

# HeadStart Primary Parent Handbook

## Welcome Message from the Head of Primary

Dear Parent,

It gives me great pleasure to welcome you to the Primary School of HeadStart International, Phuket. Choosing the right school for your child is one of the most important decisions you will ever have to make, so I hope that the information we have provided here will help you in that choice.

Inspiring a lifelong love of learning drives everything that we do at HeadStart. We believe it is our duty to ensure a successful, and positive, school experience for all our pupils. By working closely with parents, we strive to inspire each child to discover the joy of learning and ensure that your child achieves their true potential and to be the best that they can be – for there is a spark of greatness in everyone.

At HeadStart, we work hard to ensure that every child is successful in the key areas of English, Maths and Science. We use the Cambridge International Primary Programme and the English National Curriculum to support us in teaching these areas of learning. We encourage our pupils to learn and experience a broad and balanced curriculum, and offer a range of extra-curricular and after-school opportunities, that complement learning in the classroom.

A positive and fulfilling education encourages not only academic, but also personal growth. We want HeadStart pupils to mature in to aware and emotionally intelligent citizens that are empowered and enabled to make a valuable contribution to their community, and beyond.

This handbook aims to offer an insight into our school – a glimpse of our values, curriculum and policies. If you would like to know more then you are encouraged to contact the school office and arrange a visit to see us at work.

Mr. Andrew Whittaker

Head of Primary School

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## Our Mission Statement, Aims and Principles

Our mission is to build and support a dedicated team of professional educators who work together to provide a high quality teaching and learning environment for Phuket's international and culturally diverse community.

We are committed to providing:

- dedicated, qualified, experienced and inspired teachers
- the Cambridge curriculum and assessments
- a central location with adequate teaching facilities and equipment

Offering these invaluable building blocks at affordable prices, we believe HeadStart provides the ideal environment for your child's education.

## The Three Guiding Principles in Primary

Primary children are taught these 3 Guiding Principles in all aspects of school life and they are taken very seriously. These principles are a recurring theme and they are embedded throughout our broad and balanced curriculum:

### **Self-Reliance**

### **Positive Thinking**

### **Leaving people and places in a better state than when you found them**

## Roles and Responsibilities of Parents

- ✓ Expect your child to maintain a good standard of behaviour.
- ✓ Be a role model for your child, helping them to commit to a lifelong love of learning. .
- ✓ Encourage your child to be open-minded, eager to learn and to develop and express new ideas freely.
- ✓ Ask your child for their opinions and discuss reasoned decisions with them.
- ✓ Value your child's ideas and opinions.
- ✓ Encourage your child to listen in a respectful manner to both adults and peers.
- ✓ Encourage your child to be informed and respectful of other cultures and their values.
- ✓ Encourage your child to behave with respect and courtesy to others.
- ✓ Encourage your child to develop and understand the complexities of human relationships.
- ✓ Take an interest in what your child is learning at school.
- ✓ Take a close interest in the standards currently being achieved by your child and any future educational opportunities available to them.
- ✓ Provide HeadStart School with feedback on how you feel your child is progressing.
- ✓ Support your child and help them create a positive self-image.
- ✓ Be prepared to assist and support HeadStart School
- ✓ Ensure that your child is well organized and fully equipped for school.

- ✓ Ensure that your child attends school regularly and arrives punctually.
- ✓ Avoid taking students out of school during term time for holidays and other non-academic events.
- ✓ Provide an appropriate place and suitable time and assistance for your child to complete their homework assignments.
- ✓ Provide a suitable home routine that includes adequate time for sleep, a balanced diet and exercise.
- ✓ Keep your child at home when they are unwell. Let your child's homeroom teacher know.
- ✓ Inform the School of any situation or change in circumstance that could adversely affect your child's performance or behaviour so that they can receive support.

## **Code of Conduct**

- ✓ As a visitor please sign in and go to the school office where a member of our admin staff will assist you.
- ✓ Please do not interfere with the operation of classroom lessons.
- ✓ Please do not take photographs of children when visiting the school.
- ✓ Please do not use language which causes offense.
- ✓ Please do not threaten, harm or use physical aggression to another adult or child; this includes approaching someone else's child to chastise them.
- ✓ Please use designated adult toilets on the ground floor.

## **Term Dates**

Please see the calendar on the HeadStart School website for all important school dates.

<http://headstartphuket.com/calendar>

## **Contacting School**

The School Administration Office is open Monday to Friday from 7.30 am to 5.00 pm, and on Saturday mornings from 9.00 am to 12.00 noon.

Tel: +66-7661-2876

Fax: +66-7661-2877

The school's address is:

### **HeadStart International School, Phuket**

39/99 Moo 4, Soi Na-Seau 1,

Vichitsongkram Road,

Tambon Vichit, Amphur Muang

Phuket 83000

The school's website is <http://headstartphuket.com/>

## Contacting Teaching Staff

Email is the preferred means of all non-urgent contact. Your child's homeroom teacher will provide you with their email address. You may also contact the school office who can pass on messages.

## After School Programmes (ASPs)

HeadStart's After School Programmes are a suite of enriching subjects run after school. Full details of the courses offered, the ASP calendar and the sign up procedure is available on the school website.

## The School Day

Monday - Friday	
8.00 – 8.10	Homeroom
8.10 – 8.40	Lesson 1
8.40 – 9.10	Lesson 2
9.10 – 9.40	Lesson 3
9.40 – 10.00	Break
10.00 – 10.30	Lesson 4
10.30 – 11.00	Lesson 5
11.00 – 11.30	Lesson 6
11.30 – 12.00	Lesson 7
12.00 – 12.45	Lunch Break
12.45 – 13.15	Lesson 8
13.15 – 13.45	Lesson 9
13.45 – 13.55	Break
13.55 – 14.25	Lesson 10
14.25 – 14.55	Lesson 11
15.10 – 16.00	ASPs

### Notes:

- Students should arrive at school with enough time to get to their classroom and attend homeroom at 8.00am, ready and equipped for the day ahead.

- Students who arrive late (after 8.00am) should immediately report to the school administration office so that the register may be updated and they may collect their 'late' card.
- Students who have permission to leave during the day should sign the appropriate form and get it counter-signed by their homeroom teacher before submitting the form to the School Office.

## Attendance and Absence from School

In the event of sickness, parents should email the homeroom teacher as soon as possible to keep teachers informed of their child's condition and whereabouts.

Upon returning to school, parents should provide their child with a note explaining their absence. All notes will be kept for safekeeping in the Admin office.

The school year is not less than 180 days long. The teaching days are full and intensive. It is therefore important for attendance to be as near to 100% as possible. We would like to ask for your continued support in trying to achieve this.

Students with less than 80% attendance will be asked to repeat the year, according to Thai law.

## Drop Off and Pick Up Policy

Student safety is the highest priority at HeadStart International School. Therefore, we make every effort to ensure that all students are under appropriate supervision until they return to you at the end of their school day.

We urge all parents to drop off and collect their child at the correct times, as children can feel confused and apprehensive when they are late or not picked up on time.

Parents are able to drop off children from 7.40am and the Homerooms will be open from 7.45am. Registration is from 8.00 to 8.10am. Please ensure they are not late for registration.

If it is raining then the students in Years 1 to 3 can go straight into the Homeroom when they arrive at 7.40am; children in Years 4 to 6 can stay in the entrance area or the Primary walkways.

The timing of pick up is 2.55pm if students are not attending an After School Programme (ASP) and 4.00pm if they are attending an ASP.

If you are unable to collect your child at 2.55pm or at 4.00pm they will be taken to the Dining Hall and will be supervised there until they are collected; if your child has not been collected by 4.20pm a late pick up fee of 300 baht will be charged.

School buses leave shortly after 3.00pm and students travelling by bus will be taken to the ground floor 'bus stop' area by 3.00pm.

## The Primary School Curriculum

In Key Stage One (Years 1 and 2) we follow the **English National Curriculum**.

In Key Stage Two (Years 3 to 6) we follow the HeadStart Curriculum, which is the Cambridge International Primary Curriculum supplemented by the English National Curriculum as the basis of our English, Mathematics and Science instruction.

The Cambridge International Primary Programme gives schools all over the world the framework to develop English, Mathematics and Science skills and knowledge in young children. The Primary Programme provides guidance for curriculum development and classroom teaching and learning and it allows teachers to assess children's learning as they progress.

All our other subjects are based on the English National Curriculum. At HeadStart all our primary students study: Geography and History (Humanities); Personal Social Health Education and Citizenship; Physical Education and Swimming; Religious Education; Art; Music; Computing; Languages.

## Cambridge Progression Tests

All students from years 3 – 5 will sit Cambridge Progression Tests for English, Mathematics and Science in the beginning of June. These tests are designed to monitor the progress of the students during their primary education. These test papers are marked internally by your child's homeroom teacher and supervised by the Head of Primary School.

## The Cambridge Checkpoint Exam

Cambridge Checkpoint Exams are sat at the end of Primary. This means we would test our Year 6 students in April of each year.

The tests are marked externally by Cambridge and provide schools with an external international benchmark for student performance. Cambridge Checkpoint enables feedback to be provided on a learner's strengths and weaknesses in key curriculum areas.

Feedback of this kind is an invaluable source of information. We will be able to make strategic decisions, drawing upon a pool of information and specialist reporting tools built into Cambridge Checkpoint.

Learners receive a Statement of Achievement which gives an indication of their academic progress during this education stage.

Cambridge Checkpoint tests are available in *English, Mathematics and Science*. The tests cover all major areas of learning studied in the final four years of an international primary education.

## MyiMaths and Bug Club

HeadStart School is committed to learning through technology. Underpinning our mathematics tuition, HeadStart students use the MyiMaths online teaching and support system which is used in over 65% of UK schools. MyiMaths provides a selection of interactive tools for learning, assessment, personalisation and collaboration. Your child's homeroom teacher will provide more information about MyiMaths.

Bug Club is an online, levelled reading programme. It provides books and activities at your child's reading level. Your child's homeroom teacher will provide you with more information about Bug Club.

## Consultation, Assessment and Reporting

We will have 7 reporting periods in the academic year – 5 written reports and 2 Parent Teacher meetings; there will also be a Settling-in meeting for Foundation and Year 1 children part-way through the first half-term.

There will be a written report at the end of each half-term (Terms 1 and 2) and at the end of each term (Terms 1, 2 and 3).

We will also have two Parent meetings during the year, one at the end of Term 1 to discuss the progress your child has made during that term and to set targets for the next term; the second Parent meeting is at the end of Term 2, where again, the teachers will discuss the progress of your child so far and set targets for the third term.

The report at the end of the year in Term 3 is a very detailed report from all the subject teachers and gives an overview of the work your child has achieved in that particular subject and also sets some targets for your child to work on for the next academic year.

### **Approximate dates in the academic year**

During Weeks 4 and 5 the Foundation and Year 1 homeroom and deputy teachers will arrange to meet with you and your child to give you an update of how they are settling in and inform you of any issues; this meeting is not an academic update but a settling in and pastoral update.

Thursday 15<sup>th</sup> December is the end of Term 1 consultation meetings.

Friday 31<sup>st</sup> March is the end of Term 2 consultation meetings.



Grades are based on continuous assessment during the academic year. HeadStart does not emphasise on the actual exam results from primary students. It's more important for you as a parent to know what your child can do and how much progress your child has made. The tests and exams at the end of Term 1 and 3 shouldn't be looked at as a pass/fail they will give you an indication of the attainment target level that your child is currently working at in relation to other students in the UK and worldwide. Your child's homeroom teacher can give you detailed information on what your child can do and what is expected of your child to bring him/her to the next level.

## Language Options

Students who are Thai would be expected to study Thai as a first language. Students holding passports for other countries must choose either Mandarin or French. At the start of the school year, students may move between Mandarin and French. From week 3, students would be expected to study their chosen language for the remainder of the academic year.

## Homework

Homework is an important aspect of the curriculum and of learning thoroughly at HeadStart International School, Phuket. The homework schedule is intended to provide a structured framework that will support students in their development of well-organized work and study habits.

All primary students are provided with homework folders for recording assignments as instructed by their teachers. Parents are asked to review and sign these on a weekly basis. Teachers include notes to parents in the homework folders, and parents are encouraged to use the homework folder to communicate with teachers. Maintaining the homework folder is a good lesson in responsibility for HeadStart students, as well as a tool for good communication for all students, teachers and parents.

Students in Year 1 and 2 should have homework twice a week. On Monday all the students will be given a spelling list that will need to be completed by Wednesday. There will be a spelling test on Friday and you will be informed of the results in your child's homework folder.

On Wednesdays you can expect Maths homework in your child's homework folder which will have to be completed by Friday. Occasionally, the teacher might have an additional assignment for the students to complete during the week or weekend for other subjects.

Students from Year 3 upwards will gradually have more homework. The homework days are work set on a Friday for Wednesday and work set on a Wednesday for the following Monday. New homework will be assigned every Friday and Wednesday. We do not expect students to complete all the homework in one day. For example: A student in Year 4 will usually have to spend about 30 minutes per day on homework.

Every child should at least make an attempt to complete the homework. As a parent it is necessary for you to take some time and oversee your child's homework. The homework is there to consolidate what has been learnt in class; therefore, it is not necessary for you to teach the content to your child. If your child cannot complete the homework for whatever reason, please send a small message to your homeroom teacher to inform him/her about why the child could not complete the homework.

## Reading

All students in primary have several periods of reading as part of their weekly schedule. During this time the teacher will use different strategies to have the students read in the classroom or in the library.

Students in Year 1 and 2 need to continue working on their phonic skills and learn to decode words and sentences. Every class is equipped with a set of Big Cat Phonics readers at the appropriate level to consolidate the phonics skills. Every class also has 4 complete sets of the Ladybird Read With Me series. This levelled series is a word recognition series that gradually introduces more key words throughout the books. Students in Years 1 and 2 also have access to Oxford Reading Tree Songbirds books in their class. These levelled readers aim to engage and motivate students to read more.

Students in Years 3-6 will move on to reading age appropriate chapter books. Every class has several titles of readers with a number of copies of that title. The homeroom teacher uses the books to do whole class novel study or small reading groups. Students in Years 3-6 also have access to Oxford Reading Tree TreeTops and Project X books in their class. These levelled readers aim to engage and motivate students to read more as well as to gradually build their skills, confidence and stamina.

All students will be sent home with a book to read. For the younger students the book is changed on a weekly basis. Don't hesitate to read a book several times with your child. It's the repetition that will make them recognise the words and improve their reading. Older students usually keep a book for several weeks.

Students can also borrow a book from our Primary Library. They all have a Library lesson and can borrow 2 books at that time and need to return them within 2 weeks.

## The School Library

The Library is located on the ground floor of the school and is open from 7.30am to 3.45pm, including lunchtimes. All students are issued with a personal bar-coded card which they can use to borrow books from the library.

The Library offers quiet and relaxing reading areas as well as computer and internet access area. There is a librarian available to help, give advice and support learning. Students have scheduled Library lessons as part of their English curriculum learning. The School Library is a quiet area and as such, mobile phones are not to be used.

## HeadStart Houses

Students and teachers are entered in one of four HeadStart Houses.

The Houses are: **Red-Phoenix**, **Yellow-Cheetahs**, **Green-Dragons** and **Blue-Tigers**

Siblings will always be assigned to the same House and the students will remain in that House for the duration of their school life at HeadStart.

House events are held weekly throughout the year and students can earn 'merits' for their team. Every Friday is House shirt day where all the school come dressed in their House shirts.

## House Merits

House Merits are awarded to individual students for acts 'above and beyond' normal expectations. This might include; consistently great effort in class or going out of your way to help another student. House Merits for individual students may be viewed in the parent portal. These are combined towards the end of year house total

## Basic Student Equipment

HeadStart is trying to instil organizational skills and responsibility in students, therefore, we are asking that each student brings the following supplies which will be stored safely at school.

### For Year 1 and 2

- School bag
- Complete change of clothes (this is very important)
- Water bottle (this is essential, especially for PE)
- Swimming equipment for Swimming day: swim suit (no bikinis), goggles, towel, shampoo, sunscreen, swimming cap
- In Term 1 students will wear PE uniform on PE and Swimming days; School uniform to be worn on the other days
- All clothing must be labelled with your child's name

### For Year 3 to 6

- School bag
- Water bottle (this is essential, especially for PE)

- Protractor
- Calculator
- Pocket Dictionary
- Pencil case: mechanical pencil, normal HB pencil, ruler, eraser, sharpener, red, blue and black pen, glue stick, scissors
- Box of colour pencils
  
- Swimming equipment for Swimming day: swim suit (no bikinis), goggles, towel, shampoo, sunscreen
- Wear your School uniform to school every day and bring your PE and Swimming kit in a bag for changing into – these should come to school on Monday and will be stored in their cubby.
- All clothing must be labelled with your child's name

Your child's homeroom teacher may give you a list with specific materials that are needed for that specific year group. HeadStart provides all students with textbooks and notebooks.

Textbooks remain the property of HeadStart but your child will be able to take them home as required throughout the year.

Textbooks are reused for up to 3 years and can't be given to the students at the end of the academic year. Failure to return textbooks will result in a charge for replacement.

## The School Uniform

Parents should ensure that their child is appropriately dressed for school. In all cases, the Head of Schools will be the final arbiters in determining if the uniform/dress code is being infringed or not. As children grow, new uniforms should be purchased to ensure appropriate, correct fit. School uniforms can be purchased from the school shop.

**Uniform for Primary girls:** The standard uniform for girls is a blue cotton shirt with HeadStart logo, a beige knee length skirt and white ankle length socks. Students may not wear sandals or flip flops to school.

**Sports kit for Primary girls:** The standard sports kit for girls is a dark blue cotton polo shirt with HeadStart logo, white knee length shorts, white ankle length socks and running shoes.

**Uniform for Primary boys:** The standard uniform for boys is a blue cotton shirt with HeadStart logo, beige knee length shorts and ankle length socks. Students may not wear sandals or flip flops to school.

**Sports kit for Primary boys:** The standard sports kit for boys is a dark blue cotton polo shirt with HeadStart logo, white knee length shorts, white ankle length socks and running shoes.

**School jackets for Primary girls and boys:** Students may wear an optional HeadStart jacket to school. No other type of jacket, hoodie or sweater is allowed.



**Primary Girl Uniform**

**Primary Girl Sport Kit**

**Primary Boy Uniform**

**Primary Boy Sport Kit**

## Mufti Day

Certain days of the school year students and staff are invited to come in their home clothes and are requested to make a minimum donation of 50 baht for the privilege and this money will go towards a charity chosen by the school.

## Jewellery, Hair and Make up

Hair must be neat, hygienic and presentable. Long hair must be tied back. Any hair colouring should look natural and be in accordance with the student's natural hair colour. Highlights are not allowed in school. No extreme hairstyles are allowed in school.

One plain stud per ear is permitted. Large stones, loops or hanging earrings are not allowed. One discreet, plain necklace is allowed. Only clear nail varnish may be used.

Visible tattoos or visible body piercing (including tongue) are not permitted.

Students in breach of the rules will be sent home to rectify the problem. The Head of Primary is the final arbiter.

**Note:** Parents will be informed if a student persistently breaks the dress code. If there is no improvement, parents will be advised to withdraw their child from the School.

## Toys, electronic games, music players and mobile phones

Students are permitted to bring toys to school, but they should be kept in the student's school bag during lesson time.

Some toys are not allowed at school, including:

- electronic toys
- weapons
- toys that can hurt others because of the material they are made of
- toys that are excessively large

It is up to the homeroom teacher's discretion to decide whether or not a toy is appropriate and safe. If a toy is deemed inappropriate or unsafe, the student will need to keep the toy in his or her bag and not bring it back to school again.

Toys that are played with at inappropriate times or that have been labelled as inappropriate will be confiscated by the homeroom teacher and the parent will need to come to school to pick up the toy. The school doesn't take any responsibility for toys that are lost or damaged.

The use of electronic games, iPods, MP3 music players or similar personal listening devices is not permitted during school hours.

Students are permitted to bring mobile phones to school but they must be turned off during school hours, including break times. Students are responsible for the safekeeping of their phones.

In the case of inappropriate use during school time, the device will be confiscated and kept by the Deputy Head of Primary. Parents need to come to school in person to pick up the device.

The school does not take any responsibility for electronic devices that were lost or damaged on school property.

## CCTV Policy

Video images are recorded throughout the school and these can be accessed by Admin and the Head of Security.

If a parent requests access to see the CCTV footage, the parent should obtain a CCTV Request Form from the admin office. This will then be given to the appropriate Head of Pastoral Care (Deputy Head of Foundation, Primary or Secondary) or the School Director. The decision on whether or not the parent should be shown the footage, which segments they should be allowed to see and whether still images or video should be shown rests with these nominated persons.

Except in the case of an emergency, the above process may take up to 72hours following the request from the parent being submitted. **Under no circumstances will parents be shown CCTV footage until permission has been granted by Heads of Pastoral Care or the School Director.**

In the case of 'Lost Items' and help with locating them, The Head of Admin can authorise the review of CCTV footage in order to support finding these items.

If permission is granted to be shown the CCTV footage, parents may view the footage, **but under no circumstances will they be allowed to record it or be given a copy of it.**

## Discipline Policies

HeadStart International School has a strict policy of **no corporal punishment.**

Our students know the school rules and what these rules look like, sound like and feel like. All staff teaches this explicitly. Our primary school values are:

- ✓ Always do your best
- ✓ Use kind words
- ✓ Take care of the world around you
- ✓ Walk quietly around the school
- ✓ Keep your hands and feet to yourself
- ✓ Listen to your teachers and each other
- ✓ Keep the school bully-free
- ✓ Use good manners
- ✓ Have fun and be safe
- ✓ Respect each other's' differences

We use a traffic light system throughout primary to monitor the student behaviour during the school day. The process incorporates 5 steps with the focus on positive reinforcement and multiple opportunities for students to think, decide and act responsibly. All students start the day on the green light. Their name will be moved to orange or red if they continuously misbehave or are disruptive. If their name ends up on the red they will be referred to the Deputy Head of Primary.

The Deputy Head of Primary will use the school's disciplinary policy to take appropriate action against the issue for which the student was referred to.

The student discipline policy is shown below.

### **Level 1 – Responsibility Issues**

These misdemeanours will be dealt with by the Class Teachers/ Teachers directly and do not need to be recorded on the school system

<b>Issue</b>	<b>Action</b>
Lateness Student Diary not brought to class Materials not brought to class Incorrect uniform Homework not done Food brought into class Chewing gum Inappropriate use of personal phones etc Littering / Not clearing up after yourself Leaving valuables unattended Bringing inappropriate items to school	Verbal warning Discussion of strategies to overcome the issue Detention (break/lunch) Note in the student diary Email to homeroom teacher and/or parent Removal of item Report to Lead Teacher and/or Director of Studies Those Involved: Teachers

### **Level 2 – Behavioural Issues (more serious issues)**

These misdemeanours will be dealt with by the Class Teachers/ Teachers directly. If the behaviour does not improve then the child will be referred to the Deputy Head of Primary; these issues will be recorded on the school system

<b>Issue</b>	<b>Action</b>
Disturbing others Interrupting teachers Bullying Frequent lateness to a subject class Absent from class without permission Lack of academic honesty Failing to follow instructions Not completing classwork Hiding belongings Swearing Inappropriate displays of affection Spamming or Offensive emails	Daily/Weekly Report with contract Conflict mediation / counselling Temporary removal from class Parent / Teacher conferences Lunch / break / school detention Limiting access to the internet / emails In school community service Those Involved: Teachers, Homeroom Teachers, Lead Teachers, Head Teachers, Director of Studies, Parents.



**Level 3 – Serious or repeated Level 2 offences – violating the rights of others and / or considered dangerous.**

These misdemeanours will be dealt with by the Deputy Head of Primary and will be referred to the Head of Primary; these issues will be recorded on the school system

Issue	Action
Violence to self, others or property Vandalism Fighting Theft Lack of academic honesty (external marking) Possessing dangerous items or weapons Possessing or accessing pornographic material Computer hacking / trashing / tampering with other students work Possession of hacking software Using, possessing or distributing tobacco, alcohol or other chemical substances while on school premises, field trips, in school uniform or any Other instance that places the school in Disrepute	In school suspension Parent / Teacher / Management meeting No grade for report / Automatic fail Drug testing Suspension (10 day maximum) Ban from using computer equipment Paying damage expenses Referral to outside counselling Incident may be reviewed up to Board Level. Report to local authorities. Those Involved: Teachers, Homeroom Teachers, Lead Teachers, Head Teachers, Director of Studies, Parents and Counsellors.

**Notes:**

It is our policy at HeadStart that a student may be asked to leave the school at any point if the safety of other children or faculty is jeopardized.

Teachers may give detentions over any break time period. Parents will be notified of this via email or the homework communication folder.

**Student Improvement Contract**

After continuing issues with any student who has been disruptive to the teaching and learning process at the school, the management has the option to put the student on a two-week daily reporting process.

The report is designed to focus the student on improvement in each and every lesson.

The student will report to the Head at the start and the end of the school day, every day, with the sheet correctly filled out by teachers, parents and the student. Failing to do this will be a breach of the contract.

If the student completes the two week report successfully then they will be taken off report. If there are any lapses after the two weeks then they will be required to complete a further two week report period.

If the student completes this second two week report successfully then they will be taken off report. If there are lapses after the second two weeks then he will be required to complete a third and final two week report period.

After successful completion of the third reporting period, the student will be taken off the reporting system. Any further lapse will be considered as a breach of student / school contract.

During the reporting periods, any misconduct in the lessons will be considered a breach of the contract. The student will be immediately referred back to the head for further sanctions.

The final decision regarding the permanent exclusion of a student from HeadStart will be made by the school Board. It is clearly understood by all parties that being placed on report is a final warning. No further warnings will be issued.

The student improvement contract must be signed daily by the parent, the student and the Head.

## Health and Safety

### Lunch

We believe that a healthy balanced diet is the foundation of a successful academic life. We therefore strive to serve natural, low-sugar-and-salt meals with the freshest possible local produce. Students are served milk in the morning break, lunch at midday followed by a healthy mid-afternoon snack. School lunches are compulsory for all pupils, unless there are special dietary requirements for medical, religious or cultural reasons that the school cannot provide. In such cases permission to bring their own lunches to school must be sought from the Head of School (please send a letter and any supporting documentation i.e. medical certificate).

When you register your child please specify their dietary requirements. Your child's homeroom teacher will be overseeing lunch and can keep an eye on these requirements if necessary.

A copy of the school's lunch menu is available at the school's website as well as in the school's admissions office. Lunch always has a Western option, an Asian option and a Vegetarian option.

## **Snacks**

HeadStart provides milk for all students during their morning break and a healthy snack during afternoon break. We would like to encourage parents to only send their children to school with healthy snack options. Snacks are quite often shared between friends and we don't want to have students eating snacks at school that they aren't allowed to eat from their own parents. Therefore, if a student brings unhealthy snacks, for example, candy, cartons of juice and chips/crisps to school the teacher will confiscate this.

## **School Nurse**

Nursing cover is provided at the school by a trained nurse. If there is any cause for concern regarding a student's health, a report is sent to the parent or guardian. If a student has to be admitted to hospital, the school nurse will inform the parent or guardian immediately and a member of staff will accompany the child to the hospital and remain with the child until the parent or guardian arrives.

## **Medication at School**

If you send your child to school with any form of medication, the school nurse and the homeroom teacher must be informed. Students should store their medication with the nurse and have it dispensed by our nursing staff.

## **Lost Property**

The lost property box is kept in the school nurse's office. Students are advised not to bring valuable possessions into the school unless they are fully insured against loss or damage. Generally they should not bring valuable items or money to school and on any rare occasions that they must, such as for Mufti Day, they should never leave such items unattended at any time.

## **Lost and Found Policy and Procedures**

Parents and students are responsible for their belongings. The school is not responsible for lost personal items. All items of uniform and belongings should be fully named so that those items can be returned to their owner.

The following guideline clarifies the handling, return, reporting, tracking, claiming and retrieval of lost items, as well as procedures for turning in found items and disposing of unclaimed ones.

## Items Found or Handed in

**Valuable items** such as jewellery, watches, wallets, purses, electronic devices, and keys that are found should be handed in to the Administration Office. The Admin team will announce the item to all teachers and students in order to find the owner. The owner will be alerted as to where and when the item is available to be picked up.

**General items** such as water bottles, P.E. kits, swimming kits, school uniforms, etc. should be turned in to the First Aid Room and **will be stored there until Monday afternoon**. Items found late Monday afternoon will be stored until the following Monday. This will give students and parents the chance to reclaim lost items after which anything left will be donated to local foundations such as SOS Children's Village, Phuket Sunshine Village, and Ban Lung Pitak operated by Child-Watch Phuket.

## Reporting and Claiming Lost Items

Parents and students must report lost items of value at the Administration Office. They must provide their name, contact details and a specific description of what was lost. This information will be investigated and an immediate comparison will be made between what was reported lost and what was found or handed in. If items match the materials found or handed in, the item in question will be immediately returned to its owner.

Parents and students who wish to report and claim the loss of general items must do so at the First Aid Room and must describe the item as accurately as possible. If items match the materials found or handed in, the item in question will be immediately returned to its owner.

## Security

All parents collecting their children from school should have a security pass which is available from the administration office. Parents may also nominate a responsible adult to pick their children up on their behalf. They should also have a security pass.

If you are unable to collect your child and you have arranged for someone else to collect them, you must inform the School Administration Office and include a photograph of that person or a copy of their identity card. Failure to do so will result in us phoning you in order to receive confirmation before we will allow your child to leave the school premises.

## School Bus

The school operates bus services to different parts of the island in the morning and afternoon. Full details, including routes, times and fees are available from the administration office.

All HeadStart buses are equipped with seatbelts, which students must wear at all times, and a supervising adult will be present at all times.

## Cyber-Bullying Policy

HeadStart School embraces the advantages of modern technology in terms of the educational benefits it brings, however the school is mindful of the potential for bullying to occur. Central to the School's anti-bullying policy is the belief that all pupils and staff have a right not to be bullied and that bullying is always unacceptable. The School also recognises that it must take note of bullying perpetrated outside School which spills over into the School.

### **Definition of Cyber-bullying:**

Cyber-bullying is an aggressive, intentional act carried out by a group or individual using electronic forms of contact repeatedly over time against a victim who cannot easily defend himself/herself.

By cyber-bullying, we mean bullying by electronic media:

- Bullying by texts or messages or calls on mobile phones
- The use of mobile phone cameras to cause distress, fear or humiliation
- Posting threatening, abusive, defamatory or humiliating material on websites, to include blogs, personal websites, social networking sites.
- Using e-mail to message others
- Hijacking/cloning e-mail accounts
- Making threatening, abusive, defamatory or humiliating remarks in chat rooms or in chat messaging systems.
- Electronically liking or agreeing with comments made by others.

Whilst education and guidance remain at the heart of what we do, HeadStart will take action against those who take part in cyber-bullying.

## Photography Policy

Parents are only allowed to take photographs at birthday parties and at sporting events except swimming galas. Photographs are not allowed to be taken at any other time. If in doubt, parents should request permission from the Head of the Department.

## Electrical Failure Policy

If the electricity is cut at the school for any reason the front office will telephone the power supplier for further details.

The school has been designed in such a way that it can still operate in a safe way in the event of a total electrical failure.

The school has ample tanked water supplies which ensure that toilets and hand basins remain fully operational.

The school has a back-up electrical generator which will supply enough power to ensure that classrooms are safely lit and ventilated and thus allows lessons and normal school activities to continue as scheduled.

## The Food Service Committee

The Food Committee at HeadStart is a group of people who represent HeadStart's community: students, teachers, parents and professionals. They meet once at the end of each school term to discuss any important questions, suggestions or complaints. They make decisions together with the Head Chef, about the menu and quality of the food service, as well as make suggestions to the Senior Management Team.

To contact the Food Service Committee, you can email [foodservice@headstartphuket.com](mailto:foodservice@headstartphuket.com)

## The Parent Committee

The mission of the Parent Committee of HeadStart International School is to grow and enhance the educational development and social awareness of students.

The Parent Committee covers aspects of the school that directly involve the scrutiny of the procedures of the school with regards to educational policy, the school's community links, social events and promotional events for the school . They can be contacted by email at [pc@headstartphuket.com](mailto:pc@headstartphuket.com)

The Parent Committee is managed by parents and hold separate meetings with School Management Team (SMT) representatives.

Any parents interested in joining the committee or wanting more information on the roles and responsibilities of the committee, should email the committee directly or contact our school administration office.

The Parent Committee acts as one of the channels of communication to bring parental concerns to the attention of the school management.

# Admission, Placement and Withdrawal Policy

## Admission

When a student is enrolled at the school, the parent or guardian is required to sign the School Admission Contract (issued by the Admissions Office). This document is the legal agreement between the school and the parent or guardian, and it should be carefully read before signing.

## Placement

Placement of students is decided by the Head of School based on a number of factors. These factors include age, previous school records, test results and the students' abilities and needs, including English language proficiency. Special cases regarding placement will be considered on an individual basis, but the final decision remains with the Head of School.

HeadStart reserves the right to reassign a student at any time if it is felt that the initial placement was inappropriate. Parents will be informed prior to the reassignment.

## Withdrawal

If a student is going to leave the school, please inform the School Director as soon as possible. You need to complete a Student Withdrawal form from the Admissions Office. Completion of this form is an essential part of the process of withdrawing a student and the endowment cannot be repaid without its completion. All textbooks need to be returned to the school upon withdrawal for the endowment fee to be repaid.

After withdrawal from the school, the Admissions Office will prepare the student's transfer documents that consist of:

- school leaving certificate
- student attendance record
- a summary of the last report card
- student behavioural record

## Mixing classes

At HeadStart we employ a policy of mixing up the classes after the end of the school year. Being an International school we see many students joining and leaving which can lead to an imbalance by the end of the Academic year. We mix the classes in order to maintain a balance of gender, Nationality, languages and ability. This is very important for the children's Social Development; it allows them to make new friendships, work within different groups and generally become more socially adept. At HeadStart we still get to work and play on many occasions each week within our year groups.

# Parent Complaint Policy

## **Informal Complaints**

Most concerns can be sorted out quickly and effectively by communicating directly with your child's Homeroom Teacher. The school office can help you to contact your child's homeroom teacher if you need assistance. Homeroom teachers are to communicate and resolve concerns with parents within 2 working days. If your concern is not addressed within this time frame, please contact the relevant Head.

## **Formal Complaints**

If you are still concerned that the issue has not been resolved effectively or if you have a concern which you feel should be discussed directly with the Head, please contact him or her straightaway.

Please also submit a copy of the Parent Complaint Form to the Head. The form is available as an attachment at the end of this handbook.

You will need to make an appointment with the Head by contacting the school office or emailing the Head with details of your complaint. You may take a friend or relative to the meeting if you wish or ask our office to provide assistance with translating when necessary. Formal Complaints will be dealt with and a written response sent to parents by the Head within 2 working days.

If you are still concerned following your meeting with the Head, you can make a Formal Complaint to the School Director or to the Thai Principal. The School Director or the Thai Principal will contact you to discuss the problem and you will usually be invited to a meeting to discuss this further. A full investigation of the complaint will then be started which may take up to 1 week. You will receive a written response to your complaint.

## **Unresolved Formal Complaints**

If you are still not satisfied, you may wish to make a formal complaint to the School Board. Formal Complaints to the School Board should only be made once the procedures for Informal Complaints and Formal Complaints have already been followed. The School Board will then assign a Review Committee of three members to investigate your complaint and propose a solution. You will be invited to attend the committee meeting, accompanied by a friend or relative if you wish, and to put your side of the matter. Heads and teachers involved will also attend to give their account.



## **Complaints against other students**

Under no circumstances are parents to directly approach another HeadStart student to resolve issues. If a parent has a complaint about the behaviour of another student, they should inform the Homeroom teacher or the Head of Pastoral Care as soon as possible.

# Formal Complaint Form

If you have tried unsuccessfully to resolve your complaint informally and wish to take the matter further, please complete this form and send it to the relevant Head.

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Email address: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Name of your child: \_\_\_\_\_ Class: \_\_\_\_\_

What is your complaint about and what would you like the Head to do?

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When did you discuss your concern/complaint with the appropriate member of staff?

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What was the result of the discussion?

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Signature: