



MARKETING
INSTITUTE OF
SINGAPORE
Training Centre

Student Support Services

1 Academic department, Student Admin (SA) and Student and Alumni Affairs (SAA) will jointly conduct the orientation package for all new students. The orientation will cover topics ranging from information about the school, important academic information, common administrative matters (course deferment/extension criteria and procedures), student affairs, pastoral care and basic information on living in Singapore for the international students. The session and documents given to the students will inform students of their rights and the details of the university awarding their certificate.

2 SAA department will provide a list of guidelines for international students seeking accommodation in Singapore. The guidelines will cover the recommended price range, hostels and agents' contacts, housing regulations and tenancy agreement clarifications. Students are able to contact SAA for more information when required.

3 The SA department is responsible for the administration of the Student Financial Assistance and other administrative services ranging from leave and withdrawal application to letter of certification.

4 Students facing financial difficulties are able to apply for the Payment Extension scheme before the start of class. The scheme will allow students to pay their school fees in installments. This is subjected to approval with the submission of relevant supporting documents.

5 The Student and Alumni Affairs (SAA) department is responsible for health and counseling. Regular health talks will be conducted for students. Topics will range from smoking cessation, health dietary habits and stress management to name a few. Professional counseling services will be provided for all students who require the service. For students requiring specialist health services or other external agencies' assistance, SAA will arrange for the necessary referral.

6 Career services like career talks are conducted at regular interval to broaden student's knowledge about prospective careers. Internship opportunities, subjected to offers by companies are available for students.

7 Student activities like sports, games, community service and skill-based learning programs will be organised by SAA jointly with student leaders for students to develop their non-academic interests and for the honing of leadership

and deepen social network built in school. Examples of activities include Dance, Dragonboat and Life-Saving courses.

8 The Students' medical insurance coverage will form part of the students' education package. It will be administered by the Admission department to cover unforeseen circumstances. The annual limit is at no less than S\$20,000 per student, in at least a B2 ward in Singapore Government or restructured hospital. It will be 24 hours coverage in Singapore and overseas if student is involved in school-related activities. Students will receive the original copy of the medical insurance policy stating the policy details.

9 MISTC offers well furnished classrooms and learning environment. Computer labs are provided for students doing their assignment or research. In terms of connectivity, the whole campus is served by free wireless internet network to cater for students using laptops. Vending machines and beverage dispensers are provided for the students in the campus compound. A centralised canteen also serves the students during office hours. MISTC library is also open during all school days to provide resources and a quiet environment for self study. Project discussion areas are opened to students for their project discussion and group work.

10 The Academic department within the context of Student Support Services will render academic support to students needing assistance in coping with their studies and meeting the required academic standing. Students who need additional help on an assignment or topic covered earlier is free to consult the module lecturer after the lesson ends or alternatively to fix an appointment for consultation on another day agreed by both parties. In the event where help or advice is needed, by a group of students, for a supplementary examination paper, the module lecturer may provide extra coaching and examination briefing in a classroom context. In addition to face-to-face communication, students may also email their lecturers (email address is given to all students) with queries on any subject matter relating to the module.