

EtonHouse[®] International School

Parent Handbook 2024-2025



10 Tanglin Road
Singapore 247908

www.etonhouse.edu.sg/school/orchard/

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PRINCIPAL'S WELCOME

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. The students' passions and interests provide direction and purpose, teachers provide momentum, support and reassurance.

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

We understand and recognise that for every child that may suit a large school, there is another who would equally be at home in a small school context. We provide that setting. Our school is 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 system where the child is placed at the heart of the decision-making process. Every child should be provided with the opportunities to achieve their potential and be the best they can be.

Utopia is reached when a school strives to create, develop and promote a synergy between the academic, pastoral and co-curricular domains. This 'wraparound' care which sees the child develop in a holistic manner, is even more important in the challenging climate in which we currently live. Communities and parents look to school to provide leadership. At EtonHouse International School, Orchard we recognise the importance of providing students with a holistic education that goes beyond academics.

A successful school should be a happy and thriving learning community. We recognise that it's important for children to want to come to school, that they feel safe, they flourish and are engaged.

Robert Randall

Principal



VISION AND MISSION

GROUP VISION

- Shaping the future through education

GROUP MISSION

- Developing confident and capable global citizens

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

As an international school group, we 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 holistic programmes that integrate inter and intra-personal development, skills, and academia.

VALUES AND SCHOOL CULTURE

OUR CORE VALUES

EtonHouse International School embraces the International Baccalaureate World Schools' Learner Profile attributes as core values that guide our entire school community.

CULTURE STATEMENT

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

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

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

In the Primary School, our school culture is based on the IB Learner Profile to be:

- Caring
- Knowledgeable
- Open-minded
- Inquirers
- Principled
- Communicators
- Thinkers
- Reflective
- Risk-Takers
- Balanced

In the Secondary School, we aim to develop learners from through a range of curriculums to best prepare

them for Cambridge and Edexcel examinations they will study across the Upper school. Our learning culture is based upon creating students that are:

- Confident
- Responsible
- Reflective
- Curious
- Innovative
- Engaged

PRIMARY PROGRAMME

I see the primary years as a time when children continue to build on and continue to develop towards being independent, self-motivated learners. At the heart of our PYP programme is the concept of learner agency and self-efficacy. To me, these concepts contribute to overall well-being and support children to be passionate about their own learning and following their interests. I believe that when children have a growth mindset and believe in their capabilities, they have the tools for academic progress and holistic growth. Our programme works to support them in developing both their disciplinary and transdisciplinary skills as we work towards equipping them with the skills they need for success in secondary school and beyond. As a primary school we understand the importance of home-school partnerships and are always open to collaboration and communication between families and the school to best support each of our learners. We hope that this year wonderful for your children and for you as we all play our part to support the learning of the children in our school.

Mike Carrigan

Class Teachers

| Year Group | Name | Email Address |
|------------|------------------|--|
| Year 1 | Maggie Dawson | Maggie.dawson@etonhouse.edu.sg |
| Year 2 | Georgia Richards | Georgia.richards@etonhouse.edu.sg |
| Year 3 | Shweta Sharma | shweta.sharma@etonhouse.edu.sg |
| Year 4 | Savitha Santosh | savitha.santosh@etonhouse.edu.sg |
| Year 5 | Anuhba Mehta | anubha.mehta@etonhouse.edu.sg |
| Year 6 | Leah Wright | leah.wright@etonhouse.edu.sg |

The EtonHouse Primary Programme at Orchard is designed for students between the ages of 5 to 11 years. It is an integrated, transdisciplinary curriculum which focuses on the development of the whole child – it encompasses social, physical, emotional and cultural needs in addition to academic welfare.

Through our programme we aim to develop inquiring, knowledgeable and caring young people who help to create a better and more peaceful world through intercultural understanding and respect. We believe our programme encourages students across the world to be active and compassionate lifelong learners who understand that other people, with their differences, can also be right.

The curriculum is organised around transdisciplinary units of inquiry integrating the learning areas of:

- Language (English)
- Mathematics
- Physical Education
- Arts (Visual and Creative)

- Science and Social Studies
- Additional Languages (English, Chinese, Japanese)

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

Students explore traditional subject areas through integrated units of inquiry, organised around six transdisciplinary themes that provide the framework for the exploration of knowledge. Through the inquiry-based approach students develop an understanding of important concepts, acquire essential skills and knowledge, develop particular attitudes and learn to take socially responsible action.

By engaging in inquiry based units throughout the year, students continue developing the attributes of the IB learner profile:

- Inquirers
- Communicators
- Thinkers
- Courageous
- Knowledgeable
- Principled
- Caring
- Open-minded
- Balanced
- Reflective

In Year 1 to Year 6, students explore six Units of Inquiry per year around the following transdisciplinary themes.

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

Specific information about each unit, such as the Central Idea and the direction of the inquiry are included in the curriculum outlines. A copy of the school's 'Programme of Inquiry' can be obtained from the Coordinator.

INFORMATION AND COMMUNICATION TECHNOLOGY

Students are supported in their curriculum studies through access to classroom computers and iPads, the school's Makerspace and the Bring Your Own Device programme in place from Year 4 and upward. The school has access to the company's team of IT technicians for support.

ADDITIONAL LANGUAGES

The school offers classes in the following languages for all students: Chinese, Japanese and English as an Additional Language.

SPECIALIST LESSONS

Students participate in a range of weekly specialist activities in areas such as music, art and physical education (PE). Students from Y4-6 also have Design & Technology lessons and lessons building up the skills necessary to create and prototype their own products. Year 1 to 6 have access the library and borrow books on a weekly basis.

SECONDARY PROGRAMME

Form Teachers 23/24

| Year Group | Form Tutor | Email Address |
|------------|------------------|-----------------------------------|
| 7A | Lee Taylor | Lee.taylor@etonhouse.edu.sg |
| 7B | Kumu Handa | Kumu.handa@etonhouse.edu.sg |
| 8A | Sofia Molina | Sofia.molina@etonhouse.edu.sg |
| 8B | Katherine Keegan | Katherine.keegan@etonhouse.edu.sg |
| 9A | Rei Arai | Rei.arai@etonhouse.edu.sg |
| 9B | Kan Chuan | Kain.chuan@etonhouse.edu.sg |
| 10 | Nitza Samaniego | nitza.samaniego@etonhouse.edu.sg |
| 11 | Claire Allen | Claire.allen@etonhouse.edu.sg |
| 12 | Max Slonim | Maz.slonim@etonhouse.edu.sg |
| 13 | Billy Clucas | Billy.clucas@etonhouse.edu.sg |

Apart from academic rigour, what underpins our secondary education is the caring and individualised support for students. There is no such thing as a one-size-fits-all approach. Our secondary programme empowers and engages students through personalised academic and pastoral support. In an age where secondary schools have become vast institutions, it is understandable that parents may worry that the environment is less nurturing than primary school and fear that their child may get lost in its midst. This is not the case in EtonHouse. The boutique nature of the campus ensures that every teacher knows every student. Our much richer teacher-to-student ratio means deep relationships between teacher and student develop faster than they would in a larger school. Students also get the more personalised attention they need to excel. EtonHouse International School, Orchard is a passionate, driven, and thriving learning community committed to providing the most inclusive and personalised education in Singapore. Our size and boutique context means that small class sizes enable us to ensure that this vision is realised. Every teacher knows every student's interests and competencies, which helps them tailor lessons accordingly and ensure that all students receive the attention and support they need to succeed. Through knowing and understanding each individual, not just through their academic achievements, our students flourish in all that they do.

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

Middle School – Years 7 to 9 (Ages 11-14)

I am thrilled to welcome all our students to the middle school at EtonHouse Orchard! You have shown exceptional dedication during your time in the primary years program and now you are ready for the new adventures that await in secondary school. We want to build upon the skills and interests you have already developed to make sure you have a seamless transition and can prepare for the IGCSE courses in the upper school.

As the Middle School Coordinator, I am here to support you in every way possible. Whether it is helping with any issues you might face, both academically and personally, or working closely with your parents to create the best possible learning environment, I am dedicated to making sure you reach your full potential here at EtonHouse. Let's embark on this exciting journey together!

Sean McGeogh

The Middle School (start of Senior School) is a three year journey to the Upper school which focuses on the transition from primary school to laying the foundations for IGCSE study in Year 10. Through a wide range of subjects, co-curricular opportunities and personalised pastoral care and support, students have the opportunity to flourish academically, socially and emotionally. Whilst our broad and balanced Middle School programme encompasses elements of the British system, we have developed the curriculum to reflect the needs and circumstances of our students and our international context. We are proud of our diverse range of

subjects and options which include many traditional subjects alongside a broad range of additional courses such as Lifeskills and a recognition that the benefits of an IB PYP education do not end at Secondary school.

The Structure of the Middle School Curriculum

We acknowledge and recognise that the transition from Primary to Secondary School can be overwhelming as it is a huge step up in terms of the technical work required. That is why we build upon the International Baccalaureate Primary Years Programme (IB PYP) approach by incorporating inquiry-based learning into our curriculum design in the Middle School. We put our students on the path to success in IGCSE and beyond through academically rigorous curricula linked to recognised international frameworks. EtonHouse does this whilst maintaining a strong focus on key skills required to take on the 22nd Century, embedding critical thinking, collaboration and communication within the approach to both curriculum design and teaching and learning strategies. As students progress through secondary school, not only do they gain the confidence to take on the IGCSE but learn to become confident and capable global citizens.

Upper School – Years 10 and 11 - IGCSE (Ages 14-16)

I am delighted to welcome students to our Upper school following on from the successes they have achieved across the middle school programme. Here, students will commence the IGCSE's with a view to developing further the skills and interests that have already been acquired to help ensure a smooth transition and ability to access the different course curriculums. My role as Upper School Co-ordinator is to support students both from a pastoral and academic viewpoint as they navigate their way through any challenges and I look forward to helping them along this journey while liaising with parents to ensure we are creating the best environment so that your child can fulfil their potential here at EtonHouse.

Philip Gray

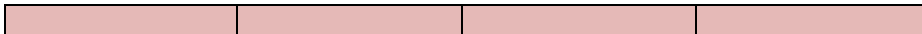
In the Upper School, students have an opportunity to specialise and further their studies in subjects which interest them whilst studying our International GCSE courses. In addition to their studies, students are likely to want to engage in one or more of the enrichment opportunities offered at the school. These help to broaden one's perspective and understanding of life and as well as helping to build a comprehensive and meaningful CV. There are also opportunities to assume positions of responsibility and leadership within the school and to participate in and organise school functions.

IGCSEs are qualifications offered to students aged 14 to 16 at international schools globally by Cambridge International Examinations and Pearson Edexcel. They are internationally recognised qualifications equivalent to British GCSEs, the standardised academic examinations taken in the United Kingdom. Both qualifications are highly respected and thousands of learners worldwide benefit from following these courses. Students can choose to study and focus on the subjects that interest them and those which are likely to maximise their potential.

IGCSEs are an externally set, marked, and certificated examinations. Many leading universities and employers globally recognise the IGCSE results, giving students a wide range of options in their education and career. It allows for a smooth and easy transition when students transfer to/from international schools in other countries. The IGCSE is also an excellent bridging programme for International A level students in Year 12 and 13. Many of the concepts and topics covered in the IGCSE subjects get further built on in the International A Level courses.

Following the commencement of Year 9, in addition to the core subjects of Mathematics, Science (Double-award) English Language and English Literature, students by this point will have been asked to select their subject choices from the following option blocks:

| Block A | Block B | Block C | Block D |
|-------------------------------|--------------|-----------------------|------------------|
| Spanish | History | Design and Technology | Geography |
| Chinese | Art & Design | Computer Science | Business Studies |
| Additional Language (English) | Music | Physical Education | |



**Please note that there will be an options evening during the school year where students and parents are invited to discuss subjects in detail with class teachers before final choices are made.*

Complementing their IGCSE subject choices, students also follow a Lifeskills course and a Physical Education programme. The structured Lifeskills Programme, includes a range of sessions led by experienced teachers and guest speakers on subjects such as study skills, wellbeing, finance, and relationships.

Sixth Form

I am excited to welcome students to the Sixth Form, where we offer the prestigious International A Level programme of study. Here students will opt for three or four A Level subjects, alongside the core components of EtonCore, PE, LifeSkills and the Extended Project Qualification. The opportunity to develop both in-depth knowledge, alongside analytical skills, will enable students to unlock their passion for lifelong learning and provide the skills required for life after EtonHouse International, whether that be in university study or the workplace. With a greater onus on the importance of independence and self-management, students will also benefit from dedicated study periods, which they will need to learn to use productively to take their learning beyond the parameters of the course curriculum. In my role as the Sixth Form Co-ordinator I will be on hand to look after students both academically and pastorally, in addition to offering university and career guidance and support through all stages of the application processes and transition into the world beyond school-based education. I look forward to working closely with parents and students to foster ambition and success for all future pathways.

Emma Caunt

We are very pleased to welcome applications from any student who wishes to continue their studies beyond IGCSE/GCSE at EtonHouse International School, Orchard. We are confident that both students from our Year 11 and students transferring from other international schools within Singapore or abroad, will benefit from our personalised and bespoke approach. We are confident that studying for two years in our Sixth-Form is an effective way of advancing to university and of obtaining satisfying and suitable employment opportunities.

In the Sixth-Form, students have an opportunity to further their studies in subjects which interest them. Whilst our International A Level courses provide globally recognised qualifications, students will also benefit from non-teaching or self-directed time to pursue other interests through our unique EtonCore programme.

One very important point to realize is that Sixth Form life does not exist solely for those who are academically very able. It enables everyone to develop their abilities in an individual manner and achieve their potential in their search for qualifications and a successful future.

International A Levels

International A-Levels (IALs) are qualifications offered to students ages 16 to 18 at international schools globally by Cambridge International Examinations and Pearson Edexcel. They are internationally recognised qualifications equivalent to British A-Levels, the standardised academic examinations taken in the United Kingdom. Both qualifications are highly respected by universities and employers alike and provide a direct path to university. Thousands of learners worldwide gain places at leading universities every year with International A-Levels.

International A-Levels only require students to choose 3 or 4 subjects to specialise in and study in depth over the two years. Students can choose to study and focus on the subjects that interest them and which are required for the degree they intend to pursue at university (most university entry requirements specify only three grades at A-Level). They are also likely to maximise their potential and achieve the best outcomes/grades

in these subjects by specialising earlier. Students will be asked to pick three or four subject choices in preparation for year 12 from the following blocks:

| Option A | Option B | Option C | Option D |
|--------------|--------------------|-----------|------------------|
| Mathematics | English Literature | History | Business |
| Art & Design | Chemistry | Geography | Biology |
| Media | Further Maths | Physics | Chinese |
| | | | Computer Science |

**Please note that there will be an options evening during the school year where students and parents are invited to discuss subjects in detail with class teachers before final choices are made.*

Another distinct advantage of the International A-Levels is that the students do not have to sit the final examinations all at once and can instead space them out. Students will sit for the AS exams at the end of their first year (Year 12) and receive an AS-Level grade which can also be a stand-alone qualification in its own right that is worth half the equivalent A-Level grade. Students may then decide which subjects to continue into the second year (Year 13) and take the A2 exams at the end of the year. End of year examinations will be carried out in May/June of each academic year. Students will have an opportunity to resit AS examinations during October/November exam period. International A Levels are graded A* to E for pass grades, with U (unclassified) for a fail.

THE ETONCORE

At EtonHouse International School, Orchard we recognise the importance of providing students with a holistic education that goes beyond academics. This is supported through the bespoke EtonCore programme, which is a combination of elective and accredited pathways and is an integral part of our Personalised Pathway Plan@16. Each student will be able to select an individualised and personalised journey comprising elective aspects of the EtonCore where they will have opportunities to develop their interests and nurture student agency and a growth mindset.

These elements include:

- Researching and producing an essay on a self-selected topic as part of the externally accredited Extended Project Qualification;
- Driving community service projects through the EtonHouse Community Fund;
- Working towards the Duke of Edinburgh Award, a globally recognised accreditation that empowers young people to learn and grow through the areas of physical recreation, skills development, adventurous journey and voluntary service;
- Participating in partnerships and residential programmes that give them real-world experiences;
- Collaborating with other overseas schools in the EtonHouse global network to develop international mindedness;

The EtonCore programme encourages students to become well-principled, critical thinkers who are not afraid to take risks, and it is in line with the EtonHouse core values of nurturing independent learners who take responsibility for their future success. These attributes challenge students to think beyond subject-based learning outcomes and are fundamental for helping them prepare for higher education and future career opportunities.

INCLUSIVE EDUCATION

EtonHouse Orchard recognises and celebrates our diverse cohort of students. My role as Head of Inclusive Education encompasses academic support, pastoral care and EAL. As a passionate advocate for inclusion, I have a strong commitment to ensuring that every student's strengths are valued and their challenges are supported within our school environment. Our inclusive practices help to build each student's capacity to achieve personal success.

Ann Richardson

Our team of Inclusive Education teachers support subject and homeroom teachers to identify students' specific challenges and to make adjustments as needed to ensure that all students are always engaged in meaningful learning experiences. To ensure an inclusive approach, student's academic support is primarily provided within the classroom setting although, at times a quiet setting is also an option if it is deemed to be more conducive to targeted teaching.

Paid support is offered by the Inclusive Education team for students who would benefit from a highly structured and targeted form of support. An Individual Educational Plan is created with SMART goals which are closely monitored and regularly reviewed. Parents are invited to meet with the Inclusive Education team each term to share their child's progress.

EAL (ENGLISH AS AN ADDITIONAL LANGUAGE)

EtonHouse provides a robust EAL programme to support our multilingual learners. In the Primary school, EAL students receive 4 hours per week of in-class support. Those requiring more intensive support (IEAL) have an additional 4 hours of targeted teaching within a small group. Immersion EAL (IIEAL) is offered for students from Y5 upwards. In Primary school this equates to 8 hours of in-class support in addition to 4 hours of targeted teaching within a small group setting.

In Secondary school, students in Years 7-9 are taught in homogenous groups according to their English language proficiency. EAL students attend English classes for 7 hours per week. Students in IEAL attend lessons for 11 hours per week and do not study Humanities subjects such as Geography or History. The goal is to build up students' English language proficiency, so that they can access the Humanities curriculum and graduate to the EAL class.

Students who join EtonHouse with limited English speaking skills are offered Immersion IEAL (IIEAL). In Secondary school, these students forgo Humanities and Science subjects until their skill level enables them to access these subjects. Our IIEAL students benefit from 14 hours of English tuition per week.

SIZE MATTERS

In an age when secondary schools have become vast institutions where connections are impersonal, departments segmented and territorial, and students get lost in the midst, EtonHouse puts our students at the heart of what we do. Our boutique size means a much lower teacher to student ratio than average, and that means your child will get the attention needed to excel. We ensure that every child is fully equipped with the learning tools they need to maximise their potential, the interpersonal relationships needed to flourish, and the personalised approach so that their voice is heard.

The result? Engaged, all-rounded learners and confident articulate world citizens.

INTERNAL EXAMINATIONS

Process

All internal examinations and assessments will be produced and set by the subject teacher. The subject teacher then has the assessment/mock examination vetted by another colleague within their subject specialism (where applicable). These are then approved by the member of the leadership team who is the line manager of those subject areas.

Mock examinations follow the process above but are made up of composite papers from a number of years. Mock examinations are also carried out under the same criteria, conditions and guidelines laid out by the external examination boards.

Students who have access arrangements due to a specific need are also provided with the same conditions for Mock examinations that they are entitled to for public examinations.

Appeals Procedure

If a student (or his/her parent/guardian) has a general concern about the school's delivery or administration of an internal assessment or examination EtonHouse International School, Orchard encourages him/her to try to resolve this informally in the first instance by contacting the school by phone, in person or in writing.

Appeals

If the student/parent/guardian wishes to appeal following an internal examination or assessment and believes there are clear grounds, an appeal can be submitted.

- Any appeal must be submitted in writing to the Principal within 14 days after the examination/assessment result is published
- Complaints received will be logged by the Principal and acknowledged within 5 working days.
- The appeal will be referred to **the** EtonHouse Examination Board for consideration.
- The Principal will inform the student/parent/guardian of the final conclusion in due course.

ACADEMIC INTEGRITY

Rationale and aim

Academic integrity plays a significant role in promoting and maintaining an ethical culture based upon integrity and responsibility. The aim of this policy is for our community to know that acting with integrity is a choice which allows others to build trust in us as individuals. Through our EtonHouse International School, Orchard values and the IB Learner Profile, students will take a principled approach to their learning and have a personal positive attitude towards an academic integrity culture. They will have the knowledge to be able to produce authentic, honest, and scholarly work at EtonHouse International School, Orchard and beyond.

What is academic integrity?

Academic integrity refers to conduct in academic matters including (but not confined to):

- Respect for intellectual property

- The production of work which is authentic and genuine
- The full acknowledgement of all sources used
- An understanding of the differences between collaboration and collusion
- Proper conduct in relation to examinations and submission of work

All members of our school community (students, teachers, administrative and support staff and guardians) are expected to uphold these standards. At the heart of fostering academic integrity are five fundamentals that build upon EtonHouse International School, Orchard’s Core Values.

Secondary Courses

Full subject guides for IGCSE and A-Level courses are available upon request. Option evenings provide a opportunity for school leaders to communicate the different course options available to students embracing on both the IGCSE and A-Level programme.

LIBRARY INFORMATION

All Primary classes have a scheduled library lesson once a week where the students have the opportunity to borrow books. 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.

PARENT-SCHOOL ASSOCIATION (PSA)

There is a Parent-School Association at the Orchard Road campus which works for the benefit of the students. Formal meetings are held once a term and regular committee meetings in between. The PSA assists at functions such as Sports Days and the School Concert. It also hosts other events such as the Carnival and other cultural events. All parents gain an automatic membership of the PSA once their child commences school at EtonHouse International School.

ACADEMIC BOARD

EtonHouse International School has an Academic Board that consist of members, and their duties and responsibilities are:

- developing the policies and procedures to ensure academic quality and rigor such as:
 - Ensuring that the content and duration of the modules or subjects, as well as the entry and graduation requirements, of the course are appropriate; and
 - Approving the deployment of teachers based on the requirements stipulated by the CPE;
- 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.

EXAMINATION BOARD

The school has an Examination Board that consist of members, and their duties and responsibilities are:

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

CONTACT INFORMATION

School Contact Details

The school office is staffed from 7:30am to 5:00pm weekdays. There is an answering machine if you need to leave a message out of school hours.

Telephone: 6513 1155

Email: orchard@etonhouse.edu.sg

DAILY SCHEDULE

School Hours

8:30am to 3:45pm

Co-Curricular Activities (CCA) take place after school from Tuesday to Thursdays afternoons from 3:30–4:30pm in the primary years and 3:45–4:30pm for secondary. Each term, information will be sent out to families so that they can sign-up. CCAs are optional for all students. There will CCAs provided by teachers in the school and external providers. CCAs with external providers will incur additional costs for families and will only run if a minimum number of sign-ups is reached.

Lunch/break times

Primary and Secondary Lunch/break times are staggered. During the lunch break, students will be allocated a time for play and for eating their lunch in the Food Lab or piazza. For students in the Secondary school years 9 and above, we offer the opportunity to leave site and obtain lunch from the local eateries such as Tanglin Mall. This is upon written confirmation from parents via document that will be shared at the beginning of the academic year.

SPORTS AND OUTDOOR PROGRAMME

Primary Physical Education Overview:

In our primary physical education program, we seamlessly integrate subject content with the Primary Years Programme (PYP) Units of Inquiry to enrich classroom learning. Through the use of world-class facilities across Singapore, we explore a diverse array of concepts and ideas related to physical activity and sports.

During the lower primary years, our emphasis is on cultivating fundamental movement skills. Our approach incorporates engaging games and play-based methods to captivate students' interest while fostering a positive disposition towards physical activity. Additionally, lower primary students partake in multiple swimming units as part of our aquatics lessons and immerse themselves in physical activity and nature through our Forest School experiences.

Progressing to the upper primary level, we build upon these foundational proficiencies and refine them through more sport-specific activities. Our curriculum introduces students to activities like invasion games (e.g., basketball, football), striking and fielding games (e.g., baseball, Danish longball), individual pursuits (e.g., athletics, gymnastics), and net games such as badminton. As part of the upper primary journey, students continue to advance their swimming skills through our aquatic program and engage in outdoor adventurous undertakings at the Forest School.

Secondary Physical Education Overview:

Our secondary physical education curriculum ushers students into more structured sports exploration, enhanced by the use of excellent facilities. The focal point is to build upon the foundation laid during Key Stages 1 and 2, fostering greater competence, confidence, and expertise in diverse techniques that can be applied across various sports and physical activities.

Students gain insights into the constituents of effective performance and how to apply these principles to their own efforts and those of their peers. They nurture the self-assurance and inclination to participate in exercise, sports, and activities beyond school, understanding and embracing the health benefits of physical activity.

For Years 7, 8, and 9, our curriculum encompasses a wide spectrum of activities, including invasion games (e.g., basketball, football), striking and fielding activities (e.g., softball, Danish longball), health-related fitness pursuits, and net/wall games (e.g., tennis, badminton, volleyball).

Transitioning to Years 10, 11, 12, and 13, students step into a role of increased autonomy within their PE education. They can select activities that resonate with their preferences. Our program offers an array of physical activities from which students can choose, such as gym memberships, outdoor education, fitness classes, basketball, tennis, and badminton. This personalised approach aims to inspire lifelong engagement in activities they find enjoyable and equip them with the skills and competencies for sustained participation into adulthood.

Our sports programme focuses on fitness and stamina training, competitive sports and health education. Students have the opportunity to develop different tactics and skills, and understand the value of nutrition, mental agility as well as the impact of drugs in sports.

ARRIVAL AND COLLECTION OF STUDENTS

Our school staff welcome and assist students arriving at school either by school buses or other forms of transport every morning. For primary students, the driveway and Astroturf areas of the outdoor space are accessible from 8:15am each morning. We ask that families in the primary years ensure children do not arrive before that time, especially if they are travelling independently. From 8:15-8:30am the gate is opened and members of staff will be present to supervise children.

Secondary students are asked to enter the school from the level 1 reception area, when doors will open from 8:15 am. Students must be in class ready for registration by 8:30 as per the school attendance policy.

Students can start proceeding to their classrooms from 8:30am. Students arriving after 8:30am should proceed directly to their classroom. After 8:40am, students should report to the Parent Liaison Office for attendance to be marked and issued with an attendance note.

Parents are required to wear their photo identity card prominently (preferably on the lanyard around the neck) for security purposes whenever on the school premises. If parents forget their card they should go immediately to the Parent Liaison Office to get a temporary one.

If students are being collected earlier than usual for any reason (e.g. dental appointment, other assigned person to pick up the child instead of parents, cancellation of the bus on the day, etc), this information should be indicated to the teacher via email by at least 4:00pm the day before the .

Teachers need to fill in a yellow slip to inform the Parent Liaison Office about daily change (No bus/picked up earlier/pick-up by others, etc), so that the Parent Liaison Office can mark bus lists accordingly. Then a purple "Gate Permission Pass" will be issued by Parent Liaison Office staff only to the student so that the school guard or duty teachers are aware of this one time unusual arrangement to let the student exit the premises.

Any students who are required to be picked up earlier by others without this Gate Permission Pass are unable to exit school as this is required by the guard or teachers on duty at the gate.

Students who are to be collected from school at the end of the day are sent to the waiting area where they are to be collected. This area will be staffed at all times. **No students are to wait in other areas.**

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

ASSESSMENT AND REPORTING (ALL LEVEL)

Teachers plan and conduct ongoing assessments and map students' progress regularly. Parent-Teacher Conferences and Student Led Conferences are key events across the year and provide an opportunity to discuss progress and showcase work.

Formal reports are distributed to parents. If you wish to discuss the progress of your child at any time of the year, please make an appointment with the class teacher. For detailed information on assessment practices and procedures at school, please contact your child's class teacher.

STUDENT APPEAL (REPORT APPEAL)

A student -- or parent/guardian (on behalf of student) -- may only appeal for their final results to be reviewed under genuine circumstances where factors beyond the student control have affected the student's academic performance. Appeals must be submitted within 14 days of notification of the results. Late appeals will not be entertained.

Any queries or concerns of students or parents, in regards to the formal interim and full academic reports of student progress in Semester 1 and 2 may be directly addressed to the Principal for sharing and reviewing with the Examination Board for decision.

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

STUDENT LEADERSHIP

Students in the Primary and Secondary Section have the opportunity to take on leadership roles within the school. Students in Year 6 can be elected as School Captain or Vice-Captain of the Primary School; students in the Secondary School can be elected as Head Student. 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 1-6, each class has a minimum of one student representative who becomes part of the SRC – Student Representative Council. The 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.

The school also follows the Big Buddies Programme where the Years 5 and 6 student volunteers are trained to help their younger peers in conflict resolution by offering them strategies and support. The programme is designed to build resilience in and provide leadership experiences to the senior primary students.

BEHAVIOUR MANAGEMENT

At EtonHouse Orchard our efforts are focused on praise and encouragement and as a school we seek to celebrate success at every opportunity. In addition to creating a dynamic learning environment that supports academic success, we also want to nurture responsible, compassionate, confident and emotionally intelligent global citizens. The school behaviour policy is designed to support the way in which all members of the school can live and learn together in a supportive way. High standards of behaviour are best promoted when staff, parents and children have a shared understanding of our aims and expectations.

Aims and Expectations

- To encourage children to have high expectations of their own behaviour and to emphasise that everyone is responsible for their own actions
- To encourage independence and integrity so that each child learns to accept responsibility for their behaviour and the consequences associated with their behaviour choices.
- To achieve a fair and consistent age-appropriate approach to behaviour throughout the school
- To establish clear boundaries of acceptable behaviour and to ensure the safety of all students and staff
- To ensure the physical and emotional safety and wellbeing of all students
- To promote positive behaviours for learning in all areas across the school
- To work collaboratively and ensure all staff, students and parents have a shared understanding of our expectations and core values
- For all students to have an understanding of choices and consequences; this is based on setting consistent expectations and boundaries from the outset
- To implement restorative practices when appropriate to achieve long term behavioural improvements, with collaboration between teachers and inclusive ed team

Rewards

As a school we believe that praise is the biggest motivator and rewards should be recognised and recorded. Success is to be celebrated at all levels and teachers should use verbal praise as much as possible wherever and whenever it is appropriate. Using our internal House Point system, students will have the opportunity to obtain a house point in exchange for positive behaviours demonstrated around the school and in turn these will contribute towards off site activities for winning houses, as well as individual certificates depending on the overall number achieved by the end of term.

Sanctions

We expect Secondary School pupils to set an example to our community in everything they do. They should be ready to learn and participate in school activities. Pupils should attend school and lessons punctually and adhere to the school rules. Pupils should care for the buildings, furniture, equipment, environment and each other. We expect pupils to behave at all times in a manner which reflects the best interests of the whole community.

For instances where behaviour warrants time to be taken off students after school, a detention/catch up session will be run on Thursdays by a member of SLT. This provides an opportunity for students to complete work and reflect upon the impact of their behaviour with a view to making positive changes moving forward. In such instances, it is imperative that effective communication between teachers, students and

parents/guardians has taken place to support the purpose of the consequence. Parents/guardians must be informed their child will be staying after school no less than 24 ours beforehand.

Punctuality

The school day starts for secondary students at 8:30 am and it is imperative students are present at registration for this time. This provides a 10 minute period before lessons for any concerns to be addressed, ensure students are ready for learning, Planner checks and form tutor notices. We understand occasionally there may be circumstances outside of a student’s control hence we state that pupils who arrive late twice for registration and/or lessons will receive a Secondary school detention of 30 minutes. This is reset each week.

If a student arrives after registration (8:40 am) the student will need to sign in at the senior school reception and a late mark will be recorded on ManageBac. Class teachers must ask students for their late slip. If a lateness slip cannot be provided, the student is sent back to sign in at the reception areas as this must be recorded for safeguarding purposes.

The following guidelines are presented to students and teachers so that a consistent approach to behaviour management systems can be followed accordingly:

| Code | Behaviour | Consequence |
|--|---|---|
| C1 | Low level disruption Disobedient/disrespect Off / incomplete tasks Lack of correct equipment Device misuse Inappropriate language Phone visible | Warning (verbal or written) If more than 1 warning given escalate to C2 |
| C2 | SWAT system followed 2 x late registration attendance Missed homework | 15 minute break/lunch detention 30-45 minute SLT detention Email home to parents/guardian Opportunity for restorative practice with class teacher |
| C3 Referred to SLT member | Repeated C2 conduct Aggressive behaviour towards peers or teachers Truancy Racist language Damage to school property | 60 minute after school detention Email / conversation with parents Escalated to Principle where required |

**Should any further clarification be required on the school behaviour policy please contact a member of the Leadership team who would be happy to discuss.*

UNIFORM

It is important that students follow the school's uniform policy, taking pride in their appearance, as they represent EtonHouse to the wider community.

For students who do not follow the school's criteria on uniform, they will receive sanctions including **after school detentions, HOY report cards and meetings with parents/guardians**

The current guidance that students must adhere to is as follows:

1. Students can wear trainers to school
2. Grey smart shorts/skirts/trousers must be worn (can be purchased from level 1 reception)
3. Trousers **CANNOT** be branded nor be jeans/tracksuit bottoms
4. Etonhouse shirt must be worn and on show
5. No caps/hats/sunglasses worn around school
6. Personal jumpers/hoodies cannot be worn, only EtonHouse branded hoodies are acceptable
7. If earrings are to be worn, then stud type only will be acceptable for the safety of students. Other jewellery items permitted at Head of Year discretion.

A new uniform for A-Level students has been created and shared with the school community for the start of the academic year 23/24. Orders can be made with our parent liaison team or at reception level 1.

All students are expected to wear full school uniform. Supplies are available from the Parent Liaison Office. For special occasions, students are allowed to wear 'casual clothes'. Parents will be informed in advance of this change in expectations.

SPORTS UNIFORM

House colours/Secondary PE T-shirts

Green EtonHouse shorts (Primary School)

Grey EtonHouse shorts (Secondary School)

White socks

Sports shoes/runners – sandals, crocs or shoes with heels are not suitable for sports lessons.

PARENTAL BEHAVIOUR & CONDUCT

Parents/Guardian accepts that they have a responsibility to act as role models for their children, and those of the school community. Parents/Guardian 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 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.

ATTENDANCE

Regular attendance and a good record of punctuality are essential foundations for an effective learning environment. Good attendance is fundamental to sound academic and social progress and development. Not surprisingly, educational research shows a close correlation between good attendance and attainment.

In an increasingly competitive world of work, the school values attendance as well as punctuality, as it develops patterns of behaviour important for personal and professional success later in life. Whilst we would like to expect a 100% attendance rate, the school recognises that on occasion a child will be absent for medical reasons or other exceptional circumstances such as family illness or bereavement.

All parents are responsible for their child's punctuality and attendance at school. At EtonHouse International School – Orchard (EHIO) we are committed to working in partnership with parents, seeking to identify, understand and overcome any issues or problems that are contributing to absence.

A consistent approach to managing attendance and punctuality throughout the school will be applied, and all absences and lateness will be challenged in a positive and supportive manner.

Attendance register

At EHIO, we are required to keep an attendance register. The attendance register will be taken at the start of each school day. School starts at 08.30 each day and students may arrive from 08.15. The morning register will close at 08.40 am and late arrivals must sign in at secondary level reception (secondary students only).

The school will only release a student during the school day once appropriate approval has been granted from the parent/guardian and communicated with the aren't liaison team and/or form tutor. The student must follow the 'signing out' procedure by completing the 'signing out' slip with the Customer Relations Executives (CRE) at the senior school desk before departure.

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 fulfill the ninety percent (90%) requirement set by the Immigration and Checkpoints Authority (ICA).

Medical or dental appointments

Missing registration for a medical or dental appointment is counted as an authorised absence however please note that advance notice is required for authorising these absences. Parents are requested to email the form tutor in this instance. However, we encourage parents to make medical and dental appointments out of school hours where possible. Where this is not possible, the student should be out of school for the minimum amount of time necessary.

Family holidays and travel

We are fortunate to have lengthy school holidays, the dates of which are published well in advance. We request that a family's travel plans respect the school calendar. All students are expected to be present on the day the school re-opens and to remain in school until the end of the school day on the day a vacation begins.

Notification of leave for planned absences

Parents should notify the school if their child will be away for a planned absence. Reasons may include: interviews, religious holidays, medical appointments, visa appointments, family emergencies, etc.

For every student absence, parents must provide a reason for not attending school. Parents/guardians are requested to email the tutor on the first day of a student’s absence, and every subsequent day unless it is known that their child will be absent for a definitive period of time. Absence due to illness will be authorised unless the school has a genuine concern about the authenticity of the illness. The school reserves the right to request a medical certificate (MC) to confirm an absence, should this be deemed necessary.

Students not in attendance during any given school day, may not attend co-curricular activities or other social events organised by school on the same day, without the consent of the SLT.

Reporting to parents

Parents are informed of their child’s attendance and punctuality data in each report issued by the school. This is expressed as a percentage and the number of days absent (including half days) out of the number of possible attendances. Attendance data will be reviewed on a termly basis.

Please note the following criteria for the purposes of reporting attendance and punctuality at EHIO:

| | Excellent | Good | Needs improvement | Cause for concern |
|------------|-----------|-------------|-------------------|-------------------|
| Attendance | 100 – 97% | 96.99 – 95% | 94.99 – 90% | Below 90% |

TRAFFIC FLOW

The school requests that all parents dropping off or collecting their children during peak traffic-flow times use the Drop Off or park in the underground car park off Nassim Road. All bus transport has been directed to use this same circular route. The Drop Off will be open during the following school hours:

Morning 08.15 am to 9.00 am
Afternoon 03.15pm to 4.00 pm

Co-operation with this flow of traffic will considerably reduce the congestion along Tanglin Road. Normal entry and exit to and from the school outside of peak flow hours can be made through the underground car park on Nassim Road.

BUS TRANSPORT

Bus transport is provided by a private contractor as a service to the school. If you wish your child to use the school bus transport, please obtain the fee schedule and application form from the Parent Liaison Office. 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 service.

Parents must notify the bus company and the Parent Liaison Office if a child does not require the bus service on a particular day. If the child is not to return home on the bus on a particular day, this must be indicated in the student’s communication book. A staff member will be present at all times when students are alighting

and boarding school buses. When arriving at school in the mornings, bus students either go to the undercover area prior to 8:30am or proceed straight to their classrooms. At the end of the day, bus students are taken to the designated collection point by their class teachers and teachers on bus duty will accompany students to buses. This collection point is supervised until the last bus has departed.

All school buses are equipped with seat belts and a bus auntie/uncle is provided to monitor children's 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 bus numbers 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.

The Bus Transportation application forms are available from the Parent Liaison Office.

ABSENCES

If for any reason a student does not attend school, please write and sign a note about this to the Class Teacher. Requests for leave in advance of time should be directed to the Principal. Attendance checks are made every day.

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

It is essential that you notify the school immediately if your child is away due to a communicable disease, such as hand, foot and mouth, or chicken pox, so that we can inform all parents in the school, and government bodies as necessary. Please inform the class teacher by email or call the office to inform of your child's absence.

STUDENT SUPPORT 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 at the Parent Liaison Office and General Administration Office provide student support services and are adequately and appropriately trained.

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

- i. Pre-Course consultation and counselling
- ii. Friendly advice and counselling
- iii. Learning Support
- iv. Behaviour Management
- v. Fees Protection Scheme (FPS)
- vi. Medical Insurance Coverage

FEE PROTECTION SCHEME

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

PASTORAL COUNSELLING SERVICES

EtonHouse International School shall provide emotional support for students to help them cope with mental stress relating to a new environment or course demands; and create a culture and climate of care, trust and friendliness that encourage student attendance and involvement during their studies with the school.

Pastoral Counselling Services may include:

- i. Provide emotional support for students to help them cope with mental stress relating to a new environment or course demands.
- ii. Implement programmes to create a culture and climate of care, trust and friendliness that encourage student attendance and involvement.

MEDICAL ASSISTANCE AND MEDICATION

The school provides adequate facilities to handle most minor accidents and emergency situations that may occur.

If your child has been absent due to illness, please inform the teacher via email. Please advise the school through email or telephone if your child has been exposed to a contagious illness -- e.g. chicken pox, Hand Foot and Mouth Disease (HFMD), Dengue Fever, Covid-19 or in contact with Head Lice. If your child has had such an illness they must be seen by a doctor and be given medical clearance to return to school.

The school does not stock or administer any other than basic medical supplies -- e.g. ice for bruising, a saline solution for the cleaning of wounds, simple dressings. Panadol in liquid or tablet form may be administered if parent permission is obtained. We operate 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 clinic 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 unless permission has been given. Any medication will be kept in a safe and secure place and only administered by authorised personnel.

In consideration of other children, and your own child's health, please keep your child at home if he/she has any of the following symptoms:

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

IDENTIFICATION OF PERSONAL PROPERTY

It is important to be able to keep track of all of the items that students bring to school each day. Labelling all clothing, bags, belongings, water bottles, lunch containers etc with the student's name and class clearly marked assists to ensure the return of an item should it be misplaced. Permanent markers and laundry pens, along with personalized name tags are sold commercially for this purpose.

Lost property boxes are located outside the Hall. The school accepts no financial responsibility for items that go missing or are damaged at school. Students are discouraged from bringing non-essential items to school, although from time to time 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'.

Electronic games are not permitted at school during school hours (8:45-3:30) and will be confiscated. We prefer students do not bring their toys to school. Mobile phones are not encouraged at school. However, in the event that the student needs to carry it due to valid reasons, parents will need to communicate this to the class teacher in writing. Student will not be permitted to use the phone during school hours. The school will not accept any responsibility for the security of the handset.

EXCURSIONS

Class excursions and field trips are planned regularly. These are usually related to the current unit being studied in class and offer a further opportunity for learning. Parents are often encouraged to volunteer to assist with the organization and supervision of the students. Teachers will send home a note prior to the excursion indicating where the excursion will be, the date and time, the cost and if parent helpers are needed. A signed permission slip must be returned to the teacher before your child can attend.

For reasons of security and student-confidentiality parents are requested to not take photographs of children or the premises without prior consent of the class teachers.

The school does not support putting students' school peers photographs on social networking sites like Facebook. (Also refer to our school Personal Data Protection Statement available in our school website)

CONFIDENTIALITY AND SECURITY OF INFORMATION

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.

We are also committed to adhering to the provisions and principles of the Personal Data Protection Act 2012. As such, EIS Personal Data Protection Statement is to assist you in understanding how we collect, use and/or disclose your personal data. (Refer to our Personal Data Protection Statement).

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. We will collect, use and disclose your personal data in accordance with the Personal Data Protection Act 2012 (“Act”). The Act establishes a data protection law that comprises various rules governing the collection, use, disclosure and care of personal data.

It recognizes both the rights of individuals to protect their personal data, including rights of access and correction, and the needs of organizations to collect, use or disclose personal data for legitimate and reasonable purposes.

For more information, please refer to our [website](#) .

COMMUNICATION

EtonHouse encourages parent-teacher partnership and communication. This may be done through different channels including emails, communication books, newsletters, bulletin boards, notices, phone calls and face to face meetings. Students in Primary have a Student Organiser that they use to record their homework.

A Principal’s e-newsletter is distributed by email on a Friday. Please take the time to read it as it contains important information about the school and functions being held in the coming weeks.

At the beginning of each school year parents are invited to attend an Information Evening with the classroom teacher. During this session the Primary Programme and the Secondary Programme expectations, procedures and daily routines of the class are explained.

There is a feedback form available at the Parent Liaison Office to address concerns or suggestions. The school staff can be accessed by email. Email addresses usually follow the pattern of `firstname.lastname@etonhouse.edu.sg`

Please keep Parent Liaison Office updated if you have changed your home address, contact number, email address and valid identity card.

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

BIRTHDAYS AND OTHER CEEBRATIONS

Birthdays are a special time in a child's life and we understand that you often want your child to share this experience with his/her classmates. You are welcome to send along a cake or something similar to share with the class. Please inform the teacher of the ingredients as there are students in the school who suffer from various food allergies.

We would prefer that you do not send large amounts of sweets as the school recommends a balanced and a healthy diet. Please note that the class teacher will only distribute invitations to parties if all students in the class are invited to attend. If you are planning a smaller function please use the class social list to contact families to make arrangements. This avoids confusion and hurting children's feelings.

PROVISION OF LUNCH AND SNACKS

Students are provided with lunch and a morning snack if they opt for the school menu. The menu has no pork or beef and does not contain any peanuts. If your child is vegetarian or has dietary constraints please complete the form available at the Parent Liaison Office. This information will be passed on to the kitchen staff and the classroom teacher.

It is essential that you inform the school of any food allergies that your child has. If your child has an allergy, we need to let the class teacher know as from time to time some students may bring in a birthday or festive treat to share. Teachers and class assistants must clearly know who cannot eat certain foods.

Students have the option of bringing in their own food from home for lunch and snacks or ordering meals from school. The Parent Liaison Office can advise parents of the cost of meals and make the necessary arrangements for your child to receive school meals. Copies of the school menus are available from the Parent Liaison Office.

If you would like to order or cancel meals, kindly obtain forms from the Parent Liaison Office. Any unconsumed meal charge will be refunded accordingly only after the school receives an official form from parents.

Students have the option of bringing in their own food from home for lunch and snacks or ordering meals from school. The Parent Liaison Office can advise parents of the cost of meals and make the necessary arrangements for your child to receive school meals. Copies of the school menus are available from the Parent Liaison Office.

If you would like to order or cancel meals, kindly obtain forms from the Parent Liaison Office. Any unconsumed meal charge will be refunded accordingly only after the school receives an official form from parents.

Students are not permitted to share their food with other students. Some students have violent reactions to certain foods/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.

WATER BOTTLES

Due to the tropical climate of Singapore, students are regularly encouraged to maintain their fluid intake. Each student must have a water bottle, clearly labelled with the student's name and class. For health reasons water bottles are not shared. Students are able to refill their water bottles at the various water refill areas around the school premises.

NO NUT POLICY

Etonhouse International School is a Nut Safe School.

Please do not bring any products containing nuts (peanuts or tree nuts) into school area.

For further clarification, please approach the Parent Liaison Office.

SHOES

Please ensure student's footwear is suitable for everyday school activities, and is easy to remove and put on. Students are permitted to wear white/cream socks and gym or black shoes with their uniform. For more formal activities i.e. graduation, students are required to wear black shoes. Crocs/sandals are not suitable for daily school activities and should not be worn at school.

SCHOOL SAFETY

At EtonHouse we consider the students' safety as our priority. All parents/guardians are required to wear an identity card provided by the school. In order to get their identity cards made, individuals must submit a hard copy of their latest passport size photograph to Parent Liaison Office. The identity cards will be sent home in the student's folder and need to be worn whenever the individuals come to school. Visitors without identity cards will be required to wear a Visitor's Pass, available with the Parent Liaison Office at the entrance.

ADVISORY NOTE AND STUDENT CONTRACT

EtonHouse International School uses the Advisory Note (Form12) and the Standard Student Contract from the Committee of Private Education for every enrolment and/or change of course

The Standard Student Contract (SSC) \ comprises of:

1. Course Information - Schedule A
2. Course Fee - Schedule B
3. School Miscellaneous Fees - Schedule C
4. Refund Policy - Schedule D
5. Attached School Calendar

and shall remain valid from the day it is dated (schedule A) until a Withdrawal Notice is submitted by the parent/guardian (on behalf of the student) and the school will issue a formal notification to parent/guardian

(on behalf of the student) to effect the withdrawal.

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

A new student contract will be issued when a student changes Year level/Session during the same Academic Year. In such a situation, an interview with the parent/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.

FEES AND FINANCIAL INFORMATION

- All fees quoted are in Singapore dollars (S\$) and are inclusive of 8% Goods and Services Tax, 9% (from January 2024) where applicable.
- A non-refundable application fee is payable when a student applies to the school.
- A non-refundable enrolment fee is payable on acceptance of an offered place to any of the programmes.
- School fees are exclusive of school meals/snacks and Intensive English as an Additional Language (EAL) class and Inclusive Education support.
- Capital Levy is billed per family per academic year.
- Annual fees are invoiced on a semester basis for all students.
- For new students, upon successful enrolment and signing of CPE 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. The 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. The 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 Parent Liaison Office should be informed immediately of this transfer to ensure effective tracking of payments.
- Miscellaneous Fee(s) refers 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 8th after a payment falls due. Refer to Student Contract – Schedule C.
- Mode of Payment by Internet Fund Transfer, Cheque, Card Up, or PayNow.

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

TRANSFER POLICY

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. The following fees may be payable to the new campus (if applicable):
 - a. Top up of the balance of refundable deposit
 - b. Top up of the balance of school fees
- 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 respective campus's Terms & Conditions and, if applicable, Progression Discount's Terms & Conditions (available at the Parent Liaison Office upon request).

WITHDRAWAL POLICY

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

EtonHouse International School will complete the withdrawal process within 7-working days. Please note that verbal, e-mail and provisional withdrawals will not be accepted. The EtonHouse Withdrawal Notice Form must be completed and returned to the Parent Liaison Office by the withdrawal deadlines to avoid incurring a further semester's fees.

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

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

REFUND POLICY

Refund for Withdrawal Due to Non-Delivery of Course:

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

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

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

Refund During Cooling-Off Period

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

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

Refund for Withdrawal Due to Other Reasons

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

DEFERMENT POLICY (POSTPONEMENT OF COMMENCEMENT/ LEAVE OF ABSENCE)

Course deferment will be on a case-to-case basis, and should you need a 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 Leadership Team.

MEDICAL INSURANCE SCHEME

EtonHouse International School provides medical insurance coverage for hospitalization and related medical treatment for the entire course duration. EtonHouse International School has appointed Liberty Insurance Pte Ltd as the medical insurance provider. More information is available on the school [website](#).

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.