

# One World International School Digital Campus in Punggol



## Student Handbook

Academic Year 2023-24

## **OWIS Digital Campus Student Handbook Singapore**

The story of One World International School (OWIS) began in 2008 when we started as a small campus in the East of Singapore. Since then, we have established ourselves as a leading international school in Singapore, with reputed campuses in Nanyang (Jurong West) and Suntec Convention Centre (Central Business District), catering to over 1,500 students of over 70 nationalities.

With the addition of our upcoming campus in Punggol this 2023, we will be bringing the well-loved OWIS approach of student-centric, values-led education to the North-East of Singapore. The success story of our schools in Singapore has also served as the starting point for expanding the OWIS family of schools across the world.

### **OWIS Parent and Student Handbook (Academic Year 2023-24)**

The purpose of this handbook is to ensure that all students/parents are familiar with the school rules and regulations as well as the policies. Please take the time to read this handbook, as it contains critical information that will help you and your child settle into school.

#### **Our Vision**

We aspire to be leaders in providing world-class, affordable education to all students with an emphasis on values, collaboration, creativity, and service to others.

#### **Our Mission**

One World International School aims to develop inquiring, compassionate, and reflective lifelong learners who respect all cultures and care for our world. We believe every child should have equitable access to best-in-class, future-proofed education.

## Our Values and Culture

The IB Learner Profile is at the centre of our learning community along with the OWIS One World, One Community model, which promotes kindness and compassion. Our core value as a school is centred around kindness, which is demonstrated in many ways:

- We are an internationally minded community of learners with an awareness of their responsibilities as global citizens.
- Every member of our community is valued and has the right to be heard.
- We encourage respect and open communication from everyone within our community
- We allow students to develop in a safe and caring learning environment.
- We encourage collaboration and cooperation within our community in an inquiring and reflective environment.
- We strive for personal growth and academic excellence for all members of our community.



## **Our School**

One World International School is a Private Education Institution (PEI) registered by the Committee for Private Education (CPE) in Singapore (Registration number 200800495N).

Under the Private Education Regulations, we are required to issue *An Advisory Note to Students* together with a copy of the Student Contract. Each academic year, the Student Contract must be signed as an acceptance of a place in our school and our terms and conditions.

OWIS Nanyang [Student Handbook](#)

OWIS Suntec [Student Handbook](#)

# Welcome to OWIS Digital Campus

OWIS Digital Campus in Punggol is the third campus in the OWIS family of schools in Singapore. At the modern, purpose-built campus, we welcome learners in Early Childhood through Grade 8 (ages 3 to 14 years) with the intention of going up to Grade 12 in the future.

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### **School Authorisation**

EC1 to Grade 5: Candidate School for the \*International Baccalaureate (IB) Primary Years Programme

Grades 6 to 8: Modified Cambridge Lower Secondary Programme (CLSP)

Grades 9 to 10: International General Certificate of Secondary Education (IGCSE)

Grades 11 to 12: Candidate school for the \*International Baccalaureate (IB) Diploma Programme (DP) in the future

*\*OWIS Digital Campus is a Candidate School for the IB PYP and will apply for IB DP in the future.*

### **School Contact Information**

#### **School Address**

27 Punggol Field Walk #01-02, Singapore 828649

#### **School Website**

[www.owis.org/sg/punggol-digital-campus](http://www.owis.org/sg/punggol-digital-campus)

#### **School Email Address**

[reception.pg@owis.org](mailto:reception.pg@owis.org)

## Key School Personnel Contact Information

Principal of Lower School	Angela Henderson <a href="mailto:angela.henderson@owis.org">angela.henderson@owis.org</a>
Secondary School Senior Coordinator	Wong Chi-Wen <a href="mailto:chiwen.wong@owis.org">chiwen.wong@owis.org</a>
Attendance	<a href="mailto:reception.pg@owis.org">reception.pg@owis.org</a>
Parent Liaison	<a href="mailto:helpdesk.sg@owis.sg">helpdesk.sg@owis.sg</a>
Communications	<a href="mailto:communications.pg@owis.org">communications.pg@owis.org</a>
Operations	<a href="mailto:helpdesk.sg@owis.sg">helpdesk.sg@owis.sg</a>
Bus	<a href="mailto:schoolbus1@owis.org">schoolbus1@owis.org</a> <a href="mailto:schoolbus2@owis.org">schoolbus2@owis.org</a>
Admissions	<a href="mailto:admissions.pg@owis.org">admissions.pg@owis.org</a>
Finance	<a href="mailto:finance.pg@owis.org">finance.pg@owis.org</a>
Nurse	<a href="mailto:helpdesk.sg@owis.sg">helpdesk.sg@owis.sg</a>
Student Support Centre (IT)	<a href="mailto:helpdesk.sg@owis.sg">helpdesk.sg@owis.sg</a>
Canteen	<a href="mailto:helpdesk.sg@owis.sg">helpdesk.sg@owis.sg</a>
General Feedback	<a href="mailto:helpdesk.sg@owis.sg">helpdesk.sg@owis.sg</a>



School Facebook	<a href="https://www.facebook.com/OWISdigitalcampus">https://www.facebook.com/OWISdigitalcampus</a>
School LinkedIn	<a href="https://www.linkedin.com/company/owis/">https://www.linkedin.com/company/owis/</a>
School Instagram	<a href="https://www.instagram.com/owis.digitalcampus/">https://www.instagram.com/owis.digitalcampus/</a>
School Youtube Channel	<a href="https://www.youtube.com/@OWIS.Singapore">https://www.youtube.com/@OWIS.Singapore</a>

## School Calendar

Our academic year for 2023-24 commences on 28 August 2023 and comprises four terms and 175 school days. OWIS observes all of Singapore's public holidays.

There are staff professional development and Parent Teacher Conference days (PTCs) when students do not attend school. The academic calendar is also available on the school website.

### [Academic Calendar](#)

## Digital Literacy

Digital literacy is an integral part of the curriculum. We educate students to use their devices safely and responsibly. Students must ensure the security of their devices at all times, and the school will not accept responsibility for loss or damage to these often expensive items.

We use a shared iPad model approach for EC to Grade 3. Students in Grade 3 are provided with a school email account which provides a yearlong transition to personal devices.

Grades 4 to 12 students are required to bring a fully charged 64GB WiFi iPad. Grades 4 to 12 students and their parents must sign an ICT Agreement. The devices can be ordered using e-consent on myowis.org.

As a school, we use Google Apps for Education. This suite of applications allows easy access and communication between teachers and students. These applications are available when a student is assigned a school email address and will be used for the entirety of the student's enrollment at school.



## **Electronic Equipment**

*Note: The school is not responsible for any loss of students' electronic or charging equipment.*

### **EC to Grade 8**

To maintain an environment conducive to learning, except for show and tell/show and share, students are encouraged to leave toys, games, swapping cards, and valuables at home. Students are advised to lock electronic equipment in lockers.

- Students are not allowed to use mobile phones, smart watches, or any other electronic equipment during the school day unless directly related to a learning objective endorsed and understood by the teacher.
- Gaming is prohibited at school unless directed by a teacher for a specific learning purpose.
- Students are permitted to use electronic devices at the end of the school day to confirm pick-up arrangements.

*Please note: Video or audio recording of lessons, events, activities, students and staff, or any school business on a personal device is strictly prohibited.*

Parents are requested to telephone the office if they need to contact their child during school hours. Please do not call, text, or email your child during school hours.

There are escalating consequences for misuse of electronic equipment, as given below:

- The first time the student is reminded of the rule and asked to put the electronic equipment in their locker.
- The second time it is confiscated, the student may collect the phone from their class teacher at the end of the school day.
- The third time the phone is confiscated, the student must collect it from the Head of School.
- In the case of any subsequent confiscation, the parent will be asked to collect it from the school on each occasion.

Please also note that students are expected to follow the OWIS code of conduct on their social media accounts, and any breaches will be investigated.

Students are strictly prohibited from opening any social media accounts with reference to the school, the school name, or school staff.

## **Lost Property**

Please ensure all belongings are labelled with the name of the student. The school has a *lost property* box located in the canteen area. Lost property is disposed of after one month.

## **Student Support and Wellbeing**

Our school values the abilities and achievements of all our students. We are committed to providing optimum learning conditions for every student. Every student enrolled at OWIS will be supported to ensure access to the full range of curriculum experiences through differentiation and various teaching styles. We recognise that students learn at different rates and that there are many factors affecting achievement.

There is an Additional Needs Department that is responsible for coordinating the school's Additional Needs Programmes, including assessments and screening for English as an Additional Language, Learning Support and recommendations for Counselling/Pastoral care.

### **Learning Support**

We are committed to working in partnership with parents and other professionals, where necessary, to provide a level of appropriate learning support and intervention for each student to fulfil their potential. We accept students who need learning support if we believe we can provide for them, without negatively impacting either their education or the education of other students.

### **English as an Additional Language (EAL)**

We will accept students who are not proficient in English up to and including Grade 7 if we believe the student has the capacity to learn and adapt. This will be facilitated through immersion into normal class activities in Early Childhood. In Grades 1 to 5, support is provided through specific EAL classes at an additional cost. Students from Grade 8 onwards must have sufficient English proficiency to access the school curriculum. An external assessment will determine English proficiency.

### **Counseling**

Social-emotional counselling is an integral part of our holistic programme for all learners. It will focus on building relationships that recognise the uniqueness of each individual and the diversity within the school. As such, we incorporate strategies that nurture ongoing success and will guide each student in developing the OWIS values. This will be supported using mindfulness strategies.

### **Activities Programme**

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

All ECAs occur after school hours and are not included in the school fees. Activities are led by external providers, which have been vetted by management. The ECA programme offers a range of experiences and opportunities, from sports to drama, dance to robotics, and many more. Parents are encouraged to discuss the ECAs with their children so that the student is happy with their choices and is a willing participant.

## Competitive Sports

OWIS is a member of the Athletic Conference of Singapore International Schools (ACSIS). ACSIS allows student-athletes to compete in a broad and balanced inter-school athletic programme. ACSIS determines which sports are played during three seasons of play.

Activities will be announced later in the year.

## 2. COMMUNICATION

### Teacher Communication

We encourage parents to be involved in their child's learning and activities at school. We believe that successful learning is a three-way collaboration between parents, students, and teachers.

Parents can communicate with teachers through various means, including:

- **Face-to-face conversations:** If you have a concern that needs addressing or would like to talk to a teacher, please feel free to request an appointment.
- **Email:** Parents are welcome to email teachers as and when necessary. Our school practise is to acknowledge emails within 24 hours during school days. However, we maintain email and communication silence between 7.00 p.m. and 7.00 a.m.
- **Orientation Day:** An Orientation Day will be held before the start of the academic year to enable parents to learn more about the routines, learning experiences, and expectations. The Grade Outline document is also shared.
- **Parent-Teacher Conferences:** These are scheduled throughout the academic year to provide regular feedback on attainment, progress, and targets.
- **Toddle:** This is a student/teacher/parent portal for Early Childhood, Primary, and Secondary students and their teachers to share learning, communication updates, events, student targets, and student progress. There will be regular weekly updates for parents regarding class and grade-level activities.

### School Communication

There will be regular weekly updates regarding classroom and school-wide events.

### Parent Involvement

There are many opportunities for parents to be involved at school. Please reach out to your child's class teacher(s) for details on how to become a parent volunteer. Class parent representatives play an active role in developing the relationship between the school and parents.

## Assessment and Reporting

<b>Term 1</b>	<b>Parent Orientation</b> <b>Parent Teacher Conferences</b> Secondary progress update
<b>Term 2</b>	<b>Report Cards</b>
<b>Term 3</b>	<b>Parent Teacher Conferences</b> Secondary progress update
<b>Term 4</b>	<b>Report Cards</b>

### Conferences

An opportunity to discuss your child's progress with their class and specialist teachers.

### Report Cards

The purpose of report cards is to communicate the student's progress to parents.

The Early Childhood and Primary report cards provide parents with clear academic achievement and progress against grade-related expectations. The student and class teacher work in partnership to develop targets for the next steps of their learning, and these are shared with parents at the PTCs.

The Secondary report cards include information from all teachers who teach your child. This information is based on teacher assessment during Terms 1 to 3 and will include advice for further development. These reports will also give an indication of scores on effort. At the end of Term 4, reports are given as statements of achievement and include final scores for two terms along with a description of the material and skills covered.

If a student has been at the school for less than six weeks before the reports are generated, a letter or settling-in report will be generated. This contains information similar to a full report but is less comprehensive. Likewise, a leaver's report will be provided if a student leaves school before reports are issued.

### Feedback and Concerns

If you have any concerns about the education of your child, it is essential that you discuss them with your child's teacher first. If you are unsatisfied, you may bring the matter to the Head of School for resolution.

We strive to provide the best possible education experience to all our students. Do not hesitate to contact us at [helpdesk.sg@owis.org](mailto:helpdesk.sg@owis.org) if you have any suggestions for improvement or would like to express your appreciation.

### 3. HEALTH CARE

#### Health Services for Handbook

### 4. Services: Security, Uniforms, Bus, and Canteen

#### Security on Campus

Security is of the utmost importance to all at OWIS campuses. We aim to provide a safe and secure environment for the entire OWIS community. OWIS employs 24-hour security guards to secure the entrances and the perimeter of the school grounds.

All entering OWIS premises are required to show photo ID to our security personnel, except for OWIS students who are wearing the official school uniform.

#### School Uniform

All our students are required to wear the school uniform, which is available at BIBI & BABA Uniforms Mart.

545 Orchard Road #02-28  
Far East Shopping Centre  
Singapore 238882  
Tel: +65 6732 7022  
Email: [uniforms@bibibaba.com.sg](mailto:uniforms@bibibaba.com.sg)

- Hats are compulsory for Early Childhood and Primary students when outdoors.
- Students must wear closed-toe shoes with socks.
- House colour shirts are optional for Early Childhood students.
- Primary and Secondary house colour t-shirts are worn on House Colour Days (usually the last Friday of the month) as well as during any house competition or event.
- PE shirts are worn on PE days for Primary and Secondary students.

#### Early Childhood Uniform

Regular Shirt
Regular Shorts
PE Shirt
PE Shorts
Covered Training Shoes (Trainers) in plain white, blue, grey, or black with no patterns or blocks of different colours
Hat

EC parents are requested to keep a spare set of clothes in their child's bag in case of accidents.

### **Primary School Uniform (Grades 1 to 5)**

Regular Shirt
Regular Shorts/Skorts
PE Shirt
PE Shorts
Covered Training Shoes (Trainers) in plain white, blue, grey, or black with no patterns or blocks of different colours
Hat

### **Secondary School Uniform (Grades 6 to 8)**

Regular Polo Shirt
Regular Long Pants/Skorts
PE Shirt
PE Shorts
Covered Training Shoes (Trainers) in plain white, blue, grey, or black with no patterns or blocks of different colours
Hat (Optional)

### **Dress/Grooming Code**

- Students not wearing the proper school uniform may be asked to change. If an alternative school uniform is unavailable, students may be sent home to change or remain out of class until the prescribed uniform is sent to school.
- Students' dress or grooming should not be a distraction from learning activities.
- Shorts and skorts lengths must not be altered.
- Undergarments should never be visible. Clothing on special dress days should not be cut or designed to cover less than the school uniform would.

### **School Bus Service**

The school bus service is operated independently by Advan Transport. Visit our website for information about:

- Bus rates (for both one-way and two-way service)
- How to apply for bus services
- Contact details
- Age requirement and eligibility

If your child will **not** take the bus at the regularly scheduled time, please email the transport office and school office before 2.00 p.m.

## **School Canteen and Food Safety**

OWIS Digital Campus shares kitchen facilities with GHS. However, canteen facilities are separated.

The kitchen is Halal-certified but is not nut-free.

Food or beverage deliveries are not allowed.

Water bottles should contain plain water. Water dispensers are available throughout the school.

All Early Childhood students eat in their classrooms and are supervised by the teaching assistants before going out to play. Pre-ordered canteen lunches are delivered to the classrooms.

Grades 1 to 8 students eat in the canteen. They are welcome to bring a healthy snack and a home lunch.

We endeavour to foster environmental awareness throughout the school and request you to please minimise the use of disposable packaging. Please do not bring glass bottles or glass lunch boxes to school.

As children often have food allergies, we ask parents to remind their children that packed lunches cannot be shared with friends.

## **Birthday Food**

EC and Primary children love to celebrate their birthdays with their peers at school. However, so that these celebrations do not interfere with teaching time, the classroom teacher will advise a suitable time and date that food can be shared during a break period (not during class time).

Guidelines for children who would like to celebrate their birthday at school:

- Cakes must be single-serve, e.g. cupcakes or similar, as they are easy to share and do not need cutting. Slab cakes are not allowed.
- Candles with a naked flame are not allowed. Battery-operated candles are acceptable.
- Food choices must be respected — allergies, sensitivities, and/or religion.
- Loot/goodie bags must not be brought to school.

Although we prefer that birthday party invitations be distributed outside of school, teachers will distribute paper invitations to students on behalf of parents, but only if the entire class is invited.



Secondary students are requested to celebrate special occasions outside of school hours.

## **5. GENERAL INFORMATION**

### SCHOOL HOURS AND TIMETABLE

The school day for students is from 9.00 a.m. to 3.30 p.m. Students who do not travel on the bus are advised to be at school by 8.50 a.m.

Students are not permitted to be on OWIS premises on non-school days or to remain on OWIS premises after dismissal unless they participate in an after-school activity that begins immediately after school. Playgrounds and recreational areas will be closed at the end of the school day.

#### **Office Hours**

8.00 a.m. to 4.30 p.m.

#### **Library Hours**

8.30 a.m. to 4.30 p.m.

### ATTENDANCE POLICY

All students are expected to attend school and maintain 90% attendance throughout the academic year to successfully cover the learning objectives and programme for each grade.

- Parents should advise the class teacher and office of the absence.
- If there is no notification, the office will contact parents.
- Students who are absent from school for a week or longer due to illness are requested to provide a medical certificate when they return to school.
- For some medical conditions, the school may require a Fit-for-School note before re-admitting a student.

#### **Leave Request**

If a non-medical situation arises where the absence of one day or longer is unavoidable, parents are requested to complete a *Leave Request Form* in advance and to seek authorisation from the principal.

#### **Late Arrival**

Punctuality is also an expectation. Timely arrival at school gives students important time to socialise with their friends and get ready to start learning in a

positively.

Early Childhood and Primary students arriving late to school must report to reception and sign in to ensure that the student is registered as *Present* after the class attendance registers close.

Secondary students arriving late must report to reception, fill out a late slip, and present it to their teacher. In cases of continued lateness, the school may request a written explanation from parents.

### **EXTENDING HOLIDAY PERIODS**

Extending holiday periods is strongly discouraged. Homework will not be provided and assessments will not be rescheduled. Please consult the school calendar before making holiday plans.

### **Leaving Early**

If a parent would like to collect their child early, they must inform the office and fill out an early dismissal slip to present to school security. Without this, our security guards will not allow any child to leave the campus.

## **Arrival and Departure From School**

### **Bus Arrival and Departure**

#### **Morning Bus Arrival**

- Students who catch the school bus to school will be dropped in the bus bay off by approximately 9.00 a.m.
- A dedicated bus drop-off zone in the bus bay ensures student safety.
- When arriving on campus in the morning, buses will queue and enter the bus bay.
- Students will be greeted and supervised/assisted to their classrooms.

#### **Afternoon Bus Departure**

- EC to Grade 3 students taking the school bus are escorted to the bus area, where they are supervised until they are led directly to their specific buses. Attendance will be taken.
- EC to Grade 3 students will be seated at the front of the bus before other students.
- Grade 4 and up students may independently proceed to their bus. Attendance will not be taken.

## **Vehicle Arrival and Departure**

### **Morning Vehicle Arrival**

- Students who arrive by cabs or private vehicles should be dropped in the bus bay in the designated vehicle lane by approximately 9.00 a.m.
- A dedicated vehicle drop-off zone in the bus bay ensures student safety.
- When arriving on campus in the morning, vehicles will queue and enter the bus bay.
- Parking is not allowed at any time in the drop-off area.
- Students will be greeted and supervised/assisted to their classrooms.

### **Morning Vehicle Arrival**

- Vehicles collecting students will enter the bus bay by the designated vehicle lane.
- EC to Grade 3 students are escorted to the designated area in the bus bay, where they are supervised until their vehicle arrives.

### **Walking/Biking/Scooting Arrival and Departure**

Students walking/biking/scooting to school should enter by the designated security gate. Students will be greeted and supervised/assisted to their classrooms.

### **Morning and Afternoon Parking**

Parents who wish to come on campus to drop off or pick up their children must park in the designated parking spots. Please note that there is limited availability. EC parents may proceed directly to the classrooms. Primary and Secondary parents should proceed to the drop-off or pick-up area and collect their child.

### **Late Pickup**

EC and Primary students not collected by 3.45 p.m. will be escorted to reception, and their parents will be called.

## **Student Code of Conduct**

Every member of our community shares the responsibility to ensure that OWIS remains a safe, caring, and positive learning environment. Our students are expected to conduct themselves in a manner that will bring credit to themselves, their families, and their school and adhere to the OWIS core value centred around kindness.

- Respect yourself, others, and your environment.
- Take active responsibility for your learning.
- Build positive relationships and connections.
- Be truthful and show integrity.
- Be positive for good character, well-being, and happiness.

- Be kind and compassionate to everyone.

We have several initiatives that support, develop, and encourage kindness at OWIS:

### **Student Council**

The Student Council is a democratically elected student body that represents the student body of OWIS.

The role of the Student Council is to represent the student body, communicating with the wider school community and upholding the school's values whilst promoting kindness and compassion.

### **Classroom Essential Agreements**

At the start of each academic year, each class agrees to a set of rights and responsibilities. These are referred to as *Essential Agreements*. Essential Agreements use positive statements and act as a framework to promote kindness and foster a community of respectful, caring students.

The students and their teacher create, review, and decide upon these rights and responsibilities. The Essential Agreements are displayed in the classroom as a reminder of agreed behavioural expectations and are shared with the class parents.

### **House Colour System**

- Fosters a sense of belonging.
- It strengthens the ties within our school community.
- Provides students with opportunities to develop skills related to teamwork and team membership as well as leadership.
- Opportunities to make friends beyond the classroom and grade levels.
- Family members will be allocated the same house colour.

### **Anti-bullying**

To provide a safe, secure, and positive environment for all students and staff, OWIS has a zero-tolerance bullying policy. Our school promotes consideration for self and others and encourages mutual respect among all members of the school community.

OWIS defines bullying as repeated behaviour by an individual or group that causes hurt to another individual or group, either physically or emotionally. It involves an imbalance of power that leaves someone feeling helpless. Bullying can be physical, verbal, or psychological. It can happen face-to-face or online.

It is worth noting that bullying is not perceived as:

- A single episode of social rejection or dislike
- A single act of nastiness or spite
- Random acts of aggression or intimidation
- Mutual arguments, disagreements, or fights

Whilst the above actions can cause much distress, they do not fit the definition of bullying, and they are not examples of bullying. The school takes bullying very seriously and has guidelines to assist students and parents.

**Students should:**

- Immediately report all bullying incidents to a staff member.
- Offer support to someone being bullied.
- Implement strategies taught by the teachers.
- Invite the bullied student to join their group.

**Parents should:**

- Inform a teacher if they suspect bullying.
- Advise their child to tell a staff member if they are bullied or see bullying and not to retaliate.
- Work together with the school — do not take personal action.

**Restorative Practices**

We strongly believe in the value of restorative practices for conflict resolution and restoring relationships. In any conflict, we bring the students together and have them discuss what went wrong and the feelings involved. They are asked to reflect on the disagreement, consider how they might have gone about things differently, and create a clear path forward.

**Pastoral Care: Nurturing Positive Relations**

At the very heart of our Pastoral Care are our core values. We set out to ensure that our school is a place where all are welcomed with compassion, kindness, and respect. Pastoral Care at OWIS is about ensuring that every student can reach their full potential and that everything possible is done to remove barriers to learning, enable each child to flourish, and support students during challenging points in their lives.

Teachers provide pastoral care for their students and are responsible for their individual needs.

## Creating a Positive Culture

- We use positive reinforcement and school-wide and class Essential Agreements as a framework to modify students' behaviour.
- We practise "Public Praise, Private Criticism" which is praising students' behaviour in front of others and addressing behavioural issues privately.
- We promote kindness to foster a community of respectful and caring students.

## Offences and consequences

Consequences may vary depending on developmental appropriateness.

The following steps will occur for students who need assistance in meeting the expectations for appropriate behaviour.

### Minor Offences

- The student will review and reflect upon expectations for appropriate behaviour.
- For the second offence, the teacher will contact the parent, informing them of the behaviour.
- For repeated minor offences, the student may report to the counsellor and/or the principal.

### Major Offences

Major offences are defined as behaviours that endanger the health, well-being, and rights of other students or staff to enjoy a safe and happy school environment. The continued disregard for the school's agreed codes of behaviour, despite internal interventions and/or parent/school partnership and/or pastoral counselling and support.

### Major Offences Include:

- Violent behaviour
- Sexual or other harassment
- Smoking/vaping
- Vandalism
- Use of racist or abusive language
- Repeated use of foul language
- Fighting or intentional aggression
- Defiance of authority
- Theft
- Consistent bullying/cyberbullying
- Possessing or using weapons
- Misuse of the school name or members of the school staff on social media
- Possessing items not permitted at school
  - Drugs
  - Alcohol (including food which contains alcohol)
  - Cigarettes/vapes
  - Knives and anything else which could cause harm, such as

- metal corkscrews, laser pointers, etcetera
- Pornographic material
- Lighters and matches

This list is not exhaustive and any other serious behaviour that is not detailed here may be sanctioned at the discretion of the Head of School.

### **Consequences for major offences may include:**

- Possessing items not permitted at school
- Exclusion from class
- Restitution for damages
- Withdrawal of privilege or school service
- Voluntary withdrawal by parents
- Temporary suspension at the discretion of the Head of School
- Expulsion

In all cases, the emphasis on consequences will be on educating students regarding responsibility, personal choices, and accountability, **not** punishment. However, major offences are viewed and taken seriously and may result in immediate expulsion.

### **Temporary Suspension**

Temporary exclusion is the removal of a child from school for violation of the expected code of conduct. It is a warning sign of unacceptable behaviour that needs to be addressed immediately. A temporary exclusion must be taken seriously as it is a grave disciplinary action in which a student is removed from school for a day or longer at the discretion of the Head of School.

Only the Head of School has the authority to exclude a student temporarily. The Head of School will telephone the parents to inform them of the intended temporary exclusion and will issue a letter clearly stating the period and reason for the temporary suspension. Following the temporary suspension, the parents and student will be requested to meet with the Head of School or Senior Leadership to discuss strategies for support and re-integrating into the community.

### **Expulsion**

An expulsion is the permanent removal of a student from school for violation of school policies and/or code of conduct. An expulsion can follow a temporary suspension.

The decision to permanently exclude a student can only be taken by the Head of



School and the senior management. Following this decision, the Head of School will issue a letter of permanent exclusion clearly stating the reasons for the decision. The Head of School will provide the student and the parent/guardian an opportunity to appear in person to challenge the decision. The management will make the final decision after hearing any contentions. Course fees will not be refunded for a temporary or permanent exclusion.

### **Working With Parents**

It is our practise to work in close collaboration with parents. We recognise and value the role of parents in managing children's behaviour.

Parents are encouraged to tell the teachers of any difficulties they are experiencing at home and to inform them of any situation that might impact a child's behaviour, such as bereavement, illness, relationship breakdown, a new baby, etcetera.

#### **LOST AND FOUND**

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

Found items should be placed in the bins in the canteen on the day they are found.

Fragile or expensive items should be turned in at the main office.

# **Appendix 1: Early Childhood and Primary School**

## **Our Curriculum**

How we teach: Our school is applying to be a Candidate School for the IB Primary Years Programme (IB PYP). The PYP is a framework. It provides a set of teaching guidelines to assist in creating meaningful learning opportunities for students.

What we teach: We follow the British National Curriculum

### **Programme of Inquiry**

The Programme of Inquiry (POI) outlines the Units of Inquiry (UOI) and the central

ideas, lines of inquiry, and conceptual understandings within each transdisciplinary theme. EC has four UOIs and Grades 1 to 5 have six UOIs.

The POI incorporates all related subject areas within the PYP, including Mathematics, English, Science, and Social Studies. All learning through the programme has authentic connections. Certain areas of Mathematics and English are taught as stand-alone subjects.

### **Units of Inquiry**

Each UOI falls under one of the transdisciplinary themes. Each UOI is planned by the class teacher in collaboration with the students as they generate their questions within the inquiry.

Each UOI allows students to make connections across the transdisciplinary themes as their learning progresses. Each UOI shows links to curriculum subject areas reflecting the PYP relevant strand, the focus of the study and the related concepts. These elements are carefully planned so that the inquiry answers the central idea but is open enough for student-initiated learning. The lines of inquiry, key concepts, and related concepts are designed to lead to an enduring understanding of the programme.

### **How We Assess Progress**

In Early Childhood and Primary school, we aim to keep marking meaningful, motivating and manageable.

**Meaningful:** Marking should serve a single purpose — to advance pupil progress and outcomes. Oral feedback, working with pupils in class, reading their work, etcetera. — all help teachers understand what pupils can do and understand.

**Manageable:** The time taken to mark should correlate with successful pupil outcomes. Feedback can take the form of spoken or written marking, peer marking, and self-assessment.

**Motivating:** Marking should help motivate pupils to progress. The most important element of marking is to acknowledge the work a pupil has done, to value their efforts and achievement and to celebrate progress. Pupils should be taught and encouraged to check their work by understanding the success criteria — which should be presented in an age-appropriate way — so that their work is of the highest standard.

Assessment takes place in various ways to ensure that all learning styles are recognised and rewarded. Early Childhood and Primary School focuses on

formative assessment opportunities during all learning engagements. Formative assessments are ongoing and monitor student learning during the learning process. The purpose is to improve a student's learning. The purpose of a summative assessment is to evaluate a student's achievement at the end of a unit.

All assessments are recorded and reported on associated tracking documents.

Attainment Indicators:

- Beginning
- Developing
- Secure
- Excelling
- N/A

Progress Indicators:

- Far Below
- Below
- Expected
- Exceptional
- N/A

## **Keeping Parents Informed**

### **Grade Outlines**

The Grade Outline is a comprehensive introduction to each grade level. It includes:

- Welcome Letter From the School
- Introductory Letter From the Class Teacher
- Table of Contents
- Routines Including Timetable
- Homework Agreements
- How Parents Can Help
- Programme of Inquiry (POI)
- Overall Outcomes for English, Mathematics, Science, Social Studies, PSPE, Art, Music, Drama, and Chinese

The Grade Outlines are distributed to parents on Orientation Day at the beginning of each academic year or whenever a student joins throughout the academic year.

## **Toddle Agreements**

Toddle offers parents a personalised window into their child's learning.

From EC 3, each student's Toddle account forms their school portfolio, capturing assessment opportunities, and points of reflection (dynamic pieces) as well as celebrating their ongoing achievements.

Every Friday class teachers send a weekly update to parents on Toddle.

## **Parent Overview**

At the beginning of each UOI, grade teachers compile a UOI Parent Overview to be uploaded on Toddle.

The UOI Parent Overview provides the parents with a summary of the UOI, including the central idea, the lines of inquiry, the conceptual understanding, the learner profile, and how the unit is transdisciplinary across the primary subjects.

## **Learning Celebration**

A learning celebration is an opportunity for students to share their learning with an invited audience, usually the parents. A learning celebration can be presented in a variety of ways, including individual presentations, group presentations, a featured debate, a living museum, a science fair, a celebration (party), a *live* TV programme, or a judged competition.

## **Appendix 2: Secondary School**

### **Stationery List**

All students are responsible for bringing the following stationery to school:

- Scientific calculator
- 15cm or 20cm ruler
- Black, blue, green, and red pens
- Highlighters
- 2B pencils
- Sharpener
- Eraser
- Set of coloured pencils
- Small scissors
- Pencil case (labelled)

- Geometry set
- Glue stick
- Refillable water bottle

### **Equipment for Homework**

Secondary students need to be able to work independently at home, and they are expected to have the following:

- Access to the Internet for their devices
- Access to a working colour printer with a scanning function
- Basic stationery materials, including a hole punch and stapler

### **Arriving at School: Morning Arrangements**

Secondary students must arrive at school between 8.30 a.m. and 9.00 a.m. They may gather in the canteen until their first class begins at 9.00 a.m.

### **Transitioning Around School**

- Students are urged to use appropriate behaviour and language, recognising that younger pupils, parents, and members of our community may be present.
- Students should not use electronic devices during their breaks and lunch period.

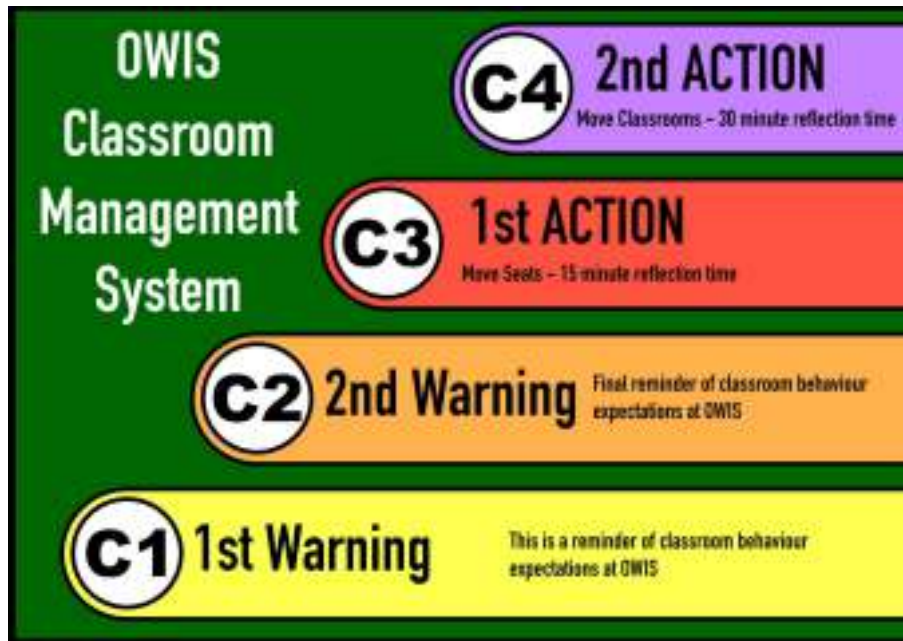
### **End-of-Day Arrangements**

- Secondary students will be released from the last period at 3.20 p.m.
- Secondary students taking the school bus should ensure that they depart and proceed directly to their designated bus after dismissal.

### **Rewards and Recognition**

We want to celebrate sound academic work, improved work, achievement and excellent attitudes both in and out of the classroom. If a student performs well at school regarding their academics or continuously display our core values, they will be recognised for their diligent work, achievements, and successes.

## Classroom Management System



If students do not meet expected behaviour or the other essential classroom agreements, there will be consequences. These are levelled with increasing seriousness, as outlined below:

### **Consequence 1 (C1)**

First warning, verbal. This warning will not be recorded (it is anticipated that the majority of students will receive the occasional verbal warning during their time with us).

Hopefully, as students mature and become more self-disciplined, the majority of student/teacher contact will be positive and enthusiastic. This will include settling into the assigned work, listening to the ideas of others, and participating constructively in the discussion.

The warning has three clear purposes:

- (i) To indicate to students that they have done or are doing something which is unacceptable or that there is an area for improvement.
- (ii) To form a link to the more serious second warning if required.
- (iii) To ensure that students realize that they are responsible for their behaviour and actions and that there are repercussions regarding their personal choices.

### **Consequence 2 (C2)**

There will be a second verbal warning with a detailed explanation of the consequences if the undesired behaviour continues. Second warnings are also not recorded. This, however, is a final warning before more serious actions are implemented.

### **Consequence 3 (C3)**

First Action: Students who continue to behave in an undesirable manner, despite receiving both a verbal (C1) and a second verbal warning (C2) will result in the student moving into step three (C3). Students will be moved to another area of the room, and a 15-minute reflection time will be given. This action will be recorded, and parents will be emailed and will remain part of their record.

### **Consequence 4 (C4)**

Second Action: In the event that students are given a fourth warning during their time with us, the student will be moved to a different classroom or office.

The subject teacher will send an email about the incident to parents and copy the Head of Secondary. Students will be made aware that this action will be recorded, parents will be informed and will remain part of their record.

## **Our Curriculum**

Our Modified Cambridge curriculum in Secondary Grades 6 to 8 is based on the Cambridge Lower Secondary (CLS) Programme by Cambridge Assessment International Education (CAIE) and adapted to our international context.

OWIS is committed to the IB philosophy of teaching and learning, and our Secondary School programme follows an inquiry-based approach together with planning around integrated themes and developing the attributes of the IB Learner Profile.

The curriculum prepares students in Grades 9 and 10 for the two-year Cambridge International General Certificate of Secondary Education (IGCSE) course.

## **Homework**

Subject teachers provide opportunities for homework to our Secondary students.

These homework opportunities are carefully designed by the teachers considering learning outcomes, skill attainment, and other factors. All homework is assigned to students via Satchel.

The homework expectations are outlined below:



Personal reading for at least 15-30 minutes every day is expected.

Grade 6: 30 minutes per subject per week

Grade 7: 45 minutes per subject per week

Grade 8: 1 hour per subject per week

## **Student Responsibility**

- Students are expected to check their calendars daily to ensure that they are prepared to complete all homework tasks by the set deadline.
- All homework needs to be completed on time and to the best of the student's ability. If the student feels that they cannot meet the deadlines, they should discuss it with the subject teacher prior to the deadline assigned.
- If students require colour printing, this should be arranged with the subject teacher prior to the deadline.
- If homework cannot be completed for a valid reason, students should try to speak to teachers before the deadline. Where this is unavoidable, parents are asked to email the subject teacher and the form tutor. The subject teacher and student will then discuss the matter and decide on a course of action.
- Parents are encouraged to access the calendar and communicate with the form tutor by email.
- In the event of non-completion of homework, please refer to the guidelines below.

## **Non-Completion of Homework**

- If a student does not complete a minor piece of work, the subject teacher will log it on their record.
- If homework is not done on two occasions per term, an email will be sent to parents and will be copied to the form tutor.
- If the situation consistently occurs (2 to 3 times within two weeks), the form teacher will send an email to parents and copy all the teachers involved and an intervention will occur.
- If there is still no improvement, the form teacher will invite the parents to school to discuss the situation, along with the teacher/s involved.
- Whilst this process is going on, the form teacher will give extra assistance to the student and provide support and strategies for improvement — for example, daily app checks, helping them find lost books, etcetera.
- If the final deadline for a major assignment is not met, the teacher will give a one-day grace period and will email the form tutor and the parents.
- The teacher can suggest a new deadline in valid circumstances, such as if the student has been ill.
- Marks will not be deducted because the assignment is late — a project that should be given a 6 will not be downgraded to a 5 because it is late.
- Students with diagnosed learning differences may be given extra support and expectations may be modified for them, after a discussion with the teacher, student and LS department or if suggested on their Ed Psych documentation.

## How We Assess Progress

In Secondary School, we aim to keep marking meaningful, motivating, and manageable.

**Meaningful:** Marking should serve a single purpose — to advance pupil progress and outcomes. Oral feedback, working with pupils in class, reading their work, etcetera — all help teachers understand what pupils can do and understand.

**Manageable:** The time taken to mark should correlate with successful pupil outcomes. Feedback can take the form of spoken or written marking, peer marking, and self-assessment.

**Motivating:** Marking should help motivate pupils to progress. The most important element of marking is to acknowledge the work a pupil has done, to value their efforts and achievement, and to celebrate progress. Pupils should be taught and encouraged to check their work by understanding the success criteria — which should be presented in an age-appropriate way — so that their work is of the highest standard.

There are four key assessment points during the academic year.

During Term 2 and Term 4, subject criteria scores are awarded for the level of understanding, knowledge, or skill attained in that specific area and are generated from both teacher assessment and tracking and examination results. Each subject has its own set of criteria which are based on the Progress Ladders and CAIE IGCSE rubrics/assessment objectives.

Work and Effort Attainment scores are awarded for effort, homework, collaboration skills, and self-management skills.

In Term 1 and Term 3, teacher assessments will be used to check academic progress. These assessments are varied to ensure success and could take the form of class quizzes, projects, presentations, or mini-extended essays to assess the level of understanding and application.

In Term 2 and Term 4, examinations are administered.

We use examinations to test, under formal conditions, what knowledge and skills students have learned and retained during the school year. Examinations in addition to summative assessments, give students the opportunity to experience the examination process and become familiar with it as practise for future

external formal assessments.

A schedule for exams, together with revision information, will be uploaded to Satchel.

## Marking Agreements

All work completed by Secondary students will receive feedback. There are five types of feedback that students can receive:

Type of Feedback	Description of Feedback
Verbal Feedback	<p>Teachers will use well-considered verbal intervention to promote deeper thinking and swiftly address misconceptions. Teachers use effective questioning to clarify or refocus tasks and inquiry, mini plenaries, and mid-lesson adjustments.</p> <p>Verbal feedback is given during a 1:1 learning session with a student or on a focus group basis. Students can make note of the feedback in their workbooks.</p>
Level 1 Written Feedback: Light Touch	<p>Teachers mark work in order to acknowledge and recognise attainment and/or progress, success and/or completion of a student's work. Any inconsistency in a student's presentation of work (as per the presentation guidelines) will be clearly identified by the teacher to ensure students adhere to these agreements.</p>
Level 2 Written Feedback: Self and Peer Assessment	<p>Student-led marking/feedback with developmental comments (WWW/EBI 2 stars and a wish, etcetera) is provided based on agreed shared success criteria/rubrics. Where self/peer assessment is being completed, students are provided with the rubric used so the student can self-assess against all aspects.</p>
Level 3 Written Feedback: Diagnostic Comments	<p>Teachers will provide comment(s) based on a diagnostic assessment of student work in relation to shared success criteria, targeting areas for improvement. Students will respond to the comment(s) in green pen.</p>
Level 4 Written Feedback: Deep Marking	<p>Teachers provide incisive feedback on attainment and success. Teachers provide diagnostic comments, at an appropriate level of challenge, that require a response from the student in green pen. These responses from students are required in order to strengthen the learning and teaching process and to accelerate and deepen learning.</p>

	Teachers provide overall developmental comments on WWW (What Went Well S.M.A.R.T. comments) and EBI (Even Better If S.M.A.R.T. targets) at the end of the student's work.
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## Keeping Parents Informed

### Grade Outline

The Grade Outline is a comprehensive introduction to each grade level and includes:

- Table of Contents
- Routines Including Timetable
- Homework Agreements
- How Parents Can Help
- Overall Outcomes for All Subjects
- Academic Honesty Guidelines
- Citation Guidelines

Grade Outlines are distributed to parents on Orientation Day at the beginning of the academic year.

### Toddle Agreements

Toddle is a system that is used by students, teachers, and parents to track homework assignments.

Toddle is a communications app that allows better communication between teachers, students, and parents.

# Appendix 3: Student Contract

## General Terms and Conditions for Students

1. Payment of School Fees
2. Contact Details
3. Cancellation of School Bus Service
4. Student Pass (For International Students, Where Applicable)
5. MOE Approval for Singapore Citizens below 6 Years
6. Student Withdrawal
7. Adherence to School Policies
8. Cancellation of Admission
9. Confidential Information
10. Use of Data
11. OWIS Transfer, Withdrawal and Deferment Procedures

## **1. Payment of School Fees**

- 1.1. Each Academic year consists of three fee instalments. There will be a total of three invoices issued in each academic year (i.e. one invoice for each fee term).
- 1.2. All school fees are to be paid before the due date for payment mentioned in the invoice/Student Contract. Please refer to the school's Fee Schedule (set out on the school's website) for details regarding the school fees. Please refer to Schedule B and Schedule C of the Student Contract for details on the course fees and miscellaneous fees payable.
- 1.3. For payment of school fees beyond the due date for payment mentioned in the invoice/Student Contract, a late payment fee of SGD 100 (excluding GST) as stated in Schedule C of the Student Contract shall be imposed and payable in respect of each month or part thereof for which the school fees remain outstanding.
- 1.4. Except for payment of school fees at the time of enrolment, school fees

should be paid by Interbank GIRO. GIRO forms are available from the school's Finance Department as well as the school's website. Signed copies of the GIRO forms shall be submitted to the Admissions/Finance Department at the time of confirmation of admission. Administrative surcharges as set out in clause 1.7 herein below are applicable for non-GIRO payments.

1.5. Payment made by cashier's order, cheques or credit/debit cards through an online payment gateway will be accepted at the time of admission towards payment of application fees. All cashier's orders and cheques are to be made in favour of "ONE WORLD INTERNATIONAL SCHOOL PTE LTD".

1.6. Any cheque/GIRO payments which are dishonoured shall incur an administrative fee of SGD 100 (excluding GST) for each instance of dishonoured payment without prejudice to other recourse available to the school under applicable laws.

1.7. The following additional terms and conditions will be applicable for those making payment of school fees other than by way of GIRO:

1.7.1. Non-GIRO administrative surcharge of SGD 50 (excluding GST) shall be applicable for each non-GIRO payment.

1.8. Application fees paid as per the school's fee structure is non-refundable except in the event that a place in school is not offered within the academic year of admission.

1.9. School bus fees (where applicable) are based on Zones and two-way commutes. Areas within a 3 km distance by road are categorised under Zone 1. Areas between 3 km and 10 km distance by road are categorised under Zone 2. Areas beyond 10 km of distance by road are categorised under Zone 3. The school bus does not offer a one-way commute. Please refer to the school fee structure for further details.

## **2. Contact Details**

2.1. All parents should provide their particulars to the school for contact purposes.

2.2. All parents are required to keep their information/details updated on their respective MyOWIS accounts at all times.

## **3. Cancellation of School Bus Service**

3.1. For the cancellation of the bus service, a notice period is required to be given to the school by the parents. For cancellation dates, refer to the table below. Once the bus service is cancelled, the parent can re-apply for the bus service by paying the bus service re-activation fee as per the school's fee structure.

Bus Term	Cut off date for bus cancellation
For August to November	31 May
For December to March	30 September
For April to July	31 January

3.2. The school will not adjust, refund or charge for any mid-term amendment in the bus zone as a result of a change in the residential address.

3.3. The cancellation request can be made by email to [schoolbus@owis.org](mailto:schoolbus@owis.org). The same will be approved within two working days. Parents are advised not to inform or approach the bus driver or transport contractor directly regarding cancellation requests.

#### **4. Student Pass (For International Students, Where Applicable)**

4.1. OWIS will render assistance to any student who requires a student pass from the ICA. Such assistance includes providing the student with information on obtaining such a pass, verifying the student's enrolment and immigration status, and procuring the student pass on behalf of the student. Please note that OWIS shall not be held responsible under any circumstances in case a student pass is refused by the ICA or other relevant authorities, not issued or delayed or contains incorrect details.

4.2. The student pass is not transferable and will expire when the student ceases to be a student of OWIS. OWIS is under obligation to inform the ICA of the



student's withdrawal from or completion of his/her course of study at OWIS. Before the last day of school prior to the withdrawal from or completion of study at OWIS, the student should deliver to OWIS, a copy of the student's passport, student pass and student identity card, to enable the school to proceed with the cancellation of the student pass with the ICA.

## **5. MOE Approval: Singapore Citizen**

- 5.1. If a child is a Singapore citizen, he/she is required to secure approval from the Ministry of Education (MOE) to enrol for his/her education at OWIS (excluding Early Childhood), irrespective of the class in which he/she intends to study.
- 5.2. Singapore citizens who are enrolled in Early Childhood are not guaranteed continued admission to Grade 1 and are required to seek prior MOE approval for continuing education at OWIS. The child will be allowed to continue his/her education at OWIS only after such approval is obtained.
- 5.3. The application for approval will be forwarded to the MOE via the school, and parents are not encouraged to directly approach the MOE for the same. Parents should approach OWIS in relation to the application.

## **6. Student Withdrawal**

OWIS transfer, withdrawal and policies and procedures:

- 6.1. A student who withdraws from OWIS to enrol with another school (ie. non-OWIS school in Singapore) shall be deemed to have withdrawn from OWIS.
- 6.2. Students desirous of withdrawing are required to apply and obtain approval from the school before the withdrawal cut-off date, shown in the table below.

Tuition Fee Period	Payment Due Invoice Date Date	Cut-off Date for Withdrawals
Fee Instalment 1: August to November	1st June to 25th June	31st May
Fee Instalment 2: December to March	1st October to 25th October	30th September
Fee Instalment 3: April to July	1st February to 25th February	31st January

6.3. School fees will only be refunded as set out in Schedule D of the Student Contract. Details of the school's refund policy can be found in Clause 2 of the Student Contract.

6.4. Once the student withdraws from the school, the Student Contract (Student eContract or Manual Student Contract) is deemed as cancelled with effect from the withdrawal date (i.e. last date of school) or earlier as may be agreed by OWIS. Cancellation of the student contract shall not absolve the parents/ guardians of the students from their liability to pay the pending dues (if any).

## 7. Adherence to School Policies

7.1. All students, whether at school or outside the school, have to adhere to all the school rules and regulations at all times and failure to do so may result in the school taking appropriate action including the termination of the student's admission, cancellation of the Student Contract or any action as per the Student Handbook.

## 8. Cancellation of Admission

8.1. The student's admission may be deemed cancelled or terminated without notice by OWIS, if:

8.1.1. The Student Contract has not been signed by the parent/guardian on behalf of the student. In this case, the Student Contract

shall be deemed to not have come into existence, and therefore, there will be no binding contractual relationship between OWIS and the parent;

8.1.2. The student or their parent commits a breach of the clauses mentioned herein;

8.1.3. The student breaches the school's behaviour agreement guidelines as detailed in the Student Handbook. The school reserves the right to amend the behaviour agreement guidelines from time to time as may be deemed appropriate, without notice, and the student and parents/guardians are requested to regularly visit Toddle, Satchel and Managebac as well as the Student Handbook to keep themselves updated with all such changes;

8.1.4. The student or his/her parent/guardian are convicted of an offence involving honour, honesty or public morals and order;

8.1.5. The student and/or his/her parent/guardian discourages or attempts to discourage the public from seeking admissions or encourages them to withdraw admissions from the school;

8.1.6. The student and/or his/her parent/guardian defame the school or its teachers or management in public or carries out any unlawful activity against the school or its teachers or discloses false/incorrect information about the school so as to bring ill-repute to the school or the schools' teachers, present employees or the institution as a whole;

8.1.7. The student or parent/guardian is discovered to have misled or cheated the school by way of submitting false or fake documents/certificates or making incorrect statements to the school; and/or

8.1.8. The student has absented himself/herself from the school without prior permission or notification for more than 15 days.

## **9. Confidential Information**

9.1. It is agreed and accepted that the student and their parents/guardian shall maintain absolute confidentiality and secrecy towards the school's confidential and/or secret and/or proprietary information or documents including any information in an electronic format. Unless the school has specifically authorised (in writing) a document to be made public

or shared, all other information/documents would be deemed confidential/secret/proprietary and any sharing of such information/documents with the public or unauthorised persons shall be construed as a breach of admissions terms and conditions.

9.2. Confidential information/documents whether published, printed or communicated verbally, including minutes of meetings, circulars, homework assignments, exam papers, teaching aids on Toddle, Satchel, Managebac and/or other materials/documents made available are strictly confidential in nature. Sharing them with unauthorised persons would constitute a breach of the school's terms and conditions.

9.3. Parents, guardians and students acknowledge that the intellectual property rights for any project, worksheet, information, writing, publication, printed books, industry papers, guides or any documents/data provided by the school to the student, during the course of enrolment at OWIS, shall remain the intellectual property of OWIS and shall belong exclusively and solely to OWIS in its entirety, and may be used by OWIS for any commercial or non-commercial purposes without any payment to the student, regardless of whether he/she continues to be enrolled at OWIS or not. Similarly, parents agree to OWIS using students' work, photographs and videos of the student and other materials for purposes such as publicising and promoting OWIS and its students' accomplishments.

9.4. The students or parents or guardians of students are strictly prohibited from disclosing to unauthorised users the contents of the school's intranet which may include parents' and students' contact information, telephone numbers and email addresses. If the student or parents discloses to any other unauthorised person or person not related to or employed by the school or to any third party which may use the information for their commercial or personal benefit, the school reserves the right to take legal action against the students or their parents/guardians who are found to be responsible for passing on such information or with whose help such information was acquired by the third party. The school also reserves the right to take legal action against such third parties for illegally using or acquiring the school's confidential information.

9.5. Provided always that should the school of its own volition disclose such information and make it available to the general public, the student or parent/guardian shall no longer be restricted but only as regards the public domain information disclosed by the school. Any information disclosed by the school to its students or other employees shall not be regarded as information in the area of the public domain.

9.6. Upon withdrawal of the student for any reason whatsoever, the student has to return, without demand, all documents and electronic data (whether in printed or machine-readable form) provided by the school to the student.

## **10. Use of Data**

10.1. OWIS will process personal data provided in accordance with the personal data protection standards required by applicable law.

10.2. During OWIS events, photographs, video/film recordings and/or audio recordings of participants (including students and/or parents/guardians) may be taken by OWIS or OWIS-appointed vendors for the purposes of post-event publicity, marketing or promotional purposes relating to OWIS and may be published in official OWIS school communication channels such as school publications, magazines, website, intranet portal and/or social media. Students and/or parents/guardians agree and consent to being photographed and/or recorded at such OWIS events for such purposes and to their photographs and/or video/film/audio recordings being published in such official OWIS school communication channels.

10.3. Please note that parents are allowed to take photographs and video/film recordings of their children while they are at school if they are invited to do so during school events etc. If these photographs or video/film recordings include other children, parents are not to share or circulate these images/recordings.

## **Pre-Course Counselling & Information**

Before submitting the online application form for admission to OWIS, parents are asked to confirm that they have been given information on each of the following:

School Information:

1. The OWIS Vision, Mission, and Culture
2. Infrastructure, Facilities, and Campuses
3. School Timings
4. Course Information, Certification Body, Course Details
5. Admissions Process
6. CCA Information
7. Student Support Services

8. EAL/LS Details (If Required)
9. Progression and Award Criteria
10. Information on Communication with Parents
11. Attendance Policy
12. Information on Transport
13. Feedback Mechanism

Information on Fees:

1. Course Fee Details
2. Payment Methods
3. Withdrawal and Refund Policy

Information on EduTrust:

1. FPS Scheme
2. Student Contract and Seven Days of Cooling Period

## **Draft Student Contract**

At OWIS we issue electronic Student Contracts which need to be signed and submitted via our secure portal MyOWIS. These eContracts have been audited and approved by the Committee of Private Education, the regulatory body here in Singapore. Please ensure that all data submitted is accurate and updated on the portal.

Your child's enrolment is only completed once the Student eContract has been submitted via MyOWIS.

A sample Student Contract can be found below:

[OWIS Student Contract](#)

## **Damage or Loss of School Property**

Parents will be liable for any damage or loss to resources used by the student at a borrowed facility. School library books incur a replacement charge of SGD 20 (Inclusive of GST) for home readers and SGD 35 (inclusive of GST) for library books.

Non-payment of the charge might result in borrowing privileges being suspended.

Damage or loss of iPads issued under the IT contract to students will be charged at the replacement cost. A copy of the IT contract can be obtained from the school office.

## Grievances and Dispute Resolution

The school aims to resolve all disputes, whether financial or otherwise, involving the school and the students in a just and amicable manner. Due consideration would be given to all the facts before any solutions are recommended.

- A dispute is recognised as such if the school and a student or parent do not agree to a decision of the school.
- The dispute resolution mechanism has three structural components which shall be followed sequentially:
  - Resolution by a staff member or a team appointed by the Head of School
  - Resolution by the Head of School
  - Resolution by reference to a third party like CPE or a small claims tribunal
- All disputes shall be filed in writing by the parent and should clearly state the issue, the facts and the area of disagreement.
- Modes of receiving formal feedback:
  - Email
    - [feedback@owis.org](mailto:feedback@owis.org) for general school feedback
    - [finance.sg@owis.org](mailto:finance.sg@owis.org) for fees-related queries and feedback
    - [gohtransport@owis.org](mailto:gohtransport@owis.org) and [schoolbus@owis.org](mailto:schoolbus@owis.org) for bus transport-related feedback
- All written feedback shall be acknowledged by the school within three working days. Some feedback may require additional steps after the first response and shall be communicated to the parents.
- At the first instance, the Head of School shall ask a staff member or a team of staff (concerned teacher or administrative staff may also be included) to investigate the facts and recommend resolution options. These shall be discussed with the parents and an agreement shall be attempted.
- If necessary, parents may be invited for a face-to-face meeting with the Head of School to discuss the possible solutions and reach closure.
- In case of continued disagreement, the matter shall be taken up by the Head of School who, in consultation with the senior leadership team, shall explore the matter further.



- In the event of disagreement after this stage, the school shall advise the parents to refer the matter to third-party mediation.
- Every effort will be made to resolve complaints within 21 days of having received written notification from a parent, provided no third-party intervention occurs.
- All feedback/complaints are considered resolved and closed by the school if the school does not receive any more correspondence from the parent relating to the feedback after seven working days from the date of resolution (written reply from the school on its decision).
- Transport-related feedback cases are responded to by the transport

contractor. The school shall, however, monitor the contractor's responsiveness to and resolution of all complaints.

### **Third-Party Mediation: (As Per CPE Guidelines)**

If the student and the school are unable to resolve a dispute, they may refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation before instituting any legal action. The student and the school agree to such procedures and to pay such fees as the SMC or SIArb may prescribe from time to time to resolve their dispute.

- Students may approach the Committee of Private Education for problems with the school or if the school is unable to resolve the problem.
- The CPE shall investigate issues that have contravened the Private Education Act or its regulations and shall take appropriate action.
- For issues involving school administrative matters and service quality issues, the student is advised to resolve the conflict with the school. Should the issue not be satisfactorily resolved, the student may seek redress through:
  - CPE Mediation-Arbitration scheme OR
  - Small claims tribunal (SCT) for clear-cut fee refund issues of SGD 10,000 or less, or if both parties agree in writing, for issues related to a sum up to SGD 20,000 OR
  - Legal counsel

More information on the CPE Mediation-Arbitration Scheme may be found on the Committee of Private Education website at:

<https://www.cpe.gov.sg/student-services/dispute-resolution>