

## Student Support Policy

Updated 16 April 2024

1. This Student Support Policy (“Policy”) has been developed by Astor International School (“Astor” or “the School”) to ensure we can give the time, support and resources needed to provide a positive and effective learning environment for each Student. The system is overseen by the Inclusion Coordinator and the Principal in conjunction with the School founder, classroom teacher, support staff and outside specialists.

### 2. Information and Disclosure Requirements

Parents must disclose all relevant information during the admission process in respect of their child (“Student.”) In addition to this general requirement, parents must disclose information about:

- Individual learning needs: Parents must state on the admission form and/or in the admission process if they are aware of or suspect that the Student has any kind of individual learning need (including English language issues, speech, concentration, behavioural etc). They must also provide the School with copies of all written reports and other relevant documentation.
- Medical conditions: Any kind of current or historical health problem or allergy (including past diagnoses) relating to the Student must be disclosed. In addition, any medical issue within the Student’s immediate family that may be relevant to the Student’s schooling must be disclosed.
- Other relevant circumstances: Any family circumstances which may affect the Student’s welfare, safety or security and/or any precautionary measures required must be disclosed. This includes, for example, court orders, issues of familial stability, behavioural problems at home, school adjustment issues and the like. Family members may be excluded for this reason from School premises if the Principal considers such exclusion to be in the best interests of the Student or of the School.

2.1 The School reserves the right to contact the Student’s previous school, learning centre, therapists, outside support services and other entities who may have relevant information if it considers this necessary.

2.2 If it subsequently becomes apparent after admission that any information considered reasonable for consideration for entry to the School has been withheld, or falsified, during the admission process, it will lead to the immediate removal of the Student from the School without refund of any fees.

2.3 All information provided shall be classified confidential and managed within the school’s Personal Data Protection Policy in compliance with the Singapore Personal Data Protection Act (PDPA) 2012.

### 3. Before Enrolment

The School’s admission fee includes a SGD545 inclusive of GST “Assessment Fee” for the Student. If, in assessing the Student during the admission process, the School determines that the Student has a specific needs which either the school cannot accommodate, or which requires support, it will be discussed with the parents.

- If the School considers itself unable to accommodate the Student because of these specific needs; or
- If the School determines that the Student needs support but the parents are unwilling to pay the additional fees for this,

The School will discontinue the admission process for the Student and will refund the admission fee to the parents less the SGD545 Assessment Fee.

### 4. After Enrolment

Astor will continue to monitor and assess the Student during their time at the School. If pursuant to such an assessment (and in our sole discretion), the School determines that the Student requires special support, the parents will be notified. Funding of this support by the parents will become mandatory and a condition of continued schooling. These fees will be invoiced in advance as part of the normal School fee invoicing cycle and will be subject to the same cancellation/termination fees as the school fees.

4.1 If, after consultation with the parent and (if applicable) the Student, the School decides that it can no longer accommodate the Student or if the parents refuse to pay the additional fees, the parents will be asked to withdraw the Student. This is defined as “Removal”, which means that the Student is required to leave the School permanently.

- 4.2 In addition, the School reserves the right to request a specialist assessment to determine the individual learning needs of the Student. These external assessments (speech assessment, paediatrician, therapists etc) will be at the parents' expense. If parents refuse to undertake and/or pay for such assessment, the School reserves the right to ask the parents to Remove the Student.
- 4.3 If in such circumstances the Student is removed, there will be no refund of the fees for the current School term or past School Year. All arrears of Fees and any other sum due to the School will be immediately payable. No records, recommendations or reports will be released until all financial obligations to the School have been met.

## 5. Social, Emotional, Academic or Behavioural Support

If a Student is placed on Student Support Astor will:

- Complete a social/emotional/academic or behavioural Individual Education Plan (“IEP”) for the Student identifying three or four short term goals to work on over the term.
- Re-evaluate the IEP every term.
- Provide the tiered level of support set out in the table below when required.
- Liaise with outside support services, when required.
- Implement outside support service strategies in school, when required.
- Communicate with all parties (parents and outside support services), when required.

- 5.1 The School will give the parent three months' notice (if and) when it has decided to either move the Student down a tier or off the student support. The new fee structure will apply with effect from the end of that three-month period.
- 5.2 The School reserves the rights to increase a child's support tier or reintroduce the Student Support if the child has been taken off support previously.
- 5.3 Student support provided by the School attracts an additional fee, which is invoiced with the school fees and subject to the same payment terms as the school fees, including 3 month-notice period for withdrawal from the School and/or the Student Support. The additional fees are as follows:

Student Support Fees		
Tier	Support Level	Cost in SGD (inclusive of GST) per Month
Tier 5	Full Time Support	3,270 - 4,905
Tier 4	Full Time Support	2180
Tier 3	Part Time Support	1090
Tier 2	Part Time Support	817.50
Tier 1	Part Time Support	545
Off Support	3 months of independent work	-

- Tier 4 'Full Time Support' refers to the student requiring 1 to 1 support for the entirety of their day (to 1pm or 3pm), only offered to existing Astor students.
  - Tier 3 'Part Time Support' refers to the student requiring 1 to 1 support for part of the day.
  - Tier 2 'Part Time Support' refers to the student requiring 1 to 1 or small group support for part of the day.
  - Tier 1 'Part Time Support' refers to the student requiring small group support for part of the day.
  - Off Support refers to the student not requiring support for a minimum of 3 months.
- 5.4 Students may be offered additional support during outside school hours (for example, during enrichment class time) at an additional cost of SGD76.30 to SGD92.65 per session, depending on student numbers. This is offered on a case-by-case basis and invoice per term.