

HeadStart Foundation Parent Handbook

Welcome Message from Head of Foundation & Primary

Dear Parent,

It gives me a great pleasure to welcome you to our Foundation Department at HeadStart International School, Phuket. Choosing the right school for your child is one of the most important decisions you 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. Our job, in partnership with parents, is to build the foundation for a successful education, to enable each child to discover the joy of learning, to help them to fulfil every aspect of their potential and to encourage their growth into effective citizens, ready to play their part in the world and their community and to ensure your child achieves their true potential and to be the best that they can be – for there is a spark of greatness in everyone.

We work hard to ensure that every child engages happily in all areas of learning and development within the Foundation Stage. We ensure that your child is safe, confident and successful in their engagement as we believe that happy and secure children are not afraid to take on learning challenges. Our teachers understand it is a time for rapid growth and development, during which children discover a great deal about the world around them and themselves. From when your child is born until the age of five, their early years' experience should be happy, active, fun and secure. At HeadStart, we understand the nature and needs of young children and how they learn. So it is our aim to give children the very best possible start to their learning journey, providing them with a firm foundation on which their future education can be built and inspire a true love of learning.

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 Sam Khan
Head of Foundation and Primary

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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 Foundation

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 organised 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

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.

The School Day

Monday to Friday	Pre School	Early Years	Reception
8.00 – 8.15	Homeroom and registration	Homeroom and registration	Homeroom and registration
8.00 – 8.30	Interactive settling in Activities	Interactive settling in Activities	Interactive settling in Activities
8.30 – 9.00	Lesson 1	Lesson 1	Lesson 1
9.00 – 9.30	Lesson 2	Lesson 2	Lesson 2
9.30 – 10.00	Break / snack	Break / snack	Break / snack
10.00 – 10.30	Lesson 3	Lesson 3	Lesson 3
10.30 – 11.00	Lesson 4		
11.00 – 11.30	Lunch	Lesson 4	Lesson 4
11.30 – 12.15	Independent skills	Lunch	Lunch
12.15 – 13.45	Nap time	Independent Skills	Lesson 5
13.45 – 13.55	Break		
14.00 – 14.20	Story time, ready for home time	Story time, ready for home time	Story time, ready for home time

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 8.15am) 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 Head of Department before submitting the form to the School Office.

Start the Day Positively

Separation at the start of the day can be difficult for children and parents at the beginning. Please make it easier on your child by saying a firm and quick goodbye. Please do not loiter and hang around the corridors or look through the windows, this may upset your child more and they may find it difficult to settle.

Please be on time at the beginning and end of each day, so your child knows the routine.

Settling in for Preschool Students

It is important during the first one – two weeks that both children and parents feel comfortable and secure during the settling in process, which is why it is important that this process takes place in a gradual way. Parents will be able to come into the classroom and join in with some of the settling activities for the first hour of the day. As the students begin to settle and get used to the routines, we advise parents to say goodbye at the door and allow their child to settle into the school day. Registration runs between 8.00am – 8.15am.

Attendance and Absence from School

In the event of sickness, parents should email the homeroom teacher or the school office 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.

Morning Drop off 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 at the beginning and end of each 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.

Homerooms are open from 7.45am and parents are able to drop children off from this time. Registration is from 8.00 to 8.15am. Please ensure they are not late for registration. Any child arriving later than 8.15am will be marked as 'late' on the school registration system. Reminders will be sent home to parents if children are continually late for school.

The Foundation Playground is not supervised in the morning. Parents wishing to use the playground before school can do so, but parents must stay with their child and take them to class for registration.

Every day the school Nurse will be on duty from 7.45am – 8.30am. All children are required to have their temperatures taken and to thoroughly wash their hands before entering the department.

The Foundation gates close at 8.30am. This is to ensure the safety of all children on the move for lessons at this time. If you arrive later than 8.30am, a member of staff will escort your child to their Homeroom.

Any forgotten items required for school (swimming kits, snacks, water bottles) can be left in the school office. These items will be taken to class by a member of the Admin team.

Signing your child in and out of Foundation

Your child's safety is paramount to us at HeadStart and we pride ourselves on operating a safe and secure learning environment in Foundation. Please ensure you sign your child in and out of class and ASPs every day.

Early Years Foundation Stage Curriculum (EYFS)

At HeadStart we base our curriculum on the UK Early Years Foundation Stage Framework (EYFS) but we believe in a flexible approach; adapting the curriculum to meet the needs of our individual and international children. We offer a broad range of learning experiences and activities linked through topics to provide opportunities for children to learn, play, explore, imagine and take on challenges

We focus on seven areas of learning:

Three areas are particularly crucial for igniting children's curiosity and enthusiasm for learning, for building their capacity to learn and forming relationships with family and peers.

These three prime areas are:

- **Communication and language**
- **Physical development**
- **Personal, social and emotional development**

Our experienced teachers also support children in four specific areas, through which the three prime areas are strengthened and applied. The specific areas are:

- **Literacy**
- **Mathematics**
- **Understanding the World**
- **Expressive Arts and Design.**

- Communication and language development involves giving children opportunities to experience a rich language environment; to develop their confidence and skills in expressing themselves; and to speak and listen in a range of situations.

- Physical development involves providing opportunities for young children to be active and interactive; and to develop their coordination, control, and movement. Children must also be helped to understand the importance of physical activity, and to make healthy choices in relation to food.

- Personal, social and emotional development involves helping children to develop a positive sense of themselves, and others; to form positive relationships and develop respect for others; to develop social skills and learn how to manage their feelings; to understand appropriate behaviour in groups; and to have confidence in their own abilities.

- Literacy development involves encouraging children to link sounds and letters and to begin to read and write. Children must be given access to a wide range of reading materials (books, poems, and other written materials) to ignite their interest.
- Mathematics involves providing children with opportunities to develop and improve their skills in counting, understanding and using numbers, calculating simple addition and subtraction problems; and to describe shapes, spaces, and measures.
- Understanding the world involves guiding children to make sense of their physical world and their community through opportunities to explore, observe and find out about people, places, technology and the environment.
- Expressive arts and design involves enabling children to explore and play with a wide range of media and materials, as well as providing opportunities and encouragement for sharing their thoughts, ideas and feelings through a variety of activities in art, music, movement, dance, role-play, and design and technology.

For more information, please visit www.foundationyears.org.uk

Swimming and Physical Education (PE)

At HeadStart, we encourage swimming from the earliest class. Living on an island, we believe that swimming is a life skill in which all children require. During rainy season, the PE department will decide if it is too cold to swim and will make alternative PE arrangements. However, throughout rainy season, please continue to dress or provide a swimsuit for your child on the scheduled day just in case. As swimming is part of our curriculum, it is expected that all children take part. If your child is too ill to swim, they should not be in school, or a medical certificate from the doctor needs to be provided to the Homeroom teacher. If a child is not swimming, the parent must inform the homeroom teacher via email as soon as possible.

Medical Conditions for non-participation in Swimming

In some cases, children may have to avoid swimming due to a medical condition. These cases must be discussed on a one to one basis, depending on doctors advice and severity of condition. Medical certificates must be shown to the teaching staff for non-participation. We encourage all parents who wish for their children not to take part in swimming lessons due to ill health, to discuss this with the Deputy Head of Foundation as soon as possible so alternative support strategies and care plans can be discussed with the teacher and PE staff.

For Health and Safety reasons, children who are not swimming are not permitted to wait in the Nurse's room. Non- swimming students are encouraged to still take part in the swimming lessons, by observing from the side, looking at techniques and interacting with the PE staff.

Independent Learning

We encourage children to become responsible citizens and support the children with independent self-care skills. Children can learn so much from doing things by themselves. It may not be perfect at first and not exactly how we as parents or teachers would do it but we are giving

children the opportunity to grow and succeed, each time they are able to try something new, on their own. We ask parents to support us at home by allowing children to:

- Brush teeth
- Wash hands
- Feed themselves
- Dress and undress independently
- Simple jobs, putting toys away

Foundation Enrichment Programme

Students in Early Years and Reception are welcome to join a daily Enrichment Programme. The programme runs from 2.30pm -3.20pm each day and includes activities such as Art Attack, Book Adventures, Music and Movement and Games. This is an optional programme for our children.

Children must be collected at 3.20pm and signed out by parents.

The Enrichment Programme ends at 3.00pm on a Friday afternoon. Children can be collected and signed out at this time. Pupils not collected at 3.00pm will be taken to the late pick up service. Any child who has not been collected by 4.00pm will be taken to the main Dining Hall and can be signed out from there.

Foundation After School Activities (ASPs)

Free ASPs

HeadStart offers an after school Thai Language Programme for our Early Years and Reception Children for no additional costs. This ASP runs from 3.30pm – 4.20pm. Parents can collect their child at 4.20pm and are required to sign them out of school. Sign out books are placed outside each classroom.

Fee Paying ASPs

We offer language classes and a selection of Dance and Gymnastics for Reception and Early Years; however, these clubs are fee-paying clubs and run from 2.30pm-3.20pm. Parents can collect their child at 3.20pm and are required to sign them out of school.

For more information regarding our After School Programmes, please visit the school website, or contact our After School Manager, Ms Anisa on avanderlaan@headstartphuket.com

Afternoon Pick Up Policy

(Please note that pick up times on Fridays are pushed forward by 20 minutes as school closes at 3pm on Fridays)

Children can be collected at three different times in the afternoon from Foundation.

- 1) The school day ends at 2.20pm. We urge parents with children in Pre- School to collect their child on time to avoid any upset or distress.
- 2) Children in Early Years and Reception who are not attending the Enrichment Programme, can be collected at 2.20pm.

- 3) Children attending the Enrichment Programme can be collected at 3.20pm.
- 4) Children attending the Enrichment Programme on a Friday, can be collected at 3.00pm.
- 5) Children attending the fee –paying ASPs can be collected at 3.20pm.
- 6) Children attending the Thai Language Programme can be collected at 4.20pm.

To avoid any disruptions to lessons or clubs, please collect your child at the designated times.

If you are unable to collect your child at 2.20pm, they will automatically join the Enrichment Programme.

Late Pick Up Policy

Parents are encouraged to pick up their child at the correct time of day. Children who have not been collected after the Enrichment Programme will be taken to the Indoor Learning Centre for a late pick up service.

A late pick up service is also available for children in Foundation, who have siblings in school attending an ASP. This service runs from 3.20pm – 4.20pm in the Indoor Learning Centre.

All children must be signed out from the late pick up service.

Any child who has not been collected by 4.20pm will be taken to the main Dining Hall and can be signed out from there.

If your child has not been collected by 4.40pm a late pick up fee of 300 baht will be charged.

The Foundation playground will not be open for children during the Enrichment Programme.

The Foundation playground is not supervised at the end of the school day. Students wishing to stay and play on the Foundation playground must be supervised by a parent.

Consultation, Assessment and Reporting

We will have five reporting periods in the academic year – 2 written reports and 3 Parent Teacher meetings; there will also be a settling-in meeting for Foundation and Year 1 children partway through the first half term.

Before the October half term, Foundation and Year 1 Homeroom 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.

There will be a written report at the end of Term 1 and Term 3.

We will also have three Parent meetings during the year: one at the end of each term to discuss the progress your child has made during that term and to set targets for the next term or the following year.

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. It also aims to set targets for your child to work on for the next academic year.

The scheduled dates for the 2018 – 2019

Parent / Teacher consultation meetings will take place on the last week of each term.

Term 1 Friday 14 December, 2018

Term 2 Tuesday 2 – Thursday 4 April, 2019

Term 3 Thursday 27 June, 2019

Thai Language and Culture Lessons

Thai Language and Culture lessons are offered to all Foundation classes. Children receive five Thai lessons per week, each lasting 30 minutes.

Children study either Thai as a first language or Thai as a second Language. This enables students to learn at the correct level. Thai students are expected to stay on par with their fellow Thai counterparts, following the Thai National Curriculum for Language and Culture.

Homework

Homework is given to children in Reception only. The homework consists of one piece of Math's work and one piece of handwriting.

Reading

All students in Early Years and Reception will learn to read by using a mix of the Jolly Phonics programme and Letters and Sounds. Phonics lessons are taught every day.

When children are ready, the Homeroom teacher will send home reading or pre-reading books for you to share and enjoy with your child. Your child's teacher will give more information to you at the appropriate time.

Bug Club

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.

The School Library

The Foundation Library is located in the Indoor Learning Centre. Each class has a timetabled session each week to select a book to read and enjoy.

HeadStart Houses

All 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.

What to pack in your child's school bag

HeadStart is trying to instill organisational skills and responsibility in all students; therefore, we are asking that each student bring the following supplies, which will be stored safely at school.

For Pre School and Early Years

Items to bring at the beginning of each term

- Toothbrush / Toothpaste
- Shower Gel
- Complete change of clothes (to keep at school in the case of mess or accidents)

Items to bring to school on a Monday morning

- Small pillow / light blanket (Preschool and Early Years only)
- Small towel
- Return the Homework Folder
- Change of clothes for Messy Monday (weekly change of clothes)
- Sun-cream
- Mosquito repellent

Items to bring to school every day

- Complete change of clothes (Uniform for Reception)
- Clean underwear
- Water Bottle
- Sun hat
- Nappies (if necessary)
- Healthy snack (optional)
- Milk for nap time (optional)

Items to bring on swimming days

- Pre – school and Early Years can wear their swimming suit to school. (No bikinis allowed)
- Towel
- Swimming nappies
- warm clothes for after swimming (optional) No leggings
- Goggles (optional)
- Healthy snack (optional)
- Milk for nap time (optional)

Items to bring on PE days

- Reception and Early Years can wear their school PE kit on the days they are scheduled to have PE lessons.
- Sun hat

- Sun cream
- Water bottle
- Wear trainers

Important Note: All clothing must be labelled clearly with the child's name

School Uniform

- Preschool students do not need to wear a school uniform at HeadStart.
- Early Years and Reception students should wear the appropriate uniform daily.
- Parents should ensure that their child is appropriately dressed for school.
- As children grow, new uniforms should be purchased to ensure a correct fit.
- School uniforms can be purchased from the school shop.

Uniform for Foundation girls

The standard uniform for girls is a white blouse and a dark blue pinafore dress with the HeadStart logo. White ankle length socks. Students must not wear sandals or flip flops to school.

Sports kit for Foundation 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 Foundation 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 Foundation 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.



Girls' Uniform



Girls' Sports Kit



Boy's Uniform



Boys' Sports Kit

Mufti Day

Each term, HeadStart supports a local or national charity. Fundraising events will be organised and parents will be informed as and when the details are finalised. In order to support the charity of the term, Headstart hosts a number of mufti days per school year. Students and teachers can wear non-school uniform and donate a small sum of money for the charity of the term.

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.

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

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.

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 in Reception can bring in toys from home. If it is a part of the children's class topic, toys can be kept on the display table and taken home at the end of the day.

Some toys are not allowed at school:

- 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 in Foundation are not permitted to bring electrical toys or devices to school.

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.**

The Positive Behaviour Policy

HeadStart International School has a strict policy of **no corporal punishment**. Our aim is that every member of the school community feels valued and respected and that each child is treated fairly. We do this by providing a safe and motivating learning environment where all children are cared for individually. Teachers in Foundation use praise and positive reinforcement to encourage appropriate behaviour. Students are given multiple opportunities to think, decide and act responsibly.

Our Foundation 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

<p><u>Level 1 Inconsiderate Behaviour</u> Taking toys from another child, not waiting for a turn, being uncooperative, disrupting a game, saying something hurtful, being unkind towards others. Signs of frustration and anger can be due to lack of language to express themselves. These types of behaviour are seen as mistakes, that the child is learning acceptable and unacceptable ways, particularly when dealing with conflict.</p>	<p><u>Level 1 sanctions</u> <u>These types of behaviour will be dealt with by the homeroom or subject teacher.</u> Children are learning what is acceptable and unacceptable and will need support, explanation, encouragement, positive modelling and guidance – just as in learning any other skill. Adults help to find solutions, offer comfort and help children to understand the outcomes of their actions. Children learn to think about other people's feelings and will be encouraged to say sorry.</p>
<p><u>Level 2 Hurtful Behaviour</u> Hurtful behaviour can be spontaneous in children under 5. This type of behaviour such as instant hitting and pushing usually occur when emotions run high. Hurtful behaviour has an impact for the child at the receiving end and this has to be taken into consideration when responding to incidents of striking out and hurtful behaviour.</p>	<p><u>Level 2 Sanctions</u> <u>These types of behaviour will be dealt with by the homeroom teacher and recorded on the school management system.</u> Help to manage feelings, encourage self-management of emotions and anger. Time out, reflection, an anger – classroom – Teddy bear / cushion. Adults will help a child to understand the effect that their hurtful behaviour has had on another child, help talk through the conflict and encourage the child to say sorry.</p>

Level 3 Disruptive and Challenging Behaviour

Different types of disruptive behaviour, include aggression, defiance, and temper tantrums. These types of behaviour are some of the most common problems seen in children. Challenging behaviour is any behaviour that interferes with children's learning, development, and success at play. The behaviour is also harmful to the child, other children, or adults.

Level 3 The Deputy Head and parents will be informed. This behaviour will be recorded on the school management system.

If classroom sanctions fail to work, then the child needs to be removed from class to calm down. The Deputy Head will be informed. If high level disruptive behaviour cannot be managed in class, then the School Director and Head of Primary needs to be informed so parents can be contacted. The child will need to remain excluded and parents informed.

When hurtful behaviour becomes problematic, the teachers will work with parents to identify the cause and find a solution together. The main reasons for very young children to engage in excessive hurtful behaviour are:

- They do not feel securely attached to someone who can interpret and meet their needs
- Adults not responding appropriately to a child's needs, this will lead to negative behaviour
- Negative patterns may develop if hurtful behaviour is the only response the child has to express feelings of anger
- The child is exposed to levels of aggressive behaviour at home and may be at risk emotionally,
- The child may be experiencing child abuse at home
- The child has a developmental condition that affects how they behave

Food Services

Snacks

HeadStart provides milk and a snack for all Foundation students during their morning break. We would like to encourage parents to send their children to school with only 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, cake or chips/crisps to school the teacher will put them back into school bags and they can be taken home.

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 a healthy snack in the morning break, lunch at midday followed by milk in the 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.

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

Health and Safety

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

We take all illnesses very seriously In Foundation and advise all parents to keep their child at home if they are taking any form of medication. If your child is ill enough to need medicine, then they should be kept at home. If your child has been prescribed medicine by a doctor, we strongly advise that your child stays at home to complete the course of medicine and to ensure all symptoms have been treated. If your Doctor has authorised a return to school whilst medication is still required, 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.

Head Lice Policy

HeadStart operates a strict head lice policy. Any child who has been seen by the Nurse and has head lice will be sent home for treatment. Parents are responsible for treating head lice with medicated, head lice shampoo and for combing out the eggs. Very often, a second course of treatment is required, usually 3 – 5 days after the first treatment. There is no need for children to remain off school, as long as the hair has been treated correctly. Upon return to school, the school nurse must check the hair for any remaining lice or eggs and give the all clear to return to class. If the child still has live lice or eggs, further treatment will be needed before returning to class. Parents must complete a treatment slip, available in the Nurse's office, once treatment has

been complete and the all clear given. Please see the school head lice policy for more information on how to spot and treat head lice. This is available on the school website.

Illness

As parents, you do not want your child to miss school, but you do not want to send a child to school sick and put them and other children at risk.

Fever is an important symptom. When it occurs along with a sore throat, an earache, nausea, listlessness or a rash, your child may be carrying something very contagious.

Students must be fever- free **for a full 24 hours** (with no medication), before they can return to school.

A fever is defined as having a temperature greater than 37.5°C. We ask that parents promptly retrieve their children from the Nurse's Office when they are notified of an illness.

Insurance

The care and wellbeing of our students is of the most importance to us. HeadStart takes precautions and measures to ensure that school programmes are run, taught and managed by qualified professionals in a responsible manner and that our facilities are built and maintained to high standards to ensure the safety of our students.

The Student Group Accident insurance policy provides 40,000 Baht of accident coverage per student participating in school programmes. This student group accident insurance is provided by the school at no additional charge to parents. The accident insurance cards will not be given to parents to use out of school hours.

The student group accident insurance is not a health insurance policy and excludes accidents occurring from dangerous sports such as martial arts, water sports, motor sports and sport competitions. In the event that the school should organise a school programme which falls under the exclusions of the accident insurance, parents will be informed and will need to decide whether or not they would like their child to participate. If a parent approves their child's participation, they will be required to sign a risk waiver and may need to pay for additional insurance for the programme.

Due to the limited coverage of the student group accident insurance, **it is imperative that parents should purchase additional health and accident insurance for their child or children in case of emergencies.**

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 property will be held for 48 hours. If it has not been collected within this time, it will be washed and donated to charity.

For items found in the Foundation building, a lost property box is placed near the department gates. Lost toys, socks and water bottles can usually be found in this box.

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.

Celebrating Birthday Parties

HeadStart School enjoys celebrating children's birthdays and in Foundation we have 'Birthday Friday'. Birthday Friday takes place on the last Friday of every month. This party time allows children to celebrate and enjoy party games in a fun and planned session and can be shared with all the children who have celebrated their birthdays in that month. Parents must inform the class teacher if they are bringing in cake or snacks, to ensure they are suitable for sharing. Parents must supply any cake candles, games and prizes; the school will supply reusable plates and cutlery.

If a parent wishes to bring in cake on the day of their child's birthday, they must inform the class teacher at least 24 hours in advance. The parent must bring in the cake, cut and prepare it for the morning snack at 9.30am. Parents are also responsible for clearing up at 10.00am.

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 Procedure

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 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 (PC) 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 parentcommittee@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?

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

What was the result of the discussion?

Signature: