SPECTRUM INTERNATIONAL UNIVERSITY COLLEGE	POLICY STUDENT SUPPORT
TECHNICAL COMMITTEE REVIEW DATE	13 AUGUST 2024
ACADEMIC BOARD APPROVAL DATE	23 AUGUST 2024
INDICATIVE TIME OF REVIEW	WITHIN TWO (2) YEARS

1. Purpose

The purpose of this Student Support Policy is to ensure that all students at Spectrum International University College (SIUC) receive appropriate academic, personal, welfare, and professional support throughout their studies.

This policy outlines the support services available and the institutional responsibilities to promote student success, well-being, retention, and progression.

2. Scope

This policy applies to:

i. All SIUC students (Diploma, Undergraduate, Postgraduate, and International students)
ii. All academic and professional services staff involved in student support
iii. All teaching and learning activities conducted on campus or online

3. Policy Statement

SIUC is committed to providing a supportive, inclusive, and accessible learning environment. The institution ensures that students have access to high-quality support services covering:

i. Academic guidance
ii. Well-being and counselling
iii. Welfare and financial support
iv. Disability and accessibility of accommodations
v. Career development and internship support
vi. International student assistance
vii. IT and library services

The policy supports SIUC's mission of Affordable, Accessible, and Adaptable Education (3As).

4. Student Support Services

4.1 Academic Support

SIUC provides structured academic support including:

i. Academic advising by Programme Leaders and lecturers
ii. Assistance with module selection, progression, and academic planning
iii. Tutorials, remedial classes, and academic skills workshops
iv. Access to library and digital learning resources
v. Monitoring at-risk students and early intervention support

4.2 Counselling and Well-being Support

The Centre of Student Affairs provides:

i. Confidential counselling sessions
ii. Emotional and mental health support

iii. Crisis intervention
iv. Awareness campaigns on well-being and stress management
v. Referral to external mental health services where needed

4.3 Welfare and General Support

Student(s) may seek support for:

i. Accommodation and hostel matters
ii. Personal or family-related issues
iii. Financial hardship *(Payment plans, scholarship guidance)*
iv. Social adjustment and integration

4.4 Disability and Accessibility Support

SIUC supports students with disabilities by offering:

i. Reasonable accommodation *(extended time, flexible attendance, seating arrangements)*
ii. Physical access through lifts, wheelchair-friendly pathways, and accessible restrooms
iii. Adjusted teaching and learning materials upon request

This aligns with the Persons with Disabilities Act 2008 and relevant Malaysian regulations.

4.5 International Student Support

The International Student Department provides:

i. Visa and pass assistance (EMGS & Immigration)
ii. Orientation and cultural adaptation support
iii. Welfare checks for international students
iv. Guidance on academic and personal matters

4.6 IT and Learning Technology Support

Students receive support from:

i. Client Management System (CMS) portal
ii. Campus Wi-Fi
iii. Email account and digital learning tools
iv. Software access and troubleshooting

5. Student Responsibilities

Students are expected to:

i. Engage actively with support services
ii. Attend scheduled academic advising sessions
iii. Seek help early when facing challenges
iv. Follow SIUC policies and code of conduct
v. Communicating changes in circumstances that may affect their studies

6. Staff Responsibilities

Academic and administrative staff must:

i. Provide accurate guidance and timely support
ii. Make appropriate referrals to CSA, counselling, or other units
iii. Maintain confidentiality and professionalism
iv. Monitor student engagement and alert support services when concerns arise

7. **Communication and Support Services**
   SIUC ensures students are informed about support services through:
   i. Orientation sessions
   ii. Student Handbook
   iii. Student Portal / LMS
   iv. Email notifications
   v. Programme Leader briefings

8. **Monitoring and Review**
   The effectiveness of student support services is monitored through:
   i. Student satisfaction surveys
   ii. Retention and progression data
   iii. Tracer study (SKPG) outcomes
   iv. Welfare and counselling case trends
   v. Annual review by QA, Registrar, CSA, and Executive Management Committee

9. **Review and Revision**
   This policy will be reviewed periodically to ensure continued relevance and effectiveness.

End of Documentation