

# Parent Handbook

Academic Year August 2021-2022 (17th Edition)  
Broadrick Campus

Last edit on 11/08/2021

## Foreword

This handbook has been compiled by the school to provide learners and parents with clear information on all aspects of life at the school. Please take the time to read this handbook as it contains critical information that will help you and your child settle into school. Please make every effort to share relevant details with your child.

## Principal's Message

Welcome to the academic year 2021-2022 at EtonHouse International School Broadrick Campus. This Parent Handbook is for parents, guardians and students from Nursery 2 to Year 6.

The school is pleased to have you as a member of its Broadrick family and trusts that your partnership with EtonHouse will be both happy and rewarding.

The Parents' Handbook has been written as a simple, accessible document to answer any immediate questions that might arise regarding the school's routines, practices and procedures. I hope your child will settle quickly into the new class group and enjoy the challenges and rewards of our International Baccalaureate Primary Years Programme World School environment.

Should further clarification of this information be required, inquiries can be directed to the Parent Liaison staff or your child's classroom teacher via email or school diary. We will do our best to address your concerns.

With best wishes,

**Edward Jones**

Principal

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## Vision, Mission and Core Values

### Group Vision

- Shaping the future through education

### Group Mission

- Developing confident and capable global citizens

Our mission as a community of educators is to empower your child to become a curious and engaged life-long learner, and a confident and capable global citizen.

As an international school group, we want to lead rather than follow education systems that skew towards grades and tests. Our vision is to help shape the future through holistic programmes that integrate inter and intra-personal development, skills, and academia.

### Our Core Values

- Integrity (principles, respect)
- Value adding
- Compassion (care)
- Innovation (risk taking, creativity)
- Global Citizenship (responsible citizenship)

## Culture Statement

The Culture of EtonHouse International School is built on two main pillars:

1. Our concept of Who We Are (the type of people we want to be as individuals, as a group of people, as citizens);
2. Our Philosophy of Learning.

At EtonHouse International School, we are a respectful, principled and caring community, providing a collaborative, stimulating and challenging environment where inquiry, innovation and life-long learning are nurtured.

Our school culture is based on the IB Learner Profile to be:



You can read about the [IB learner profile](#) [1.5MB] in more detail, and watch a [video](#) about it below.

## Academic Programme

EtonHouse is an accredited 'IB World School' for the International Baccalaureate 'Primary Years Programme'. As an IB school, we follow the International Baccalaureate from nursery 2 to year 6.

### **International Baccalaureate, The Primary Years Programme (IB-PYP)**

The IB Primary Years Programme (PYP) for children aged 3 - 11 nurtures and develops young students as caring, active participants in a lifelong journey of learning. This programme adopted a **student-centered approach** focused on the development of the whole child – it encompasses social, physical, emotional and cultural needs in addition to academic welfare.

In the Primary Years Programme the curriculum is organised around six transdisciplinary themes of global significance integrating the learning areas of:

- Language (English)
- Mathematics
- Personal, Social and Physical Education
- Arts (Visual and Performing)
- Science
- Social Studies
- Additional Languages

Teachers provide parents with a **curriculum overview\*** which details the units of inquiry, learning content, specific outcomes to be addressed for the year and the strategies/skills that will be focused upon.

By learning through inquiry and reflecting on their own learning, our students develop knowledge, conceptual understandings, skills and the attributes of the IB Learner profile to make a difference in their own lives, their communities, and beyond.

In Preschool (nursery 2 and Year 1), students explore a minimum of four Units of Inquiry per year, while from Year 2 to Year 6 students explore six Units of Inquiry per year.

Each year, our PYP curriculum is planned and taught around six transdisciplinary themes:

- Who we are
- Where we are in place and time
- How we express ourselves
- How the world works
- How we organise ourselves
- Sharing the planet

# Language Acquisition Programme

## **(i) Additional Language Options**

Families can choose between a bilingual immersion programme in Mandarin and English or a mainstream programme where Hindi, Japanese, Mandarin or English as an Additional Language (EAL) are offered as an additional language. The bilingual immersion programme is for students with competence and a strong interest in Mandarin. They are assessed for their language proficiency through the Youth Chinese Test (YCT). The YCT is an international standardised Chinese language test directed at examining non-native Primary and Secondary school students' ability to apply Mandarin in their daily lives.

*\*during COVID restrictions, language lessons may be reduced.*

## **(ii) Bilingual Immersion Classes (English and Mandarin)**

Full immersion in both languages are also offered from Kindergarten 1 to Year 6. Each Bilingual class has an English-speaking Homeroom teacher and a Mandarin teacher. In Year 1 to lay strong foundations in Mandarin the Homeroom teacher is a Mandarin speaker.

*Note: Since the language of instruction for the bilingual classes already includes two languages (English and Mandarin) the students may not opt for a third language.*

## **(iii) Bilingual Immersion Programme Placement Assessment**

New students will be assessed before they are enrolled into the Bilingual Immersion Programme. The school will assess existing students' English and Mandarin language development in Term 4 (April) as part of the transition to Year 1 and higher year level to determine the most appropriate placement. *Note: No assessment is needed to enter into the K1 Bilingual Programme.*

**View** [our Bilingual Immersion or Mainstream Pathway Fact Sheet 2021-2022](#)

## **(iv) Specialist Lessons**

Students from Nursery upwards, participate in a range of weekly specialist activities in areas such as performing arts (music and drama), visual art, library and physical education (PE). Students also have Information and Communication Technology lessons and lessons building up the skills necessary to access the Library effectively. Students join "Houses" which are used to organise teams and encourage participation in team activities. An Inter-House sports programme is offered in blocks throughout the year. Additionally, children will be provided additional weekly 'Enrichment' classes which give more opportunities for engaging in Physical Education and Arts activities.

## Digital Literacy

### **Information and Communication Technology (ICT)**

Students are supported in their curriculum studies through access to classroom computers, banks of iPads and MacBooks, interactive boards, assorted hardware devices, the school's IT lab and the Bring Your Own Device programme in place for Year 5 and 6.

We educate students to use their devices safely and responsibly to be Digital Citizens of the world. Students must ensure the security of their devices at all times and the school will not accept responsibility for loss or damage to these often expensive items. The use of devices such as smartphones, tablets and laptops is allowed as long as it supports the curriculum and is aligned with the IB learner profile.

A copy of the BYOD Programme can be obtained from homeroom teachers.

## Student Support and Well Being Services

EtonHouse International School has a system to provide comprehensive student support services that meet the needs of the students. The school shall ensure that staff appointed provide student support services, and are adequately and appropriately trained.

A comprehensive list of student support services will be made available to all students of the school. This shall include:

- i. Pre Course Consultation and Counselling to parents (child under the age 18)
- ii. Fee Protection Scheme (FPS)
- iii. Medical & Accident Insurance Coverage
- iv. English Language Support Programme
- v. Inclusive Education Programme
- vi. Pastoral Counselling

### (i) Fee Protection Scheme (FPS)

The FPS serves to protect students' fee in the event a private education institution is unable to continue operation due to insolvency, and/or regulatory closure. The FPS also protects students if the private education institution fails to pay penalties or return fees to the students arising from a judgment made against it by the Singapore courts. EduTrust-certified private education institutions are required to adopt FPS to provide full protection to all fees paid by their students.

#### EtonHouse FPS

EtonHouse International School has appointed **Liberty Insurance Pte Ltd** to be the FPS provider for our students. The insurance coverage protects the entire course fee. FPS info is available to view on the fees page of the school [website](#).

### (ii) Medical & Accident Insurance Scheme

All students are covered with Medical Insurance – Hospitalisation & Surgical (HS) and Personal Accident (PA) coverage, with **Liberty Insurance Pte Ltd** throughout their studies with EtonHouse International School.

#### What is covered?



It covers hospitalisation and day surgery

For Post-Hospitalisation Treatment – Expenses for follow-up treatment by the same Medical Practitioner or recommended by the same Medical Practitioner or Specialist who attended to the Insured Member at the Hospital or the clinic **up to a period of 90 days** immediately following discharge from Hospital.



For Emergency Outpatient Accidental treatment - treatment must be sought in a hospital or clinic within 24 hours from time of accident. Eligible expenses incurred thereafter for follow-up treatment by the same Medical Practitioner or registered Traditional Chinese Physician, will be **reimbursed up to 31 days** from the date of the Accident.



It does not cover any pre-existing illness

### **Scope of Coverage:**

1. \*B2 Ward (in Government and Restructured Hospitals)
2. Annual overall limit of S\$20,000 per student on “As Charged” basis
3. 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

\*Free upgrade to B1 Ward.

### **Pro-Ration Factor**

If the Insured Member received treatment or is admitted to a ward or Hospital type higher than what he is entitled to under the policy, either as an Inpatient or for Day Surgery, the policy will pay up to stated limit of the eligible Reasonable and Customary charges (excluding Daily Room and Board) subject to the maximum limit stated in the Policy Schedule. For upgrade in bed type or hospital type, the Daily Room & Board amount will be capped at the highest amount charged by a Hospital in Singapore for the entitled bed type and Hospital type. Please refer to the Benefit Schedule on the pro-ration amount.

### **Payment of the Claim Amount:**

The insurance company will pay on a reimbursement basis. The student will have to pay the hospital first and submit all original hospital bills for reimbursement. The student will then be refunded for the eligible claim amount, by cheque or via bank transfer.

### **How to Make Claims?**

Insured Members are to submit the following documents to The Company within thirty (30) days from the date of discharge from hospitalization, from the date of death or from the date the expenses were incurred for which the claim is made, whichever is applicable:

The following documents are needed to make a claim:

1. Completed and duly signed Hospital & Surgical Claim Form;
2. Final, original hospital bills / outpatient bills / receipts;
3. Discharge summary / medical report
4. Referral letters, if available

The above documents are required to be submitted to the Admissions Executive.

### **Insured Persons:**

All international students on compulsory basis

All local students on Opt-out basis

**(iii) Intensive EAL Programme**

Specially designed for students with limited or no English background, the Intensive EAL programme aims to provide additional specialised support to help our students better express themselves in spoken English. Participation in the english support programme is mandatory, if, after student assessment, EIS is of the view that the student requires support. This is a paid programme.

**(iv) Inclusive Education Support Programme**

The children with learning needs are enrolled only if the school can support their individual needs in an inclusive environment at that given period of time. Participation in the learning support programme is mandatory, if, after student assessment, EIS is of the view that the student requires support. The Inclusive Education Department develops programmes and interventions based on student and classroom needs. The teachers in the Inclusive Education department work in collaboration with class teachers, parents and external agencies in supporting, assessing and monitoring students' progress. This is a paid programme.

**(v) Pastoral Counselling Services**

EtonHouse International School shall provide emotional support for students to help them cope with mental stress relating to a new environment or course demands; and create a culture and climate of care, trust and friendliness that encourage student attendance and involvement during their studies with the school. This is usually delivered by the *Homeroom Teacher* as they know the child best within school. Formal counselling can be provided depending on need.

Pastoral Counselling Services may include:

- i. Provide emotional support for students to help them cope with mental stress relating to a new environment or course demands;
- ii. Implement programmes to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement
- iii. Sharing of children's development in Parent Teacher meetings .

## Library Service

Our library staff provide a wide variety of resources that are appropriate for the range of age and language abilities of our students, mindful of the diverse, multicultural population, and support the IB curriculum that is taught in our classrooms. Classes from Early Years to Year 6 have a scheduled library lesson once a week where the students have the opportunity to borrow books.

*\*Borrowing may be suspended during COVID restrictions.*

Each child will need to bring a library bag, provided by the school, on the day of their lesson in order to borrow. Children may only borrow once they have returned their previous book. Please assist your child in ensuring that books are kept in good condition and returned on time. Parents are responsible for replacing books that are damaged or lost. If the bag is lost, the parents will need to buy a replacement from the Parent Liaison Office. Students will not be allowed to borrow books from the library without this bag.

## Courses, Subjects Offered, Student:Teacher Ratio, Course Duration and Graduation Requirements

### (i) EtonHouse Primary Courses:

- International Baccalaureate Primary Years Programme (IB-PYP) – Year 2
- International Baccalaureate Primary Years Programme (IB-PYP) – Year 3
- International Baccalaureate Primary Years Programme (IB-PYP) – Year 4
- International Baccalaureate Primary Years Programme (IB-PYP) – Year 5
- International Baccalaureate Primary Years Programme (IB-PYP) – Year 6

### Subjects for each Course Title:

1. Language (English)
2. Mathematics
3. Information and Communication Technology (ICT)
4. Science and Social Studies
5. Arts (Visual and Performing)
6. Personal, Social and Physical Education
7. Additional Language (Mandarin, Hindi or Japanese)

Course Titles	Age Entry as at 1 <sup>st</sup> August of Entry Year	Teacher : Student Ratio	Course Duration	Graduation Requirement
International Baccalaureate Primary Years Programme (IB-PYP) – Year 2	6 years old	1 : 22	12 months (incl. term breaks)	Upon successful completion of coursework and minimum 75% attendance (90% for Student Pass Holder), award Certificate of Course Completion Year 2
International Baccalaureate Primary Years Programme (IB-PYP) – Year 3	7 years old	1 : 24	12 months (incl. term breaks)	Upon successful completion of coursework and minimum 75% attendance (90% for Student Pass Holder), award Certificate of Course Completion Year 3
International Baccalaureate Primary Years Programme (IB-PYP) – Year 4	8 years old	1 : 24	12 months (incl. term breaks)	Upon successful completion of coursework and minimum 75% attendance (90% for Student Pass Holder), award Certificate of Course Completion Year 4
International Baccalaureate Primary Years Programme (IB-PYP) – Year 5	9 years old	1 : 24	12 months (incl. term breaks)	Upon successful completion of coursework and minimum 75% attendance (90% for Student Pass Holder), award Certificate of Course Completion Year 5
International Baccalaureate Primary Years Programme (IB-PYP) – Year 6	10 years old	1 : 24	12 months (incl. term breaks)	Upon successful completion of coursework and minimum 75% attendance (90% for Student Pass Holder), award Certificate of Course Completion Year 6

All 5 primary courses are full-day programmes (8:30 am to 3:30 pm).

Note: Primary classes are also offered at EtonHouse International School @ Orchard, Thomson and Sentosa

**(ii) EtonHouse Preschool Courses:**

- International Baccalaureate Primary Years Programme (IB-PYP) – Nursery 2
- International Baccalaureate Primary Years Programme (IB-PYP) – Kindergarten 1
- International Baccalaureate Primary Years Programme (IB-PYP) – Year 1

**Subjects for each Course Title:**

- Language (English)
- Mathematics
- Science and Social Studies
- Arts (Visual and Creative)
- Personal, Social and Physical Education
- Additional Language (Chinese, Hindi or Japanese)
- Information and Communication Technology (ICT) – applicable to Year 1 only

Course Titles	Age Entry as at 1 <sup>st</sup> August of Entry Year	Teacher : Student Ratio	Course Duration	Graduation Requirement
International Baccalaureate Primary Years Programme (IB-PYP) - Nursery 2 - Kindergarten 1 - Year 1	3 years old 4 years old 5 years old	1 : 12 or 2 : 24	12 months (incl. term breaks)	Upon successful completion of coursework and minimum 75% attendance (90% for Student Pass Holder), award Certificate of Course Completion

Note: Preschool classes with a wider age-range are also offered at a number of EtonHouse Schools in Singapore. Ones in close proximity to Broadrick are at Mountbatten 717, 718 and 223

## School Communications

Communication in a school environment is critical, and there are a range of ways we communicate information about our curriculum and programmes, your child's learning, and school events.

### (i) School Calendar

The school calendar can be viewed on [Parents' Calendar](#) and includes all school events. An overview of the key dates for this school year is also archived on the [Academic Calendar](#).

### (ii) Teacher Communications

EtonHouse encourages parent-teacher partnership and communication. This may be done through different channels:

Where/How	When	Why
Emails	only as needed	This is the primary way to contact your Homeroom and Specialist teachers. They will use this communication when we have something important to share or inform parents about.
Bloomz	(Y2-Y6) weekly on Friday  Preschool (Wednesday & Friday)	A reflection post that keeps you updated as to what your child has been learning in class during the week. Post includes learning for language, Math and UOI
Communication Book		<i>*this is the choice of a homeroom teacher according to the age and needs of their students.</i>
Black Folder	only as needed	consent form, letters or other messages
Conferences	face to face, 3 times per year <i>*or virtually</i>	to understand more about our programme, and your child's progress.

### (iii) School Communications

There are a range of communications you will receive from the school. The grid below outlines what you receive, how and when. The information is applicable for all parents.

Where/How	When	Why
Parent advisories Emails - delivered to your inbox	as needed	time sensitive, need to know information
School Newsletter Emails - delivered to your inbox	fortnightly on Friday, different week with classroom news	celebrate events and achievements in School and inform parents of recent events, upcoming events and other important announcements.
Bloomz Classroom News	Weekly on Friday	School celebrations, happenings in classroom and student/staff interview

### (iv) Class Assemblies & Achievement Certificates

PYP learners come together to share recent events and showcase learners' learning and share our school values. Assemblies (in the form of onsite/virtual) may be led by the teacher or may involve a class performance. Special assemblies are held throughout the year to coincide with events and festivals such as Chinese New Year, Mid-Autumn Festival, Deepavali, International Mother Language Day, United Nations Day and Japanese Children's Day.

Our morning assemblies commence at 8:45am.

Early Years -Year 1  
Year 2 Year 6

Weekly on Tuesday  
Weekly on Friday

In our school, students receive certificates for specific academic or pastoral achievements, student encouragement and displaying positive and responsible choices. Often the demonstration of the attributes of the *Learner Profile* is used as the basis for the awarding of a certificate to students.

### (v) Orientation

There is a programme of orientation for all newly-enrolled students and their parents and guardians to:

- disseminate and reiterate important course information and other information;
- inform students of their rights (this shall include internal and external grievance and dispute resolution procedures, fee protection scheme, reference to CPE's official website);

- inform students of course deferment/extension criteria and procedures, suspension and expulsion conditions; and
- give details of the organisation awarding the certificate

### **(vi) Information Evening**

At the beginning of each school year parents are invited to attend an Information Evening with the classroom teacher. During this session the Primary Years Programme, expectations, procedures and daily routines of the class are explained. Parents will also be provided with an Information Pack with relevant school documents and policies.

### **(vii) Change of Address and Other Personal Details**

The school has a central database for all student information. It is vital that the school is made aware of any change of address, email address, telephone numbers (personal or office), residential status or medical information. This information is vital to ensure ongoing and prompt correspondence with families. Failure to inform the school could lead to delays in times of emergency.

### **(viii) Confidentiality and Personal Data Protection Act**

EtonHouse International School respects the privacy of individuals and recognises the importance of the personal data you have entrusted to us and believe that it is our responsibility to properly manage, protect, process and disclose your personal data.

Personal data is collected by EIS for the purpose of supporting the operations of the school. All collection, use, disclosure, or processing of data is undertaken in compliance with Singapore's Personal Data Protection Act 2012 ("PDPA").

#### **Confidentiality**

At EtonHouse, its officers and staff may obtain, hold, use and communicate, on a "need-to-know" basis, confidential information which, in their opinion, is material to the safety and welfare of the student. The student consents to EIS communicating with any other school which the student has attended, or currently attends or which the student should attend, about any matter concerning the student or about payment of fees, whether or not the information being passed on is also held in machine readable form.

### **(ix) Parent Out of Singapore**

In the event of

- both parents are planning to be out of Singapore, and/or
- both parents are away from Singapore for any length of time

A guardian must be appointed by you. It is essential that the school is informed and provided with details of your guardian's address and telephone number and your own emergency

contact details during your period of absence. It is of critical importance that we have reliable up-to-date contact information.

### **(x) Homework Policy**

At EtonHouse, providing students with weekly homework is a way for students to practice learning from school, reflect and further develop their Approaches to Learning Skills and Learner Profile attributes. The homework given by teachers is to reinforce what is being taught in the classroom and to practice social skills with their families and friends. As such, **we expect all learners to attempt the activities they are given.**

Homework will be assigned according to the age and needs of students. Homework for students in Year 1 revolves around daily reading practice, including sight words. Students from Year 2-6 will receive a weekly Homework Grid consisting of a set of compulsory tasks to complete each week (reading, spelling, maths facts) and a list of other learning experiences in which they have a choice in which tasks to complete. No homework is given during the weekend or holiday periods.

Approximate homework and study times:

Year 1	10 - 15 minutes a night
Year 2	10 - 20 minutes a night
Year 3	20 - 30 minutes a night
Year 4	20 - 30 minutes a night
Year 5	30 - 40 minutes a night
Year 6	30 - 40 minutes a night

### **(xi) Assessment and Reporting**

Teachers plan and conduct ongoing assessments and map students' progress regularly.

PYP (nursery 2 to year 6): five reporting periods consisting of three conferences and two report cards.

#### Conferences

Conferences are an integral part of the reporting process. Three way conferences provide an opportunity for students, teachers and parents to identify progress to date and to set future goals and directions. At student led conferences, students from nursery to year 6 present their progress and achievement to their parents. Portfolios, highlighting work samples and learning documentation across the curriculum, are shared with families to coincide with the formal reports shared with parents. Parent/Teacher Conferences are conducted in the first semester and Three-Way and Student Led Conferences in the second semester.

Parents are welcome to communicate with the teacher at any time if questions or concerns arise. Please make arrangements with your child's homeroom teacher to find a mutually convenient time to meet.

### Report cards

At EtonHouse, report cards are issued in digital form only (they are not printed). Formal report cards are available just before/or after the January and June/summer break. Parents will be notified by email when reports are ready to be viewed and downloaded.

For detailed information on assessment practices and procedures at school, please contact your child's class teacher or the PYP Coordinator.

### **(xii) Academic Appeal Process (report appeal)**

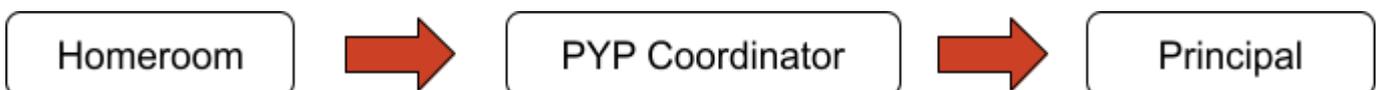
Should a student or parent disagree with an awarded grade/level of achievement, the student or parent must first contact the respective teacher directly. This allows the teacher an opportunity to explain the grade/level of achievement and how it was awarded. If there is still a concern about the grade/level of achievement, the student or parent may initiate the academic appeal process by contacting PYP Coordinator /School Principal within 30 days of the release of results. This will be shared and reviewed by the Examination Board for a decision.

The decision will be communicated to the student and/or parent within two school weeks of the first formal appeal with documentation for review.

### **(xiii) Concerns**

Communication is the key to a successful relationship between home and school. Should any issue arise, please do not delay, but bring the matter to our attention immediately. Please follow these steps:

- If the matter relates to academic progress, classroom discipline or other issues at school, always talk to the classroom teacher first. Please email or telephone the school to make an appointment time to talk to the teacher. Please remember teachers are not usually available during lesson times and will respond to emails within a day.
- If you require further discussions, please make an appointment to speak with PYP Coordinator.
- If the above conversations are unsatisfactory, please make an appointment to speak to the School Principal. It is important these steps are followed as most concerns can be resolved by direct communication with the classroom teacher and the PYP Coordinator.



## Health Services

### (i) School Nurse

The school provides adequate facilities (the Care Centre) to handle most minor accidents and emergency situations that may occur. At least one qualified nurse is on duty during school hours to provide first aid, and maintain up-to-date health records for each student. Parents must advise the school of any medical concerns about their child. Parents are always welcome to come by and meet the school nurse in person to express any concerns that they may have about their child's health.

### (ii) Health Insurance

EtonHouse has in place medical insurance for all students. This document outlines full details regarding medical insurance coverage and the claim process. Refer to [GHS & GPA Benefits Schedule](#).

### (iii) Immunisation Requirements

In Singapore, immunisation against both measles and diphtheria is mandatory under the Infectious Diseases Act. Immunisation against these two diseases is also a EIS condition of enrolment. This [Singapore National Childhood Immunisation Schedule](#) outlines what vaccines are needed and when.

With effect from 1 February 2019, it is mandatory that all children aged 12 and below, who were not born in Singapore, must provide evidence of diphtheria and measles vaccinations when applying for long-term residency passes. This page [outlines](#) the process that you will need to follow, while this page outlines some [frequently asked questions](#).

### (iv) Nut (Peanuts or Tree Nuts) Allergies



A number of children and staff have life-threatening nut allergies. For this reason, the school does not provide any food containing nuts. We're a "NUT FREE" school. We would also like to request families not to provide their children with nuts or products containing nuts in their snack or lunch boxes or in the event of impromptu class celebrations.

## **(v) Medical Assistance and Medical Administration**

The school nurse does not stock or administer any other than basic medical supplies such as ice for bruising, a saline solution for the cleaning of wounds, simple dressings. Paracetamol (for minor symptoms) in liquid or tablet form can only be administered if parent permission is obtained. The care centre operates under these conservative guidelines so that no medication is administered that a student could be allergic to, and so that any follow-up specialist treatment can be conducted without the masking effects of school care centre treatment.

Medication can only be administered at school if written authorisation is given by parents and full written instructions are provided. These instructions must include the student's name, year level and teacher, the name and dose of the medication and the time of administration. The information should be for the completion of a required course of medication as prescribed by a medical practitioner. The authorisation note must be signed and the medication form in the Care Centre must also be signed. Please note that over the counter analgesics are not administered by the nurse unless permission has been given.

Teachers may dispense medications to students on field trips and overseas excursions where prior parental permission has been obtained.

## **(vi) Student Illness During the School Day**

If the school nurse determines that a child is too ill to attend class, or has/is suspected to have a communicable disease that could jeopardise the health of other students, she will contact the parent or caregiver. The parent or caregiver will be required to promptly pick up their child from school. Students will only be sent home if the parent or caregiver has been contacted and the student is accompanied home by a designated adult.

## **(vii) When to Keep Your Child Home from School**

To prevent the spread of illness, we ask that you do not send an ill child to school. If your child becomes ill at home with a contagious illness eg measles, chickenpox or Hand Foot and Mouth disease, dengue fever or in contact with headlice, please inform the school nurse immediately. A doctor's clearance is advisable, however not compulsory for the student's return to school.

In consideration of other children, and your own child's health, please keep your child at home if they have any of the following symptoms:

- fever
- rash
- diarrhoea (24 hours clear of this before returning to school)
- vomiting (24 hours clear of this before returning to school)
- greenish or yellow nasal discharge
- discharge from the eyes

## Services: Security, Uniforms, and Bus Transport

### (i) School Safety

At EtonHouse we consider the students' safety as our priority. All parents, guardians, domestic helpers who enter campus are required to show photo ID to our security personnel with the exception of EIS students in uniform. Additional procedures are in place during COVID - these will be communicated and shared as needed.

Anyone who forgot to bring their ID card must register at the parent liaison office and present a suitable alternative ID which should include a photo (i.e. passport, Work Pass). They will be issued with a Visitors Pass.

### (ii) Evacuation

The school building is fitted with a fire alarm system. All classrooms and common areas have fire extinguishers. The school conducted twice evacuation drills annually and the process is reviewed. Parents and visitors must follow all instructions given by the school staff.

### (iii) School Uniform

With the exception of school designated non-uniform days, all students are expected to wear the school uniform at all times during school hours and when on school field trips. This includes EIS hats or EIS caps. Parents will be informed in advance of this change in expectations. Younger students may want to have a change of clothes in their bag in case of accidents. School uniforms can be purchased from the Parent Liaison Office.

#### Pre-School Uniform

##### Girls

Tartan EtonHouse school dress & bloomer (set)

School Hat

##### Boys

Tartan EtonHouse shirt

Dark Green EtonHouse shorts

School Hat

#### Primary Uniform

##### Girls

White EtonHouse shirt

Grey EtonHouse skort

School Hat

##### Boys

White EtonHouse shirt

Grey EtonHouse shorts

School Hat

#### **(iv) PE Uniform and Hat**

Physical Education (PE) uniforms are worn during PE class. Students should wear their PE uniforms to school on PE days.

Year Level	Tops	Bottoms	EIS Hats/Caps	Shoes
N2 to Year 6	PE shirts	PE shorts	Cap or sun hat	White socks and closed toes running shoes

#### **Shoes**

Please ensure student's footwear is suitable for everyday school activities, and is easy to remove and put on.

Students are permitted to wear white/cream socks and gym or black closed toe shoes with their uniform. For more formal activities i.e. graduation, students are required to wear black shoes. Crocs/sandals are not suitable for daily school activities and should not be worn at school.

#### **Dress/ Grooming Code**

Students are expected to present themselves in a neat manner at all times. Long hair is to be tied back. Ribbons/hair accessories should ideally be the same colour as the school uniform.

#### **(v) EIS Hats /Caps - "No Hat, No Play" Policy**

It is essential that your child has a school hat/cap when playing outside without shelter during recess and lunch and for PE activities. The school hat is available for purchase at the Parent Liaison Office.

The school enforces the "no hat, no play" rule. Students without a hat will not be allowed to play for the duration of the break. Hats can remain at school but should be sent home on a regular basis to be washed. Please ensure your child's hat is clearly labelled.

#### **(vi) Bus Transport Services**

*If your child will not be taking the bus at the regularly scheduled time, please inform both the bus office and your child's classroom teacher.*

EtonHouse has approximately 380 students and most of them arrive between 8:15am and 8:40am and leave between 3:15pm and 3:30pm (4:30pm during ECA days). It is most important that the transition is both safe and efficient. To assist us, we request parents observe the following bus transport procedures.

The school bus service is operated independently by Zheng Xing Yun Service. New applications, any change of address and change of service will require 2 weeks processing time. Parents will be advised of the details of the bus arrangement a few days before the commencement of bus services.

A school staff member will be present at all times when students are alighting and boarding school buses. Learners are supervised on the buses. Learners travelling on the bus must wear their seat belts, stay seated for the duration of the journey and respect the wishes of the bus assistant who is there for their safety.

Please note the following bus regulations:

- Seat belts must be fastened at all times and must not be removed until the bus has come to a complete stop.
- Students must not make excessive noise.
- Students must be polite and respectful to everyone.
- Parents/Guardians are not allowed to travel on the bus with students.
- Students are not allowed to change to a different bus for play dates.
- Any issues regarding misbehaviour will be reported to school as well as class teacher. Students must be collected by a parent or designated adult, at the residential drop-off point. If the parent or designated adult is not at the drop-off point at the scheduled time, the child will be brought back to school.

Bus transport is provided only for those students who are registered on the school bus. Bus transport is not available to parents, other persons or any students not registered on the bus. Registered bus students may travel only to their own home address, and on their designated bus. Registered students may use the ECA Bus following their ECA. They may utilise the ECA Bus on their designation ECA day(s) only.

Fee schedule and application forms are available from the Parent Liaison Office.

### **(vii) Traffic Flow**

The school requests that all parents dropping off or collecting their children during peak traffic-flow times exit the school grounds by turning left onto Broadrick Road and then right onto Crescent Road. All bus transport has been directed to use this same circular, clockwise route. Peak times will fall during the following school hours:

Morning	08.00am to 8.45 am
Afternoon	03.15pm to 4.45 pm

This circular one-way flow of traffic is designed to have all peak hour vehicular traffic approach the school from Goodman Road, then onto Broadrick Road and depart from the school continuing in the same clockwise direction.

Co-operation with this one-way flow of traffic will considerably reduce the congestion along Broadrick and Goodman Road caused by the attempted two-way movement along narrow streets. Normal entry and exit to and from the school outside of peak flow hours can be as per usual two-way routes.

### **(viii) Parking**

Parents are requested to be mindful of our neighbours and ensure that they park, even if briefly, without inhibiting vehicular access to and from properties.

A sign reminding drivers to turn off the engines when your cars are parked. Under the Environmental Protection and Management (Vehicular Emissions) Regulations, it is an offence to leave the engine of a motor vehicle running while it is stationary for reasons other than traffic conditions. Court fines for this offence can be up to \$5,000

### **(ix) Road Safety**

If you're driving or taking a private car near school, be extra cautious and alert.

Keep your eyes peeled for children getting in or out of vehicles - once you have stopped. Do not move until they are a safe distance from your vehicle.

Please be extra cautious when reversing or manoeuvring as cars have many blind spots and pedestrians, particularly small children may not be easily visible. Of course, keep your speed low and when on the premises follow the directions given by the security guards. All drivers must exhibit greater care and patience while driving in the school premises in the morning. Please ensure any Grab, Gojek or taxi driver that you are using is also extra cautious. Nearly all cars that visit us do already follow this, but we wish to decrease to an absolute minimum the chance of an accident.

## Parents

### (i) Parent School Association (PSA)

There is an active Parent-School Association at the Broadrick Road campus which works for the benefit of the students. Formal meetings are held once a term and regular committee meetings in between. The PSA assists at functions such as Sports Days and the School Concert. It also hosts other events such as the Carnival and other cultural events. All parents gain an automatic membership of the PSA once their child commences school at EtonHouse International School. PSA Annual General Meeting (AGM) is held in September and PSA Committee will be appointed or voluntarily based.

### (ii) Class Representatives

Class Representatives are elected at the start of a school year. They are a conduit for effective communication between home and school and this will ensure that all parents are informed as to what is going on. The following guidelines are for school Whatsapp groups.

The purpose of Whatsapp Groups is to allow effective communication between the School and all parents. Therefore, it is not a forum:

- To seek support for specific problems that your child is facing in school. Such feedback should be given to the school directly.
- To voice grievances
- To criticise individuals (parents, students or staff)
- To promote personal agendas or send private messages

The guidelines are as follow:

1. The class chat group is set up by the Class Representative and is intended to get messages and important information across to the class quickly and efficiently. The Class Representative has the right to delete any message that does not meet these guidelines.
2. Only the Class Representative may post a message on the group. Parents wishing to share a message with the group must ask the Class Representatives to send the message.
3. This class chat group may not be used to post private messages, invitations to events, items for sale, and religious/political messages, etc.
4. It is not necessary to respond to every message posted by the Class Representatives unless required: RSVP requests, volunteer requests, etc.
5. Only under emergency or urgent circumstances may a parent post to the class WhatsApp group.
6. The WhatsApp group should be used to make our lives easier and not to become a 'nuisance'. Please respect the time you post; very early in the morning or late at night, weekends and holidays are discouraged.

7. If a member of the school staff is a parent in the group, their contact information should not be used as a means to communicate with them regarding school matters, nor shared with parents outside of that year group for the same.

Parents may choose to establish their own chat groups outside of the one operated by their Class Representative. However, we would ask that similar guidelines be adopted. We are all responsible for being positive role models as digital citizens to our children. What is posted in social media groups should be considered public, as it can be shared and circulated beyond the intended recipients.

Any comments deemed as inappropriate, offensive, or threatening towards an individual in our school community, will be taken seriously, and the relevant authorities involved where necessary.

### **(iii) Volunteering**

At EIS, parents are invited to volunteer, whether in their own child's classroom, in other classrooms and in other areas of the school events. The supportive activities may include class parties, field trips, celebratory events or productions organised by PSA. Parents who are interested in involvement in the school should inform their child's classroom teacher, the relevant PYP coordinator, or PSA Committee.

### **(iv) Parental Behaviour & Conduct**

It is expected that Parents and Guardians accept that they have a responsibility to act as role models for their children, and those of the school community. Parents and Guardians shall not act in an unreasonable or threatening manner toward either a student, staff member or another parent of the school community and are expected to communicate or participate within the reasonable expectations of the school.

The school is under no obligation to divulge the content or source of any information acquired during the course of the investigation which has or will lead to the withdrawal of the student's enrolment. Any such student or family withdrawn from the school has no right of entry into the school premises without the written permission of the school.

### **(v) Collection of Money for Teacher Gifts**

The school does not condone or encourage the collection of monies for group parent gifts for teachers.

### **(vi) Parent Child Communication**

If parents need to contact their children during the school day, they must do so via the homeroom teacher or parent liaison staff. Please do not phone, text or email your child during the school day.

### **(vii) Birthday Party Protocol**

Birthdays are a special time in a child's life and we understand that you may want your child to share this experience with their classmates. However, as a school, we have chosen to remove the option of sharing birthday food as a part of this celebration. With the increase of allergies, dietary restrictions and contamination of foods, it is safer to remove sharing food.

Instead, those families wishing to celebrate birthday events might consider making small gift bags to share with friends that include small trinkets, stationery, toys or games. If a child is celebrating a birthday, and it has been communicated with the classroom teacher, time will be taken during the lunch eating and recess period to celebrate together.

*\*During COVID restriction, social distancing and hygiene restrictions will be observed.*

## General Information and Policies

### (i) School Hours (Mon-Fri)

Full Day : 8:00am to 3:30pm

Half Day : 8:00am to 12:30am (applicable to nursery 2 only)

Non-bus Student : Between 8:15am to 8:40am for morning entry

Extra-Curricular Activities (ECA) - suspended till further notice

Monday to Wednesday

3:45pm to 4:30pm for a predetermined period of time.

### (ii) Office Hours and Contact

The school office is staffed from 8:00am to 5:00pm weekdays and during school holidays, although closed on Public Holidays.

Telephone: 6346 6922

Email: [broadrick@etonhouse.edu.sg](mailto:broadrick@etonhouse.edu.sg)

### (iii) Morning Snacks, Play, Lunch and Lunch Play

The following Daily Schedules will be generally followed. However, there will be times when circumstances will necessitate slight changes due to special events.

Morning Tea	Eating	Playing
Early years – Year 1	10:15 - 10:30	10:00 - 10:15
Year 2	10:45 - 11:00	10:30 - 10:45
Year 3 - Year 4	10:30 - 10:45	10:45 - 11:00
Year 5 - Year 6	10:30 - 10:45	10:15 - 10:30

Lunch	Eating	Playing
Early years – Year 1	12:00 - 12:30	11:30 - 12:00
Year 2	13:00 - 13:30	12:30 - 13:00
Year 3 - Year 4	12:30 - 13:00	13:00 - 13:30
Year 5 - Year 6	12:30 - 13:00	12:00 - 12:30

Afternoon snack/play time (for preschool only) is taken at the discretion of the teachers to fit in with the timetable and specialist programme.

#### **(iv) Arrival and Departure of Students**

Parent Liaison staff welcome and assist students arriving at school either by school buses or parents' own transport every morning.

- In the morning
  - **The school gate is not open until 8:15am.** Teachers are engaged in class preparation and meetings before school and are not available for supervision before this time. No learner should be left unsupervised on the school grounds.
  - Students should arrive at school between 8:15am to 8:40am and may go directly to their homeroom where they will be supervised by their teacher. The official classes commence from 8:45am.
  - Student arrive after 8:45am are deemed to be late and should report to the Parent Liaison Office for attendance marking and issued with an attendance note before entering homeroom
- In the afternoon
  - Old siblings will join their younger brothers or sisters at the time allocated for the youngest child to be dismissed.
  - Any learners not collected after the end of the school day will be taken to the parent liaison office by 3:45pm (or 4:45pm on eca days) and can be collected from there. We ask parents to make an effort to collect their children on time at the end of school day. Staff are not available to supervise children outside school hours.
  - Children in Nursery who are doing morning-only sessions must be collected promptly at 12:30pm.
  - If you wish to make a change to the pick up arrangements for your child (e.g. dental appointment, sudden sickness at school, other assigned person to pick up the child instead of parents, cancellation of the bus on the day or similar), you must inform homeroom teacher via email and /or communication book. Alternatively, you may also call the parent liaison office at 6346 6922 or email to ([broadrick@etonhouse.edu.sg](mailto:broadrick@etonhouse.edu.sg)) and if applicable, the bus company. We respectfully request you inform us of any last minute changes by noon so that the information can be passed on to the relevant teachers.
  - Students will be issued a purple "Permission Gate Pass" and to present it to the school guard or duty teachers of this one time unusual arrangement to let the student exit the premises. Without the pass, no students will be allowed to leave the premises earlier than usual dismissal times.

- Children who come on scooters or bikes may alternatively wait in the bike store area. Both these areas will be staffed at all times. No students are to wait in other areas.

Overview Exit arrangement in the Afternoon:

Bus Students	Non-bus Students	Dismissal Timings and Venues
03:30 pm - Basketball Court	Nursery 2 - Year 1	3:15 pm - Waiting Area @ River Wing
	Year 2 - Year 3	3:15 pm - Avon Road Gate / Track Field  <i>from the hall at 3:15pm – access to the hall from Avon Road gate</i>
	Year 4 - Year 6	<b>3:30 pm</b> - Avon Road Gate / Track Field  <i>from the hall at 3:30pm – access to the hall from Avon Road gate</i>
Other modes of travelling:		
 		<p>Children leaving by bicycle/scooter - if the children arrive in the morning via the front gate they will leave or can be collected by the front gate and bike area. Please be mindful of the ‘safe distancing’ regulations while you are waiting. <b>N2-K1 parents or helpers can collect bicycles/scooters after 3:10pm from the bicycle area and pick up students from the waiting room in River Wing.</b></p>
		<p>The children who walk home by themselves will leave the school via the gate by the ‘old’ collection point/waiting area at the front of the school. <b>*Parental consent for students to go home unaccompanied must be sought!</b></p>

### (v) Bikes and Scooters

Students who use bicycles and scooters to school are not allowed to ride them when on campus. Students must bring a lock to lock their bikes or scooter up at school. The school is not responsible for the safekeeping of equipment.

Please note that all entry gates have to be securely closed upon your arrival and departure.

### (vi) Student Behavioral Management

At EtonHouse we feel that it is important that behaviour is managed successfully and positively. Teachers aim to create a safe environment through consistent modelling and clarification of expectations, roles, rights and responsibilities. The behaviour of all individuals, staff, students and parents, in the school is guided by the attributes of the *Learner Profile*. In

the school we all endeavour to create a positive and orderly atmosphere where high quality learning and teaching can take place.

It is recognised that if we are to be successful we must build on classroom practice and behaviour and have the same high expectations in all common areas of the school. Students are expected to move through the school buildings and walkways in a quiet and respectful manner. They are to keep their voices to a conversational volume, walk on the left side when using the stairs and refrain from running or other reckless behaviour. Toilet areas are to be accessed quietly and sensibly.

Good behaviour at EtonHouse is valued, praised and rewarded and used as a positive example to build upon. We have 5 basic school rules, based on the following attributes of the Learner Profile - Respect, Integrity, and being Principled:

- Respect and care for others and their belongings
- Be polite to everyone and act responsibly
- Take care of the school and use equipment and facilities carefully
- Keep hands, feet and unkind words to yourself
- Be principled and honest in all of our interactions

These rules are supplemented by further rules in classrooms, the playground, the dining area and on the buses.

On occasions where a more structured approach is necessary to monitor the level of a child's behaviour the following steps are taken:

- Teacher reminds the student of expected behaviour. Encouragement is offered to comply with these expectations.
- Consequences of repeated infringements are explained. Another teacher or year level coordinator may be involved in supporting the message.
- Behaviour Reflection form is used to document and record the incidents. Parents are appropriately informed of the incidents and a meeting scheduled to discuss.

If the behaviour continues, the child will be placed on a behaviour management programme with particular focus for compliance and involvement. The parents and the Inclusive Education Coordinator are informed. A three-way conference between the students, parents and teacher may be held to seek a resolution.

If the negative behaviour continues the Principal meets with the relevant staff, parents and student to seek a resolution. For cases of great significance the sanction of enrolment suspension or full withdrawal may be considered.

### **(vii) Provision of Lunch and Snacks**

At EtonHouse, we aim to be a healthy eating school and we ask that parents help us to achieve this. Students are provided with lunch and a morning snack if they opt for the school menu. The menu has no pork or beef and does not contain any nuts or nut products. Normal menu and vegetarian menu will be served, depending on the meal option selected.

If your child is vegetarian or has dietary constraints, please check the relevant box in the meal form. **It is essential that you inform the school of any food allergies that your child has.** This information will be passed on to the kitchen staff and the classroom teacher, teaching assistant for class celebrations.

We do allow students that are not taking school meals to, in sporadic cases, to take school meals at cost. Copies of the school menus are available from the Parent Liaison Office.

For meal cancellation, any unconsumed meal charge will be refunded accordingly only after the school receives an official form from parents.

Students are not permitted to share their food with other students. Some students have violent reactions to certain foods or food products and must not eat other students' food. If you decide to send snacks or a packed lunch from home, please do bear in mind that we encourage students to eat a balanced diet and nutritious foods, instead of sweets, chocolates and chips/crisps. Sweets are not encouraged as a reward for good work or behaviour. We are a nut free school.

### **(viii) Water bottle**

**Children are required to have a water bottle in school at all times.** Water is available all the time and learners can fill up their water bottles at the various water refill areas around the school premises. Due to the tropical climate of Singapore, students are regularly encouraged to maintain their fluid intake. Water bottles should be clearly labelled with the child's name and class. For health reasons water bottles are not shared.

Younger students will have their bottles refilled by an assistant teacher

### **(ix) Day Trips**

*Additional Note: The Excursion Programme had been suspended until further notice during the Covid-19 pandemic.*

#### **(i) Excursion**

To enhance the delivery of the curriculum, learners at all year levels take part in pre-planned field trips or excursions. Parents are informed about these in advance. A permission slip is required for each excursion. Parents are often encouraged to volunteer to assist with the organisation and supervision of the students.

For reasons of security and student-confidentiality parents are requested to not take photographs of children or the premises without prior consent of the class teachers. The school does not support putting students' school peers' photographs on social networking sites like Facebook. (Also refer to our school Personal Data Protection Statement available in our school website)

#### (ii) Residential trips

PYP learners in Years 5 and 6 take part in a residential visit during the school year. As the learners get older the duration of the residential trip increases, as does the complexity and challenge of the activities associated with the trip. These residential trips are compulsory as part of the school curriculum. An additional payment is required for them. Full details will be provided in advance and parents will be invited to an information session.

#### **(x) Extra -Curricular Activities (ECAs)**

*Additional Note: Slight adjustments have been made to the ECA Programme until further notice during the Covid-19 pandemic.*

A very wide range of ECAs is on offer from Mon to Wed after school to learners from 3.45pm to 4:30pm. There are two 'seasons' of activities per academic year. There may be an additional charge for these activities based on the resources or coaching required. Learners attending after-school activities must be picked up promptly after their conclusion.

Information on ECAs is distributed separately from this handbook closer to the date of operation. As the school day is full and intensive we find that these additional activities are not appropriate for our younger learners as they have already had a tiring day. Therefore, no activities are available for our youngest learners in Nursery and Kindergarten. As the children get older, the range of activities available to them increases.

#### **(xi) Additional Sports Programme**

*Additional Note: The Swimming Programme had been suspended until further notice during the Covid-19 pandemic*

The school has regard to both the physical and mental development of each of its pupils, believing that a healthy body promotes a healthy mind. EtonHouse Broadrick arranges external sporting experiences run by qualified coaches from around Singapore. These additional activities will be run during the school timetable as a part of the daily curriculum. This program will be organised by our Physical Education department and further information will be provided throughout the year.

*\*Due to COVID restrictions, certain sporting activities and ECAs are no longer offered as a part of our program.*

### **(xii) Student Leadership**

Students have the opportunity to take on leadership roles within the school. Students in Year 6 can be elected as School Captain and Year 5 Students elected as Vice-Captain of the School. There are also peer leaders at this level. These students act as role models in the school community and undertake leadership responsibilities as required. From Years 2-6, each year group has a minimum of two student representatives who become part of the SRC – Student Representative Council. SRC members are elected by peers and teachers and hold their post for one year. Regular meetings take place to enable the students to come together and discuss school improvement and welfare issues.

### **(xiii) Social Lists**

Social lists are distributed to families upon request by the Parent Liaison Office. The information includes the names of the students in your child's class, their parents' given names and contact telephone numbers. Your permission will be sought before your details are included. Please remember that this information is confidential and for personal use only. It is not to be shared with others outside the school.

This list may be used to arrange out of school play dates, parties, social events etc. Although sharing your telephone number was indicated through your child's application form during the admission process, you may opt out of the social list by informing the class teacher and the Parent Liaison Office.

Any change of details needs to be updated by informing the class teacher and the Parent Liaison Office.

### **(xiv) Lost and Found**

Students are discouraged from bringing valuable personal property to school, and are reminded that they assume all risk for damage or loss. The school will not make any reimbursement for missing items.

On certain days, teachers may request personal items be brought to school that are relevant to units of work. Younger students are encouraged to bring photos, books or other similar items rather than toys for 'show and tell'.

Please make sure that **all items brought into school are clearly labelled** with your child's full name and class so they can be returned if lost. It is particularly important to label water bottles, food containers, caps and EZ-link cards as these are the most common items that are misplaced.

Lost property, which is named correctly, is quickly returned to learners. Fragile or expensive items should be turned in at the main office. Unnamed lost property is placed in the 'Lost Property' box located outside the hall. Pictures of these items will be shared in the newsletter

for parents to identify. Long stay unclaimed items will be kept for one month after the new term starts. PSA will take over all the unclaimed items for charity purposes after that month.

#### **(xv) School Telephone Use**

Student phone calls are limited to emergencies. Students must have a teacher's permission for calls made during school hours. After hours calls can be made under the supervision of office staff.

#### **(xvi) Mobile Phones**

Primary learners are not encouraged to bring mobile phones, smart watches or electronic devices to school. Some children bring phones in order to communicate with parents on their journeys to and from school. All phones and devices must be given to homeroom teachers at the start of the day. They will be kept in a locked cupboard and returned at the end of the day. If a child needs to contact a parent/guardian during the school day they will be asked to go to the Parent Liaison Office, calls can be made under the supervision of office staff.

Electronic games are not permitted at school during school hours (8:45-3:30) and will be confiscated. Note: The school is not responsible for any loss of students' electronic equipment. A Mobile Phone Code of Conduct and permission slip is available from the Homeroom teacher.

#### **(xvii) No Smoking Zone**

The entire school campus is a designated smoke-free zone. Parents are asked to remind their helpers/drivers that they must not smoke inside the school campus.

#### **(xviii) Pets**

Unless specifically arranged in advance by a teacher, no pets of any kind are allowed on school premises.

## Financial, Student Contract and Terms & Conditions of Enrolment

### **(i) Edutrust**

Visit the Committee for Private Education's [website](#) for further details on the *Private Education Act*, the CPE or the EduTrust certification scheme.

EtonHouse was first awarded the four year EduTrust award in August 2015, and again in 2019. Our Edutrust certificate can be viewed on this [page of our website](#).

Administered by the Committee for Private Education under the governance of SkillsFuture Singapore, EduTrust is a voluntary certification scheme that helps to distinguish higher quality educational institutions in Singapore's private education industry. As a school that is EduTrust certified, we are able to accept international students who require Student Passes from the Immigration and Checkpoints Authority (ICA).

### **(ii) New Students -Document Submission**

In order for a new student to start school, the student contract must be signed and all required documents must be submitted in full to the admissions department.

### **(iii) Advisory Note and Student Contract**

EtonHouse International School uses the Advisory Note (Form 12) and the Standard Student Contract from the Committee of Private Education for every enrolment and/or change of course

The Standard Student Contract (SSC) \ comprises of:

1. Course Details - Schedule A
2. Course Fees - Schedule B
3. Miscellaneous Fees - Schedule C
4. Refund Table - Schedule D
5. Attached Academic Calendar

The student contract signed by both the school and the parent or guardian (on behalf of student) is a binding contract and shall remain valid from the day it is signed until a Withdrawal Notice is submitted by the parent or guardian (on behalf of the student) and the school will issue a formal notification to parent or guardian (on behalf of the student) to effect the withdrawal.

A new student contract will be signed for every new student or change of course before commencement of studies in the school.

A new student contract will be issued when a student changes Year level or Sessions during the same Academic Year. In such a situation, an interview with the parent or guardian (on

behalf of the student) by the class teacher and recommendation approved by the Principal shall authorise the change in the student course Year level.

View [Advisory Note from CPE](#) and sample [Student Contract](#).

#### **(iv) Attendance**

Students are expected to attend school at all times unless excused by their parents or caregiver appointed by the parents.

The School has a system to monitor students' learning to ensure that the learning outcomes are achieved. It keeps the students' attendance records accurate, up-to-date and kept until the students graduate.

- For student Pass Holders, the School ensures that their attendances fulfil the ninety percent (90%) requirement set by the Immigration and Checkpoints Authority (ICA).
- For all other students who do not require an ICA student's pass, course attendance must be at least 75% in the absence of any other more stringent statutory requirements).

The School's attendance monitoring system includes collecting **medical certificates** as proof for a student's absence. Any other documents shall only be accepted on a case-by-case basis. The School recognises the importance of students' attendance for maximum learning and reviews and analyses attendance data regularly in compliance with EduTrust Certification requirements.

#### **(v) Absences**

If for any reason your child will be absent from school, please email their homeroom teacher. Alternatively, parents can also call the school at 6346 6922. Requests for leave in advance of time should be directed to the Principal via the Parent Liaison Office.

##### First Day Calling

We keep a list of children who come independently to school so we can call parents by 9:30am should they not arrive safely at school, and we have not been notified of their absence. With increased parental notification of absence we would like to introduce this first day calling for absence of any student.

##### Arriving Late and Leaving School Early

Late arriving students should report to the Parent Liaison Office, have their attendance noted and proceed, with a written note from the Parent Liaison staff member, to their first class for the day. Early leaving students should similarly report to the Parent Liaison Office before leaving to get a purple permission pass.

## Student Illness

If your child becomes ill at home with a contagious illness eg measles, chickenpox or Hand Foot and Mouth disease, dengue fever or in contact with head lice, please inform the school nurse immediately. A doctor's clearance is required to return to school.

## **(vi) Consent to Use Student Photographs and Videos**

From time to time, photographs or video clips of our learners may be published to our website or Facebook page or used in publications such as our Yearbook. We also create TV-Style Broadcasts for the school. Parent/legal guardians permission will be sought in advance to use students' photographs or videos of the student for marketing purposes.

## **(vii) Fees and Financial Information**

- All fees quoted are in Singapore dollars (S\$) and are inclusive of 7% Goods and Services Tax where applicable.
- A non-refundable application fee is payable when a student applies to the school.
- A non-refundable enrolment fee is payable on acceptance of an offered place to any of the programmes.
- School fees are exclusive of school meals/snacks and Intensive English as an Additional Language (EAL) class and Inclusive Education support.
- Capital Levy is billed per family per academic year.
- Annual fees are invoiced on a semester basis for all students.
- Fees for the new school semester are invoiced 3 months prior to the commencement of the next semester.
- School fees and Capital Levies are inclusive of Fee Protection Scheme
- Medical Insurance as required by the Committee for Private Education (CPE).
- Fees are due 2 weeks after the invoice date.
- For payments made through a bank transfer, the Parent Liaison Office should be informed immediately of this transfer to ensure effective tracking of payments.
- Miscellaneous Fee(s) refer to any non-compulsory fees which the student pays only when applicable. Such fees are normally charged/collected by the school when the need arises
- The PEI considers payment made 7 days after the scheduled due date(s) in Schedule B as late. A 2% per month for all late payments commencing from day 08<sup>th</sup> after a payment falls due. Refer to Student Contract – Schedule C.
- Mode of Payment by Cash, Internet Fund Transfer, Cheque, Card Up, PayNow

Fees information is available on the school [website](#).

Payment schedule, mode of payment, late payment charges, refund policy and notice of withdrawal is available on the [fees letter to parents](#).

### **(viii) Transfer**

EtonHouse International School shall execute its transfer and withdrawal policy in a fair and reasonable manner.

The transfer policy covers the following:

- i. Students who are interested in applying for transfer to or from another EtonHouse Group of schools, or to transfer to another Level within EIS must seek guidance from the Parent Liaison Manager on the transfer process, eligibility criteria and fees/charges which may be incurred. The Parent/Guardian (on behalf of the student) is required to check with the Parent Liaison Office for the updated fees/charges.

### **Types of Transfer:**

1. Transfer to other schools
  2. Transfer from Pre-School to Pre-School
  3. Transfer from Pre-school to International School
  4. Transfer from International Pre-school to Pre-School
  5. Transfer from International Pre-school to International School
  6. Transfers from Singapore EtonHouse schools to the International Pre-School
  7. Transfers from the International Pre-School to Singapore EtonHouse schools
  8. Transfers from EtonHouse schools outside Singapore to schools in Singapore
- ii. Internal transfer is not automatic or guaranteed. Parents or guardians (on behalf of students) must meet the requirements and gain formal acceptance to the course to which they are applying.

View on [Inter EtonHouse Transfer Policy & Procedure](#) from the website

For terms and conditional of the Transfer, you can call us at (65) 63466922 or email us at [broadrick@etonhouse.edu.sg](mailto:broadrick@etonhouse.edu.sg).

### **(ix) Withdrawal**

When a student is withdrawn from EtonHouse, notice must be given by completing the Notification of Withdrawal Form and submitting the Form to the Parent Liaison Office. This notice must be received by the withdrawal deadline stated in Student Contract – Schedule D. The withdrawal form can be found [here](#). EtonHouse International School will complete the withdrawal process within 7-working days.

Please note that verbal, e-mail and provisional withdrawals will not be accepted. The EtonHouse Notification of Withdrawal Form must be completed and returned to the Parent

Liaison Office by the withdrawal deadlines in order to avoid incurring a further semester's fees.

Once the student has formally withdrawn from the school, re-enrolment will not be permitted unless approved by the Board of Management.

Course Fees will be calculated based on the new course from the effective month of transfer. Students are required to pay for the outstanding tuition fees based. No refund will be made for discontinuation of studies in the old programme before the transfer.

### **(x) Refund Policy & Procedures**

#### **Refund for Withdrawal Due to Non-Delivery of Course:**

EtonHouse International School will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The student will be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees, Capital Levy and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.

#### **Refund During Cooling-Off Period**

EtonHouse International School will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D of the student contract) of the fees already paid if the student submits a written notice of withdrawal to the school within the cooling-off period, regardless of whether the Student has started the course or not.

#### **Refund for Withdrawal Due to Other Reasons**

If the Student withdraws from the Course for any reason other than those stated in above Clause (i) to (vi) the school will within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D of the student contract.

Please refer to the School's website for the most up-to-date policies and the respective procedures. In addition, these policies are documented in the Student Contract that is signed before the commencement of the course.

**(xi) Deferment Policy and Procedure (for Postponement of Commencement / Leaves of Absence)**

Course deferment will be on a case-to-case basis, and should you need an postponement of commencement due to unforeseen circumstances, kindly approach our Parent Liaison Office to submit your request officially and this will be reviewed by the school Senior Management Team.

## Feedback, Complaint and Dispute Resolution Management

EtonHouse International School recognises the importance of feedback or complaints from staff, parents and students as indicators of service operational standards and for continual improvement of the school. Every effort shall be taken to address feedback and complaints, informal or formal. Feedback is available through the Parent Liaison Office.

The school will make every endeavour to acknowledge any parental complaints within 2 working days and to plan a resolution to all complaints within a time frame of 14 working days and resolve them within 21 working days.

If internal efforts to resolve dispute fails and/or absence of an acceptable solution, the matter shall be escalated to an external mediator and the aggrieved parent may approach the CPE's Student Services Centre (SSC) for help.

### Dispute Resolution

Dispute resolution and grievance processes shall be activated if the complaints could not be resolved within 14 working days with the satisfaction of the complainant and the dispute resolution shall align with the provision in the Private Education Act.

The procedure for Feedback, Complaint and Dispute Resolution of the CPE Mediation-Arbitration Scheme shall be followed.

This procedure applies to academic and non-academic complaints and feedback from students or parents. The management of feedback, complaint and dispute resolution should be resolved within 21 working days.

### Feedback, Complaint and Dispute Resolution Process Flow



## Academic and Exam Board

### (i) The School Academic Board

The school has an Academic Board that consists of the members of the Senior Management Team, along with EtonHouse's Quality Assurance Manager, and its duties and responsibilities are:

- *Developing the policies and procedures to ensure academic quality and rigour such as:*
  - *Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements, of the course are appropriate; and*
  - *Approving the deployment of teachers based on the requirements stipulated by the CPE and;*
- *Facilitating the PEI to implement and comply with the policies and procedures developed; and;*
- *Reviewing, at least once a year, the academic policies and procedures.*

### (ii) The School Examination Board

The school has an Examination Board that consists of the members of the Senior Management Team, along with EtonHouse's Quality Assurance Manager, in-charge of the development of examination and assessment procedures, such as to develop and facilitate the implementation of procedures to:

- *Ensure the security of examination scripts and answer scripts;*
- *Ensure the proper conduct of examinations and assessments;*
- *Define and ensure the proper discharge of duties and responsibilities of invigilators and markers;*
- *Conduct moderation of examination and assessment marks; and*
- *Handle appeals from students with regard to examination or assessment matters.*

## Administrative Staff Contact Details:

The school staff can be accessed by email. Email addresses usually follow the pattern of [givenname.familyname@etonhouse.edu.sg](mailto:givenname.familyname@etonhouse.edu.sg)

Name	Designation	Email Address
Edward Jones	School Principal	edward.jones@etonhouse.edu.sg
Peter Dart	PYP Coordinator	peter.dart@etonhouse.edu.sg
Bei Yan Zhao	Group Mandarin Director	beiyan.zhao@etonhouse.edu.sg
Royston Lim	Quality Assurance Manager	royston.lim@etonhouse.edu.sg
Eileen Loh	Senior Operations Manager	eileen.loh@etonhouse.edu.sg
Jacqueline Pereira	Senior Operations Executive	jacqueline.pereira@etonhouse.edu.sg
Mei Ling Ng	Administrative Assistant	meiling.ng@etonhouse.edu.sg
Hui Fen Ong	Administrative Assistant	huifen.ong@etonhouse.edu.sg
Stephanie Hosoi	Senior Parent Liaison Manager	stephanie.hosoi@etonhouse.edu.sg
Natacha Fernandes	Parent Liaison Executive	natacha.fernandes@etonhouse.edu.sg
Bee Lin Tan	Parent Liaison Executive	beelin.tan@etonhouse.edu.sg
Sophia Shen	Senior Account Executive	sophia.shen@etonhouse.edu.sg
Jolene An	Account Assistant	jolene.an@etonhouse.edu.sg
Jacky Lee	Senior Project and Facilities Manager	jacky.lee@etonhouse.edu.sg
Jael Tan	School Nurse	carecentre@etonhouse.edu.sg

General Hotline - +65 6346 6922

Email: [broadrick@etonhouse.edu.sg](mailto:broadrick@etonhouse.edu.sg)

Account Office: +65 6202 9139 ; +65 6202 9144

Care Centre: +65 6202 9146

## Additional Information and Useful Links

- **International Baccalaureate Organisation**  
Visit [www.ibo.org](http://www.ibo.org) for more information on International Baccalaureate Organisation.
- **Cambridge International Examinations**  
Visit <https://www.cambridgeinternational.org/> for more information on Cambridge
- **Committee for Private Education Singapore**  
Visit <https://www.ssg.gov.sg/cpe/pei.html> for information from the Committee for Private Education Singapore (CPE) on the following:
  - Private Education Act
  - Enhanced Registration Framework (ERF)
  - EduTrust Certification Scheme
  - Fee Protection Scheme (FPS)
- **Resources for Private Education Students**  
<http://www.ssg.gov.sg/cpe/student-services/student-resources.html>  
Call (65) 6512 1140 or email [CPE\\_Contact@cpe.gov.sg](mailto:CPE_Contact@cpe.gov.sg)
- **The Immigration & Checkpoints Authority**  
A foreigner is required to apply for a Student's Pass if they have been accepted by an educational institution to pursue full-time studies in Singapore, unless they are a Dependent Pass holder.  
Visit [www.ica.gov.sg](http://www.ica.gov.sg) for more information on Visitor Services.
- **Emergency Numbers**

Emergency Ambulance and fire:	995
Non-Emergency Ambulance:	1777
Police Emergency:	999
Dengue Hotline:	1800 933 6483
Fire hazard reporting:	1800 280 0000
Police Hotline:	1800 255 0000
SCDF GENERAL ENQUIRIES:	1800 286 5555
Agri-Food and Veterinary Authority of Singapore (AVA) Hotline:	1800 226 2250
SP POWERGRID: (to report a power failure)	1800 778 8888
Nation Environment Agency (NEA) Hotline:	1800 225 5632
Floods/ drain obstructions:	1800 284 6600
Drugs & Poison (non-emergency):	6423 9119
Weather:	6542 7788
CITYGAS (to report gas pipe leakage, disruption to gas supply and low gas pressure):	1800 752 1800