

# EtonHouse Broadrick

# Parent Handbook

Academic Year August 2025-2026

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## 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 2025-2026 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 homeroom 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

### EtonHouse Group Vision

- Shaping the future through education

### EtonHouse 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 do not want to follow education systems that skew towards grades and tests, we want to lead. Our vision is to help shape the future through programmes that integrate inter and intra-personal development, skills, and academia.

### EtonHouse International School's Core Values

EtonHouse International School embraces the International Baccalaureate World Schools' [Learner Profile](#) attributes as core values that guide our entire school community. Our EtonHouse Group Values Statements also have a seamless and repeated alignment with these IB PYP Learner Profiles.

<b>Inquirers</b>	<b>Knowledgeable</b>	<b>Thinkers</b>	<b>Communicators</b>	<b>Principled</b>
<b>Open-minded</b>	<b>Caring</b>	<b>Risk-takers</b>	<b>Balanced</b>	<b>Reflective</b>

### EtonHouse Group Values Statements

#### **Respect Every Voice**

*We create an inclusive environment where every perspective is valued and heard*

**Communicators, Open-minded, Caring, Principled**

#### **Own Your Growth**

*We take responsibility for our growth, embracing challenges and opportunities to improve*

**Principled, Risk-Taker, Inquirers, Reflective, Balanced**

#### **Inspire Curiosity and Learning**

*We encourage lifelong learning, innovation, and the confidence to make a difference*

**Inquirers, Knowledgeable, Risk-Taker, Balanced, Thinkers**

#### **Empower Others to Thrive**

*We support and uplift one another, fostering a culture of collaboration and success*

**Caring, Open-minded, Communicators**

## 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.

Our school year levels are arranged in the following way;

Year Level	Curriculum Program
Nursery 2	Preschool IB Primary Years Program
Kindergarten 1	
Year 1	Primary School IB Primary Years Program
Year 2	
Year 3	
Year 4	
Year 5	
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-centred approach** focused on the development of the whole child – it encompasses social, physical, emotional and cultural needs in addition to academic welfare.

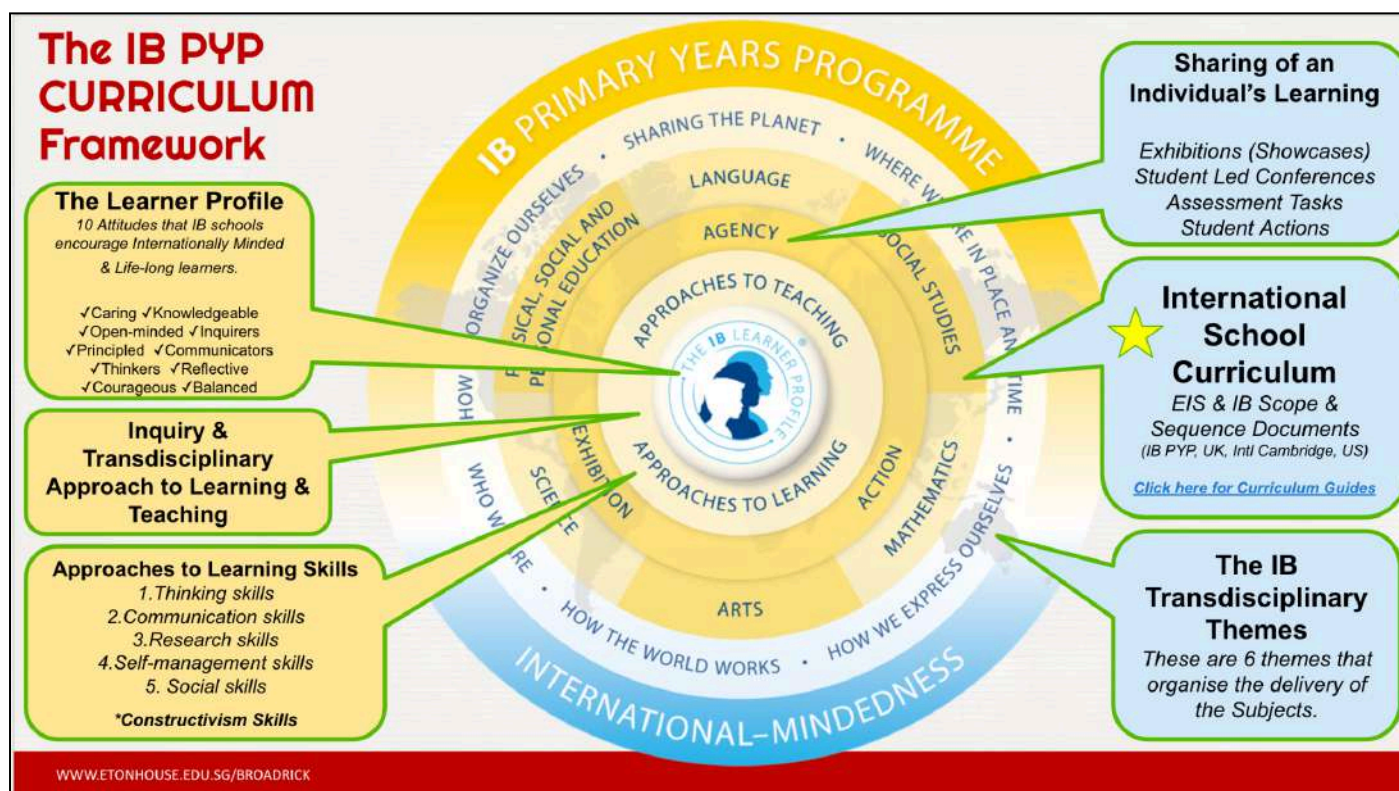
Students explore different subject areas of *Language, Mathematics, Physical Education, Social Studies, Science and Technology, Arts, Physical, Personal and Social Education, Additional Languages* through transdisciplinary themes that provide the framework for the exploration of knowledge. These themes are:

- 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

In Preschool (Nursery 2 to 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.

The curriculum design is provided by the International Baccalaureate Organisation. The curriculum framework comprises the essential elements namely- **knowledge, concepts, skills, attitudes and action.**

During Parent Information Evening, teachers will provide parents with a **curriculum overview\*** which details the units of inquiry, learning content, specific outcomes for the year and the strategies/skills that will be focused upon.





# Language Acquisition Programme

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

Families can choose from either the Integrated Curriculum Pathway or the award-winning Mandarin Immersion Programme where students get intensive Mandarin language exposure in Year 1 to build a strong Mandarin foundation followed by Mandarin Immersion from Year 2 to 6. The fantastic [results](#) that our Mandarin Immersion students achieved in the Youth Chinese Test is a strong testament to the effectiveness of our programme. Today, EtonHouse Broadrick continues that tradition of producing Mandarin Immersion students, offering Mandarin, Japanese, Hindi, as well as English as an Additional Language (EAL) as part of our Integrated Curriculum Programme.

## **(ii) Mandarin Immersion Pathway (English and Mandarin)**

Immersion in both languages are also offered from Year 1 to Year 6. Each Mandarin Immersion 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 and there is additional time added for Mandarin instruction compared to the Year 2-Year 6 program. [See this link for more information.](#)

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

## **(iii) Mandarin Immersion Pathway Placement Assessment**

Entry assessments are necessary for students who wish to enrol in the Mandarin Immersion Programme starting from the second semester of Year 2 until Year 6. Students who join the school in Y1, and the beginning of Y2 are exempt from completing an assessment. Ongoing assessments are carried out at the end of each year from Year 2 to Year 6 to determine the students' areas of development.

## **(iv) Specialist Lessons**

Students starting from Nursery and above actively participate in a variety of specialist activities on a weekly basis, covering performing arts (music and drama), visual art, library and physical education (PE). Year 2- Year 6 also have weekly Information and Communication Technology lessons (ICT) to support their technology skills and digital citizenship. Additionally, an Inter-House sports programme is arranged, and students have the opportunity to take part in extra 'Sports and Enrichment' classes, offering more chances to engage in physical education and arts activities.

## Digital Literacy

### Information and Communication Technology (ICT)

In order to enhance their curriculum studies, students have access to various technological resources such as classroom computers, banks of iPads and MacBooks, interactive boards, assorted hardware devices, the school's IT lab, and the Bring Your Own Device (BYOD) programme, which is specifically implemented for Year 5 and 6 students.

We prioritise educating students on the safe and responsible use of their devices, enabling them to become responsible Digital Citizens. It is crucial for students to maintain the security of their devices at all times, as the school cannot assume responsibility for any loss or damage to these often costly items. Students are permitted to use devices like smartphones, tablets, and laptops as long as they support the curriculum and align with the IB learner profile. Homeroom teachers will provide a copy of the BYOD Programme upon request.

## 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. Nursing staff onsite.
- v. English Language Support Programme
- vi. Inclusive Education Programme for Learning Support Needs
- vii. Wellbeing Coordinator advises staff on teaching approaches & strategies.
- viii. Code of Conduct for Volunteers & External Suppliers - Safeguarding.

### **(i) Pre Course Consultation and Counselling to parents (child under the age 18)**

During the enrollment process, members of the Parent Liaison Office (PLO) will explain the school contracts, fees and expectations of enrollment to ensure families and students are in agreement with what the school offers in terms of our program. We do our best to ensure parents are informed of any information prior to joining to avoid later misunderstandings.

### **(ii) Fee Protection Scheme (FPS)**

#### EtonHouse FPS

EtonHouse International School has appointed **Lonpac Insurance Berhad** 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](#).

[FPS Master Certificate of Insurance](#)

### **(iii) Medical & Accident Insurance Scheme**

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

Insured Persons: All Local / International students on compulsory basis

[Student Medical Insurance – Master Certificate of Insurance](#)

[Student Medical Insurance Product Summary](#)

#### **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**

Pro-Ration Factor will apply if an insured student is warded in a higher ward in Singapore Government / Restructured Hospitals or in private hospitals in Singapore or in hospitals outside Singapore during school-related activities. The policy will pay up to **65%** of the eligible Reasonable and Customary charges (excluding Daily Room and Board) subject to the

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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.

#### **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 School Admin Office **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 / original receipts;
3. Discharge summary / medical report
4. Referral letters, if available

The above documents are required to be submitted to the School Admin Office.

#### **(iv) Nursing staff onsite.**

During school hours, there is a Nurse available for student illness, injury and emergency. Parents must communicate any additional health needs to the nursing staff through the PLO, including temporary administration of medications.

#### **(v) 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.

#### **(vi) Inclusive Education Support Programme**

The children with identified 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. This is not a formal occupational therapy or counselling service.

The Inclusive Education Department develops programmes and interventions based on student and classroom learning 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.

**(vii) Wellbeing Coordinator advises staff on teaching approaches & strategies.**

EtonHouse International School shares a commitment to student wellbeing and has appointed a Wellbeing Coordinator to support our program in this area. Most content and support for wellbeing is provided by the *Homeroom Teacher* as they know the child best within school.

If there is an identified need for more intensive support, our Inclusive Education team may be asked to observe and advise a teacher. If need be, parents would be encouraged to seek further, third-party support services through outside organisations. Our Inclusive Education Coordinator will be able to provide some recommendations of companies the school has worked with previously.

**(viii) Code of Conduct for Volunteers & External Suppliers - Safeguarding.**

This Code of Conduct outlines the expectations of EtonHouse Broadrick expects for our staff, external providers and community volunteers. This includes trustees, agency staff, interns, students on work placement, parent volunteers, and anyone who is undertaking duties for the organisation, whether paid or unpaid.

The Code of Conduct aims to help us protect children from dangerous situations, inappropriate conduct and reduces the possibility of unfounded allegations being made against adults supporting our school.

EtonHouse Broadrick is responsible for making sure everyone taking part in our services has seen, understood and agreed to follow this Code of Conduct, and that they understand the consequences of inappropriate behaviour.

The Code of Conduct in its entirety and the Digital Declaration can be found – [HERE](#).

## **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 and develop their information literacy skills.

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 School Courses:

EtonHouse Year 1 Programme	EtonHouse Year 3 Programme	EtonHouse Year 5 Programme
EtonHouse Year 2 Programme	EtonHouse Year 4 Programme	EtonHouse Year 6 Programme

### Subjects for each Course Title:

1. Language (English)
2. Mathematics
3. Technology
4. Science
5. Social Studies
6. Arts (Visual Arts And Performing Arts (Drama & Music))
7. Physical Education
8. Additional Language (English or Mandarin or Hindi or Japanese)

Course Titles	Age Entry as at 1 <sup>st</sup> August of Entry Year	Teacher : Student Ratio	Course Duration	Graduation Requirement
EtonHouse Year 1 Programme	5 Years old	1:12	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 1
EtonHouse Year 2 Programme	6 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 2
EtonHouse Year 3 Programme	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
EtonHouse Year 4 Programme	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
EtonHouse Year 5 Programme	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

EtonHouse Year 6 Programme	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
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All primary courses are full-day programmes.

Note: Primary classes are also offered at EtonHouse International School @ Orchard

## (ii) EtonHouse Preschool Courses:

- EtonHouse Nursery 2 Programme
- EtonHouse Kindergarten 1 Programme

### Subjects for each Course Title:

- Language (English)
- Mathematics
- Science and Social Studies
- Arts (Visual and Creative)
- Physical Education
- Additional Language (English or Chinese or Hindi or Japanese)

Course Titles	Age Entry as at 1 <sup>st</sup> August of Entry Year	Teacher : Student Ratio	Course Duration	Graduation Requirement
EtonHouse Programme - Nursery 2* - Kindergarten 1	3 years old 4 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 for respective Year level

Note: Only Nursery 2 Programme are offered in half day programme (finish at 12:30pm);

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 [EtonHouse Nature Pre-School](#) and [Mounthatten 223](#).

Failure to commit to attendance requirements will result in:

- Cancellation of student pass with ICA when international students' attendance does not meet the ICA requirement of 90% attendance per month, or 7 consecutive days of absence without a valid reason.



## 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/Parent Communications

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

Where/How	When	Why
Emails	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. <i>*Teachers will respond during working hours, within 48 hours.</i>
Bloomz	(N2-Y6) weekly on Fridays	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 <i>*The messaging service from this application is not used for teacher communication.</i>
Scheduled Conferences	Face to face, 3 times per year Oct -PTC Jan-Feb - 3-Ways May - SLC <i>*or virtually</i>	To understand more about our programme, and your child's progress. <i>*Additional information is shared 2 weeks prior to events.</i>
Ad-hoc Meetings	Only as needed	Additional meetings may be requested by parents or teachers to address any concerns or needs of the student throughout the year. These should be organised in advance and have a clear purpose for everyone involved.

### (iii) Whole 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 Fridays	Celebrate events and achievements in School and inform parents of recent events, upcoming events and other important announcements.
Bloomz	Weekly, as needed	Reminder for school celebrations/events/ parent's response

### (iv) Class Assemblies & Achievement Certificates (LP)

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.

Our morning assemblies commence between 8:45a.m. to 9:15a.m.

Early Years - Year 2

Weekly on Tuesdays

Year 3 - Year 6

Weekly on Fridays

*\*Due to our flexible calendar, special events and public holidays, Assemblies may NOT be held every week. Look for more information from the school.*

In our school, students receive Learner Profile certificates for specific achievements. These certificates are handed out by teachers either on an Assembly or during a Classroom meeting.

### (v) New Students/Families Orientation (Aug & Jan)

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/parents of their rights (this shall include internal and external grievance and dispute resolution procedures, fee protection scheme, reference to SSG's official website);
- inform students/parents of course deferment/extension criteria and procedures

## **(vi) Parent Information Evening and Sundowner**

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. This is followed by a Sundowner to meet socially with children's classroom and specialist teachers. The event is usually held between 5:00 pm to 8:00 pm in the school hall/basketball court.

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

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. Email the school at [broadrick@etonhouse.edu.sg](mailto:broadrick@etonhouse.edu.sg) or call PLO @ 6346 6922.

## **(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. This includes EIS communicating with any other school which the student has attended or which the student may 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 Guidelines**

At Broadrick, homework is designed to help students practise learning from school, reflect on their progress, and further develop their Approaches to Learning (ATL) skills and Learner Profile attributes. It's also a great tool for parents to understand and stay connected to their child's learning.

### **Homework Grids**

Part of our Homework approach includes a form of the Ian Lillico Homework Grids. This approach to home learning recognises that traditional homework is often too narrow, labour-intensive, heavy in drill-and-practice, and can interfere with family life or student hobbies. Whereas our homework model is designed to better balance academic learning with practicing life skills, active living, family engagement and active pursuits of student interests.

Each grid has a combination of required tasks and optional activities, allowing students to practise core skills while also making choices that suit their interests and learning style. By using these grids, homework becomes more than just practice – it becomes an opportunity for creativity, exploration, family connection, and personal growth.

### **Homework Frequency**

No homework is assigned during weekends or school holidays to ensure family time and student hobbies/interests are prioritised at these times. Each year level sends home a physical (or digital) homework grid with resources for the week and expects the student to return their homework on time. Additionally, specialist teachers and additional language teachers may assign additional homework specific to their subject, but are required to not overburden students.

### **Homework Commitment**

We encourage students to have a daily routine of homework, even if this just involves sharing their learning with a family member. We are conscious that students have their own extracurricular activities and we don't want homework to become a negative experience. Below is our guidelines for how much time students should commit to homework each day.

Year 1: 10 - 15 minutes	Year 2: 10 - 20 minutes	Year 3: 20 - 30 minutes
Year 4: 20 - 30 minutes	Year 5: 30 - 40 minutes	Year 6: 40 - 45 minutes

## **FAQs about Homework from Parents:**

**Q:** My child finds UOI homework difficult, especially when they are still learning English. How can I help?

**A:** Our homework is designed to be a revision activity of what's been learnt in the classroom. So we aim for a situation where parents don't have to teach "new" content, but rather the student is sharing what they have learnt in class. However, there may be times that a child with an additional language finds the content difficult. To support your child, there are a few options to help;

Encourage your child to talk about their ideas in their own language (e.g. Japanese) first, then help them find English words together.

Make use of great technology tools like DeepL or ChatGPT to help translate work for them. It's always okay to help with research or translation—what matters most is helping them think and express their understanding, not perfect English.

If you are experiencing challenges, always approach the Teacher to support. They can help by possibly sending home a translated version of a homework sheet or assignment. \*NB Be aware that they will likely use a translator so it might not be 100% perfect.

**Q:** How important is homework to the teachers? Is there a punishment or consequence for not handing in homework?

**A:** Homework at Broadrick is designed to support classroom learning and help parents and students communicate about their learning. We understand that, at times, life outside of school can be complicated, so we are considerate when it comes to completing homework.

However, we strongly encourage students to complete homework grids to practice self-management skills and reinforce learning. A teacher won't 'punish' a child for not completing homework, but if it's a regular occurrence, they will talk to the child and contact parents to find out if there's some support that can be put in place to help.

**Q:** What if my child is advanced or we wish to have more homework than the school is currently providing?

**A:** Some families may value additional or more challenging homework for their children and we can help support that if it's not going to cause a child to feel overwhelmed. Some of the ways we already account for the need for additional homework is by providing children access to online learning platforms such as Reading AZ or Doodle Maths. These are self-paced programs that ensure the student is practicing relevant mathematics or English reading skills.

If you require additional advice, teachers can recommend reliable online resources that you may like to assign to your child at your own discretion.

## **(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 (PTC/Three ways/SLC)

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 (SLC), students from nursery 2 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. The reports in May will also serve as a 'Course Completion' and include a certification.

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.

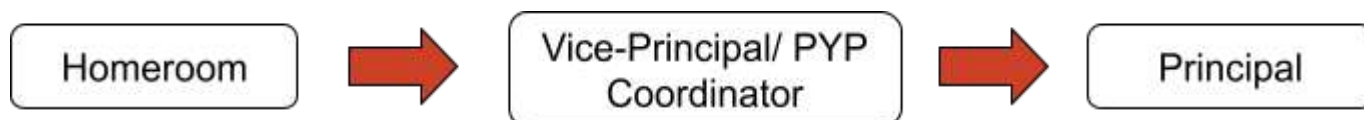
### **(xiii) Parent Teacher Communication**

The school believes that open communication is essential to all good interactions. Most issues get clarified and resolved with an open dialogue and prompt communication. The school encourages parents to contact the staff member directly to clarify issues if any. However, in case it is required, the following procedure is set in place to facilitate levels of communication at school. Meetings should be kept confidential and no recordings should be made during these without the consent of all parties present.

- 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 48 hours.

- If you require further discussions, please make an appointment to speak with the Vice-Principal/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 Vice-Principal/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) 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](#).

### (iii) 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

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to provide their children with nuts or products containing nuts in their snack or lunch boxes or in the event of impromptu class celebrations.

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

The school nurse only administers basic medical supplies such as ice for bruising, a saline solution for the cleaning of wounds, and 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.

#### **(v) 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.

#### **(vi) 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 is down with chicken pox, H1N1 or Hand-Foot-Mouth disease, please take your doctor's advice and let your child rest at home. As these diseases are highly infectious, please do not bring your child to school unless he/she has fully recovered. Homeroom teachers or school nurse should be informed. 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 (24 hours clear of this before returning to school)
- 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.

- ALL staff are required to wear their Staff Employee Card when on school site.
- ALL Parents/Guardians MUST wear their Parent ID card when on school site.
- ALL Visitors MUST sign in at PLO and wear a Visitor's Card whilst on school site.
- ALL school staff are required to monitor and direct any person without any Identification Card to the PLO.

### (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.

#### Broadrick Uniform

##### **All Students**

Enclosed Shoes (*preferably mostly black or white*)

##### **Pre-School Uniform**

###### Girls

Tartan EtonHouse school dress & bloomer (set)  
School Hat/Cap

###### Boys

Tartan EtonHouse shirt  
Dark Green EtonHouse shorts  
School Hat/Cap

##### **Primary Uniform**

###### Girls

White EtonHouse shirt  
Grey EtonHouse skort  
School Hat/Cap

###### Boys

White EtonHouse shirt  
Grey EtonHouse shorts  
School Hat/Cap

#### (iv) PE Uniform, Hat and Shoes

Physical Education (PE) uniforms are worn during PE class. Students should wear their PE uniforms to school on PE days. Please ensure student's footwear is suitable for everyday school activities, and is easy to remove and put on.

Year Level	Tops & Bottoms	Hats/Caps	Shoes
N2 to Year 6	PE shirts & Shorts	EIS cap or hat	White/cream socks and gym or black closed toes running shoes. For more formal activities i.e. graduation, students are required to wear black shoes. No crocs/sandals to 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. The school prefers that there be no cases of unnatural colours of hair dying. Jewellery should be minimised where possible.

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

The school enforces the "no hat, no sunshine play" rule. Students without a hat will be directed to a shelter 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**. The school hat is available for purchase at the Parent Liaison Office.

#### (vi) Bus Transport Services (3:30pm)

*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.*

Most students arrive between 8:15am and 8:30am and leave at 3:30pm (4:30pm during ECA days). It is most important that the transition is both safe and efficient. To assist us, students taking school buses must adhere to the instructions and rules given by the school bus vendor.

The school bus service is operated independently by **Zheng Xing Transit Pte Ltd (ZXTPL)**. 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. For information about the available bus routes and cost to our school, feel free to reach out to the [service provider](#).

A school staff member will be present at all times when students are alighting and boarding school buses. Students are supervised on the buses. Students 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.

### **(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.

Cooperation 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. **Avon Road, Arthur Road and Lyndhurst Road will continue to be closed to parents from 2.15pm to 3.30 pm (on ECA days 2.15pm to 4.30pm).**

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 Involvement/Parent Volunteers

### (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 Concerts/Musicals, Carnival and other cultural events. Membership is open to the staff of the School and all parents of current students. All members will have voting rights and the right to hold office in the Association. Membership shall cease once the children of the members are no longer students of the School. PSA Annual General Meeting (AGM) is held in September and the 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:

- Seeking support for specific behavioural or learning problems that your child is facing in school. Such feedback should be given to the school directly via a Homeroom Teacher.
- Voicing grievances that can't be resolved by parents. It's better to raise them with the school.
- Never criticise individuals (parents, students or staff) and be careful with phrasing to avoid misunderstanding of tone.
- Don't promote personal businesses or 'spam' through these chat groups. Also don't share political, religious or personal opinions that aren't related to the group context.

The guidelines are as follow:

1. The Class Representative or PSA Class Reps Communications Coordinator has the right to delete any message that they feel might be inappropriate for this forum.
2. It is not expected that all parents or Class Representatives will respond to every message posted by the Whatsapp groups, unless required.
3. Frequency of communication should be limited to essential communications and not used as a 'social channel'. (Parents may choose to establish separate social groups independent of these PSA organised forums)
4. Posts should be limited to reasonable hours to avoid members feeling interrupted by late night, early morning or holiday notifications.

5. 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 Mystery Readers, 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. For reasons of student-confidentiality, parents volunteers are requested not to share students' information to other parties or use inappropriate/ offensive comments towards an individual (staff, student, parent). For example, if a parent is helping out with reading groups, they must be discouraged from making comparisons and commenting on a student's performance.

### **(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 Celebrations & Gifts Protocol**

Birthdays are a special time in a child's life. There is always excitement in celebrating birthdays outside the school with a party. It's an excellent chance for students to build relationships and enjoy each other's company outside the school environment.

We want to encourage parents and students to include everyone from their class in any celebrations of children's birthday parties or distributing any 'goodie bags' at school. We respect and understand that sometimes Birthday Parties can be an intimate event and might not be suitable for large numbers to attend. We ask that you refrain from using the Parent Representative Whatsapp Group to share organisation if invitations are not open to all students.

Regarding the celebration of birthdays at school, we have chosen to remove the option of sharing birthday food for preschoolers **[N2-Y1 only]**. With the increase of allergies, dietary restrictions and contamination of foods, it is safer to remove the sharing food altogether for the younger children. Instead, those families wishing to celebrate birthday events with the class might consider making small gift bags to share with friends. These may include small trinkets, stationery, toys or games.

A simple birthday celebration can be held in the classroom towards the end of the school day (after 2.50pm). Please contact your child's teacher about this.

### **(viii) Christmas, Halloween and Special Celebration Protocol**

Throughout the year there are different events that are celebrated by different cultures where students and families may be inclined to share gifts, cards or parties with other students in the class. To make sure we are modelling inclusive choices to our children, we ask that parents follow similar expectations for Birthday Celebrations to include all class members or be mindful of how you are including others.

For example; at Christmas time, many children enjoy distributing Christmas Cards. If this is something your family would like to do, please cater for all students in the class to ensure others don't feel excluded from the process. If this is not possible, please share the Christmas Cards outside of school or speak to your child about delivering Christmas cards in a sensitive manner.



For Christmas time, the school doesn't support the sharing of Christmas candies or food items to avoid any issues with allergies or family values about sugary foods. Also, the school will not be responsible for the formal exchange of gifts (eg. Secret Santa). However, we understand and respect that students may wish to exchange gifts with friendship groups, we only ask that this is done discreetly and that students don't make another student feel excluded in the process.

For Halloween, the school celebrates by holding a dress up day but we respect that families may choose not to partake in this celebration. At times, some students wish to bring 'candy' for sharing as a part of the American 'Trick or Treat' tradition. At EtonHouse, we do not support the sharing or distribution of candy to classmates. If you wish to uphold this tradition, you may instead like to find a trinket or goodie bag to share instead. Please remember, again, that we value inclusive choices in these situations and encourage all students to be included in any such distribution of gifts. Alternatively, students can wait and distribute their gifts outside of school to avoid any feelings of exclusion.

## General Information and Policies

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

Full Day : 8:15am to 3:30pm; ECA days finish at 4:30pm

Half Day : 8:15am to 12:30am (applicable to nursery 2 only)

\*\*The first lesson commences at 8:30am.

### (ii) Office Hours and Contact

The school office is staffed from 8:00am to 5:00pm weekdays and during school holidays, although closed on weekends and 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
N2 - Y2	10:15 - 10:30am	10:30 - 10:45am
Y3 - Y6	10:30 - 10:45am	10:45 - 11:00am

Lunch	Eating	Playing
N2 - Y2	12:00 - 12:30	12:30 - 13:00
Y3 - Y6	12:30 - 13:00	13:00 - 13:30

**Afternoon snack [N2-Y1 only]** is taken at the discretion of the teachers to fit in with the timetable and specialist programme.

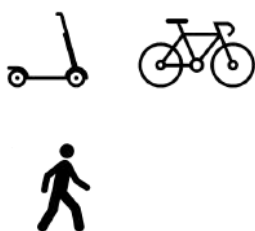
### (iv) Arrival and Departure of Students

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

- In the morning
  - **Access to the school gate is restricted until 8:00 am.** For the convenience of bus operations, non-bus students are recommended to arrive after 8:15 am. Members of staff are on duty from 8:00 - 8:30 am in the playground.

- The school bell rings at 8:27 am and Homeroom Teachers/assistants collect students from the basketball court to individual classrooms. The first lesson commences at 8:30 am.
  - Students arriving after 8:45am must check in at the Parent Liaison Office to mark their attendance and receive an attendance note before entering homeroom.
- In the afternoon (River Wing waiting area/Basketball Court Gate/bike & scooter area)
    - At the end of the school day, exit times will be staggered. The children will exit the school via the **front or side exits** of the school.
    - School finishes at 3:15pm for a full day (N2-Y1), 3:20pm (Y2) and 3:30pm (Y3-Y6). Bus students (3:30pm) line up at the Basketball court, and duty teachers take them on their buses.
    - Any students not collected after the end of the school day will be directed 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.
- Unusual Changes to the pick up arrangements
    - (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), information should be indicated to the teacher via email by 9:30 am daily. 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.
    - 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.

## Overview Exit arrangement in the Afternoon:

Bus Students	Non-bus Students	Dismissal Timings and Venues
03:30 pm - Basketball Court	Preschool (N2,K1,Y1)	3:15 pm - Waiting Area @ River Wing **
	Year 2	3:20pm - Basketball Court Gate, situated near lamp post 4-5-27 along the Geylang River.  Late collectors arrive after 3:35pm please proceed to the main PLO Gate.
	Year 3 - Year 6	3:30 pm - Waiting Area @ River Wing **
<p>** If your child is to be picked up, he/she is taken to the waiting area and released to the parent or designated helper (with photo identity card) by the duty staff. Please ensure your child has a <u>bag tag</u> to indicate who is picking up the child. <b>Please wear your photo ID and pick up your child on time.</b></p> <p>Duty teachers are present at all times and all teachers have a duty of care. Tell your child that he or she can approach anyone with a lanyard for any concern.</p>		
Other modes of travelling:		
	<p>Children leaving by bicycle/scooter/on foot - they will leave or can be collected by the pedestrian gate (near guard house) or bike waiting area.</p> <p>Student with consent pass:</p> <ol style="list-style-type: none"> <li>1. Lime Green consent pass - permitted to leave premises unaccompanied.</li> <li>2. Yellow consent pass - permitted to leave under certain conditions.</li> </ol>	

Picked Up Y3-Y6 students who have siblings in Y2 leave via the basketball court gate.



[Basketball Court Gate](#) near lamp post 4-5-27 along the Geylang River

**Oldest siblings will join the youngest one at their designated dismissal time and location.**

\*\*If they have siblings in preschool (N2, K1, Y1), the designated pick-up location will be the River Wing Gate.

## **(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 Behavioural 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 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.

### **Digital Citizenship & Cyber Bullying**

Cyberbullying poses a significant threat to the well-being and development of primary school students. Beyond the immediate emotional distress it causes, it can lead to long-term psychological harm, affecting self-esteem, academic performance, and social integration. In the digital age, where children are increasingly connected online, the impact of cyberbullying can be pervasive, extending beyond school hours and spaces.

Digital citizenship education plays a crucial role in combating cyberbullying by equipping students with the knowledge, skills, and attitudes necessary to navigate the online world responsibly and respectfully. Through our ICT Programme, students learn about the importance of empathy, kindness, and respect in their online interactions. They develop critical thinking skills to identify and respond to cyberbullying, understand the consequences of their actions, and seek help when needed.

Students who choose to participate in negative online behaviours during school hours are counselled and given consequences, which could include temporary suspension from ICT resources and access at school. If they are involved in unsafe cyber behaviour outside of school hours, on 3rd party platforms, Parents are informed and encouraged to take action to address their child's choices. Information about Digital Citizenship is shared each year with the community to promote safe and responsible online behaviours at home and at school.

By promoting a sense of community and inclusivity, it empowers students to become responsible digital citizens who contribute positively to their online environments, ultimately creating a safer and more respectful online space for all.

### **(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. The school menu is Halal-friendly (no beef or pork) and does not contain any

peanuts or nut products. Normal menu and vegetarian menu will be served, depending on the meal preference. **It is essential that you inform the school of any food allergies or dietary constraints that your child has.** This information will be passed on to the kitchen staff, classroom teacher and 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 allowed 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.** Learners can refill their bottles at the various water fountain 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) School Trips**

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

To enhance the delivery of the curriculum, learners at all year levels take part in pre-planned field trips or excursions. Parents' permission will be sought for each excursion. For reasons of security and student-confidentiality parents volunteers are requested not to 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 from Year 4 and above will 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)**

A very wide range of ECAs is on offer from Monday to Thursday after school to learners from 3.30pm 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. The ECA activities are open to K1 to Y6 learners. As the children get older, the range of activities available to them increases.

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

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 or early in the morning before the first lesson starts as a part of the daily curriculum.

### **(xii) Student Leadership (Captains/SRC)**

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 SkillsFuture Singapore (SSG) [website](#) for further details on the *Private Education Act*, the SSG or the EduTrust certification scheme.

EtonHouse was awarded the four year EduTrust award in 2015, 2019 and 2024. Our Edutrust certificate can be viewed on this [page of our website](#).

EduTrust is a voluntary certification scheme that helps to distinguish higher quality educational institutions in Singapore's private education industry. As a school that has obtained the EduTrust certification, 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 SkillsFuture Singapore (SSG) 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 SSG](#).

For a sample of the PEI-Student Contract, please reach out to our friendly Parent Liaison representative.

#### **(iv) Student 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) Student 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 (after 8:45am) 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.

### **(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 9% Goods and Services Tax
- A non-refundable/non-transferable application fee is payable when a student applies to the school.
- A non-refundable/non-transferable enrolment fee is payable on acceptance of an offered place to any of the programmes.
- School fees are exclusive of school meals/snacks and 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.
- For **new students**, upon successful enrolment and signing of SSG standard student contract, school fees will be invoiced at least 6 months prior to student course commencement. If the student course commencement date is within 6 months, the

school fees shall be invoiced immediately. Invoice due date will be clearly stated in the respective invoice.

For **existing students**, school fees are invoiced 3 months prior to the commencement of the next semester. Invoice due date will be clearly stated in the respective invoice.

- School fees and Capital Levies are inclusive of Fee Protection Scheme
- Medical Insurance
- Fees are due 2 weeks after the invoice date.
- For payments made through a bank transfer, the Finance 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 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.

Terms & Conditions for Inter-Campus Transfer:

- i. The student will only be eligible for Inter-Campus Transfer after a minimum enrolment period of 8 term-weeks in the current campus.
- ii. Any request for Inter-Campus Transfer is subject to the consent of EtonHouse.
- iii. A top up of the balance of school fees may be payable to the new campus (if applicable).
- iv. All outstanding payments must be settled promptly before the inter-campus transfer takes place.
- v. All fees payable at the new campus must be made by the first day the student commences.
- vi. This Inter-Campus Transfer Form should be read in conjunction with the SSG Standard Student Contract and, if applicable, Progression Discount's Terms & Conditions (available at the Parent Liaison Office upon request).
- vii. All personal data and information such as student profile and observation records will be shared with the new campus for the purpose of facilitating the Inter-Campus Transfer application.

For a copy of the Inter-Campus Transfer form, please approach the Parent Liaison Office.

### **(ix) Withdrawal**

When a student is withdrawn from EtonHouse, notice must be given by completing the Withdrawal Form (online) and submitting it to the Parent Liaison Office. This notice must be received by the withdrawal deadline stated in Student Contract – Schedule D. A unique link for the online withdrawal form will be provided by the Parent Liaison Office upon request. 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 Withdrawal Notice Form must be completed and submitted 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.

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

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

EtonHouse International School will notify the Student in writing within three (3) working days after becoming aware of any of the following:

- (a) It cannot commence the provision of the Course on the Course Commencement Date;
- (b) It cannot complete the provision of the Course by the Course Completion Date;
- (c) The Course will be terminated before the Course Completion Date;
- (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
- (e) The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student's Pass / Dependant's Pass.

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 ten (10) 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 can be made through the Parent Liaison Office.

When responding to complaints or concerns, we will work together to ensure we are upholding the values of the EtonHouse Vision and Mission and the attributes of the IB Learner Profile in all interactions. Our goal is always to make decisions and resolutions in the best interest of students, teaching and learning.

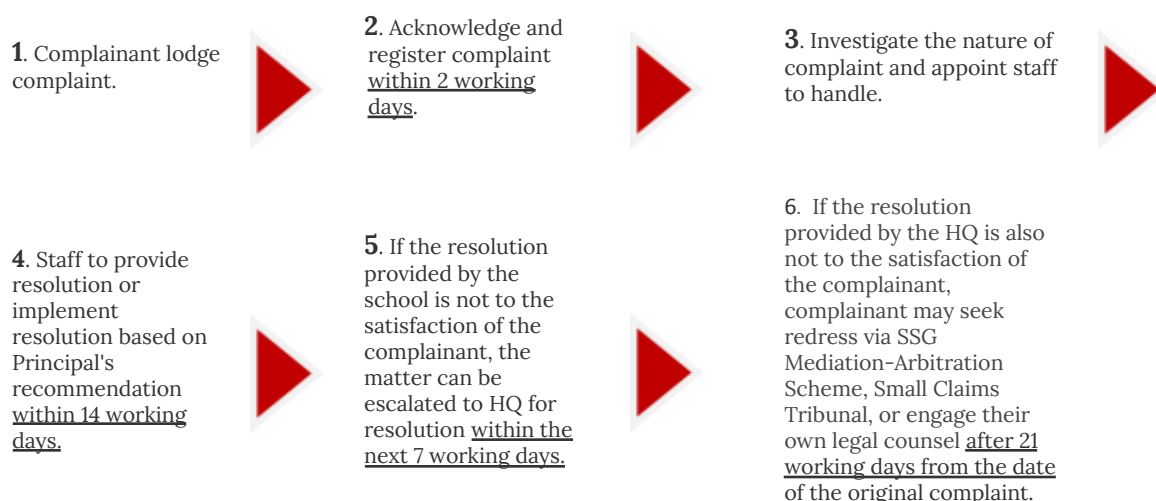
The school will make every endeavour to acknowledge any parental complaints within 2 working days and to plan a resolution to all complaints within a time frame of 14 working days and resolve them within 21 working days. If the resolution provided by the school is not to the satisfaction of the complainant, the matter can be escalated to HQ for resolution within the next 7 working days.

## Dispute Resolution

EtonHouse International School follows the SSG Dispute Resolution procedure. If internal efforts to resolve dispute fails and/or absence of an acceptable solution, the aggrieved parent may seek redress via:

- SSG Mediation-Arbitration Scheme
- Small Claims Tribunal
- Engage own legal counsel

### Feedback, Complaint and Dispute Resolution Process Flow





## Academic and Examination Board (AEB)

### (i) The School Academic Board

The responsibilities of the Academic Board include:

- *developing the policies and procedures to ensure academic quality and rigor such as:*
  - i. *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*
  - ii. *Approving the deployment of teachers based on the requirements stipulated by the SSG;*
- *facilitating the PEI to implement and comply with the policies and procedures developed; and*
- *reviewing, at least once every 2 years, 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, will be in-charge of the development of assessment procedures. They support and develop procedures to:

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

### (iii) Academic Integrity

In regards to the IB Learner Profile, we connect Academic Integrity in the following ways

**Inquirers** research by using the skills of citing resources, paraphrasing content and recording where they find answers to their questions.

**Knowledgeable** students understand that we obtain information based on the work of others and apply it in new ways while acknowledging the original content. They are also knowledgeable of the different forms of primary and secondary sources.

**Balanced** learners recognise their interdependence on others when learning but can understand the importance of creating independent work.

**Principled** learners act with integrity and are honest in their learning by presenting their own work, acknowledging the work of others and using only reliable sources of information.

**Reflective** students carefully review their own understandings and look for authentic and reliable resources to challenge their own understandings or support them.

**Open-minded** learners evaluate the points of view of resources and information to ensure they are using reliable tools and information in their learning.

**Caring learners** are respectful to the creations of other people and give them recognition.

**Risk takers** are ready to challenge misconceptions with valid research and authentic research of their own.

**Thinkers** make ethical choices in their learning and use tools and questions to critique the work of others.

**Communicators** understand the value of using a variety of resources to research and share their personal thinking.

## Student's Responsibilities

- Students are expected to be aware of the need to be academically honest in their work and understand the ways in which they can acknowledge the work of others.
- Students are expected to be principled in their approach to their work whether it is independent or collaborative.
- Students should clarify with the teacher when in doubt what information can be used in its original format.
- Students should show respect for other people's work by acknowledging it when they use it.
- When collaborating with others, students should contribute their fair share in order to be credited for the project.
- When using resources, students should evaluate the integrity of the source before using it in their research.

## Parent Responsibilities

- Be aware of the expectations for Academic Integrity and the terms outlined in this policy.
- Discuss the need for your child to respect and acknowledge the work of others in their learning.
- Support your child in following the academic integrity policy while doing research or homework at home.
- Contact your teachers if you have questions or concerns about the expectations for your student.
- Stay up to date with school communications about Academic Integrity and have conversations with your child about the topic.

## Information Technology and Academic Integrity

With the ongoing development of educational technologies, it is important for teachers, students and parents to be aware of the unique challenges this brings to honesty in learning. As a school, EtonHouse Broadrick implements an ICT programme that teaches many skills related to the correct and responsible use of technology in regards to research and digital citizenship. Our teachers model these skills in the classroom for students and give them opportunities to practise the skills effectively. Modelling positive and responsible online behaviours is an expectation of all our community and more information can be found in the Responsible Technology Use guidelines.

## Use of AI Tools in School

At EtonHouse, we acknowledge the benefits of using AI tools such as ChatGPT and DeepAI to support learning, but it must be done in an honest and mindful way. Firstly, many of these tools are restricted by age and shouldn't be used by children under 13 years of age. Teachers and older students using the AI tools must continue to abide by the expectations of Academic Honesty outlined in this document.

## (iv) Assessment Setting & Invigilation

Student assessment in the school is founded on the principles of validity, reliability, fairness and relevance. It also adheres to the guidelines of the relevant Accreditation Boards. A majority of our assessment tasks are developed by the EtonHouse Broadrick staff with some additional third party assessments from reputable education resources. The methods of assessment may include:

on-line or class discussion	project work (individual or group)	research work
debate	presentation (individual/group)	assignments (written or oral)
class tests or quizzes	practical tests (where applicable)	Third Party diagnostic assessments (eg. WhiteRose Maths)

Students are given feedback on their work. Feedback may be spoken or written, it may take the form of marking, peer marking or self-assessment. Marking should help to motivate students to progress. Students are taught and encouraged to check their own work by understanding the success criteria, presented in an age-appropriate way, so that they complete work to the highest standard.

In Primary School, evidence of student assessment is shown through many avenues including the Student Portfolio or Eportfolio. The Portfolio is a collection of assessment evidence that shows the development of the learners through completed work samples over the course of the school year. Additionally, diagnostic or benchmark assessments are collected and held with the teachers to track whole school development.

### **Invigilation of Assessment Tasks (incl. Diagnostic Assessments)**

The school maintains a Student Assessment Policy which provide us with the necessary information and informs staff (assessment invigilators) of their expected code of conduct when children are completing assessments of learning. Fair invigilation and expectations ensure we are consistent when grading assessments and reflecting on student learning progress.

These expectations for staff are communicated in the form of;

- A Staff Handbook
- Staff training materials with specific invigilation instructions for diagnostic assessments.
- Assessment moderation activities between staff members.

## 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	Vice-Principal/PYP Coordinator	peter.dart@etonhouse.edu.sg
Bei Yan Zhao	Group Mandarin Director	beiyan.zhao@etonhouse.edu.sg
Lou Min	Head of Mandarin	min.lou@etonhouse.edu.sg
Jacqueline Pereira	Operations Manager	jacqueline.pereira@etonhouse.edu.sg
Nurul Safwanah	Operations Executive	safwanah.nazir@etonhouse.edu.sg
Mei Ling Ng	Administrative Executive	meiling.ng@etonhouse.edu.sg
Hui Fen Ong	Administrative Executive	huifen.ong@etonhouse.edu.sg
Stephanie Hosoi	Head of Parent Relations	stephanie.hosoi@etonhouse.edu.sg
Grace Lim	Senior Parent Liaison Executive	grace.lim@etonhouse.edu.sg
Wendy Tan	Parent Liaison Executive	wendy.tan@etonhouse.edu.sg
Mildred Tan	Senior Account Executive	mildred.tan@etonhouse.edu.sg
Winston Tan	Assistant Facility Manager	winston.tan@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)

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 [Cambridge International](http://Cambridge International) for more information on Cambridge

- **SkillsFuture Singapore**

Visit [SSG | Private Education Resources](http://SSG | Private Education Resources) for more information

- **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:	(65) 6225 5632
Floods/ drain obstructions:	1800 284 6600
Drugs & Poison (non-emergency):	6423 9119
Weather:	6542 7788

- **Hospitals 24-hour / Emergency / A&E Telephone Numbers**

Below are a list of public and private hospitals in Singapore that have 24 hour accident and emergency numbers

Alexandra Hospital	6379 3162 (A&E) 6379 3840 (admission enquiries)
Changi General Hospital	6788 8833 (general enquiries 24hrs)

Parkway East Hospital (formerly East Shore Hospital)	6340 8666(A&E) 6340 8688 (24hr information)
Gleneagles Hospital	6470 5688 (24 hrs A&E department)
Institute Of Mental Health Woodbridge Hospital	6389 2222
KK Women's And Children's Hospital	6293 4044 (24-hour general line) 6394 1199 (women's 24 hr clinic) 6394 1177 (Children's A&E)
Mount Alvernia Hospital	6347 6210
Mount Elizabeth Hospital	6731 2218 6731 2219 (A&E) 6473 2222 (ambulance service)
National University Hospital	6779 5555 (24-hours general line) 6772 5000
Raffles Hospital	6311 1111 (24hrs general line) 6311 1555 (A&E)
Singapore General Hospital	6321 4103 6321 4311 (A&E)
Tan Tock Seng Hospital	6256 6011 (24hrs general) 6357 8866 / 8766
Thomson Medical Centre	6350 8812 (24-hour clinic)