

## List of Student Support Services

S/N	Type of Service	Responsible Department
1.	<p><b>Pre-Course Counselling</b></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"> <li>● School's location(s) and a general description of the facilities and Infrastructures.</li> <li>● Application requirements and procedures.</li> <li>● Course counselling to match the aspirations of the prospective students with the course learning outcomes.</li> <li>● Type of certification awarded at the end of the course (certificate/diploma/advance diploma/degree/master/PhD etc).</li> <li>● Opportunities for further education after graduation or job prospect after graduation.</li> <li>● Total payable fee throughout the course duration. Fee must be transparent so that there are no hidden costs.</li> <li>● FPS adopted by the school payment methods and Schedule.</li> <li>● Student contract clauses.</li> <li>● Refund policy.</li> <li>● Transfer and Withdrawal/ Deferment policy.</li> <li>● Students' support services.</li> <li>● Course admission requirements and any exemption (if applicable).</li> <li>● Course modules and outlines.</li> <li>● Course duration and assessment schedules.</li> <li>● Promotion and award criteria, including any special condition.</li> <li>● Inform students that those who are on STP are not permitted to work.</li> <li>● Explicit information on "No Cash Money" to be given to any MAGES appointed agent or staff.</li> <li>● Reference to SSG official website (<a href="http://www.ssg.gov.sg">www.ssg.gov.sg</a>) for more details; etc.</li> </ul> <p>For international students, additional information must be provided for the following areas:</p> <ul style="list-style-type: none"> <li>● Relevant Singapore Laws especially those relating to ICA and Ministry of Manpower (MOM) such as immigration, no permission to work in Singapore while holding Student Pass or attend an industrial attachment/internship programme (whether paid or unpaid) without a valid work pass issued by MOM, Visas, Student Pass (STP) application requirements and procedures.</li> <li>● Other Relevant Singapore Laws from Singapore Police Force (SPF), Health Promotion Board (HPB), Ministry of Social and Family Development (MSF)</li> </ul>	BD

S/N	Type of Service	Responsible Department
	<p>include, but are not limited to driving, drugs/vaping and alcohol abuse, employment, smoking, traffic, littering, scams, crime prevention, family and domestic abuse and violence, sexual harassment, etc.</p> <ul style="list-style-type: none"> <li>● Advice on personal and medical insurance.</li> <li>● Advice on accommodation and the cost of living.</li> <li>● General healthcare services in Singapore; and</li> <li>● English language proficiency requirement (if applicable).</li> </ul>	
2.	<p><b>Student Admission Related Services:</b></p> <ul style="list-style-type: none"> <li>● Ensure the complete submission of application documents.</li> <li>● Verify true copy of the documents submitted.</li> </ul>	SSA
3.	<p><b>Airport Transfer Facility and Standby Accommodation (Upon Request)</b></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><b>Student Orientation Programme</b></p> <ul style="list-style-type: none"> <li>● Briefing about the Institution and its various policies</li> <li>● Briefing about Singapore infrastructure</li> <li>● Providing Hands-on experience to the international students by facilitating a city tour for them under the guidance of a trained supervisor</li> <li>● Disseminate and reiterate important course information, academic policy and other information.</li> <li>● Inform students that those who are on STP are not permitted to work.</li> <li>● Inform students of their rights (this shall include internal and external grievance and dispute resolution procedures, fee protection scheme, reference to SSG's official website</li> <li>● Inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions; and</li> <li>● Give details of the organization awarding the certificate (if and when applicable).</li> <li>● Inform students where they can get help when dealing with other relevant Singapore Laws.</li> </ul> <p><u>Scam</u></p> <p>24/7 Scam Shield Helpline @ 1799</p> <p><u>Crime Prevention</u></p> <p>Non-emergency Police Hotline: 1800-255 0000</p> <p>Emergency Police Hotline: 999 / SMS 71999</p>	SSA

S/N	Type of Service	Responsible Department
	<p><a href="http://www.police.gov.sg">www.police.gov.sg</a></p> <p><a href="http://www.ncpc.org.sg">www.ncpc.org.sg</a></p> <p><u>Smoking and Vaping</u></p> <p>HPB QuitLine: 1800-438 2000</p> <p>Stop Vaping Microsite (<a href="https://www.gov.sg/stopvaping">https://www.gov.sg/stopvaping</a>)</p> <p><u>Abuse</u></p> <p><a href="http://www.msf.gov.sg/what-we-do/break-the-silence">www.msf.gov.sg/what-we-do/break-the-silence</a></p> <p>National Anti-Violence and Sexual Harassment Helpline: 1800-777 0000</p>	
5.	<p><b>Pastoral Counselling</b></p> <ul style="list-style-type: none"> <li>● Providing emotional support for students to help them cope with mental stress relating to a new environment or course demands.</li> <li>● Implementing programs to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement; etc.</li> </ul> <p>Basic pastoral counselling, if needed, is provided by the SSA and Academic Director in the first instance. Internal counsellors and appointed healthcare professionals will be engaged to assist students who are facing difficulties or require support. Our Counsellors 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 Counselling Services in Singapore:</p> <ol style="list-style-type: none"> <li>a) SOS (Samaritans of Singapore) -1800 221 4444</li> <li>b) The Counselling Place -6887 3695</li> <li>c) CareCorner Singapore -1800 3535800</li> <li>d) Family Life Society -6488 0278</li> <li>e) ComCare Hotline -1800 2220000 (24 Hours daily service)</li> <li>f) National Care Hotline – 1800 2026868</li> </ol> <p>For other Helplines and mental health-related support - <a href="http://go.gov.sg/hotlines">go.gov.sg/hotlines</a> - <a href="http://www.msf.gov.sg/Pages/Contact-Us.aspx">www.msf.gov.sg/Pages/Contact-Us.aspx</a></p>	SSA/  Internal Counsellor/  Helplines
6.	<p><b>Mentor Facility</b></p> <ul style="list-style-type: none"> <li>● Students can opt to join in our scheduled industry visits and gain valuable advice from industry mentors.</li> <li>● Mentor facility shall be given to the students to guide them through the initial period and through the period of study at MAGES.</li> </ul>	SSA
7.	<p><b>Medical Insurance</b></p>	SSA

S/N	Type of Service	Responsible Department
	<p>Medical insurance coverage for hospitalization and related medical treatment for the entire course duration.</p> <p>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> <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) shall be:</p> <ul style="list-style-type: none"> <li>○ annual limit not less than S\$20,000.00 per student.</li> <li>○ at least B2 ward (in government and restructured hospitals); and</li> <li>○ 24 hours coverage in Singapore and overseas (if student is involved in school-related activities).</li> </ul>	
8.	<p><b>Medical Care and Injuries</b></p> <ul style="list-style-type: none"> <li>● In a medical emergency, MAGES may authorize a qualified medical examination or emergency treatment if necessary. The school will contact the student's parents or legal guardian to obtain further authorization when time and situation permit.</li> </ul>	SSA
9.	<p><b>Wireless Internet Connection</b></p> <p>MAGES would provide a Wireless Internet facility to the students for research and project work.</p>	SSA
10.	<p><b>Library Facilities and Study Areas</b></p> <ul style="list-style-type: none"> <li>● In order to give the students a motivating environment and help them get a holistic learning experience, MAGES would be providing library facilities and Study Areas to support students' learning process. MAGES would provide online e-journals books database access to the students for research and project work.</li> </ul>	SSA
11.	<p><b>Academic Assistance</b></p> <ul style="list-style-type: none"> <li>● 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.</li> </ul>	SSA
12.	<p><b>Field Trips</b></p> <ul style="list-style-type: none"> <li>● 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.</li> </ul>	SSA
13.	<p><b>Holistic Enrichment Programs</b></p> <p>Various models and frameworks would be created and continually reviewed to ensure that the school has sufficient programmes to develop students holistically.</p> <p>The Community Involvement Program (CIP) provides students with the opportunity to participate in meaningful activities which contribute to the community. It aims to</p>	SSA/ Management Committee /Academic Director

S/N	Type of Service	Responsible Department
	<p>nurture a sense of social responsibility and help students understand that everyone can play a part in improving the community.</p> <p>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.</p>	
14.	<p><b>Career Guidance and Soft Skills Programs</b></p> <p>At MAGES, Academic Department staff organize Master Classes, Game Days, Meet and Mingle Events and encourage students to participate in competitions and to volunteer in community involvement projects. This will equip students with the skills necessary to step into their professional roles confidently and competently. bridge the gap between academic learning and industry exposure, enhancing their understanding of career possibilities. SSA Collects feedback on Academic Support and Student support provided using the Student Service Feedback Form.</p>	SSA/ Management Committee /Academic Director
15.	<p><b>Feedback Channels</b></p> <p>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 SSG for resolutions to complaints.</p>	SSA

**Reference to SSG official website for more details:** SSG website: [www.ssg.gov.sg](http://www.ssg.gov.sg)