

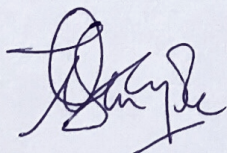
Lillian Lam was a key support teacher for my daughter, Lauren Heah at Australian International School (AIS) from 2015 to 2019.

Lauren transferred to AIS in June 2015 from a Singapore school as she found it difficult to cope with the vigorous academic national curriculum. Lauren has a weak working memory which inhibits her ability to learn in a traditional classroom setting, hence an environment with more focused attention and an emphasis on individualised multi-sensory learning is more suited to her needs. Lillian first started working with Lauren as an additional support during class time, where she would lead a small group of students who needed more focused attention. Lillian also spent many one-to-one sessions with Lauren during periods of Additional Support to teach Math and English Language aspects that were challenging for Lauren. Lillian was able to breakdown and adapt aspects that were difficult for Lauren and to deliver material in a way that was easier for Lauren to comprehend. Lillian also supported Lauren through computer-based programs like Reflex Math to individualise instruction, modifying her assessments and classwork, helping her with testing accommodations and study resources.

Lillian forged a very close relationship with Lauren and I believe this personal connection with Lauren was instrumental in helping Lauren cope with what could have been very challenging aspects of Math and language. Lillian was able to connect very well with Lauren and thus was able to build mutual trust and confidence which accorded Lauren success during her elementary and lower secondary years at AIS. Lillian had a true affection and care for Lauren, and this passion was evident in Lauren's reliance on Lillian as her go-to teacher over the years. Although form and subject teachers changed year to year, Lillian was a constant at school for her.

Lillian was also key in building a good parent relationship with me, and was consistent in keeping me updated on Lauren's progress and working closely with me in areas where a close partnership was needed to identify gaps in school support and to work out strategies and programs to support Lauren.

We are very grateful to Lillian for all her time, attention and care of Lauren and although Lauren has chosen a different path now, we are certain Lillian will continue to have a long-lasting impact on Lauren's future development, and that Lillian will also continue to have a highly positive impact on her other students.



Mdm Oon Foong Yoke
Parent of Lauren Heah