



# Student Handbook - OWIS Suntec

Academic Year 2023-24

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# Welcome to OWIS

If you are new to OWIS, we would like to welcome you as a valued member of our school. Whether your child has just joined our school or is transitioning to a new grade, we hope you find this Student Handbook helpful and that it will give you the information you need to thrive as an important role player in our school community.

Starting at a new school is probably one of the most important, and sometimes daunting, moments in a young person's life. Some children may be familiar with the experience if they have moved frequently. To others, it may possibly be the first time they have moved away from the familiar surroundings and people of their home country.

We appreciate your feedback as your family settles into the OWIS community, and we would like to work together as a team to make sure that your children have the best possible experience at our school. Keeping this in mind, please let the class teacher or form tutor know if you have any concerns about your child's settling in. Likewise, we would love to receive positive feedback if all goes smoothly and settling in is a happy and efficient experience.

## 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 a 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 the personal growth and academic excellence of 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), 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.

## School Authorisation

OWIS Suntec is a Candidate School for the IB Primary Years Programme.

## School Contact Information

### School addresses

#### Nanyang Campus

21 Jurong West Street 81, Singapore 649075

#### Suntec Campus

1 Raffles Boulevard, Suntec Convention Center, Level 3, Singapore 039593

### School telephone numbers

Main board line: +65 6914 6700 (Please select Suntec Campus)

### School website

[www.owis.org/sq](http://www.owis.org/sq)

### School email addresses

Nanyang Campus: [reception@owis.org](mailto:reception@owis.org)

Suntec Campus: [reception.suntec@owis.org](mailto:reception.suntec@owis.org)

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## Key School Personnel Contact Information

|  |                |  |
|--|----------------|--|
| Head of School                                       | James Sweeney  | <a href="mailto:james.sweeney@owis.org">james.sweeney@owis.org</a>   |
| Onboarding and Parent Communications-related matters | Delia Homan    | <a href="mailto:parentliaison@owis.org">parentliaison@owis.org</a>   |
| Operations-related matters                           | Nurul Rahman   | <a href="mailto:operations@owis.org">operations@owis.org</a>         |
| School bus-related matters                           | Jeffrey Seah   | <a href="mailto:schoolbus@owis.org">schoolbus@owis.org</a>           |
| Admissions-related matters                           | Natasha Khanna | <a href="mailto:natasha.khanna@owis.org">natasha.khanna@owis.org</a> |
| Finance-related matters                              | Archana Gowda  | <a href="mailto:finance.sg@owis.org">finance.sg@owis.org</a>         |

## Academics-Related Matters

|                           |               |  |
|---------------------------|---------------|--|
| Teaching and Learning     | Adrian Deller | <a href="mailto:adrian.deller@owis.org">adrian.deller@owis.org</a>             |
| PYP Coordinator           | Irma Shahlan  | <a href="mailto:irmasuryani.shahlan@owis.org">irmasuryani.shahlan@owis.org</a> |
| Pastoral Care Coordinator | Laura Coulter | <a href="mailto:laura.coulter@owis.org">laura.coulter@owis.org</a>             |

For general feedback, please email [office@owis.org](mailto:office@owis.org)

|   |  |   |
|---|--|---|
| School Facebook   | School Instagram   | School LinkedIn   |
| <a href="https://www.facebook.com/owis.org/">https://www.facebook.com/owis.org/</a> | <a href="https://www.instagram.com/Owis.Singapore">@Owis.Singapore</a> | <a href="https://www.linkedin.com/company/owis/">https://www.linkedin.com/company/owis/</a> |

Facebook Group for Parents:

<https://www.facebook.com/groups/464634217701909>

# The Academic Year

## Term Dates and Holidays

Our academic year for 2023-24 commences on 21st August 2023 and comprises four terms and 180 school days. OWIS observes all of Singapore's public holidays.

There are staff professional development and Parent Teacher Consultation days (PTCs), when students are not in attendance at school. The academic calendar is also available on the school website.

<https://owis.org/sg/suntec/calendar/>

## Reporting to Parents

There are a number of planned opportunities to meet with the teachers to find out more about the curriculum, teaching and learning, as well as to discuss achievements, set targets and review students' learning. We share student progress with parents through Parent Teacher Consultations (PTCs) and written school reports.

### Term 1:

#### **Parent Orientation – Whole School**

An opportunity to hear from our Head of School and the Senior Coordinator about the vision, mission, culture and values of the school and to be introduced to the academic staff.

#### **Parent Teacher Consultation – Whole School**

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

### Term 2:

#### **School Reports – Whole School**

### **Term 3:**

#### **Parent Teacher Consultations – Whole School**

An opportunity to meet your child's class and specialist teachers to discuss academic achievements and progress.

### **Term 4:**

#### **School Reports – Whole School**

#### **School Reports**

All students receive a Mid-Year Report in Term 2 and an End-of-Year Report in Term 4.

The Early Childhood and Primary School reports provide parents with clear academic achievement grades against age-related expectations as well as indicators of progress. 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.

If a student has been at the school for six weeks or less before the reports are generated, a letter or settling-in report will be generated. This contains information similar to a full report but is not as comprehensive. Likewise, if a student leaves school before reports are issued, then a leaver's report will be provided.

## Educational Visits and Residentials

Our educational visits and residentials are planned and used to enhance students' learning. These may be linked directly to promoting knowledge, understanding and skills related to a particular unit of inquiry or to promoting the development of the attributes of the IB Learner Profile. We aim to introduce children to new experiences and make the most of the rich local environment.

Students will be accompanied by the teacher leading the trip and at least one other responsible adult. The exact ratio of students to adults will be determined by

- The age and needs of the students
- The place visited
- The activities planned

Parents may be asked by the teacher to go on the trip as responsible adults. Expenses relating to transport, entrance fees, etc., for those responsible adults will be included in the cost of the trip.

In order to encourage the students' independence, parents from Grades 1 and above will not be invited to join a trip unless the teacher asks them.

Parents may be invited to join trips taken by our Early Childhood classes. In this case, they will be expected to pay the cost of their visit. Siblings will usually not be allowed to accompany on school trips.

**Educational Visits:** An educational visit is directly linked to the learning and is considered a necessary part of the learning outcomes. Parents are not expected to pay for the cost of an educational visit, and every student is entitled to two such visits per academic year.

**Recreational Visits:** A recreational visit is complementary to the learning but not required to meet learning outcomes. Examples include theatre visits, cinema trips or days out at the zoo. These are charged to the parent and are voluntary. There will be no more than two recreational visits per academic year.

**Residential Visits:** A residential visit involves an overnight stay. They are carefully planned with external providers, who organise and facilitate the activities during the trip. OWIS teaching staff accompany students to provide ongoing pastoral care and guidance. The duration of stay and the location will be age appropriate. Any student not attending an organised residential trip will be expected to attend school. Residential visits are organised at the discretion of the school.

## **Parental Consent Regarding Educational Visits and Residentials**

Parents/carers are provided with sufficient information to make an informed decision on whether their children should participate in any off-site activities. Written parental consent must be given before the commencement of any educational/ recreational visit or residential camp.

# The School Day

## School Hours

Early Childhood and Primary School: 8.45am to 3.00pm

## Attendance

All students are expected to attend school and maintain 95% attendance throughout the academic year in order to successfully cover the learning objectives and programme of each grade.

If a situation arises where absence of one day or longer is unavoidable, parents are requested to complete the following Leave Request Form in advance and to seek authorisation from the relevant authority for such an absence.

### Leave Request Form

The Head of School will check the student's absence rate before authorisation for leave is given. Continuous absences resulting in attendance that is less than 95% will be closely monitored by the Senior Coordinator, who will meet with the student and parents if necessary.

The school also gives clear indicators to parents about when a child should remain at home for the protection of other students and teachers. This includes fever, coughing, vomiting, diarrhoea and other symptoms such as unusual spots and/or rash. If a child has been diagnosed with a contagious disease, the school may request a medical note to confirm that he/she has been given medical clearance to return to school.

## Student/Parent Responsibilities

- Parents should advise the class teacher or form tutor on the first morning of the absence.
- The class teacher will email the office to notify them of the absence or forward the email from the parent.
- If there is no notification, the office will contact Early Childhood and Primary parents after 9:30 a.m. and will subsequently notify the Senior Coordinator and class teacher of the outcome.
- 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.

- Upon a student's return to school, parents should send an email or evidence outlining the cause of absence to the teacher.
- Such notes should be initialled and dated upon receipt and sent to the office.
- For some contagious illnesses, the school may require a Fit-for-School note before re-admitting a student.

Punctuality is also an expectation at OWIS. Timely arrival at school gives students important time to socialise with their friends and get ready to start learning in a positive way. In the unlikely event that a student is late to school, the following procedures are in place.

### **Late Arrival**

Early Childhood and Primary students arriving after 8:45 a.m. should report to the office to collect a late slip from Reception. This is not a disciplinary issue but simply ensures that your child is registered as 'Present' after the class attendance registers close. The late slip should be given to the class teacher. If your child arrives late to class without it, they will be redirected to the office.

Please note that parents will receive a phone call from the office to request the reason for their child's unauthorised absence.



## **Leaving Early**

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

## **Late Pick Up**

Parents should reach the pick-up area on time to collect their child from school. If you're late, please inform the office and, if possible, the class teacher. Please be aware that there is no student supervision after school.

## **Getting to/from School**

For parents wishing to bring their child to school by private vehicle, you are more than welcome to drive in and drop off via the designated school drop off area. Please note that cars cannot park in this area. Our school staff will supervise your children as they take them up the elevator to school.

## **Early Childhood**

EC1-3 students may arrive at school between 8:30 - 8:45am only and all students must go directly to their respective classes. At the end of the day, students who are being picked up by parents/carers are accompanied by the class teacher to the pick-up area at the front of the school at 3:00pm.

Students using the school bus will be escorted to and from their classrooms in the morning and afternoon by our teachers and teaching assistants. Students going home by school bus are directly escorted to the buses at 3:00pm.

Please be aware that Early Childhood students must be accompanied to and from school by a parent or designated adult. No Early Childhood students will be permitted to leave school unattended.

## Primary School

Primary students may arrive at school between 8:30am-8:45am only and will go straight to their classroom each morning in order to start the first session at 8:45am. Students should arrive at the designated times for immediate entry.

No parents will be allowed beyond the drop off area.

At the end of the school day, all Primary students leave the school in one of the following ways:

### School buses

All Primary students are accompanied by their teachers or teaching assistants to the school buses.

### Collection

Parents or a designated adult are requested to collect their child during the dedicated pick-up time from the pick-up and drop-off area at the school. Parents may also pick up their child from the car drop off and pick up area. Parents must inform teachers of which area they would like to use at the start of the year. Staff will accompany students to this area for pick up at the end of the day.

Please be aware that Primary students in Grades 1-2 must be accompanied to and from school by a parent, designated adult at the parent's discretion. Students in Grades 3 to 5 may leave independently providing we have received a letter of consent with parental permission.

The school campus closes at 5:00 p.m.

## Bus Service to and from School

The school provides a door-to-door pickup and drop-off bus service within Singapore. Please complete the registration form on the following page to register your child/ren for the school bus service.

<https://owis.org/sg/admissions/school-bus/>

Our Transport Liaison, Jeffrey Seah, will then be in touch regarding the details of the registration. The bus company, Goh Transport, will finalise the details of routes and collection times. Please note the contact details for the bus company:

**OWIS Transport Office:** +65 69146717

**Miss Lyn Handphone Number:** +65 92979392

**Email:** [GohTransport@owis.org](mailto:GohTransport@owis.org)

**Should you need to contact the school regarding the school bus service, please email [schoolbus@owis.org](mailto:schoolbus@owis.org).**

If, for some reason, your child is not travelling home from school on the bus, please inform the transport company and school office before the deadline of 2:00 p.m.

## School Routines

### Early Childhood

The Early Childhood day consists of blocks of learning which may be whole class or focus group work within a play-based learning environment. These sessions vary in time between half an hour to an hour.

Children in Early Childhood are welcome to bring their own packed lunch from home.

All Early Childhood students eat in their classrooms and are supervised by the teaching assistants before being allowed to play.

### Primary School

The Primary School day consists of between four and five 60-minute periods with some 30 minute periods with a snack break and a lunch break.

#### Packed Lunches

All students are welcome to bring a packed lunch from home and should bring in a healthy snack and lunch each day. We do not allow candy, chocolate or sodas.

*OWIS is a nut-free school.*

Please ensure that the lunch is well packed and that lunch boxes, bags and water bottles are clearly named. It is advisable to put the lunch in an insulated bag, preferably with an ice pack. Lunch bags will be stored in air-conditioned classrooms.

In our endeavour to foster environmental awareness throughout the school, please minimise the use of disposable packaging. Please do not bring glass bottles or glass lunch boxes to school. Water bottles should contain plain water, not juice or fizzy drinks. Water dispensers are available in the school.

## Assemblies

There are a variety of assemblies organised by the school:

**Early Childhood/Primary School Assembly:** Early Childhood and Primary School organise their own assemblies with age-appropriate themes. These are typically held once a week and are usually led by the Head of School or other senior staff. Class teachers and specialist teachers will be responsible for the coordination and organisation of some of these assemblies.

**Class- or Tutor-led Assemblies:** Every class is responsible for at least one assembly per academic year. These assemblies focus on the IB Learner Profile or Attitudes and promote the values and culture of the school. They provide an opportunity for reflection, meditation and consideration of the Learner Profile and Attitudes.

## Celebrations

OWIS understands the desire to celebrate special occasions in Early Childhood and Primary School. We prefer that parents do not send birthday cakes and candles. However, children can bring individually packed cupcakes to celebrate their birthday at break time. Please liaise with the class teacher beforehand.

Students may give out party invitations if the whole class is invited. However, if your child prefers to have a smaller party with only a few friends, then we kindly request that parents organise this separately outside of school.

## Discovery Zones

To prevent accidents from occurring, the Discovery zones are not to be used before the start of school or after school. All students and parents should leave the campus quickly and in an orderly manner at the end of the school day as per our pick-up arrangements.

The school campus closes at 5:00pm.

## CCA Programme

At One World International School, we pride ourselves on being able to offer many opportunities to students outside of the usual classroom setting. One such opportunity is our Co-Curricular Activities (CCA) programme. This programme offers a range of experiences and opportunities, from sports to drama, dance to robotics and more.

Parents are encouraged to read the brochure, which informs them about each activity available that session. Parents are encouraged to discuss the CCAs with their children so that the student is happy with the choices made. Many of our activities are facilitated by external providers.

## Sickness and Accident at School

In the event of a medical incident, the school nurse will attend to the student and parents will be contacted, if necessary. If you are asked to collect your child, please do so as soon as possible. Rest assured, however, that we will care for your child until your arrival.

In the case of a medical emergency, the nurse or school may decide to call an ambulance. The school will try to contact you to inform you that an ambulance has been called and to advise you of the admitting hospital. Please ensure that your emergency contact details are accurate and up to date.

If students are on prescribed medicine and have not finished the course when they return to school, please contact the school nurse for advice.

If a student has any type of ailment, it is very important that you inform the class teacher or form tutor and the nurse. Students who suffer from asthma and need to bring inhalers to school must give them to the nurse for safekeeping, together with the instructions for use.

We take all allergies seriously and do our best to protect students with allergies. As we have students with serious nut allergies, we are currently a NUT-FREE SCHOOL. Should your child have an allergy, it is your responsibility to inform the school. If your child requires an EpiPen, you will be asked to provide one along with a prescription letter from a Singapore-registered medical doctor.

In the case of an outbreak of a highly contagious ailment in school, we will inform all parents of students in that class. If your child has a contagious illness, they can only return to school once you have provided a medical note (stamped by a doctor) indicating that the child can attend school.

It is important that you monitor the health of your child and keep them at home if they are sick. The school also gives clear indicators to parents about when a child should remain at home for the protection of other students and teachers. This includes fever, coughing, vomiting, diarrhoea and other symptoms such as unusual spots and/or rash. If a child has been diagnosed with a contagious disease, the school can request a medical note to confirm that he/she is given medical clearance to return to school.

### **Medical Agreements**

- Students who are unwell will be sent home if they have a fever or signs and symptoms of influenza, pink eye, head lice, diarrhoea, vomiting or any potentially contagious illness.
- Students with head lice should be kept at home until treated. The nurse will check if the student is clear of infestation before being admitted back to school.
- The school is not responsible for the administration of any medicine except under strict and guided instructions.
- Students should always seek permission from their tutor/subject teacher or teacher on duty before going to the Medical Room.
- In the case of any injury or illness at school, the student will be taken to the Medical Room where first aid and care will be given.
- If the nurse believes that the parents should be contacted, she will inform the Senior Coordinator and contact them herself.
- Accidents: The staff member on duty is responsible for administering immediate first aid to the student. The student is accompanied to the Medical Room by the teacher on duty or the nurse is called in an emergency situation.
- The nurse will record all treatments administered to students for illness and injury in the Treatment Register. Details include the time, nature of illness/injury, treatment given and actions taken, such as parents were called, the student was sent home, etc.
- The nurse is on site from 8:30 a.m. until 4:30 p.m. in line with school supervision timings.

- Should a student have an elevated temperature, parents will be asked to collect their child from school immediately. Please remember a student must be fever-free for 24 hours and/or certified fit for school by a doctor before they are able to return to school.

# Promoting Kindness

Promoting kindness is one of our core values, and we have several initiatives that support and encourage kindness at OWIS.

## OWIS House Systems

OWIS operates a house system to foster a sense of belonging and cooperation.

Students are assigned to one of four houses: Wisteria (purple); Willow (green); Flame (red); and Acacia (yellow). These houses are named after trees representing different learner profiles. This is a pastoral system, and students who are family members will be allocated the same house.

House points are awarded as an incentive for good behaviour, outstanding academic work and positive choices relating to our school values. Throughout the year, house competitions will be held to encourage healthy competition. Not all tournaments will be sports-based, and house points will also be awarded for other activities and competitions.

## Anti-Bullying

In order to provide a safe, secure and positive environment for all students and staff, One World International School has an anti-bullying policy. Our school promotes consideration for self and others and encourages mutual respect among all members of the school community.

Bullying can be defined as behaviour by an individual or group, repeated over time, that consequently hurts another individual or group physically or emotionally. It involves an imbalance of power that leaves someone helpless to prevent it or put a stop to it. Bullying can be physical, verbal or psychological. It can happen face-to-face or over cyberspace.

It is worth noting that bullying is not:

- single episodes of social rejection or dislike
- single acts of nastiness or spite
- random acts of aggression or intimidation
- mutual arguments, disagreements or fights



While these actions can cause great distress, they do not fit the definition of bullying, and they are not examples of bullying unless someone is deliberately and repeatedly doing them.

The school takes bullying very seriously and has an active policy to assist students and parents.

**Staff are committed to:**

- Consistently monitoring the behaviour of all students in their care
- Fostering self-esteem, self-respect and respect for others in all our students
- Demonstrating by example the high standards of personal and social behaviour we expect of our students
- Being alert to signs of distress and other possible indications of bullying
- Listening to children who have been bullied and taking what they say seriously
- Reporting cases of bullying in accordance with specific procedures
- Following up on any complaint by a parent about bullying and reporting back promptly and fully on the action that has been taken
- Adhering to and promoting the school's Anti-Bullying Policy/procedures
- Ensuring they undertake regular training on anti-bullying practices

**Students are encouraged to:**

- Report all incidents of bullying to a staff member who can assist them in dealing with the situation
- Not bully other students
- Help someone being bullied
- Implement strategies as taught by the teachers
- Accompany students who are being bullied to report the incident
- Ask the bullied student to join their group
- Distract the student who is bullying

**Parents are encouraged to:**

- Inform a teacher if they suspect bullying
- Advise their son/daughter to tell an adult/staff member if they are bullied or see bullying and to not retaliate
- Be willing to work with the school if their son/daughter is involved in incidents of bullying (either as victim or bully) rather than take personal action

Staff will investigate and take seriously all reported incidents of bullying.

- All confirmed incidents of bullying will be documented and an investigation report will be forwarded to the Senior Coordinator. Senior Coordinators will keep an accurate log of all bullying incidents and determine the support needed for the victim as appropriate to their age and level of understanding.
- Any final decision involving exclusion will rest with the Head of School.

### **Restorative Practices**

We strongly believe in the value of restorative practices for conflict resolution and restoring relationships. In any conflict, we bring the stakeholders 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.

## **Nurturing Positive Relationships**

### **Pastoral Care**

At the very heart of our pastoral care policy 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 from learning, to enable each child to flourish and to support students during difficult points in their life.

Our pastoral care covers students while they are at OWIS and extends to the time they are away from OWIS. Class/form teachers provide pastoral care for their students and are responsible for their individual needs.

Our behaviour policy is outlined below:

### **Creating a Positive Culture**

- We use positive reinforcement and class Essential Agreements as a framework to modify students' behaviour.
- We practise "Public Praise - Private Criticism", that is, praise students' behaviour in front of others and address behavioural issues privately.

- We promote kindness to foster a community of respectful and caring students.

## Exclusion

### Temporary Exclusion

Temporary exclusion is the removal of a child from school for violation of our policies and/or rules. 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.

Only the Head of School has the authority to temporarily exclude a student. A student can be temporarily excluded for:

- a) Exhibiting the following exceptional behaviours: smoking/vaping or being found with a smoker, fighting and intentional aggression, vandalism, consistent bullying/cyberbullying, activities that endanger others' safety, misuse of the school name or members of the school staff on social media. This list is not exhaustive and other serious behaviour that is not detailed here may be sanctioned at the discretion of the Head of School.
- b) Continued disregard for the school's agreed codes of behaviour, despite internal interventions and/or parent/school partnership and/or pastoral counselling and support.

A temporary exclusion will result in the student not being allowed onto the campus with the exception of scheduled meetings with school officials. The school will, at its discretion, give a 1-day, 3-day or 5-day temporary exclusion depending on the severity of the incident or continued behaviour.

The Senior Coordinator will telephone the parents to inform them of the intended temporary exclusion and the Head of School will issue a letter clearly stating the period and reason for the temporary exclusion. Following the temporary exclusion, the parents and student will be requested to attend a meeting with the Head of School or Senior Coordinator to discuss strategies for support.

## Permanent Exclusion

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

The school will permanently exclude a student as a last resort after trying to improve the student's behaviour through counselling, pastoral guidance and parental involvement. However, notwithstanding the aforesaid, the school will, in exceptional circumstances, take action to permanently exclude a student for a breach of the school's behaviour policy, including but not limited to smoking/vaping or being found with a smoker; fighting and intentional aggression; possession of weapons; possession of drugs; possession of alcohol; possession of cigarettes; intentional vandalism; consistent bullying/cyberbullying and intentional actions that cause harm to others.

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.

The decision to permanently exclude a student can only be taken by the Head of School and the 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 in the case of a temporary or permanent exclusion.

## Items Not Permitted at School

- Drugs
- Alcohol (including food which contains alcohol)
- Cigarettes
- Knives and anything else which could cause harm, such as metal corkscrews, laser pointers, etc.
- Pornographic material
- Lighters and matches
- Chewing gum

## Electronic Devices and Information Technology

Information technology is an integral part of the curriculum. We have banks of iPads for use in Primary School. An interactive screen and audio system is in every classroom.

OWIS expects all students above Grade 1 to have access to a computer at home and all parents to have sufficient technology at home to access the internet. If this is a problem, either in the short term or the long term, please inform the class/form teacher.

As a school, we use Google Apps for Education. This is a suite of applications that 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 life at school.

### Mobile Phones

Students are permitted to bring mobile telephones to school under their parent's supervision and responsibility, and the school accepts no responsibility for them.

***Please note: The use of mobile telephones or other personal devices is strictly prohibited on-site while under our supervision. Video or audio recording of lessons, events, activities, other students and staff or any school business on a personal device is strictly prohibited. There are notices in classrooms to remind students of this.***

The following agreements are in place at OWIS.

All students are:

- obliged to switch off all mobile phones while on campus
- permitted to switch them on when they leave the last period of the day at 3 p.m. (for Primary students) so that taxis may be called and contact with parents can be established.
- able to request to use a school telephone via the office if they need to make an emergency call.

- at risk of having their mobile phones confiscated if they are found using them against the school agreements.

Parents are requested to telephone the office if they need to contact their child during school hours.

There are escalating consequences for misuse as given below:

- The first time it is confiscated, the student may collect the phone from their form tutor/class teacher.
- The second time the phone is confiscated, the student will need to 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 OWIS behaviour expectations 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.

## Parent Involvement

There are many opportunities for parents to be involved at school. Please reach out to the OWIS Parent Committee (OPC) for details on how to become a parent volunteer. There are class/form parent representatives who play an active role in developing the relationship between school and parents. Class representatives are also expected to be members of the OPC.

E-mail id for the OPC: [emailtheopc@gmail.com](mailto:emailtheopc@gmail.com)

Join our Facebook group by searching for “OWIS Parents”.

## Communication with Parents

We encourage parents to be involved in their child’s learning and activities at school. Parents are able to communicate with teachers through various means.

- **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 policy is that we will respond within 24 hours.
- **Orientation Day:** An Orientation Day will be held before the start of the academic year to enable parents to find out more about the routines, learning experiences and expectations. The Grade Outline document and the class website are also shared.
- **Parent Teacher Consultations:** These are scheduled throughout the academic year to provide regular feedback on attainment, progress and targets.
- **Toddle:** This is the student/teacher/parent portal for EC and Primary students and teachers to share home learning, communication updates, events, student targets and student progress. There will be regular weekly updates for parents on this portal.

## Additional Needs

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 a variety of teaching styles. We recognise that students learn at different rates and that there are many factors affecting achievement.

We are committed to working in partnership with parents and other professionals, where necessary, to provide appropriate support and intervention in order for each individual 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 that of other students.

We accept students who are new to English up to Grade 5 if we believe they have the capacity to learn quickly either through immersion in normal class activities in Early Childhood, or if their parents are willing to support their learning by enrolling them in our additional English as an Additional Language Programme and providing general support at home.

## Lost Property

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

## Complaints and Concerns



If you have any concerns about the education of your child, please discuss them with your child's class teacher/form teacher. If you are not satisfied with their response, please contact the Senior Coordinator. In the event that you are still not satisfied, either you or the Senior Coordinator may bring the matter to the Head of School for resolution.

## **Feedback**

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

# Appendix 1: Early Childhood and Primary School

## Getting Ready for 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 67327022

Email: [uniforms@bibibaba.com.sg](mailto:uniforms@bibibaba.com.sg)

- House t-shirts can be worn on a Friday and during any house competition or event.
- Long hair is to be neatly tied back in black, blue, grey or white headbands, ribbons or clips.
- Hats are to be worn during outdoor play or during excursions. This is compulsory for Early Childhood students and can be any hat that is appropriate for outdoor play. OWIS follows a 'No hat, no play' policy.
- Early Childhood children should wear their PE uniform every day to ensure comfort and ease of movement in the environment. The formal uniform may be worn for events like excursions or school photographs.

## Early Childhood Uniform

| Girls  | Boys   |
|--|--|
| Pinafore dress with bloomers   | Boy's shirt  |
|  | Junior boys' pull-up bermudas  |
| PE shirt   | PE shirt   |
| PE shorts  | PE shorts  |
| Hooded jacket (optional)   | Hooded jacket (optional)   |
| White socks  | White socks  |
| Covered training shoes (trainers) should be either white, blue, grey or black. | Covered training shoes (trainers) should be either white, blue, grey or black. |

## Primary School Uniform (Grade 1 to Grade 5)

| <b>Girls</b>   | <b>Boys</b>  |
|--|--|
| Girls' shirt   | Boys' shirt  |
| Girls' skirt   | Junior boys' bermudas  |
| PE shirt   | PE shirt   |
| PE shorts  | PE shorts  |
| Hooded jacket (optional)   | Hooded jacket (optional)   |
| White socks only   | White socks only   |
| Covered training shoes (trainers) should be either plain white, blue, grey or black. No patterns or blocks of different colours. | Covered training shoes (trainers) should be either plain white, blue, grey or black. No patterns or blocks of different colours. |

### Additional Clothing

Parents are requested to keep a spare set of clothes in the child's bag in case of accidents.

Frequent handwashing will be implemented.

### Arriving at School – Morning Arrangements

- Students must arrive during their dedicated time from 8:30am-8:45am.
- Upon arrival in school, all students will go directly to their respective classes.
- No parents or visitors will be allowed in the Early Childhood unit.
- Students arriving by bus will be met by the Teaching Assistants.

### Transitions

All students from Early Childhood to Grade 3 will be accompanied by the class teacher or teaching assistant when moving around the school.

Grade 4 and 5 students are permitted to transition between lessons unsupervised. This is a privilege which can be taken away for inappropriate behaviour.

## End of Day Arrangements

- Students who are being picked up by parents/carers are accompanied by the class teacher to the pick-up area at the front of the school.
- EC students are not allowed to leave school unattended or with a sibling. They may only leave with a designated adult.
- All grades will be required to line up in the pick up area at reception. Students who will be picked up by car will be accompanied downstairs by their teacher.
- Grade 3-5 students who have permission to leave by themselves will walk with their teacher to the car pick-up area and then will be released.
- Parents/helpers who are picking up their child will be able to collect them from the front entrance of the school. No parents/helpers are allowed beyond this point.
- Class teachers will be on time with their class at the reception area and supervise them at all times.
- Teachers will take students back to the classroom if not collected on time. If parents are late for collection, they will report to the office so the receptionist can use the tannoy for the uncollected child.
- Security will stop any Primary student trying to leave the campus unattended. The student will be accompanied to the Reception and the class teacher will be called to attend.
- Students in Grades 3 to 5 may leave independently providing the teachers have received a letter of consent with parental permission.
- Grade 3-5 students with permission to leave independently must be wearing a 'Permission to Leave' badge in order to leave the school premises.

## Bus Information

- Students using the school bus will be escorted from their classrooms by our teaching assistants. Students going home by school bus are directly escorted to the buses at 3:00pm.
- The Teaching Assistant will ensure that students board the correct designated bus and ensure that students are under the supervision of the Bus Monitor.
- All EC students will be seated at the front of the bus and close to the Bus Monitor.
- All students are expected to wear seat belts in the school bus.
- All bus students should have the bus label clearly visible on their school bags.

## Behaviour Agreements

At OWIS, we believe:

- Everyone needs to and has the right to feel safe and secure.
- Behaviour is an expression of how we feel and think.
- A respectful environment facilitates the rights of children and teachers to learn and teach.
- Partnership between staff, children and their families is vital.
- Early behaviour intervention is effective in preventing and minimising the development and long-term effects of ongoing challenging behaviours.
- Strategies must address the needs of every child, including those with disabilities, developmental delay, gifted development and emotional needs.
- We share the responsibility for modelling appropriate behaviours and sharing information with each other.

At OWIS, creating a positive culture is important and we do this in the following ways:

- Using positive reinforcement: Always linking behaviour to the Learner Profile.
- Using class Essential Agreements as a framework to modify a student's behaviour.
- Students use positive statements only.
- Practising “Public Praise - Private Criticism”: Praising a student’s behaviour in front of others and addressing behavioural issues privately.
- Promoting kindness to foster a community of respectful, caring students

| <b>Encouraged Behaviours</b>      | <b>Discouraged Behaviours</b> |
|-----------------------------------|-------------------------------|
| Language that encourages others   | Name calling, teasing         |
| Actions/words that include others | Excluding others              |
| Giving, sharing and taking turns  | Threatening others            |

|   |  |
|---|--|
| Positive attitude                         | Hitting, kicking, punching, biting, spitting, touching inappropriately |
| Caring and kindness                       | Throwing objects   |
| Safe/constructive play                    | Disrespecting others' work or property                                 |
| Working cooperatively                     | Avoiding or disrespecting others                                       |
| Taking responsibility for one's behaviour | Deliberate withdrawal and refusal to participate                       |
| Being polite/having good manners          |  |

### Primary Play Time Essential Agreements

- Frequent handwashing shall be implemented, especially for the younger students.
- All students must wear a hat when in the Sky Garden. Students with no hat will not be allowed to go to the Sky Garden and will need to spend time in the office
- Teachers will remind students of safety expectations at the start and during play.
- All bikes and ride-on toys should only be used in the designated areas.
- Students should be encouraged to share all play resources, taking turns on the scooters and bikes. Students should also use age appropriate bikes.
- Ball games should be played within the designated areas.
- Students will line up as a class after a whistle has been blown at the end of break.

Our teachers manage unacceptable behaviour in the following ways:

- Giving children the chance to negotiate and resolve their own disputes with appropriate guidance and support.
- Calmly intervening: This involves distracting the child and sometimes offering them an alternative activity.

- Giving children the opportunity to calm down and talk quietly about what has happened.
- Helping children cope with their emotions by naming them — for example, “You look sad”, “You look angry”, etc.
- Reinforcing boundaries: These should be clear and reasonable. Children, where possible, should be consulted regarding what rules or codes of behaviour should be implemented.
- Never humiliating or attacking a child’s self-esteem.
- Diverting the child’s attention.
- Using appropriate strategies. Allow a child time to respond to requests and for them to comply with any essential agreements or codes of behaviour bearing in mind their age and stage of development. Positively reinforce a change in behaviour using words and gestures, and encourage positive behaviour.
- Letting children know that it is the behaviour that is not liked and that they are still liked and cared for. Offer comfort to children throughout the process.
- Implementing the conflict resolution steps (see below).
- Explaining the rules/essential agreements to children.
- Hurting children is not permitted.
- Avoiding hurting feelings.
- Dealing with any incidents immediately by using active listening skills.
- Being respectful by not talking about the child in front of other adults or children.
- Giving children advance warnings that if a particular behaviour continues, they may be removed from the situation until they calm down under teacher supervision.
- Maintaining appropriate staff-child ratios to enable one-to-one attention at all times.
- Observing persistent behaviour over time to get an insight into possible triggers or patterns.
- Offering follow-up support.

## Classroom Essential Agreements

At the beginning of each academic year, each class — both students and the teacher — agrees to a set of rights and responsibilities. These are referred to as ‘Essential Agreements’. These rights and responsibilities are created, reviewed and decided upon by the students and teacher. They are displayed in the classroom as reminders of agreed behavioural expectations.

Essential Agreements use positive statements, are linked to the Learner Profile and act as a framework to promote kindness and foster a community of respectful, caring students.



House points are given to students who demonstrate academic progress/attainment/effort. For behaviour that needs to be modified, a levelled behavioural system will be used.

## **Working with Parents**

It is our policy 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, etc.

## **What to Keep at Home**

Students should not bring the following items to school unless specifically requested by their class teacher for a learning engagement: electronic devices, toys, games, swapping cards and game equipment like bats and balls, etc.

## **Our Curriculum**

Our school is a Candidate School for the IB Primary Years Programme. The PYP is a framework from which each school incorporates and develops their chosen international curriculum. It provides the school with a set of guidelines to assist in creating meaningful learning opportunities for students.

Each Early Childhood grade level has four units of inquiry that correlate to the PYP transdisciplinary themes. Primary Grade levels will have six units of inquiry.

At OWIS, we also use national curricula guidance from a variety of international countries, most notably the English National Curriculum, and our standards and expectations of learning are in line with this internationally recognised curriculum.

## **Programme of Inquiry**

The Programme of Inquiry (POI) applies to Primary School and outlines the agreed central ideas, lines of inquiry and conceptual understandings within each of the six transdisciplinary themes. The six transdisciplinary themes drive the programme and are represented both within each grade (horizontal articulation) and across grades (vertical articulation).

The POI incorporates all related subject areas within the PYP including Language, Science, Social Studies and PSPE (Personal, Social, Physical Education). All learning through the programme should have authentic connections, and therefore, certain areas of Mathematics are learned through the Units of Inquiry. These links are reflected in the programme.

## Units of Inquiry

There are six Units of Inquiry (UOI) in each grade level (except in EC 1 and 2 where there are four per year) with each falling under one of the transdisciplinary themes. Each UOI is planned by the class teacher in collaboration with the students as they generate their own questions within the inquiry.

Each UOI is reflected in the Programme of Inquiry in the order of teaching sequence. This sequence 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.

## Learning at Home Agreements

The following agreements are in place::

### Early Childhood 1

No formal learning at home engagements.

### Early Childhood 2 (from Term 3) – Early Childhood 3

Language:

- Learning at home should focus on reading.
- Students should have an on-going colour banded reading book.
- EC2 students take home one home reader until Easter, and then two home readers are sent home every week.
- EC3 reading books should be changed thrice a week: Monday, Wednesday and Friday.

Maths:

- A selection of mathematical engagements/activities should be provided to parents at the beginning of each UOI.
- The focus should be on practical home-based activities that require no marking, such as measuring ingredients to follow a recipe, tallying cars on a journey, etc.

- Learning at home should not take more than 15 minutes per day.

## Grade 1

Language:

- Learning at home should focus on reading.
- Students should have an on-going colour banded reading book.
- Grade 1 reading books should be changed thrice a week: Monday, Wednesday and Friday.

Maths:

- A selection of mathematical engagements/activities should be provided to parents at the beginning of each UOI.
- The focus should be on practical home-based activities that require no marking, such as measuring ingredients to follow a recipe, tallying cars on a journey, etc.
- Learning at home should not take more than 15 minutes per day.

## Grade 2 – Grade 5

Reading:

- All students should have a regular banded reading book together with a reading record that they take home each day. Students are expected to spend 15 minutes per day on reading activities. Students who are free readers on the PM Benchmark should still have an on-going reading book to share with parents.

Project-based learning:

- The class teacher sets an extended project linked to the UOI. The project clearly outlines the outcome with shared success criteria.
- The project must include reading, writing and mathematical learning and should be linked to the scientific or social studies focus of the UOI.
- Grade 2 and Grade 3 should have a heightened focus on reading skills, guided research and a timeline for organisation.
- Grade 4 and Grade 5 are expected to take responsibility for the organisation and time management of their projects.
- Grade 5 should not have additional learning at home projects during the Exhibition Unit.

The project should aim to provide the following time allowances:

- Grade 2: 30 minutes per week
- Grade 3: 45 minutes per week
- Grade 4: one hour per week
- Grade 5: one and a half hours per week

All learning at home is explained in the Friday update that both parents and students can access on their Toddle account.

## 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, etc. — 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 own 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 a variety of 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.

There are four points during the academic year for summative assessments to take place. These can include quizzes, oral presentations, written reports, teacher observations or small group tasks. These assessment weeks not only provide opportunities for the teachers to complete summative assessments but also give students the chance to reflect upon their own learning and progress.

During each week, we assess reading, writing, Maths and the skills of the PYP through the Unit of Inquiry and students are awarded grades from our agreed criteria attainment and progress indicators.

All assessments are recorded and reported on associated tracking documents.

Attainment indicators:

1. Excelling
2. Achieving

3. Developing
4. Beginning
5. N/A

Progress Indicators:

1. Excellent
2. Good
3. Satisfactory
4. Not Yet Satisfactory
5. 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
- Learning at home agreements
- How Parents can help
- Programme of Inquiry
- Overall outcomes for English, Maths, Science, Social Studies, PSPE, Art, Music and Mandarin.

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

### Toddle Agreements

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

From EC1, each student's Toddle account forms their school portfolio capturing assessment opportunities, 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 Unit of Inquiry, grade teachers compile a Parent Overview to be uploaded on Toddle.

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

## **Unit Shares**

A unit share is an opportunity for students to share their learning with an invited audience, usually the parents. A unit share 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.

Each grade presents two unit shares in an academic year.

# Appendix 2: 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 – Singapore Citizen 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 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 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 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 Aug-Nov     | <b>25</b> May                     |
| For Dec-March   | <b>25</b> September               |
| For April- July | <b>25</b> 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 the 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 deferment 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               | Invoice Date | Payment Due Date | Cut off date for withdrawals |
|----------------------------------|--------------|------------------|------------------------------|
| Fee Instalment 1/<br>Aug-Nov     | 1st June     | 25th June        | 31st May                     |
| Fee Instalment 2/<br>Dec-March   | 1st October  | 25th October     | 30th September               |
| Fee Instalment 3/<br>April- July | 1st February | 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 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 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 in seeking admissions or encourages them to withdraw admissions from the school;
- 8.1.6. The student and/or his/her parent/guardian defames 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 made incorrect statements to the school; and/or

- 8.1.8. 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, learning at home assignments, exam papers, teaching aids on Toddle 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 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 on the following webpage:

<https://www.owis.org/admission/regulations>

## 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 the cost of the book, including any shipping charges that may be accrued. 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 does 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
    - [office@owis.org](mailto:office@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 subsequent to 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)**

In the event that 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 prior to 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 for the purpose of resolving 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 relation 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>