

When students from other countries come to study in Shelton College International, Singapore, it is important that these students are well informed and safe; a properly cared system is in place to ensure their happiness and welfare at our International Students Relations.

The International Students Relations (ISR) has an important responsibility for Students' welfare. The Pastoral Care Framework provides a procedure that students can follow if they have concerns during their course of study at Shelton.

Being the conduit between students to the school, we are also aware of the importance of direct feedback to parents overseas and actively work to ensure that parents fully understand the progress levels and attainment of their son or daughter.

The ISR provides ongoing care and student service support for our students. The "I-care" pledge is an initiative by which we, as caring counselors, can demonstrate to our students that not only are we concerned for their well-being, but to extend ourselves to be their second family here in Singapore. We ensure that caring for our students is our utmost priority.

We pledge to follow, to the best of our ability, the following International Student Relation guidelines:

- Provide a safe and non-judgmental environment where the students can share their concerns.
- Ensure the trust and confidentiality of all the counseling, feedbacks and grievance cases.
- Affirm positive behavior.
- Provide all necessary information and advice to assist the students' adjustment to living and studying in Singapore.
- Be the main point of contact for all students, acting mentors for the older students and as authority figures for the younger students.
- Work closely with all the school department colleagues and students' parents to identify situations that pose feedbacks and other related opportunities for our students.
- Manage, develop and implement programmes that support and enhance the holistic well being of our students, which includes sports, arts, environment awareness, community involvement and spiritual aspects.
- Instill to the students a commitment to adopt the different character development traits that can guide them in their daily lives through conducting the reflection classes.
- Educate ourselves by attending current trends in counseling and student related seminars and workshops to enhance knowledge and understanding in caring for our students.
- Work closely with Hostel management (Careline International Services Pte Ltd) especially for the welfare of the students staying in the hostel. Provide clear and definite boundaries for our students regarding night study, behavior and curfews.

The roles and responsibilities of the Counselors at ISR include:

- a) administer the school & social orientation programme for all new students;
- b) main point of contact for all students, acting as mentor for the older students and as authority figure for the younger students;
- c) provide counseling as needed;
- d) be the conduit from the students to the school;
- e) advisor to the student societies and clubs
- f) Undertakes administrative duties. The Counselor will be responsible for administrative roles to manage, develop and implement programmes that support and enhance the well-being of the students
- g) Handle case management and crisis intervention
- h) Work closely with the external agencies to develop, plan and implementation campus-wide psychological and out-reach programmes

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- i) Work closely with Hostel Management (Careline International Services Pte Ltd) the well-being of the students staying in the hostel.)

At ISR, we provide ongoing care and Student Service Support for our students:

a) **Orientation**

International student will be met on day one by our ISR executive to go through the orientation processes:

- Provide Information and advise to assist adjustment to living and studying in Singapore – Student handbook
- Understand Singapore Laws and safety of students;
- Issue Singapore map and understand the transportation system;
- Issue uniform and access card for security entrance/exit;
- Given escort tour of the main facilities and key people from each department in the school; academic notice board to gather information regarding school calendar and academic updates;
- Issue staff contact list;
- Issue handbook
- Accommodation arrangements;
- Understanding Pastoral Care Framework
- Product counseling

b) **Shelton College International Student Organization (SCISO)**

An important part of Shelton College International programme is providing holistic programmes for our students. SCISO is formed to serve the students wholeheartedly, to bring out students' potential and develop them to holistic individuals.

To add value to our students in their leadership skills, under the guidance from ISR, SCISO Members will organize the Community Immersion Programme and voluntary assignment to broaden the students' horizons and develop a multi-faceted personality.

c) **Counseling**

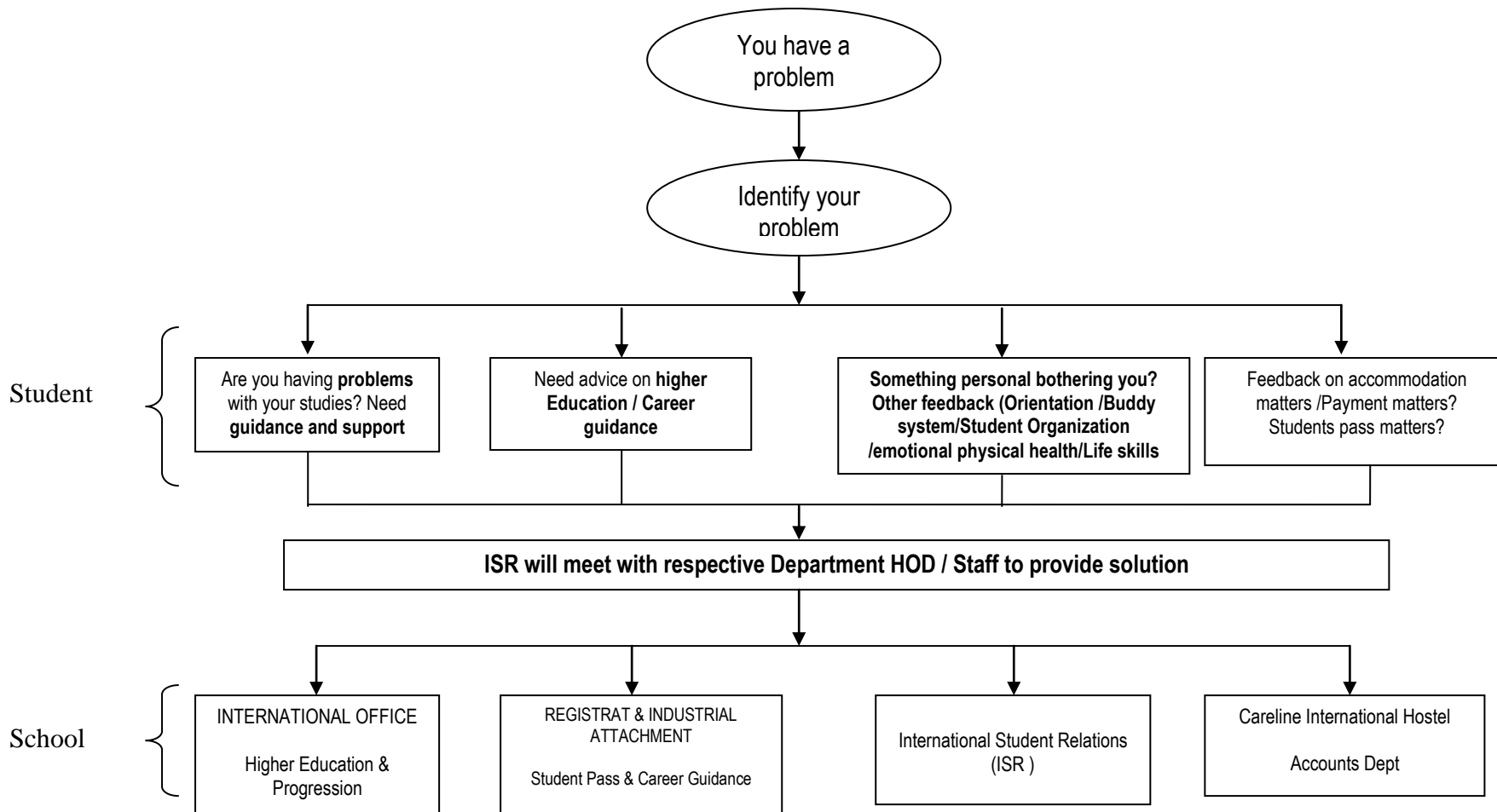
AT ISR, we listen, communicate and understand each individual through general counseling and guidance to the respective department to meet the needs of the students.

We provide individual and group counseling for students to help them understand and better manage their personal, financial, social, or behavioral problems that may affect their educational situations.

d) **Grievances**

At ISR, we provide a first point of contact to discuss a student's grievance and provide information on application of the student Grievance Resolution Process, including information about required time lines, confidentiality and privacy.

Students are advised to consult with the staff at ISR to assist with the resolution of their grievance. They may do so at any stage of the grievance process.



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