EtonHouse®
International School



EtonHouse International School Orchard

Parent Handbook 2026 - 2027

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Welcome from the School Principal



Dear Parents,

The EtonHouse group Vision – Shaping the future through education – and Mission – Developing confident and capable global citizens – provide us with our anchor points. Our students' passions and interests provide direction and purpose; our teachers provide momentum, support and reassurance.

Conveniently located in central Singapore, we offer an internationally recognised education to children from Year 1 to Year 13 (ages 5 to 18), following the IB PYP, IGCSE and International A Level pathways, with an academic calendar that runs from August to June.

We understand that for every child who thrives in a large school, there is another who is equally at home in a small one. We provide that setting: an environment where every child feels safe, is happy, and has the opportunity to flourish academically, socially and emotionally. We believe in a value-based education where the child is placed at the heart of every decision, and where every child is given the opportunity to achieve their potential and be the best they can be.

A successful school is a happy, thriving learning community. It matters to us that children want to come to school – that they feel safe, flourish, and stay engaged.

Lyndsey Bryden
Principal



VISION, MISSION & CULTURE

Group Vision

Shaping the future through education.

Group Mission

Developing confident and capable global citizens.

As a community of educators, we exist to empower children to become curious, engaged, lifelong learners – confident and capable global citizens. As an international school group, we don't follow education systems that skew towards grades and tests; we want to lead. Our vision is to help shape the future through holistic programmes that integrate inter- and intra-personal development, skills and academics.

School Culture

At EtonHouse International School, Orchard, we are a respectful, principled and caring community, providing a collaborative, stimulating and challenging environment where inquiry, innovation and lifelong learning are nurtured. Individuality, Community and Care are our three key pillars:

Individuality	Community	Care
We cherish the unique strengths of each student and celebrate diverse talents, perspectives and identities.	A close-knit, supportive community where students, teachers, staff and families come together as one.	A deep commitment to wraparound wellbeing, so that everyone feels valued, safe and supported.

Our Values

Our values are the guiding principles that shape our culture, drive our decisions, and inspire our actions—defining who we are and who we aspire to be as a community.

Respect Every Voice

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

Own Your Growth

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

Inspire Curiosity and Learning

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

Empower Others to Thrive

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



PRIMARY PROGRAMME

The EtonHouse Primary Programme, for students aged 5 to 11, is an integrated, transdisciplinary curriculum that focuses on the development of the whole child – social, physical, emotional and cultural, as well as academic.

Our aim is to develop inquiring, knowledgeable and caring young people who help create a better, more peaceful world through intercultural understanding and respect. The curriculum is organised around transdisciplinary units of inquiry integrating:

- Language (English)
- Mathematics
- Physical Education
- Arts (Visual and Creative)
- Science and Social Studies
- Additional Languages (English, Chinese, Japanese)
- Technology

Students explore six transdisciplinary themes each year, developing the attributes of the IB Learner Profile – Inquirers, Communicators, Thinkers, Courageous, Knowledgeable, Principled, Caring, Open-minded, Balanced and Reflective:

- 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

Specific information on each unit, including the Central Idea and direction of inquiry, is shared by your child's class teacher; a copy of the school's Programme of Inquiry is available from the Coordinator.

Technology

Students are supported through classroom computers and iPads, the school's Makerspace, and the Bring Your Own Device programme from Year 4 upward, backed by our in-house IT technicians.

Additional Languages

Chinese, Japanese and English as an Additional Language (EAL) are offered to all students.

Specialist Lessons

Students take weekly specialist lessons in music, art and PE. Years 4–6 also take Design & Technology. Years 1–6 visit the library and borrow books weekly.

SECONDARY PROGRAMME

Alongside academic rigour, what underpins our secondary education is caring, individualised support – there is no one-size-fits-all approach. The boutique nature of our campus means every teacher knows every student, and our rich teacher-to-student ratio builds deep relationships faster than a larger school could.

Lower School – Years 7 to 9 (ages 11–14)

A three-year journey that builds the foundations for IGCSE study in Year 10. Our broad and balanced Middle School programme incorporates inquiry-based learning – building on the IB PYP approach – alongside a diverse subject offering including Lifeskills, so the benefits of a PYP education continue beyond primary school.

Upper School – Years 10 to 13 (ages 14–18)

IGCSEs (Years 10 & 11) are offered by Cambridge International Examinations and Pearson Edexcel, internationally recognised and equivalent to British GCSEs, assessed through a mix of written examinations, coursework and practical components.

International A Levels (Years 12 & 13) let students specialise in three or four subjects. Students sit AS exams at the end of Year 12 (a stand-alone qualification worth half an A Level) and can choose which subjects to continue into the A2 exams at the end of Year 13, with resit opportunities in the October/November session. Grades run A* to E, with U for a fail.

Beyond IGCSE, students may also pursue enrichment opportunities, positions of responsibility and leadership, and participate in organising school functions, all of which build a comprehensive and meaningful record for university and beyond.



EtonAspire in the Secondary years

Students also build their EtonAspire portfolio throughout secondary school (see EtonAspire, opposite), including through the EtonAspire service-learning programme.



EtonAspire is the EtonHouse K–12 signature learner development programme, bringing together life skills, creativity, real-world connections, service learning and wellbeing under one coherent framework – for every student, from Year 1 through to Year 13.

It sits alongside academic learning, not apart from it, and gives every child a growing personal portfolio that makes their development visible: who they are, what they can do, what they care about, and how they contribute.

The five domains

Domain	What it develops	What it looks like for students
Capability	Life skills and independence	A spiral life-skills programme – self-management, cooking, budgeting, travel planning, study skills and more – revisited at increasing complexity each year.
Creativity	Innovation and self-expression	An eight-week passion project each year, moving through discover, design, create and share, documented in a process journal and presented to a real audience.
Connection	Real-world experiences and	Excursions, guest visits, the EtonHouse Global Classroom, and – for older students – service learning and university partnerships.
Contribution	Service learning	Structured, sustained community action, from local partnerships to (for secondary students) Duke of Edinburgh or NYAA.
Care	Wellbeing for self, community and world	Everyday habits of emotional literacy, self-regulation and kindness, built through pastoral care and a shared, school-wide wellbeing language.

What this means day to day

Every student keeps a growing EtonAspire portfolio of reflections, projects and evidence across all five domains.

Teachers help students plan, reflect on and document their EtonAspire experiences alongside their regular subjects.

Parents can expect to see EtonAspire evidence shared through portfolio conferences and regular reporting.



Inclusive Education

Our Inclusive Education team supports subject and homeroom teachers to identify each student's specific challenges and make adjustments so that all students stay engaged in meaningful learning. Support is primarily provided within the classroom; a quiet setting is used when that better suits the targeted teaching.

Paid support is available for students who would benefit from a more structured, targeted programme. An Individual Education Plan is created with SMART goals, closely monitored and regularly reviewed, and parents are invited to meet with the Inclusive Education team each term to discuss progress.

EAL – English as an Additional Language

In Primary school, EAL students receive 4 hours per week of in-class support. Those needing more intensive support (IEAL) receive an additional 4 hours of targeted small-group teaching. Immersion EAL (IIEAL), from Year 5 upward, provides 8 hours of in-class support plus 4 hours of small-group teaching.

EAP – English for Academic Progress

Our EAP programme supports non-native English speakers through dedicated small-group lessons, integration into mainstream classes, and support from EAL teachers and classroom specialists, covering reading, writing, listening and speaking to the level needed to thrive in mainstream classes.

EAP offers 20 hours of focused instruction per week, plus 10 hours of integrated mainstream classes (such as Mathematics, Art and PE) where students apply their language skills in real contexts. Each student follows a customised pathway from initial assessment, with regular reviews to adjust goals as they progress.

ASSESSMENT & EXAMINATIONS

Internal examinations

All internal examinations and assessments are produced by the subject teacher, vetted by a colleague in the same specialism, and approved by the relevant member of the leadership team. Mock examinations use composite papers from previous years and follow the same conditions as external boards, including any access arrangements a student is entitled to.

Internal appeals

General concerns about the delivery of an assessment should first be raised informally with the school. A formal appeal can be submitted in writing to the Principal within 14 days of the result being published; it will be logged, acknowledged within 5 working days, and referred to the EtonHouse Examination Board, with the outcome communicated in due course.

External examinations

Students take IGCSE and International A Level examinations through Cambridge International Examinations and Pearson Edexcel – globally recognised pathways benchmarked against international standards. Our teachers guide students through every stage of preparation while keeping a strong focus on balance and wellbeing during exam periods.

Academic integrity

Academic integrity underpins an ethical, trustworthy learning culture. It covers respect for intellectual property, producing authentic and genuine work, fully acknowledging sources, understanding the line between collaboration and collusion, and proper conduct in examinations. Every member of our community – students, teachers, staff and families – is expected to uphold these standards.

Appeal process

The Examination Board has delegated the authority to the Campus Principal to make decisions regarding students' appeals (where applicable).

Students who wish to do so, may submit an appeal for review of results as per the guidelines of the relevant Accreditation Board. For example, for the IGCSE/IAL grade levels, the procedure is made available on Accreditation Board websites.

The campus releases the appeal results as per the guidelines of the relevant Accreditation Board.

For internal assessments, students who wish to may submit their appeals within 7 days from the results release. AEB/Campus Principal will review the appeal within 7 days upon receiving the submission. Students will be informed of the appeal outcome within 7 days from the AEB/Campus Principal review.

LIBRARY, PSA & GOVERNANCE

Library

Every Primary class has a scheduled weekly library lesson. Children need their school-provided library bag on the day of their lesson to borrow, and may only borrow again once a previous book has been returned. Please help your child keep books in good condition and return them on time; parents are responsible for replacing books that are lost or damaged.

Parent-School Association (PSA)

Our Parent School Association (PSA) plays an important role in building a welcoming, connected school community. The PSA supports events and initiatives throughout the year and creates opportunities for parents to meet, share ideas and take an active part in school life.

All parents and guardians are warmly invited to get involved. This may mean joining the PSA, helping to plan or support an event, sharing cultural or professional expertise, or volunteering occasionally when time allows. There is no expectation to make a regular commitment—every contribution is valued.

Contact the PSA

To find out more, volunteer at an event or share an idea, email orchard.psa@etonhouse.edu.sg

Parents and guardians can also join the Orchard PSA WhatsApp group by scanning the QR code.

Academic Board

Develops the policies that ensure academic quality and rigour, approves teacher deployment against SWDA requirements, and reviews academic policies at least once every two years.

Examination Board

Oversees the security and proper conduct of examinations, defines invigilator and marker responsibilities, moderates results, and handles examination-related appeals.

Contact

The school office is staffed from 7:30am to 5:00pm on weekdays, with an answering machine outside these hours.

Get in Touch

Telephone: 6513 1155
Email: orchard@etonhouse.edu.sg



DAILY LIFE AT SCHOOL

Daily schedule

School hours run from 8:30am to 3:45pm. Co-Curricular Activities (CCAs) run after school, Tuesday to Thursday, 3:30–4:30pm for Primary and 3:45–4:30pm for Secondary. Sign-up details are sent out each term; CCAs are optional and some, run by external providers, carry additional cost and require a minimum number of sign-ups.

Lunch and break times are staggered between Primary and Secondary. Students in Years 9 and above may, with written parental confirmation given at the start of the year, leave site during lunch to buy food nearby.

Sports and outdoor education

Our PE programme integrates seamlessly with the PYP Units of Inquiry, using world-class facilities across Singapore. Lower Primary focuses on fundamental movement skills through games and play, alongside swimming units and Forest School. Upper Primary builds on these foundations with more sport-specific activities – invasion games, striking and fielding, individual pursuits and net games such as badminton – continuing swimming and Forest School.

Secondary PE moves into more structured exploration, helping students understand effective performance in themselves and their peers, and building the confidence to stay active beyond school. Years 7–9 cover invasion games, striking and fielding, health-related fitness and net games; Years 10–13 choose from options including Duke of Edinburgh outdoor education, fitness, basketball, tennis and badminton.

Arrival and collection

Primary students may access the driveway and Astroturf areas from 8:15am; please don't have children arrive earlier, especially if travelling independently. The gate opens at 8:15am with staff supervising until 8:30am. Secondary students enter via the Level 1 reception from 8:15am and must be in class for registration by 8:30am.

Students arriving after 8:30am go straight to their classroom; after 8:40am, they must report to the Parent Liaison Office to be marked present. Parents must wear their photo ID card on the school premises – a temporary card is available from the Parent Liaison Office if forgotten.

If your child is being collected earlier than usual for any reason, please email the teacher by 4:00pm the day before the earlier pick-up. Teachers complete a yellow slip so the Parent Liaison Office can update bus lists, and a purple Gate Permission Pass is then issued to the student – without it, the school guard cannot let a student leave with someone other than their usual arrangement.

At the end of the day, students being collected wait in the staffed collection area; students should not wait anywhere else.



REPORTING, LEADERSHIP & BEHAVIOUR

Assessment and reporting

Teachers use ongoing assessment to monitor learning and regularly review each student's progress. Parent-Teacher Conferences and Student-Led Conferences provide opportunities to discuss progress and view examples of student work, alongside formal written reports.
Parents are welcome to arrange a meeting with their child's class teacher or subject teacher to discuss academic progress at any point during the year. Parents may also meet with the Class Teacher or Form Tutor to discuss their child's pastoral wellbeing, including friendships, behaviour, organisation, attendance, engagement and general adjustment to school.

Student leadership

Students across Primary and Secondary are encouraged to take on leadership roles within the school. These include opportunities to serve as House Captains, act as positive role models and contribute to discussions about school improvement, student welfare and community events.

Behaviour management

Our approach to behaviour is founded on positive relationships, clear expectations, praise and encouragement. We celebrate success and support students to become responsible, compassionate, confident and emotionally intelligent global citizens.
High standards of behaviour are best achieved when students, staff and parents share a clear and consistent understanding of expectations. Our House Point system recognises positive choices, effort, contribution and behaviour. Students may earn individual certificates and contribute points towards their House.
Where a student's behaviour does not meet expectations, staff use a consistent, restorative approach designed to help the student reflect, make a better choice and return positively to learning.

The Three Cs: Chance, Choice, Consequence

1. Chance: Everyone deserves a chance. The teacher will clearly identify the behaviour that needs to change and remind the student of the expected behaviour. The student is given an opportunity to respond positively, follow instructions and return to learning.
2. Choice: The student is reminded that they now have a choice to make. They may choose to follow the instruction and meet the agreed expectation, or choose to continue the behaviour and receive an appropriate consequence. This is the student's final opportunity to adjust their behaviour and get back on track.
3. Consequence: If the behaviour continues, an appropriate and proportionate consequence will be applied. This may include completing work in another space, a reflective conversation, loss of a privilege, a lunchtime catch-up or detention, an after-school detention, or referral to a Coordinator or member of the Senior Leadership Team. The purpose of the consequence is to help the student reflect, repair any harm caused, learn from the situation and make a more positive choice in future.

REPORTING, LEADERSHIP & BEHAVIOUR

Serious incidents, including aggression, bullying, discriminatory language, truancy, significant defiance or damage to property, may be referred directly to a Coordinator or member of the Senior Leadership Team without progressing through each stage of the Three Cs, and will result in more serious consequences appropriate to the behaviour.

Further behaviour support

Persistent or serious breaches of the school's expectations will be escalated to the Principal or another member of the Senior Leadership Team. Depending on the nature and seriousness of the incident, further action may include: additional pastoral or counselling support; a formal meeting with parents; a behaviour support plan;·a formal warning;·compensation for deliberate damage; ·internal or external suspension; or·expulsion, where applicable.The school will always consider the student's age, needs, individual circumstances and previous behaviour when determining an appropriate response.

Detentions

Short lunchtime catch-up or reflection sessions may be used where appropriate. Students attending a lunchtime detention will always be given sufficient time - at least half of the lunch break - to eat. Where behaviour or incomplete work warrants an after-school detention, the central detention takes place on Thursday and is supervised by a member of the Senior Leadership Team. Parents will normally be informed by email at least 24 hours before the detention.

Secondary homework

Homework helps students consolidate learning, practise important skills and develop independence and organisation.A first missed deadline will normally result in a reminder and a further opportunity to complete the work. Continued or repeated non-submission may result in a lunchtime catch-up or an SLT-supervised after-school detention.
Where an after-school detention is issued, parents will be informed by email at least 24 hours in advance. Repeated concerns may also be recorded on ManageBac and discussed with parents.





UNIFORM & PRESENTATION

Primary

Students wear the EtonHouse school uniform each day, except on designated PE days.
The Primary uniform consists of:

- a white EtonHouse shirt;
- grey school shorts or skorts; and
- plain black or plain white shoes or trainers.

On PE days, students wear the EtonHouse PE kit, consisting of the appropriate House shirt and shorts. EtonHouse-branded hoodies or plain black hoodies may be worn when required.

Years 7–11

Students wear the EtonHouse school uniform each day, except on designated PE days. U

- a white EtonHouse school shirt;
- grey school shorts or trousers; and
- plain black or plain white shoes or trainers.

School shirts should be worn neatly. A plain white T-shirt may be worn underneath the school shirt, but dark colours and visible logos are not permitted.
Only EtonHouse-branded hoodies or school jumpers may be worn. Outside hoodies and sweatshirts are not permitted. Caps, hats, sunglasses, clogs and Crocs should not be worn during the school day unless specifically permitted for an activity.

Years 12–13

Sixth Form students wear:

- the EtonHouse Sixth Form school shirt;
- school trousers or skirt;
- the Sixth Form tie; and
- plain black leather school shoes.

Shirts should be tucked in and the school tie should be worn throughout the school day. Students may wear the red EtonHouse Sixth Form jumper. Outside hoodies and sweatshirts are not permitted, and trainers should not be worn with the Sixth Form uniform.

PE and EtonAspire days

On PE days, students wear the approved EtonHouse PE top with the appropriate black or green PE shorts. PE shorts should be worn at their intended length and should not be rolled up.
Sixth Form students require their PE uniform for EtonAspire during Term 1. During Terms 2 and 3, Sixth Form EtonAspire focuses on Service Learning, and students should wear their normal Sixth Form uniform unless advised otherwise for a particular activity.

PRESENTATION & MOBILE PHONES

Hair, jewellery and general presentation

Hair should be neat, well maintained and a natural colour. Shaved patterns are not permitted. Facial hair should be closely shaved or neatly groomed.

Light, subtle make-up is permitted. Nails should be an appropriate length for school and may be clear, light pink or another neutral colour. False eyelashes and false or extended nails are not permitted.

Students may wear one small stud earring in each ear and one simple necklace. Other visible jewellery should not be worn unless agreed for religious, cultural or medical reasons.

Phones

The school operates a strict no-phone policy throughout the school premises. Mobile phones should not be used, seen or heard during the school day.

Students must keep their phones switched off or on silent and stored securely in their school bag or locker, as directed by the school. Students in Years 7–10 are expected to store their phones in their lockers during the school day.

A phone seen or used without permission may be confiscated and held by the relevant Coordinator until the end of the day. Repeated incidents may result in the device being retained until it can be collected by a parent.

Smartwatches and other personal devices must not be used for communication, gaming, photography or accessing online content during the school day. No smartwatches or other devices are allowed to be work or used during class assessments and must be stored in bags or lockers.

ATTENDANCE & PUNCTUALITY

Being in school regularly helps children stay connected to their learning, their teachers and their friends. We expect students to attend each school day and arrive on time. If your child is unwell, please keep them at home. If something is making it difficult for your child to attend regularly, please let us know so we can work with you to help.

Reporting an absence

On the first day your child is away, please **submit an excusal request in ManageBac and email their Homeroom teacher** before **8:30 am** wherever possible. Include your child's name, class, reason for absence and expected return date or duration. Please update us each day unless the school has already agreed the period of absence.

ManageBac sends a message at 9:00 am if the absence is still awaiting approval. We'll follow up that day if we still need to confirm the reason for your child's absence.

Illness and medical certificates

You may self-certify up to **10 school days of illness in total each academic year**. If your child has already had 10 or more self-certified illness days this academic year, please provide a **medical certificate on the first day of each further illness absence**. If you're unsure how many self-certified days your child has used, please check with their Coordinator.

Planned leave and appointments

For planned leave, please send the **Student Leave Request Form** to your child's Homeroom teacher or Coordinator **at least five school days in advance** wherever possible. The Coordinator aims to respond within **two school days** and will confirm the decision in writing. Please wait for that confirmation before treating the leave as approved. Term-time holidays are normally declined, with exceptions considered individually.

(DOWNLOAD THE STUDENT LEAVE REQUEST FORM HERE)

Please give advance notice of medical or dental appointments and provide confirmation if requested. Where possible, arrange appointments outside school hours. If an appointment falls during the school day, your child should attend before or return afterwards where medically appropriate.

ATTENDANCE & PUNCTUALITY

Arriving late or leaving early

Supervision begins at 8:15 am, and students should be in Homeroom ready to start at 8:30 am. If your child arrives late, they must sign in at Reception before going to class. Students should also arrive on time for lessons. Two recorded instances of lateness in the same school week result in a detention. Agreed access arrangements and staff-authorised delays are excluded from this count.

If your child needs to leave early, please email their Homeroom teacher in advance with the reason and collection arrangements. Students must sign out before leaving and sign back in if they return that day.

How we work with families on attendance

We count both approved and unapproved absences as missed learning time. We look at the reasons for absence and any patterns so we can offer the right support.

- **5 days absent in total** · The Homeroom teacher checks in with you.
- **10 days absent in total** · The Coordinator gets in touch to discuss how we can help.
- **18 days absent in total** · The Coordinator invites you to a meeting to agree a support plan.
- **25 days absent in total** · Senior leaders review the support in place and agree next steps.

These follow-up points are based on total days absent. The medical certificate requirement is based on self-certified illness days.

Students holding a Singapore Student's Pass

If your child holds a Singapore Student's Pass, they must maintain **at least 90% overall attendance**.

The school also monitors attendance each month and periods of continuous absence. We must inform the Immigration & Checkpoints Authority (ICA) immediately if, without a valid reason, your child's attendance **falls below 90% in any month** or they **miss classes for seven consecutive days or more**. ICA decides whether this affects the Student's Pass or its renewal.

Please report absences promptly and provide any supporting documents requested. If you are planning leave or are concerned about your child's attendance, please speak with their **Primary or Secondary Coordinator**, who is the school's Student's Pass liaison. ICA requirements continue to apply during school-approved leave.

GETTING TO SCHOOL

Traffic flow

Please use the Drop Off area or the underground car park off Nassim Road when dropping off or collecting your child, particularly during peak times.

Bus transport

Bus transport is provided by a private contractor. Application forms and the fee schedule are available from the Parent Liaison Office; new applications or changes of address/service need two weeks' processing time, and you'll be sent bus arrangement details a few days before the service starts.

Please notify both the bus company and the Parent Liaison Office if your child won't need the bus on a particular day, and note this in the communication book if they won't be returning home by bus. A staff member supervises boarding and alighting at all times, and all buses are seat-belted with a bus auntie/uncle on board.

Bus rules

Seat belts must stay fastened until the bus has fully stopped.

Students must be quiet, polite and respectful.

Parents/guardians may not travel on the bus, and students may not swap bus numbers for play dates.

Registered students may only travel to their own home address on their designated bus, and may use the ECA bus only on their own ECA day(s).

If a parent or designated adult isn't at the drop-off point at the scheduled time, the child will be brought back to school.

STUDENT SUPPORT SERVICES

We provide comprehensive student support through appropriately trained staff at the Parent Liaison Office and General Administration Office, including:

- Pre-course consultation and counselling
- Friendly advice and counselling
- Learning support
- Behaviour management
- Fee Protection Scheme (FPS)
- Medical insurance coverage

Fee Protection Scheme

EtonHouse has appointed Lonpac Insurance Singapore Pte Ltd as our FPS provider, protecting the full course fee. Details are available on the fees page of the school website.

Pastoral counselling

Our school counsellor provides emotional support to help students cope with the stress of a new environment or course demands, and works to build a culture of care, trust and friendliness that encourages attendance and involvement.

Medical assistance and medication

We have a nurse on site and facilities to handle most minor accidents and emergencies. Please let us know by email or phone if your child has been exposed to a contagious illness (such as chicken pox, HFMD, dengue fever or Covid-19) or head lice, and provide medical clearance before they return after such an illness.

We only stock basic supplies – ice for bruising, saline for cleaning wounds, and simple dressings – and can administer liquid or tablet Panadol with parental permission. Any other medication requires written authorisation with the student's name, year and teacher, the medication name and dose, and the time of administration, along with a signed form in the Care Centre.

Please keep your child at home if they have

A fever, rash, or discharge from the eyes or a greenish/yellow nasal discharge. Diarrhoea or vomiting – until 24 hours clear of either.

PROPERTY, EXCURSIONS & COMMUNICATION

Personal property

Please clearly label all clothing, bags, belongings, water bottles and lunch containers with your child's name and class, to help lost items find their way back. Lost property is kept outside the Hall; the school can't accept financial responsibility for lost or damaged items, and we'd encourage students not to bring non-essential items to school. Electronic games are not permitted during school hours and will be confiscated.

Excursions

Class excursions relate to current units of inquiry and are a further opportunity for learning; parents are often welcome to help with organisation and supervision. A note goes home ahead of each excursion with location, date, time, cost and any need for parent helpers, and a signed permission slip is required before your child can attend. For security and confidentiality, please don't photograph other children or the premises without the class teacher's prior consent, and don't post photos of classmates on social media.

Confidentiality and data protection

We take the protection of your personal data seriously and comply with the Personal Data Protection Act 2012. From time to time, photos or video of learners may appear on our website, Facebook page, in publications like the Yearbook, or in our TV-style broadcasts. Full details are in our Personal Data Protection Statement, available on our website.

Communication

We stay in touch through email, newsletters, notices, calls and face-to-face meetings. A Principal's e-newsletter goes out every two weeks on a Friday – please take the time to read it. At the start of each year, you're invited to an Information Evening with your child's class teacher, covering programme expectations, procedures and daily routines. Email addresses generally follow firstname.lastname@etonhouse.edu.sg. Please keep the Parent Liaison Office updated on any change of address, contact number, email or ID.

Feedback, complaints and dispute resolution

We value feedback and complaints as an opportunity for continual improvement. We aim to acknowledge all feedback and complaints within 2 working days and resolve them within 14–21 working days.

Where a complaint cannot be resolved internally, students may seek further assistance through the Private Education Mediation-Arbitration Scheme, in accordance with the Private Education Act and its related regulations. Further information is available on the SWDA website.

Birthdays and celebrations

You're welcome to send in a cake or treat to share – please tell the teacher the ingredients, as some students have food allergies, and keep sweets to a minimum in line with a balanced diet. Party invitations are only distributed by the class teacher if every child in the class is invited; for smaller gatherings, please use the class social list instead, to avoid confusion or hurt feelings.

Lunch and snacks

Students can opt into the school menu for lunch and morning snack, or bring food from home. The menu contains no pork, beef or peanuts. If your child is vegetarian or has dietary requirements, please complete the form at the Parent Liaison Office so the kitchen and class teacher are informed. Please let us know about any food allergies, as students occasionally bring in treats to share – teachers and assistants need to know clearly who can't eat what. Students may not share food with each other. We encourage balanced, nutritious food from home rather than sweets, chocolate or crisps, and sweets aren't used as a reward for work or behaviour.

No Nut Policy
EtonHouse International School, Orchard is a Nut Safe School.
Please do not bring any products containing peanuts or tree nuts onto the school premises.
For more information, please contact the Parent Liaison Office.

Water bottles

Given Singapore's climate, students are encouraged to keep their fluid intake up throughout the day. Every child needs a clearly labelled water bottle; for health reasons, bottles are not shared, and refill points are available around the school.

Shoes

Footwear should be practical for everyday school activities and easy to put on and take off – white or cream socks with gym or black shoes. Black shoes are required for more formal occasions such as graduation. Crocs and sandals are not suitable for daily wear.

School safety

Student safety is our priority. All parents and guardians must wear the ID card issued by the school – to have one made, submit a hard-copy passport photo to the Parent Liaison Office. Visitors without an ID card will be issued a Visitor's Pass at the entrance.

FEES, CONTRACTS & POLICIES

Advisory note and student contract

Every enrolment or change of course uses the Advisory Note (Form 12) and the Standard Student Contract from SkillsFuture Singapore (SWDA). The contract remains valid until a Withdrawal Notice is submitted and the school issues formal confirmation. A new contract is signed for every new student or course change, and reissued if a student changes year level or session, following an interview with the class teacher and approval from the Principal.

Fees

All fees are quoted in Singapore dollars, inclusive of 9% GST. Application and enrolment fees are non-refundable. School fees exclude meals/snacks, Intensive EAL and Inclusive Education support, Medical Insurance, but are inclusive of the Fee Protection Scheme. For new students, fees are invoiced at least 6 months before course commencement (or immediately, if commencement is sooner); for existing students, 3 months ahead of the next semester, with the due date shown on each invoice. Fees are due 2 weeks after the invoice date; payments made more than 7 days after the due date incur a 2% monthly late charge from day 8. Payment can be made by bank transfer, cheque, CardUp or PayNow.

Transfer policy

Inter-campus transfer is available after a minimum of 8 term-weeks at the current campus, subject to EtonHouse's consent. Any balance of refundable deposit or school fees may need to be topped up at the new campus, and all outstanding payments must be settled before the transfer takes place.

Withdrawal policy

Withdrawal requires a written notice submitted via the official Online Withdrawal Form to the Parent Liaison Office, on or before the deadline in the Student Contract (Schedule D); verbal, email or provisional requests can't be accepted. The school completes withdrawal within 7 working days and refunds any applicable amount as set out in Schedule D.



FEES, CONTRACTS & POLICIES

Refund policy

If the school doesn't commence or complete a course as scheduled, families are notified within 3 working days and are entitled to a full refund of fees, levy and miscellaneous fees already paid, should they choose to withdraw. A 10-calendar-day cooling-off period applies from the date the contract is signed by both parties, with a full refund of course and miscellaneous fees on written notice. For withdrawal for any other reason, refunds follow the schedule in Schedule D of the student contract, processed within 7 working days of written notice.

Deferment

Deferment of commencement is considered case by case; please contact the Parent Liaison Office to submit a request for review by the Senior Leadership Team.

Medical insurance

Medical insurance covering hospitalisation and related treatment for the full course duration is provided through Insurance Pte Ltd; details are on the school website.

No smoking
The entire school campus is a designated smoke-free zone.
Please remind any helpers or drivers accompanying you that smoking is not permitted anywhere on campus

EtonHouse®
International School

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