keying in of student attendance.</p> <p>3.6 Keying in of attendance into the Attendance Collation Sheet</p> <ul style="list-style-type: none"> • Upon consolidation of the supporting documents for students with attendance issues, the Programme Executive shall key in the student attendance into the Attendance Collation Sheet based on the Attendance Class List submitted by the Respective Lecturers. • Principal would then check the attendance input by the Programme Executive to ensure the accuracy of the attendance data. Thereafter, the Principal would then sign on the Attendance Class List to verify that they have checked the input in the Attendance Collation Sheet. • The Programme Executive would then file the Attendance Class List into an Attendance Record File for proper up-keeping. <p>3.7 Monthly Attendance Monitoring Report</p> <ul style="list-style-type: none"> • The Programme Executive is to prepare the Monthly Attendance Monitoring Report for management review purposes. The Principal will be responsible for informing Lecturers should the report highlight issues with students belonging to their classes. • The report should minimally include the following: - <ul style="list-style-type: none"> i. Attendance record for students with attendance issues (i.e. local students whose attendance fall below 75% and foreign students who attendance fall below 90%, for the month across all classes) ii. Actions to be taken based on discussion and review with relevant stakeholders (e.g. Principal, affected student) iii. List of students to be served Warning/Expulsion Letters iv. List of students to appear before the Disciplinary Committee v. List of students to be debarred from Examinations vi. Individual counselling sessions for identified students • The Monthly Attendance Monitoring Report will also include (on an annual basis) a section on evaluating the intervention measures to deem if they are effective. Action Plans will be created and / or intervention measures reviewed as and when necessary. • Monthly Attendance Monitoring Report can be integrated into any Meeting Minutes for streamlining of process. 	<p>Attendance Record File (Programme Executive)</p> <p>Monthly Attendance Monitoring Report (Programme Executive)</p> <p>Warning/Expulsion Letter (Programme Executive)</p>
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<p>4. Intervention Measures to help students with poor conduct or attendance</p> <p>4.1 Intervention measures that the School adopts are as such: -</p> <ul style="list-style-type: none"> • Students who have been identified to attend pastoral counselling must have their details recorded down in the Academic/Pastoral Counselling Form. The session is to be kept confidential. • For students that have been identified to attend Academic Counselling. They must have the session recorded in the Academic and Pastoral Counselling Record Form. A follow up session is to be scheduled to evaluate the effectiveness of the actions taken and to determine if there is improvement in the student. If the student does not meet the target, an additional sheet (appendix A) is to be filled out and attached. <p>4.2 For students who are to be served Warning Letters, the Programme Executive must send the letter to the student (or parent/guardian if the student is less than 18 years old) either by e-mail or in person. A copy of the Warning Letter should be filed in the Student's P-File for record-keeping purposes. In addition, the Principal may meet up with the parent/guardian to discuss about recurring student issues, if any.</p> <p>4.3 Based on the Monthly Attendance Monitoring Report, the Principal will submit the list of international students whose monthly attendance fell below 90% without valid reasons (i.e. marked as "0") to ICA by the 1st week of every month.</p>	<p>Academic/ Pastoral Counselling Form (Programme Executive)</p> <p>Student P-File (Programme Executive)</p>
<p>5. Evaluation of intervention measures for effectiveness and improvement</p> <p>5.1 Evaluation of intervention measures are a constant effort, where the intervention taken will be evaluated for effectiveness through the improvement of the particular student (attendance or conduct) in question.</p> <p>5.2 The need for intervention measures to be taken should be identified by the School and can consist of the following justifications (but not limited to).</p> <ul style="list-style-type: none"> • Failed 2 times continuously in one module • Persistent act of not submitting homework and / or assignments despite being noticed in advance • Persistent late coming • Inattentiveness in class • Poor attendance • Poor conduct <p>5.3 Reasons of counselling are first established and counselling is then carried out by a trained and / or assigned staff.</p> <p>5.4 During the counselling session, School counsellors will then need to establish actions and set interim targets based on what is needed for each individual student that is being counselled.</p>	

<p>5.5 Actions and Interim Targets are then set forth to chart out what kind of improvements are necessary and achievable.</p> <p>5.6 The intervention measure (i.e. Actions taken and Interim Targets set) is subject to the customization and skillset of the Counsellor based on the belief that there are no 2 identical human beings.</p> <p>5.7 The evaluation of whether the intervention measures are effective are done through the achievement of interim targets set, for example, attendance and / or certain areas of conduct has improved.</p> <p>5.8 Where positive redirection attempts fail, new intervention actions are to be formulated to help the student improve and this monitoring process would continue till the targets are met and the intervention measures are effective.</p> <p>5.9 The Academic /Pastoral Counselling Form is used to document the above-mentioned procedures with regards to intervention measures and its evaluation of effectiveness.</p> <p>5.10 As part of an overall evaluation of effectiveness of the intervention measure (i.e. Academic and Pastoral Counselling), the Academic Department would need to track the % of students meeting interim targets as part of the outcome.</p>	<p>Academic /Pastoral Counselling Form (Programme Executive)</p>
<p>6. Review of student disciplinary and attendance policies and procedures; and the student attendance taking and monitoring system</p> <p>6.1 The Student Conduct and Attendance process would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> • Internal review by respective process owners using the Internal Review Form • Internal assessment by Designated Independent Internal Auditor using the Internal Process Review, Audit and Assessment (“IPRAA”) Report 	<p>Internal Review Form / IPRAA Report (Process owners / Designated Independent Internal Auditor)</p>