

## PROCESS

Write-up: Process Steps & Details	Documentation / (Responsibility)
<p><b>1. Providing a range of student support services to meet the needs of students and enhance their educational experience</b></p> <p>1.1 The range of student support services developed would need to meet the needs of students and to enhance their educational experience.</p> <p>1.2 The comprehensive list of Student Support Services can be found in the Approach section.</p> <p>1.3 The list of student support services and its process is listed as such: -</p> <ul style="list-style-type: none"> <li>• Organizing Student Activities/ Educational Tours           <ul style="list-style-type: none"> <li>i. The <b>Student Services Department</b> is to plan activities through the year. Planning will be done at the start of the year and inputted into the <b>Activities Calendar- Engagement of Core Values Report</b>. Should changes need to be made, the <b>Head, Corporate and Student Services</b> is to update the <b>Activities Calendar</b>.</li> <li>ii. Notices and announcements on upcoming activities should be made known to the students in the form of verbal communication and / or memo when in the college.</li> <li>iii. Activities are to be documented via photos, sign-up lists or Facebook events.</li> </ul> </li> <li>• Academic Support           <ul style="list-style-type: none"> <li>i. These are covered in <b>Manual: GD4C5.4.1_01 Student Learning</b></li> </ul> </li> <li>• Student Attendance           <ul style="list-style-type: none"> <li>i. These are covered in <b>Manual: GD4C4.6.1_01 Student Conduct and Attendance</b></li> </ul> </li> </ul>	<p><b>Activities Calendar – Engagement of Core Values Report (Head, Corporate and Student Services)</b></p>
<p><b>2. Institute programmes to develop students holistically and enhance their experiences</b></p> <p>2.1 The College will develop holistic programmes that is aligned and integrated to its overall student learning framework.</p> <p>2.2 The student learning framework will need to take into account the following elements and to ensure that these elements are well integrated. The elements are as such: -</p> <ul style="list-style-type: none"> <li>• Values</li> <li>• Formal learning</li> <li>• In-formal learning</li> <li>• Curriculum</li> <li>• Academic Resources and Support</li> <li>• Activities and Programmes</li> </ul>	<p><b>Student Learning Framework (Principal)</b></p>

<p>2.3 The College’s Continual Improvement Cycles and its elements, including the annually done <a href="#">Continual Improvement Work Plan</a> would also act as a platform to incorporate the need and objective to develop students holistically. <a href="#">Reference to Manual: GD4C6.3.1_01 Innovation and Continual Improvement</a></p>	
<p><b>3. Implement programmes and strategies to develop and promote students’ education and career guidance and/or employability skills</b></p> <p>3.1 The <b>Student Services Department</b> is to implement programmes and strategies to develop and promote students’ education and career guidance and/or employability skills through:</p> <ul style="list-style-type: none"> <li>• Career Counselling Workshops</li> <li>• Industrial Attachment Briefing</li> <li>• Alumni Sharing (Milestone Ceremony)</li> </ul> <p>I. The <b>Student Services Department</b> is to plan these programmes through the year. Planning will be done at the start of the year and inputted into the <a href="#">Activities Calendar – Engagement of Core Values Report</a>. Should changes needed to be made, the <b>Head, Corporate and Student Services</b> is to update the <a href="#">Activities Calendar</a>.</p> <p>II. The programmes should be made known to the students in the form of verbal communication and / or memo when in the college.</p> <p>III. These programmes are to be documented via photos.</p> <p>3.2 Each time a programme is conducted, the <b>Student Services Department</b> is required to present the students with the <a href="#">Student Activity Satisfaction Survey</a> to assess the programmes’s impact and identify areas of improvement.</p>	<p><a href="#">Activities Calendar – Engagement of Core Values Report</a> (<b>Head, Corporate and Student Services</b>)</p> <p><a href="#">Student Satisfaction Survey</a> (<b>Student Services Executive</b>)</p>
<p><b>4. Communicate up-to-date information regarding student support services and programmes to students</b></p> <p>4.1 Students are informed of Student Support Services through the various stages. They are as such: -</p> <p>(1) Pre-application stage</p> <ul style="list-style-type: none"> <li>• The list of Student Support Services is easily found on the <a href="#">College’s Official Website</a>.</li> </ul> <p>(2) Pre-course counselling stage</p> <ul style="list-style-type: none"> <li>• Students are informed of the Student Support Services at the Sales office and once again upon arrival by the Designated Staff or Approved Recruitment Agents during pre-course counselling.</li> </ul> <p>(3) Post-enrolment stage</p>	<p><a href="#">College Official Website/Student Handbook</a> (<b>Head, Business Development/Head, Corporate and Student Services</b>)</p>

<ul style="list-style-type: none"> <li>All newly enrolled students are required to go through the college's orientation programme. This will include the list of Student Support Services that are available to them.</li> </ul> <p>4.2 The various platforms / materials or documents that should capture information on the Student Support Services (not limited to): -</p> <ul style="list-style-type: none"> <li>College's Official Website</li> <li>Student Handbook</li> </ul>	
<p><b>5. Reviewing the student support services and programmes for continual improvement</b></p> <p>5.1 The review and the evaluation of effectiveness of the student support services and related programmes would be assessed through the outcomes as stated under the Systems and Review Section of this Manual.</p> <p>5.2 Actions, including improving and / or changing any of the student support services and related programmes should be taken as and when necessary as based on the review and evaluation that is undertaken (i.e. through the survey ratings and relevant analysis provided).</p> <p>5.3 The student support services and programmes process would be reviewed through the following platforms: -</p> <ul style="list-style-type: none"> <li>Internal review by respective <b>Process Owners</b> using the <b>Internal Review Form</b></li> <li>Internal assessment by <b>Designated Independent Internal Process Auditor</b> using the <b>Internal Process Review, Audit and Assessment ("IPRAA") Report</b></li> </ul>	<p>Internal Review Form / IPRAA Report (Process Owners / Designated Independent Internal Process Auditor)</p>

## SYSTEMS & REVIEW

S/N	<b><u>SYSTEMS</u></b> (Desired outcomes for integrated processes)	<b><u>REVIEW</u></b> (Outcome indicators for evaluation of effectiveness of related Approach, Process and System)	Related processes that are integrated that leads to a desired outcome.
1	The range of student support services and Programmes provided are able to meet the needs of students and enhance their educational experiences.	a. Overall average category rating (Student Satisfaction Survey) – Student Support Services	<ul style="list-style-type: none"> <li>• Process for Student Support Services</li> <li>• Process for Student Satisfaction Survey</li> </ul>