

List of the Student Support Service

S/N	Type of Service	Responsible Department
1)	<p>Pre-Course Counselling</p> <p>In pre-course counselling to prospective students following areas are a must to be explained by the recruitment staff and/or external recruitment agents with up-to-date information in addition to the requirements stipulated in the Private Education Regulations before students enter into any form of commitment:</p> <ul style="list-style-type: none"> ● School's location(s) and a general description of the facilities and Infrastructures; ● Application requirements and procedures; ● Course counseling to match the aspirations of the prospective students with the course learning outcomes; ● Type of certification awarded at the end of the course (certificate/diploma/advance diploma/degree/master/PhD etc); ● Opportunities for further education after graduation or job prospect after graduation; ● Total payable fee throughout the course duration. Fee must be transparent so that there are no hidden costs; ● FPS adopted by the school payment methods and Schedule; ● Student contract clauses; ● Refund policy; ● Transfer and Withdrawal/ Deferment policy; ● Students' support services; ● Course admission requirements and any exemption (if applicable); ● Course modules and outlines; ● Course duration and assessment schedules; ● Promotion and award criteria, including any special condition; ● Inform students that those who are on STP are not permitted to work; ● Explicit information on "No Cash Money" to be given to any MAGES appointed agent or staff; <p>Reference to CPE official website (www.ssg.gov.sg) for more details; etc.</p> <p>For international students, additional information must be provided for the following areas:</p> <ul style="list-style-type: none"> ● Relevant Singapore laws especially those relating to ICA and Ministry 	BD

	<p>of Manpower (MOM). This include, but are not limited to, immigration requirements, laws on driving, drugs and alcohol abuse, employment, smoking, traffic and littering;</p> <ul style="list-style-type: none"> ● Visa and student's pass application requirements and procedures; ● Advice on personal and medical insurance; ● Advice on accommodation and the cost of living; ● General healthcare services in Singapore; and ● English language proficiency requirement (if applicable). 	
2)	<p>Student Admission Related Services:</p> <ul style="list-style-type: none"> ● Ensure the complete submission of application documents ● Verify true copy of the documents submitted 	SSA
3)	<p>Airport transfer facility and standby accommodation</p> <p>Airport transfer facility and standby accommodation will be provided upon student request at the initial joining time and at the time of course completion, details of which shall be disseminated to the students at the required time.</p>	SSA
4)	<p>Student Orientation programme</p> <ul style="list-style-type: none"> ● Briefing about the Institution and its various policies ● Briefing about Singapore infrastructure ● Providing Hands-on experience to the international students by facilitating a city tour for them under the guidance of a trained supervisor ● Disseminate and reiterate important course information , academic policy and other information ● Inform students that those who are on STP are not permitted to work ● inform students of their rights (this shall include internal and external grievance and dispute resolution procedures, fee protection scheme, reference to CPE's official website ● Inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions; and ● Give details of the organization awarding the certificate (if and when applicable) 	SSA
5)	<p>Course counseling services</p> <ul style="list-style-type: none"> ● Assessing prospective students' educational needs based on their proficiencies; ● Providing appropriate guidance and advice on the suitability of the courses available; ● Providing career guidance relating to the courses available 	SSA
6)	<p>Pastoral counselling</p> <ul style="list-style-type: none"> ● providing emotional support for students to help them cope with mental stress relating to a new environment or course demands; ● implementing programmes to create a culture and climate of care, 	SSA/ Internal Counsellor/

	<p>trust and friendliness that encourage student attendance and involvement; etc</p> <p>Basic pastoral counselling, if needed, is provided by the SSA and Academic Director in the first instance. Internal counselors and appointed healthcare professionals will be engaged to assist students who are facing difficulties or requires support. Our Counselors will ensure that students are coping well during their stay and have easy access to a person they can speak to for advice.</p> <p>In case of needs, students are encouraged to get the professional help from the following Voluntary Free Counseling Services in Singapore:</p> <ul style="list-style-type: none"> a. SOS (Samaritans of Singapore) -1800 221 4444 b. The Counseling Place -6887 3695 c. CareCorner Singapore -1800 3535800 d. Family Life Society -6488 0278 e. ComCare Hotline -1800 2220000 (24 Hours daily service) f. National Care Hotline – 1800 2026868 <p>For other Helplines and mental health-related support</p> <ul style="list-style-type: none"> - go.gov.sg/hotlines (BELLE, Beyond the Label helpbot) - www.msf.gov.sg/Pages/Contact-Us.aspx 	Helplines
7)	<p>Mentor Facility</p> <ul style="list-style-type: none"> ● Mentor facility shall be given to the students to guide them through the initial period and through the period of study at the institute 	SSA
8)	<p>Medical Insurance</p> <ul style="list-style-type: none"> ● Medical insurance coverage for hospitalization and related medical treatment for the entire course duration. ● Students shall be given an original copy of the medical insurance policy stating clearly the policy’s terms and conditions, the claim procedure, any exclusion, etc. <p>Exemption for Singaporean/PR students shall be applicable if they are already covered by their own medical insurance plan. Minimum features/coverage for medical insurance (may be group or individual)</p>	SSA

	<p>shall be:</p> <p>i.annual limit not less than S\$20,000.00 per student; ii.at least B2 ward (in government and restructured hospitals); and iii.24 hours coverage in Singapore and overseas (if student is involved in school-related activities).</p>	
9)	<p>Medical Care & Injuries</p> <ul style="list-style-type: none"> In a medical emergency, MAGES may authorize a qualified medical examination or emergency treatment for you, as may be necessary. The school will contact the student’s parents or legal guardian to obtain further authorization when time and situation permits. 	SSA
10)	<p>Health Promotion Programmes</p> <p>MAGES Institute of Excellence would organize Health Promotion Programmes for the students as and when required.</p>	SSA
11)	<p>Library Facilities and Study Areas</p> <ul style="list-style-type: none"> In order to give the students a motivating environment and help them get a holistic learning experience MAGES Institute of Excellence would be providing library facilities and Study Areas to support our students’ learning process. MAGES Institute of Excellence would provide online e-journals books database access to the students for research and project work. 	SSA
12)	<p>Wireless Internet Connection</p> <ul style="list-style-type: none"> MAGES Institute of Excellence would provide a Wireless Internet facility to the students for research and project work. 	SSA
13)	<p>Academic Assistance</p> <ul style="list-style-type: none"> MAGES would be conducting extra classes (outside the normal study hours where applicable) for students who require extra coaching in the subjects form the foundation of the various courses to be taught. 	SSA
14)	<p>Field Trips, Sports and Events</p> <ul style="list-style-type: none"> This will expose students to the multicultural and creative aspects of studying in Singapore while providing a variety of experiences for the students. Active students can also opt to participate in competitions and sports events to enhance their physical well-being. 	SSA
15)	<p>Mentorship</p> <p>Students can opt to join in our scheduled industry visits and gain valuable advice from industry mentors.</p>	SSA
16)	<p>Holistic enrichment programmes</p> <ul style="list-style-type: none"> Various models and frameworks would be created and continually reviewed to ensure that the School has sufficient programmes to 	SSA/ Management Committee /Academic

	<p>develop students holistically.</p> <ul style="list-style-type: none"> • The Community Involvement Programme (CIP) provides students with the opportunity to participate in meaningful activities which contribute to the community. It aims to nurture a sense of social responsibility and help students understand that everyone can play a part in bettering the community. • At MAGES, the Management Committee and Academic Director will play an active part in identifying organisations they wish to work with for their CIP. The type of volunteer work differs according to the project chosen or the organization chosen to carry out the activity. 	Director
17)	<p>Career guidance programmes</p> <p>Career guidance programme to assist students to proceed to higher education programme and career pathway progress.</p>	SSA
18)	<p>Feedback Channels</p> <ul style="list-style-type: none"> • MAGES provides a comprehensive framework for students to provide feedback to the management. Students can email to our Management direct through our website, arrange for sharing sessions, give their inputs to the Academic Director, and also contact CPE for resolutions to complaints. 	SSA