

# EtonHouse<sup>®</sup>

## Malaysia

**International School • Kuala Lumpur**

Inquire • Think • Learn

*Shaping the future through education*



# ***Parent Handbook***

# **2017-2018**

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## **Welcome from the Senior Principal**

Dear EHM Parents,

Welcome to a new academic year at EtonHouse Malaysia International School. I am pleased to present this Parent Handbook, providing information about procedures, guidelines and points of first contact.

As an international school, numerous home cultures and mother tongue languages enrich our school campus. We value the diversity our students and families bring to us, and feel privileged to offer an international education in the multicultural city that is Kuala Lumpur. The partnership between school and home supports us in making every day a new learning experience for our whole community.

For further information about school policies and our educational programs I encourage you to visit our website (<http://etonhouse.edu.my>). This site, along with our Facebook page (<https://www.facebook.com/EtonHouseMalaysia>), will also help you stay in touch with what is happening at school.

This handbook is intended to be a reference, providing you with readily available information when needed. Additionally, please do not hesitate to contact me, should you need further assistance. You are more than welcome to schedule an appointment to see me, or another member of the Senior Management Team or the teaching faculty, through the Parent Liaison Team.

I look forward to working with you all, and wish you a wonderful academic year.

Mr. Bengt Rosberg  
Senior Principal

## **EHM Vision and Mission**

### **Vision**

EtonHouse Malaysia is committed to the pursuit of excellence and leadership in educational services and practices.

### **Mission**

EtonHouse Malaysia will meet its vision through:

- Empowering each individual to be enthusiastic life-long learners and confident global citizens of the future.
- A curriculum that is focused on pedagogical integrity and research-based best practices.
- Acknowledging and responding to each learner's potentials.
- Partnerships with families and the community.
- Continuous evaluation, improvement and quality assurance across the organization.

We are committed to:

- The pedagogy of listening
- Facilitating and encouraging inquiry, investigation, play and discussion as central modes of learning for our students
- Viewing children as competent thinkers and communicators
- Acknowledging the significance of the social-cultural context of our school community
- Working with the idea of teachers as researchers
- Creating an alliance with parents
- Recognizing our accountability to children, parents, management and the community, by documenting teaching and student learning in order to make it visible to all.

## **School Day**

### **Daily Schedule**

- School Office Hours: Monday through Friday: 8 AM – 5 PM
- Early Years Students: 9 AM – 2:30 PM (N1 can opt for a noon dismissal)
- Primary Years Students: 8:30 AM – 2:30 PM

Early Years students must be ready to start at 9 AM promptly. N1 students have some flexibility, but it is recommended that students are present for the start of the school day.

Primary students are allowed to enter the Primary buildings from 8:20, and must be ready to start class at 8:30 promptly.

### **Procedure for Drop-off and Pick-up**

Drop-off for students starts at 8:15 AM, and pick-up occurs at dismissal. Parents may accompany their child on the grounds after 2:45, but are asked to sign students out as soon

as they (parents) arrive. Once a student is signed out, parents are responsible for their supervision, and must remain with their child in the garden. EHM faculty regularly have various types of school commitments directly following the school day, and are therefore unable to attend to students after dismissal.

Students must be accompanied onto the school compound at all times. Parking space is available at the designated parents' parking section. Parents are required to sign their children in when bringing them to school, and sign them out when leaving.

Parents can obtain a car pass sticker from the Front Desk office. Effective February 15<sup>th</sup> 2016, vehicles without the EHM official sticker (including *Grabcar*, *Uber* and Taxis) are not allowed to park in our school parking, including the grass lot beyond the Primary building.

Parking lots tend to become very busy during the peak drop-off and pick-up times. Parents must accompany their children through the parking lot to and from the car. No child should be left unattended in the parking area.

#### Student Sign-in and Health Check

All students must be signed in to school each morning by a parent or guardian; bus children are signed in by the teachers on Bus Duty. Sign-in sheets are kept in the foyer for late arrivals.

Students in Nursery 1, Nursery 2 and KG must have a visual health and temperature check (VHC) recorded by the teachers on duty upon entry to the school. Students from Year 1 and up do not need this check. If a student from any grade level is deemed unwell, he or she will be sent home.

#### Rainy Sign-in

In the case of heavy rain in the morning, all students go directly to their respective classrooms. All faculty support the process of getting students from their parents to their classrooms.

#### Sign-out and Afternoon Snack

Children must be signed out by a parent or guardian at the end of the day; bus children are signed out by the teachers on Bus Duty. Written parental permission is required for anyone other than the parent/guardian to pick up any student.

Early pick-up (such as for a dentist's appointment) should be communicated in advance to the Parent Liaison Executive or the child's class teacher.

Afternoon snack will be packed up and sent home with students. Teachers on sign-out duty are responsible for handing over the snacks to the parent or guardian when the child is signed out, while teachers on bus duty will deliver the packed snacks to the bus monitor to hand out once the students reach their destination. Students with ASA will eat their snack in the cafeteria, supervised by their ASA teacher.

### Rainy Dismissal

In the case of heavy rain at dismissal time, all students are to remain in their respective classrooms. All faculty support the process of getting students from the classrooms to their parents. At 2:45, all remaining children are brought to the foyer.

### Lingering Children

Parents are required to pick up their children no later than 15 minutes after the end of the academic day, or ASA if applicable. Students who are not picked up within this time must be brought by the teachers on garden duty to the Parent Liaison Executive, who calls the parents. The lateness is recorded, and a late charge is applied.

### Class Schedules

The EHM class schedule is arranged to allow for sufficient amounts of learning and planning time, as well as a flow of learning for all students during the school day. The Early Years classes are 30 minutes long, while the Primary classes are 45 minutes; in some cases periods are doubled. The schedule ensures the effective use of shared spaces, resources and teachers, and allows for collaborative planning for the different sections of the school.

### Visitors

At EtonHouse, your children's safety and security are our priority. All visitors (including parents outside of pick-up and drop-off) need to register at the Security Post before being allowed onto the school premises. We appreciate your cooperation in ensuring that our security procedure operates smoothly for the benefits of all children and staff of EtonHouse.

## Communications

EHM communicates on a regular basis with parents through a number of methods. Parents are active partners in the education of our students, and therefore we encourage you to address any questions or concerns as soon as they may arise.

### Channels of Communication

Should a parent have any questions or concerns, they are encouraged to contact the school as soon as possible utilizing the following channels of communication:

- Matters regarding enrolment, attendance, school fees, uniforms, and booking appointments with a member of faculty should be addressed to the Parent Liaison Team.
- Matters regarding teaching and learning, parent conferences, and student life in general should always be discussed first with the relevant classroom or subject teacher.
- PYP matters should be discussed with the PYP Coordinator.
- Curriculum and school program matters and developments should be discussed with the PYP Coordinator.
- General matters regarding the daily operations of the whole school should be discussed with the Head of School.



Should a matter remain unresolved after having followed the communication channels above, parents are encouraged to see the Senior Principal.

### Meeting Requests

Parents are requested to book an appointment to see a member of faculty either through the Parent Liaison's desk or by e-mailing the person directly, providing at least two school days' notice. It is also required to state the purpose for the meeting at the point of booking, in order for EHM to prepare in the best manner possible.

For informal questions or quick conversations to check in, parents are not required to book an appointment. In order to assure and facilitate open communication, faculty are requested to be available in the garden or their classroom during both sign-in and sign-out timings, though ASA or other scheduled duties may impact this.

### Communication Book

Each student has a communication book, which is used for sending and receiving messages between home and the Classroom teacher. Please check this daily.

### Email

Each member of faculty has an official EHM email address, intended for all official communications.

### Newsletters

Classroom and Mandarin newsletters are sent out by each Classroom Teacher via e-mail on the last Friday of each month.

The Head of School and the remaining SST create a joint newsletter, sent out on the second Friday of each month.

Please read these each time, as they contain important information about the children's learning, the school and upcoming activities in the coming weeks.

### Portfolios

The student portfolio is an accumulation of tangible evidence of learners' progress and attainment in all areas of the educational program. Portfolios provide an opportunity for students to take ownership of their learning, and a means to reflect on their personal learning journey. Portfolios also serve to facilitate students' transitions between academic facilitators. Portfolios stay at school until the student's last day at EHM. (See the EHM Assessment Policy for further details.)

### Parent-Teacher Conferences

Parent-Teacher Conferences provide parents with the opportunity to learn, from their child's teacher, about their child's progress, regarding all subject areas, cognitive and conceptual understandings, and personal development. (See the EHM Assessment Policy for further details.)

## Student-Led Conferences

At the end of the school year, EHM hosts Student-Led Conferences, when students present their learning and development to their parents. The purpose is to promote the students' ownership of their learning, develop their ability to advocate for their own work, and most importantly share their newly-acquired understandings of concepts and skills. (See the EHM Assessment Policy for further details.)

## Report Cards

EHM students receive written Report Cards twice per academic year: one at the end of Semester 1, and one at the end of the academic year. Please note that these are sent out electronically to parents via ManageBac, as part of our push to be an eco-friendly school. Should parents require hard copies of reports when leaving the school, these can be provided on submission of the Withdrawal Form. (See the EHM Assessment Policy for further details.)

## Academic Program

At EHM, we encourage all our students to develop through learning and an inquiry-based process, attributes and traits that will enable them to become lifelong learners.

We believe that curriculum is, in its broadest sense, each and every learning opportunity that a child experiences in a day, both planned and incidental. This belief is influenced by:

- Recent developments in brain research, supporting the benefits of early stimulation and the significance of supported play as a medium for learning
- Socio-cultural theories outlining the importance of learning with and from others, both peers and adults, as well as attributing significance to the context in which learning occurs
- The development of the whole child and the associated significance of integrated learning, ie that children are social, physical and cognitive beings who learn in holistic ways – not through segmented subject knowledge, but rather a transdisciplinary approach to learning, spanning the subject areas
- A world-wide concern as to the loss of childhood as valued and essential time in our lifespan development.

## Reggio Emilia

Students in Nursery 1 at EHM follow an inquiry-based program, based on the educational philosophies of Reggio Emilia. The educational emphasis is on the natural development of a child, and the close relationships the child holds with the environment. Children have rights and are full of potential, and as such take an active role as a creator of knowledge. Most of the learning taking place is project-based, and teachers are active co-learners in this process.

The Reggio Emilia philosophy naturally merges into the next part of our educational program, continuing building on a holistic and inquiry-based approach to learning.

## The Primary Years Programme (PYP)

EtonHouse Malaysia is authorized to provide the International Baccalaureate's Primary Years Programme (PYP), and all students from Nursery 2 onwards follow the PYP. The program combines the best research and practices from a range of national systems, with a wealth of knowledge and experience from international schools, to create a relevant and engaging educational framework for all children. EHM's program places both unstructured and structured inquiry at the heart of the learning process. Teachers integrate the various subjects that connect naturally into Units of Inquiry, ensuring that students can see both the connection between subjects and the relevance of each subject to their lives. Students learn how to take risks, ask questions, plan investigations, solve problems and find the answers to their questions. (<http://www.ibo.org/en/programmes/primary-years-programme/>)

## Homework

EHM does not believe in assigning homework for the sake of it. However, we do support a continuous and ongoing learning process beyond the school day, and feel that valuable learning experiences take place outside the school setting.

Homework is intended to provide our students with opportunities to continue the learning at home in a meaningful and engaging manner. It can also function as a flipped-classroom model for learning, where learning material is presented at home, and practice takes place at school with teacher support. Homework can also support the PYP transdisciplinary skills (research, thinking, self-management, social, and communication), and deepen the student's conceptual understanding of current units.

The amount of homework given varies depending on age group and current studies. In general, a maximum of 30-50 minutes of effective time should be spent on homework assignments, excluding daily reading, on any given night.

## Daily Reading

In all languages, reading skills are developed through a love of literature in a wide range of genres. In order to support this, every student is expected to read and/or be read to by their parent for 30 minutes every day. Class teachers assign home readers to support this process. Additionally, as research has shown that proficiency in a child's first language determines development of proficiency in any additional language learned, we encourage reading in the child's mother tongue.

## E-learning

In order to further strengthen our educational programs, EHM has adopted two e-learning programs from 3P Learning; Mathletics and Reading Eggs. These interactive student interfaces provide a safe and secure online learning environment for all of our students. Both programs allow teachers to design and assign individual tasks, targets and homework, based on the unique needs of each student. Additionally, parents can access and follow their child's progress and results online.

## Parent's Role

Parents are crucial to a child's learning, and can influence this process by taking the time to talk, read, plan, experiment, play, and create with them. They can further support their child's homework habits by:

- Facilitating regular time and space for completion of homework assignments
- Promoting independence in regards to starting and completing assignments
- Avoiding automatically correcting all assignments
- If requested by their child or suggested by the teacher, review the skills he/she may not have fully mastered yet
- Communicating constructively with the relevant teacher regarding the child's homework experiences.

## Language at EHM

EtonHouse Malaysia believes that learning language is fundamental to learning, communication, and inquiry; these values help develop international mindedness. All teachers at EHM are language teachers, and promote language and literacy through inquiries that relate to all subject areas. In our constructivist classrooms, students develop their language while exploring concepts across all of the subjects taught.

### Languages of Instruction

At EHM, English is the primary language of communication within the community. This includes all formal school communications, and the majority of interactions between teachers, students and parents. English is the language of instruction for all classes with the exception of Mandarin classes. In Mandarin classes, teachers and students use a combination of English and Mandarin. Use of Mandarin, the target language, increases and becomes more complex as students progress in their proficiency.

### Mandarin

At EHM, Mandarin is taught to all students, either as an Additional Language or as a Mother Tongue, according to the need of each student. Students in Nursery 1 and 2 learn Mandarin within the main classroom, in a bilingual model, from co-teachers fluent in both English and Mandarin. Students in Kindergarten and above receive timetabled lessons in Mandarin.

### English as an Additional Language (EAL)

EHM offers English as an Additional Language (EAL) support according to students' needs, ensuring equal access to the curriculum and other aspects of school life. For Nursery 1 up to Kindergarten, EAL is supported by all teachers. Starting in Year 1, the program provides support in listening, speaking, reading and writing, and is a combination of pull-out and push-in methods, depending on the needs of the individual student. This is on an individual basis and student needs are assessed upon entry to EHM. Students receiving support are re-assessed at the beginning of each semester to determine whether to continue support. There is an additional fee charged each semester of EAL support.

## Mother Tongue

For students with Mother Tongues other than English and Mandarin, EHM provides philosophical and logistical support. Philosophical support comes through the recognition that Mother Tongue development is important, and through communicating this idea with all families. Logistical support for Mother Tongue development is offered by helping families find appropriate Mother Tongue teachers, providing classroom space for after-school classes, providing technology for after-school classes, to name a few.

EHM also values the inclusion of Mother Tongue in the regular classroom, and teachers are encouraged to allow students to use their Mother Tongues to support their learning.

## Language Profiles

EHM maintains a Language Profile for each student, documenting their proficiency levels in all their languages, as well as progress through the EAL program, and progress through the reading levels. It is the class teacher's responsibility to keep each student's Language Profile up to date.

For further information on language at EHM, refer to the Language Policy.

## Student Well-being

### Class Placement

The class placement of each student is based on numerous factors. The decision regarding in which class and with which teacher a student is placed is made solely by the school, and exceptions based on personal and/or parental preference will not be made.

### Classroom Teacher

The classroom teacher is responsible for monitoring the well-being of students at school, and any questions parents may have in relation to this should be directed to the respective classroom teacher.

### Year Level Team

The year level teams meet on a regular basis to discuss various student matters. Based on these meetings, the classroom teacher meets with the Senior Principal or Head of School as needed to discuss matters that may be related to students of concern.

### Medical Records

Every student must have complete and up-to-date medical records submitted and easily accessible to the school.

### Medication

Medication can only be administered if full written permission and instructions are given in English to the school. Parents are required to complete and submit the "Authorization Form to Dispense Medicine" to the Parent Liaison Executive. This should only be for the completion of a required course of medication as prescribed by a medical practitioner. Please note that over the counter medication cannot be administered by the staff.

## Illness

Students who are ill should stay home from school until they are well enough to fully participate in the school program, and to avoid spreading the illness to others. If your child is not well during the school day, you will be contacted by the teacher or the Parent Liaison Executive to collect your child. The PLT communicates with the school community about infectious illnesses (such as Chicken Pox) within the school.

A child should be free of fever and vomiting, **without the assistance of medication**, for 24 hours before returning to school. A low temperature or renewed energy in the morning are often not true indicators of wellness.

Some childhood illnesses are highly infectious. For your own child's health and the well-being of other children please do not bring your child to school when he/she is suffering from a fever or any other illness. Hand, Foot and Mouth disease (HFMD) is a notifiable disease in Malaysia, and parents are required to inform the school if their child contracts it. The school will strictly follow the health and safety advisory and directives issued by official authorities such as the Ministry of Health (MOH) and the Ministry of Education (MOE).

## Accidents, Emergencies and First Aid

EHM ensures that a high percentage of employees hold current training and certification in first aid procedures. An official training course is held annually to update first aid skills and knowledge. First aid kits are placed strategically throughout the school, including in every classroom.

Fire drills are conducted periodically to ensure that the children, teachers and staff are familiar with the evacuation procedure in the event of an emergency.

In the event of an accident, the school's first point of contact will be the parents or primary caregiver. If neither can be reached, we will contact the emergency number you have provided us with at the time of registration. As such, it is crucial that parents keep the school informed in writing if there is any change to the emergency contact details. In the event that both parents are travelling simultaneously, please inform your child's class teacher and/or Parent Liaison Team of the emergency contact numbers. Should neither parent nor caregiver be reached at the time of an incident, EHM will take the child to the nearest hospital or doctor. All bills related to the medical care shall be paid by the parents. Each EHM student is covered by a group insurance place for accidents; please retain all documents (specifically the doctor's report stating the accident, and official receipts) and work with the Parent Liaison Team to determine if reimbursement will be possible. The insurance company reserves the right to approve or deny reimbursement claims based on their policies.

## Emergency Contact Details

Every student must have a complete and up-to-date Family and Student Medical Record on file at EHM. Parents are required to inform the school if and when information needs

updating. For the safety and well-being of every student, it is crucial that the school has access to accurate records.

## **Attendance**

At EtonHouse Malaysia we believe that learning takes place in a social context. When a student is absent, he/she is not just missing information, but is failing to participate in the learning process itself. As most learning experiences are collaborative, building individual understanding and collective understandings, it is difficult to replicate them outside of school. Because of this, EHM encourages students to avoid being absent as far as possible.

Absences are considered either excused or unexcused. Excused absences include short-term illness, medical appointments, and personal and family reasons. All absences and tardies are reported on the semester Report Cards.

### **Notification of Absences**

If a student is going to be absent for the day, parents need to contact the Parent Liaison Executive either by phone or e-mail, stating the reason for the absence. The absence will be recorded as excused or unexcused. Parents should notify EHM about each day of absence. If it is clear that the student will be absent for a prolonged period (eg for chicken pox), the parent may communicate that rather than calling in daily.

In regards to a planned absence, parents need to notify the Parent Liaison Executive in writing, either through e-mail or by filling in a Planned Absence Form at school. As far as possible, the notification should be submitted no less than two term weeks in advance. The absence will be recorded as excused or unexcused.

For planned absences exceeding three days, parents are required to discuss the absence with the Senior Principal prior to submitting the Planned Absence Form.

### **Making up Missed Work**

For excused absences, students will be given the opportunity to gain access to missed learning experiences as far as possible, following a timeframe provided by the teacher in question. For unexcused absences, students will not be given such an opportunity.

### **Tardiness**

Students are expected to arrive to school in a timely manner. Late arrival tends to create a distraction for the rest of the day, and both teachers and students deserve to be allowed to focus on their work without being interrupted. Additionally, all cases of tardiness are noted in the attendance records.

## **Behavior Expectations**

Every child has the right to an education. EtonHouse Malaysia recognizes its responsibility to offer students a safe environment to learn and play. We encourage the development of positive behavior, and promote positive relationships within and beyond the EHM community.



The school's Behavior Policy outlines Rights, Responsibilities and Codes of Conduct. It outlines our definition of bullying, provides guidance on behavior management, and outlines procedures for handling of behavior offences.

## Dress Code

### Regular School Day

All EHM students at EHM are required to wear the official school uniform in Nursery 2 and higher; Nursery 1 students are encouraged but not required to wear the uniform. Uniforms can be purchased from the School Office. For our younger students, we encourage parents to keep a set of spare uniform clothes at school. Please note that as part of the registration fee, each child will be given the first set of uniform free-of-charge.

Shoes must be safe for active play in the garden. EHM recommends waterproof outdoor shoes that are easy to put on and remove. Flip flops and Crocs are not allowed, as these are not safe in school and children trip over their own feet.

Due to the climate, it is essential that your child wears a hat while playing outdoors. EHM uniform hats are on sale at the Office, but you are welcome to bring a hat from home. Children without a hat will be restricted to playing in the shaded areas, or riding a bike (so the helmet serves as a hat.) It is also crucial that each child brings their own water bottle to school. For health reasons, children must not share water bottles or hats. Teachers and parents are kindly asked to reinforce this message to the children. Drinking water is always available at the school.

All items worn or brought to school must be clearly labelled with your child's name, including water bottles, sun creams and hats. There is a lost property basket located in the foyer.

### Daily Uniform

Early Years Students	
Boys	Girls
EHM shorts	EHM dress
EHM tartan shirt	-
Sun hat	Sun hat
Shoes	Shoes



<b>Primary Students</b>	
<b>Boys</b>	<b>Girls</b>
EHM shorts	EHM skirt or skort
EHM unisex formal shirt	EHM unisex formal shirt
Sun hat	Sun hat
Shoes	Shoes

**PE Uniform**

All students from Nursery 2 and higher must wear the official PE uniform on days when the class has PE.

Students must wear appropriate sneakers or trainers for PE class; sandals or other shoes are not safe for PE activities. Students may either wear these all day, or change shoes for PE class.

If a student does not wear the PE uniform, they will not be able to participate in PE that day.

<b>PE Uniform</b>	
<b>Boys</b>	<b>Girls</b>
EHM PE trousers	EHM skort or PE trousers
EHM t-shirt	EHM t-shirt
Sun hat	Sun hat
Trainers/sneakers	Trainers/sneakers

**Lunch and Snack**

At EtonHouse we believe that healthy eating habits and manners are essential to each child’s holistic development. Lunch and snack times are good times for children to socialize, discover new food and build good eating habits. All our students are provided with lunch and snacks, and served in our al-fresco cafeteria. The menu is Halal (no pork), and does not contain beef for cultural reasons. Our meals contain food from the basic food groups: dairy, protein, starches, and fruits and vegetables.

## Dietary Requirements

With the exception of the occasional birthday treat, students are not allowed to bring food from home.

For students with food allergies or special dietary requirements, EHM's culinary team will to the best of their ability cater to those needs. Special requirements will have to be communicated to the school, accompanied by medical documentation for allergies. In cases where we are unable to meet the needs of a student, EHM reserves the right to request the family to provide the child's food (food must be halal and contain no beef).

To protect children with food allergies, students will not be allowed to share their food with friends. From time to time children bring birthday treats to share with their friends, and it is therefore important that teachers are aware of all allergies.

## Parties

EHM acknowledges that birthdays and special occasions are important in our students' lives, and we like to recognize important milestones as part of the learning experience. However, it is important to manage these events so that our school focus remains on teaching and learning, rather than on parties.

Birthday parties are allowed with the following stipulations:

- Only commencing at 2 pm, and only held in the classroom.
- Parents have the option of bringing in 1 cake (only), 1 cupcake per class member, or a fruit arrangement. No additional foods or beverages are permitted.
- Gifts and goodie bags are not allowed.
- Parents may attend the birthday party. Other family members or friends are not allowed.

An end-of-year party may be arranged by the class teacher. If so, the class teacher may ask parents to (optionally) contribute a small amount of food. (Please note that as the end of year will occur during Ramadan in 2017 and 2018, celebrations in those years may not include food.) Gifts and goodie bags are not allowed.

No other parties are allowed.

If a student is departing EtonHouse, the class teacher will arrange a suitable way for the class to say good-bye and recognize that their group will be changing. This is not a party. Gifts and goodie bags are not allowed.

## Personal Items from Home

Younger students often benefit from having a comfort item with them at school, and the primary years tend to be a transitional period. EHM recognizes this, and asks that items brought from home are kindly kept to a minimum, as they can easily be distracting. If and when required, we will talk with individual families/students about such matters.

## **The Environment as the Third Teacher**

The educators of Reggio Emilia view the school as a living organism, a place of shared relationships among the children, the teachers, and the parents. The school produces for the adults, but above all, for the children, a feeling of belonging in a world that is alive, welcoming and authentic.

The layout of the physical space in the school encourages encounters, communication, and relationships. The arrangement of structures, objects and activities encourages choices, problem solving, and discoveries in the process of learning. In preparing the space, teachers offer the possibility for children to be with the teachers and many of the other children, or with just a few of the children, or even alone.

Interacting with the outdoor environment is an essential part of a holistic learning experience. Students at EHM access our green garden on numerous occasions during the school day, for both scheduled breaks and structured learning activities.

## **After-School Activities**

EHM offers various types of after-school activities, at an extra cost, organized by both teaching faculty and outsourced companies. The activities on offer are announced at the start of the semester, and parents have two weeks to sign up.

## **Saturday Clubs**

EHM offers various types of Saturday Club activities, at an extra cost, organized by both teaching faculty and outsourced companies. The activities on offer are announced at the start of the semester, and parents have two weeks to sign up.

## **Holiday Programmes**

EHM offers eight weeks of Holiday Programmes during the school holidays between August and July, at an extra cost. These are organized by the teaching faculty, and the themes are shared at the end of the previous academic year.

## **Field Trips**

Field trips are an important part of a student's learning experience, and are always used to enhance the understanding of curricular learning targets and/or social development. EHM endeavors to provide parents with at least two weeks' notice for any upcoming field trips, though this is occasionally not possible due to changing schedules or unanticipated special events. Costs for field trips (eg admission tickets and transport costs) are included in the school fees.

## **Yearbook**

The EHM Yearbook presents the various activities and events that have taken place at the school during the year. The cost of the yearbook is included in the school fees, and is distributed to students during the last week of the school year.

## **Parent Association (PA)**

The Parent Association at EtonHouse Malaysia actively works for the benefit of the whole EHM community. Monthly committee meetings are held, with representation from EHM's Senior Management Team. A parent representative is appointed for each class, and we welcome any parent who is interested in assuming the position. The "Friends of EtonHouse" are always looking for volunteers. The PA is a vital part of our growing school community, and all parents at EHM are automatically members during the academic year.

## **EHM Staff Directory**

Please visit the EHM website: [etonhouse.edu.my](http://etonhouse.edu.my) for a full list of current faculty and their email addresses.

## **Terms and Conditions of Enrolment at EtonHouse Malaysia**

The Terms and Conditions of Enrolment in EtonHouse Malaysia (hereinafter referred to as “the School”) are to be read in conjunctions with the School’s calendar. These form part of the agreement between the School and the parent/guardian of the student (hereinafter referred to as “the Parent”) as named herein.

### **1. Enrolment**

- 1.1 All enrolments are subject to the following Terms and Conditions, which become legally binding on written confirmation of acceptance by the School.
- 1.2 The School reserves the right to withhold acceptance of an enrolment at its discretion, if such action is deemed to be in the best interests of the student or the School.

### **2. Law**

- 2.1 This Agreement is subject to the laws of Malaysia and the parties submit to the exclusive jurisdiction of the Malaysia Courts in all matters arising from this Agreement.

### **3. Application**

- 3.1 A non-refundable application fee is payable upon submission of application for the student at the School. After a successful interview and placement assessment, and a place is offered, an enrolment fee and a deposit should be paid to lock in the child’s placement at the school (and before the child starts school). School fees should be paid before the following semester.

### **4. Deposit**

- 4.1 There is one deposit payable per student. A refundable deposit equivalent to one (01) semester’s school fees is payable by the Parent upon application. The deposit will be refunded without interest when the student withdraws from the School in accordance with this Agreement. The deposit is refundable in full with 8 semester-weeks’ withdrawal notice in writing.
- 4.2 Should there be an increase in school fees; the deposit must be topped-up to maintain its equivalent of one semester’s school fees (see part 9 on ‘School Fees’).

### **5. Insurance Premium**

- 5.1 An annual insurance premium for the Student Group Protection Plan will be arranged by the School.

### **6. School Uniforms**

- 6.1 The wearing of school uniform is compulsory for students from Nursery 2 onwards. An initial set of school uniforms will be given to each student free of charge, these include 1 set of school uniform, one set of sports attire and one hat. Additional school uniforms, sports attire and hats are available at an additional cost from the reception office.

## 7. School Meals

- 7.1 The school fees are inclusive of lunch and snacks.

## 8. Special Educational Needs Students

- 8.1 The School must be informed of any academic, physical or behavioral issues relating to a student prior to formal enrolment application. In such cases, all relevant supporting documentation will be requested. When necessary, further documentation or evaluation may be required. Failure to inform the School of any relevant issues may jeopardize the enrolment or continued enrolment of the student.
- 8.2 Where a student with Special Educational Needs is enrolled in the School, subsequent ongoing placement will be based upon the student's ability to continue to function independently (or with student funded support personnel) within the School's regular program and with positive outcomes for the learning or well-being of other children.
- 8.3 A provisional or, in the case of behavioral issues, a probationary placement may be offered. In such cases, the student may be requested to terminate their enrolment if this is considered to be in the best interests of the student and/or the school community as a whole.

## 9. School Fees

- 9.1 School fees are annual and are billed on Semester basis. The full semester fees are payable in advance, before the beginning of each semester. The semester billing periods cover: Semester 1: August- December, Semester 2: January-June.
- 9.2 For students requiring English as an Additional Language support, as decided by the School, an additional fee is added to the semester fees bill.
- 9.3 Additional fees for After School Activities and Holiday Program activities will be billed separately.
- 9.4 For new students commencing during an academic year, fees will be determined according to the duration of the school semester. Placement prior to the mid-semester break will be billed full semester fees, while placement after the mid-semester break will be billed half a semester fees. Please refer to the EtonHouse Malaysia school calendar for the academic semester dates.
- 9.5 All fees are subject to Service Tax. There is no Service Tax on refundable deposit.
- 9.6 All payments must be within 7 days from date of invoice.
- 9.7 Where any fee or part of a fee remains unpaid after the due date, the School reserves the right to:
  - 9.7.1 Charge interest on the overdue amount at the average of 5% or RM200 whichever amount that is greater from the due date until payment; and/or
  - 9.7.2 Cease supplying any course materials and tuition services to the student without prejudice to the obligation to pay fees; and/or
  - 9.7.3 Demand payment in full of all fees and instalments outstanding to that date; and/or

- 9.7.4 Cancel registration of the student with no recourse to a refund of registration and administration fees if at any time payments fall in arrears without prior written arrangements.
- 9.8 The Senior Management Team reserves the right to terminate the enrolment of a student if the account remains outstanding after final reminder has been served.
- 9.9 The Parent shall pay all legal fees and other administrative costs and disbursements incurred in connection with the demand or enforcement of the payment of money due hereunder or the observance and performance of any covenants undertakings stipulations Terms and Conditions or provisions herein contained.
- 9.10 School fees are payable in full from the day of enrolment, and a student is considered enrolled until a written notice of withdrawal is received by the Head of School. The last day of attendance at school is the date stated on the written withdrawal notice, and potential refundable fees will be determined according to the duration of the school semester. Continued absence from the School is not deemed to be service of withdrawal notice.
- 9.11 The School reserves the right to increase the school fees at its discretion as it deems fit, from time to time during the student's enrolment in the School. The Parent shall be given notification of any such increase, and the revised fee shall be payable effective from the date stipulated in the notification.
- 9.12 In the event of transfer of a student to another EtonHouse school branch, the school fees, deposit and Terms and Conditions of the school branch transferring to will apply.
- 9.13 All bank charges involved in the electronic transfer of payments, to the School's bank account, including those receiving bank, shall be borne by the remitter.
- 9.14 In the event of some incident or event occurring within or affecting Malaysia such that the School is required by the relevant authorities of the Malaysia Government to close during the currency and/or aftermath of such incident or event, the School will not be obliged to refund all or any part of the fees or refundable deposit.

## 10. Parental Obligations

- 10.1 The School operates to a regular timetable, and it is a contractual obligation on the part of the Parent to ensure that the child attends all school days in a timely manner.
- 10.2 Parents must inform the school in writing of any potential or prolonged absence of the child.

## 11. Withdrawal

- 11.1 Request for withdrawal must be made in writing addressed to the Head of School. Any request for withdrawal from the School, other than in writing, will not be entertained. The Enrolment Fee paid to the School is not refundable. Refund of the

- deposit and potential semester fees will be governed by the conditions stated above, including but not limited to Clause 4.1 and Clause 9.10 respectively.
- 11.2 A minimum of 8 semester-weeks, fee paying withdrawal notice is required, in writing, for a full refund of deposit.
  - 11.3 Circulation of an 8 semester-week withdrawal notice period excludes holiday activity programs, holiday periods, or school closure. The required notice must fall within the period as published by the School. Table A provides an explanation of the 8 semester-week withdrawal notice.
  - 11.4 If notice of withdrawal is not given in accordance with the above requirements, 50% of the deposit paid, constituting half-a-semester of the school fee shall be retained by the School in lieu of notice.
  - 11.5 School fees for the withdrawal period must be settled in full. Any outstanding debts will be deducted from the deposit.
  - 11.6 School fees paid in advance beyond the withdrawal period will be determined according to the duration of the school semester; final day of attendance prior to the mid-semester break will be refunded half a semester fees, while final day of attendance after the mid-semester break will not be refunded. Please refer to the EtonHouse Malaysia school calendar for the academic semester date.
  - 11.7 Parents may give a provisional notice of withdrawal if they are not sure of the exact date of their departure. A minimum of 8 semester-week fee-paying notice is still required in writing, for a full refund of the deposit.
  - 11.8 Once a student has formally withdrawn from the School, re-enrolment will only be permitted with the approval of the Senior Management Team. Re-enrolment will only be permitted within the first semester of withdrawal, after which the full application process is required.
  - 11.9 The Head of School reserves the right to withdraw admission of a student from the School for any case judged to be in the best interest of the School.

## 12. Service of Notices

- 12.1 Any notice given under this Agreement shall be:
  - 12.1.1 By registered or recorded delivery mail
  - 12.1.2 By facsimile transmission (confirmed by post)
  - 12.1.3 By any other means which any party specifies by notice to the others.
- 12.2 Each party's address for the service of notice shall be as indicated herein or such other address as specified by notice to the others.

## 13. Waiver – Full Form

- 13.1 None of the demand for or the acceptance of payments under this Agreement or the failure by the School to enforce any of the terms or conditions of this Agreement at any time or for any period will release or exonerate or in any way affect the liability of the Parent or be a waiver of:
  - 13.1.1 Those terms or conditions;



- 13.1.2 The right of the School at any time afterwards to enforce each and every term and condition of this Agreement; or
- 13.1.3 Any penalty attached to their non-performance.

#### 14. Entire Understanding

- 14.1 This Agreement embodies the entire understanding of the parties in respect of the matters contained or referred to in it and there are no promises, terms, conditions or obligations, oral or written, express or implied other than those contained in this Agreement.

#### 15. Amendment

- 15.1 The School shall have the rights to change the contents of this 'Terms and Conditions' document and/or create new Terms and Conditions from time to time as it may at its absolute discretion deem fit. Amendments and/or additions to these Terms and Conditions may be made by notifying you by ordinary post to the last known address of the parents in the School's records. You shall be bound by the amendments or the new Terms and Conditions, whether or not you shall have actual notice thereof, from the date of such posting.

#### 16. Illness or Injury

- 16.1 The School is unable to refund fees when the student is absent from programs due to illness or injury or other emergency, unforeseen event or change in personal circumstances.

#### 17. Reservation of Rights

- 17.1 The School reserves the following rights:
  - 17.1.1 To alter the content, nature and venue of a program at any time;
  - 17.1.2 To alter the details of any published information at any time;
  - 17.1.3 To alter method of payment if deemed necessary at any time; and
  - 17.1.4 To assign the whole or any part of the agreement between the person responsible for the fees and the School, to any person or body, at any time.

#### 18. Refund of Deposits

- 18.1 Any balance that is refundable from the deposit will be paid by check made out to the person responsible for the fees, unless the School is instructed otherwise in writing.
- 18.2 The refund will be paid back within one month of the student's final day of school.

#### 19. Miscellaneous

- 19.1 The School shall not be liable for any loss suffered by the student resulting from any event that is beyond the reasonable control of the School.
- 19.2 The School shall not be liable for any error, omission or misstatement in the School website, literature or publications.

19.3 The School reserves the right without prior notice to make changes as deemed appropriate in course offerings, curricula, academic policies, and other rules and regulations affecting students and to substitute any teaching staff at any time.

Table A: Explanation of eight semester-week fee-paying withdrawal notice

- Semester-week: A week when school is in session. Refer to the EtonHouse Malaysia school calendar for the academic term dates
- Fee-paying notice: School fees are payable for the full withdrawal notice period
- For the calculation of the eight semester-week notice period: holiday activity programs, holiday periods, or school closure periods will not be taken into account. To be effective, notice of withdrawal must cover at least eight complete teaching weeks of the preceding semester(s). This applies even in the case of attendance and payment for holiday activity programs.

Examples:

- i. For a student not continuing into Semester 2, withdrawal notice must be received by the school at least eight semester-weeks before the end of Semester 1.
- ii. For a student not continuing into next academic year, withdrawal notice must be received by the school at least eight semester-weeks before the end of Semester 2.

Parent Acknowledgement

I hereby confirm that I have received, read and understood the EHM Parent Handbook 2017 - 2018. I agree to respect the conditions, rules and regulations as outlined by EtonHouse Malaysia, and that I am responsible for the payments of all fees for the student(s) named herein below.

Name of student(s) enrolled: \_\_\_\_\_

\_\_\_\_\_  
Parent's/Guardian's Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Parent's/Guardian's signature