



Student Support Services and Programs

1. PURPOSE

1.1 Student support services are defined as services that the school provides to its students.

1.2 The school aims to provide up-to-date information regarding all student support services available through various means such as face-to-face communication or digital notifications via electronic devices to both parents and students alike.

1.3 The staff in 5 Steps Academy provide support through prevention, intervention, transition and follow-up services for students and families.

2. SERVICES

2.1 *Counselling:*

A child's emotional and mental wellbeing is equally as important as their physical wellbeing. The school recognises this and offers counselling sessions to students who require it. Utilising small office spaces within the compound, the school aims to create a comfortable space for the students to be in and encourages them to speak their minds. Unless completely necessary for parents to know, the school keeps a strict confidentiality policy regarding the exchange between the student and counsellor.

2.2 *Career Guidance:*

Every child develops an interest in various fields as they grow, and the school aids in preparing them with the right mindset of what occupational requirements are necessary for the respective fields. The staff offer insights into what crucial skills and knowledge are essential and what areas of improvement need to be focused on for their academic excellence.

2.3 *Financial Assistance Scheme:*

Not every child has the privilege of growing up in a financially stable and well-to-do household, and the school recognises this as a potential setback for hopeful applicants looking to join the 5 Steps journey. Therefore, financial relief is applicable for families that meet the stipulated criteria up to a certain percentage in areas such as transportation fees, chartering fees and monthly school fees.



2.4 Bonding Activities:

Social interaction is one of humanity's basic needs, and it applies to every human being regardless of age. Therefore, the school organises activities that build positive relationships amongst the students to preserve and promote this. Such activities include 'Family Day' outings and educational field trips. Through these different activities, the students are prompted to participate openly and communicate with their peers to foster healthy personal relationships that will help them grow as socially adept persons and reflect on their moral values as they deal with the challenges that come with clashing personalities. However, all bonding activities have been suspended in light of the Covid-19 pandemic and will resume when the situation has improved enough according to governmental standards.

2.5 Close Collaboration with Parents/Guardians:

The school believes in keeping an open communication system with parents to ensure transparency regarding the student and the school's policies. By adopting such a method, the school aims to improve the teacher-parent relations and student-parent relations. Parents are kept in the loop on their children's progress and can expect regular updates as and when necessary or enquired. During discussions, the students are given a chance to speak and provide their input so that the teachers and parents are aware of what they feel or think. Using the information exchanged, the teachers will be able to craft better their study plan for the individual students to maximise efficiency and results.

2.6 Insurance Coverage:

Accidents and unforeseen circumstances can occur when we least expect them; thus, it is pertinent for us to ensure that the students have up-to-date health coverage plans that protect them in such events. Therefore, the school ensures that every student is covered with basic personal accident and hospitalisation coverage needs. Parents can rest assured that when an accident occurs in school, the school will process the relevant documentation for claims and cover the cost involved in advance.

2.7 Accommodation Advice:

For international students without a local place of residents, the school can assist in sourcing and comparing accommodations. Such accommodations may include but are not limited to student residences, hostels, private room rentals with landlords. In addition, the school will serve as the liaison and third party for all legal documents, if necessary, and work towards giving the student the best possible experience. Finally, if the residence is a considerable distance from the school campus, transportation can be arranged to pick up and drop off the student for their daily classes, if desired.



5 Steps Academy prides itself in its efforts to support the students in whatever way it can, to the best of its abilities. The school is continuously adapting to the changing environment and aims to bring new and improved services to the students.

A student's school life does not revolve solely around academic excellence; many other factors also come into play. Ensuring that the students have the best possible exposure to aid and benefits that the school can provide is pertinent to achieving their optimal growing environment.

Aside from academics, the school focuses on building the students up and preparing them for life past graduation. Realistically, there will be things that cannot be taught in books and must be learnt through experience. As such, the school hopes to help the students achieve this as they grow along their journey with 5 Steps Academy.