



**TENBY SCHOOLS SETIA ECO GARDENS  
PARENT – STUDENT HANDBOOK 2019**

*Part of*





## **Our Vision**

A United World At Peace - Through Education

## **Our Mission**

To enable students to:

- achieve their full potential for academic excellence and achievements in sports and the arts
- develop the values of compassion, responsibility and integrity.
- become effective communicators, creative thinkers and independent learners.

To encourage the values of cultural diversity and acceptance of others different from oneself.

To promote the values of democracy, equality before the law and respect for The Universal Declaration of Human Rights.

To promote international understanding for a peaceful world.

## **Our Core Values**

1. Education matters, it is central to all that we do
2. International mindedness
3. Lifelong learning
4. Respect
5. Sensitivity to cultural diversity
6. Effective communication



# Student Expectations

## Tenby Schools Setia Eco Gardens

A high standard of self-discipline and behaviour is required from all students. We have an expectations code which is used in school and can be found in every classroom. Students should also have a copy in their school planner. The code of expectations is copied below for your reference and indicates values that we think are important for a student in our school.

☺	Treat other students, teachers and visitors with respect and courtesy at all times.
☹	Never bully, intimidate or threaten any member of our school community, either physically or verbally
☺	Report any bullying, threatening behaviour or intimidation that you see.
☺	Respect your teacher and classmates - don't ever talk or interrupt them when they are talking and listen to what they have to say.
☺	Take your school diary to every class and use it to record homework, other activities and reminders. Take it home each night to help organise your work. Show it to your parents and ask them to sign it every week.
☺	Talk to your parents/guardians and form teacher about how you are getting on at school. Make sure that you pass on all correspondence to your parents and return replies to your form-teacher promptly.
☺	Make sure you have the correct uniform, kit and equipment for school each day. This includes PE and Co-Curricular classes.
☺	Use your locker to store books and equipment. Make sure you collect what you need during your break-times.
☺	Follow instructions from your teacher as to how to organise yourself in the classroom – find out where to put bags, how you should enter and wait to be dismissed from class.
☺	At the start of every lesson, your student diary, books and other equipment should be on your desk and you should be ready to start work without being reminded by your teacher.
☺	If you are late, the first thing to do when arriving at class is to apologise to your teacher and explain your lateness at the first opportunity.
☺	Complete your assignments on time and to the best of your ability. If you don't understand, it is up to you to let the teacher know before the work is due.
☺	You can expect to receive homework back from your teacher within one week of it being handed in. Read through the comments and ask questions about what has been said.
☺	Find out what level you are working at in each subject. You should know what you need to do to get to the next level by paying attention to comments written on your work and listening to feedback from your teachers.
☺	If you are unable to take part in any activity, you must have a note from your parents or a doctor to explain why.
☺	Don't bring food into any classroom. You may bring a water bottle, but no other drinks.
☺	Produce <b>bin</b> , as little rubbish as possible in school and ensure it is all cleared into a
☺	Treat your form-room and all classrooms with respect. Leave them tidy and behave appropriately when you have permission to be there without supervision.

Specific guidance on a range of issues related to expectations of students is also provided overleaf to help guide you.



# Student Expectations

## Tenby Schools Setia Eco Gardens

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### Lockers

All students are provided with a locker free of charge, students must however provide their own padlock. Students must ensure their lockers are emptied at the end of each term.

### Mobile Phones & Other Expensive Items

Only students in the secondary schools are allowed to bring mobile phones to school. Students in the primary school are not allowed to bring mobile phones to school. The following conditions apply.

- The phone must be turned off during the school day. It can only be turned on and used after 3.00pm.
- If any student breaks the above rule the teacher witnessing the event will confiscate the phone and return it to the student at the end of the school day. A note of the incident will be made by in the student's planner by the teacher confiscating the phone.
- If there is a second such incident the phone will be confiscated by the teacher concerned and given to the Principal who will return it to the student after a meeting with the parent. A note of the incident will be made by in the student's planner by the Principal. If the incident is identified as a Cyber Bullying incident, the final point below comes into effect.
- If there is a third incident the phone will be confiscated by the teacher concerned and given to the Principal who will return it to the student's parent or guardian after. The Principal will write a letter to student's parent or guardian clearly stating that this privilege has been withdrawn from the student.

The school accepts no responsibility for any damage or theft of any mobile phone or other expensive item brought to school. We strongly suggest that students in Years 7, 8 and 9 buy an inexpensive mobile phone for use at school. Students do not need to bring a mobile phone to school, whatever they may tell you about how indispensable it might be.

### Bullying

Bullying can be defined as *"a deliberate act done to cause distress....It can be an unresolved single frightening incident or a series of such incidents."*

We will not tolerate bullying and have a whole school approach to ensuring safety, security, openness and confidence. Our aim is that staff, students and parents work together to create a happy, caring learning environment. Bullying may occur in a number of different ways:

- Physical - hitting, kicking, taking belongings,
  - Verbal - name calling, insulting, offensive remarks, threats,
  - Indirect - spreading rumours, exclusion, ostracising.
- Cyber bullying

If you suspect your child is being bullied please inform their class teacher / tutor immediately.

If a student is worried about being seen talking to an adult about any bullying issues they can send a note to the Principal, or Head of the relevant school, via the 'Bully Box' which is located outside the library near to the book return box.



# Student Expectations

## Tenby Schools Setia Eco Gardens

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### Banned Items

The following items may not be brought to school:

- alcohol

- chewing gum

  - drugs and drug related items (unless medically prescribed in which case they should be given to the nurse immediately on arrival at school)

  - expensive items such as toys or

  - jewellery matches, cigarette lighters,

  - firecrackers tobacco

  - weapons (guns, knives, catapults etc.) this includes replica weapons

Students who have any of the above items in their possession will be disciplined.

The school accepts no responsibility for any damage or theft of any banned item brought to school. This includes any electrical items brought onto the school premises.



# Getting in and out

## Tenby Schools Setia Eco Gardens

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### **Drop-off and pick up for students in Lower Primary (Nursery–Year 2)**

Students should be dropped off and collected from the covered bay area directly outside the Lower Primary Building. Please do not park in this area. Please ensure your child is dropped off on time and not after the start of lessons. For drop-offs before 7.30am, a parent or guardian is expected to remain with the child until academic staff start duty at 7.30am. Students must be collected at 2.00pm (Early Years) or 3.00pm (Years 1 and 2) from the lower primary pick-up and drop-off area if they are not in a CCA activity.

### **Drop-off and pick-up for students in Upper Primary & Secondary (Year 3 & above)**

Students should be dropped off near the school office. Please do not park in this area. In the event of rain, students can be dropped off under the sheltered area near the school office. Students must be collected at 3.00pm from the main school pick-up and drop-off area. Students in the secondary school may remain on site until 4.00pm, whether or not they are in a CCA activity. All primary students must be in an activity or collected at 3.00pm (Years 3 – 6).

Under no circumstances should your child be dropped off at the entrance gate and left with a security guard.

### **Early collection**

On occasions it might be necessary to collect your child early. If this is the case, please let the school office know in advance so the relevant teacher(s) can be informed. An Exit Pass must be completed by the person collecting the child and must also be signed by the relevant Head of School/Principal. This Exit Pass must be given to the security guard before leaving the campus.

### **Car Stickers**

All vehicles entering school on a regular basis must display a Tenby Car Sticker. Each family is provided with two car stickers free of charge. Up to two more car stickers can be purchased from the school office at a cost of RM5 each.

### **Car Park**

Parking for parents, staff and visitors is provided on campus. All drivers should drive extremely carefully and slowly in the car park at all times. Please note that parking is at the driver's own risk. The school accepts no responsibility for any damage to, or theft from, any vehicle whilst it is in the school car park.

### **Transportation Services**

The transportation services in the school are offered by a third party provider. Details about the providers can be downloaded from our website or obtained from the School office. Please note that all arrangements and payments should be made directly by parents to the relevant transport service.

### **Rules for students using either transport service**

Students must wear seat belts.

Students must remain seated throughout the journey.

Loud noises may distract the driver, so students are expected to ride quietly. Students must be ready for collection at the correct time.

Students must respect and obey the driver.

No food, drink or chewing gum is allowed.



# Attendance and Punctuality

## Tenby Schools Setia Eco Gardens

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We expect all students to attend school every day as long as they are fit and healthy enough to do so. We do all we can to encourage the students to attend, and to put in place appropriate procedures. We believe that the most important factor in promoting good attendance is the development of positive attitudes towards school. To this end we strive to make our school a happy and rewarding experience for all students. We will also make the best provision we can for those students who, for whatever reason, are prevented from coming to school.

If you are late to school, you need to come and register at the school office. Primary students must be accompanied by their parents.

Tenby Schools SEG reserves the right to commence disciplinary proceedings against any student who has more than 14 days' absence in an academic year. The outcome of such proceedings may include exclusion from school.

### Authorised and unauthorised absences

An absence is classified as authorised when a student has been away from school for a legitimate reason and the school has received notification from a parent or guardian. For example, if a student has been unwell and the parent writes a note or telephones the school to explain the absence. Only the school can decide if an absence is authorised, parents do not have this authority. Consequently not all absences supported by parents will be classified as authorised, for example, if a parent takes a student out of school to go shopping during school hours, this would most likely be counted as an unauthorised absence. Absences for which we have not received notification from the parent/guardian will always be recorded as unauthorised.

### Late to school

A late arrival refers to a student in the Secondary (SST & TISS) School who arrives at school after 7.45am or in the Primary School after 8.05am.

### When a student is absent

If your child is unable to come to school for whatever reason please telephone the school office. When your child returns to school, please give them a note or send an email to give to their class teacher/tutor to explain the absence. A note may be sent to the school prior to, or on the day of absence, for example, if a student has a medical appointment.

If there is any doubt about the whereabouts of a student the school office will try to make contact straight away with the parent or guardian, in order to ensure that the student is safe.

### Requests for leave of absence

We believe that students need to be in school for all lessons, so that they can make the most progress possible. However, we do understand that there are circumstances where a parent may legitimately request leave of absence for a student to attend, for example, a special event. We expect parents to contact the class teacher/tutor at least a week in advance whenever possible. Please see also the note above regarding excessive absence during a school year.

### Long-term absence

If a student has an illness that means they will be away from school for several days, the school will do all it can to send materials home so that the student can keep up with their work.

### Repeated absences or consistent lateness

If a student has a high number of absences or is consistently late to school, the class teacher/tutor will inform the parents or guardians of this in writing or through daybook notices in your school portal. Should the situation fail to improve the parents or guardians will be invited to discuss the problem and how to resolve it. Ultimately, persistent absentees may be asked to withdraw from school.



# Homework

## Tenby Schools Setia Eco Gardens

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### Early Years

Homework is not set in Early Years but teachers will advise parents/guardians about appropriate activities that could be done at home to help enhance the learning done during school time. Reading with your children every day is a highly advisable activity.

### Other Years

Homework is considered an important extension of a student's training towards independent learning and individual responsibility. Please make sure that your child has a suitable and quiet place to complete their homework. If you find that your child has difficulty in completing homework assignments, please contact their class teacher/tutor. Homework will usually consist of reinforcement of work covered, completing the day's work, researching a topic or spellings. In older year groups they may also be completing coursework assignments as part of their IGCSE programme.

### What sort of activities will students be doing?

Our homework activities are related to the work your child is doing at school but will not always be written work. For young children it will usually be reading with parents or carers or perhaps games or activities to help learn English or Maths.

For older children, homework may also include:

- completing work
- designing or making something
- finding information
- preparing a presentation for the class
- reading
- solving problems
- trying out a simple experiments

### Should I help my child with their homework?

Homework allows you to see what your child is doing and to support their learning. This partnership between school and home is a vital part of successful education. We take the view that children are likely to get more out of an activity if parents get involved - as long as they do not take over too much! If you are unsure about how much help to give, you should discuss it with your child's teacher. They will be pleased to talk to you and will help you to get the balance right.

### Tuition

As a general rule we do not recommend students receive tuition in addition to the time spent in school and carrying out homework.

There may however be specific situations where tuition may be helpful. For example, where a child has gaps in his or her knowledge and understanding due to a period of ill health and absence from school, when English is not the first language, or if a child has a specific learning difficulty and specialist tutoring is available then tuition may be a solution to further support learning.

However, if you are considering tuition for your child, we ask that first you discuss it with the child's class teacher or form teacher. Please note it is school policy that teachers do not provide private tuition for children they teach at school.





# Homework

## Tenby Schools Setia Eco Gardens

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### How much homework should my child be getting

We do not have fixed guidelines for how much homework should be set and there are no homework timetables- homework is set when appropriate to the tasks followed in class. However, the table below gives some guidance about homework habits and the maximum amount of time likely to be spent on homework in the secondary schools:

Year	Approx. max time each day (mins)	Notes
Y7-9 F1-3	90	Good homework habits should now have been established; if not, this is the stage at which you will need to monitor your child's homework regularly. Children at this age can find many other distractions!
10-11	120	At this stage assignments may also be set over the school holiday periods. The quantity of work which your child needs to do will increase as examinations draw near.

### Twelve things you can do to help your child to learn

1. Give your child confidence through lots of praise and encouragement.
2. Read to, and with, your child as much as possible, at least 20 minutes per day.
3. Encourage your child to observe and talk about what they see, feel, think etc.
4. Make use of the school library.
5. Visit museums, parks and other places you think your child might find interesting.
6. If your child likes watching television, watch it together sometimes and talk about what has been watched. Children enjoy sharing their experiences and will gain a lot from the discussion.
7. Try to provide a reasonably quiet and suitable place where your child can work and show that you and all members of the family value and respect their homework activities.
8. Try to set time aside to support your child's homework activities whilst also allowing some independence where appropriate.
9. Encourage your child to discuss homework with you, including feedback from teachers.
10. Try to help your child to see the enjoyable aspects of homework.
11. Help your child to see the importance of homework and teach them to become more independent and take more responsibility for themselves as they get older.
12. Remind your children to complete and hand in homework on time.

Please contact us if you have any questions or concerns. We want your children to succeed.



# Assessment and Reporting

## Tenby Schools Setia Eco Gardens

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The objectives of assessment in our school are to:

- enable our students to demonstrate what they know, understand and can do
- help our students recognise the standards to aim for, and to understand what they need to do next to improve their work
- allow teachers to plan work that accurately reflects the needs of each student
- provide regular information for parents that enables them to support their student's learning
- provide the Principal and School Board with information that allows them to make judgments about the effectiveness of the school

Effective assessment provides information to improve teaching and learning. To do this we undertake two different but complementary types of assessment, assessment for learning and assessment of learning.

### Assessment for learning (formative assessment)

This involves the use of assessment in the classroom to raise student achievement. It is based on the idea that students will improve most if they understand the aim of their learning, where they are in relation to this aim, and how they can achieve this aim.

### Assessment of learning (summative assessment)

This involves judging students' performance against clear standards. Teachers make these judgments at the end of a unit of work, through the use of tests and when reports are written.

### Cambridge Checkpoint Tests

Year 6 students in our International School take the Cambridge Primary Checkpoint tests in English, Maths and Science in term 3. Year 9 students take the Cambridge Checkpoint tests in English, Maths and Science also in term 3. Checkpoint tests are there to help monitor progress towards final IGCSE exams in Year 11.

### IGCSE (International General Certificate of Secondary Education)

Years 10 and 11 students in our International School follow a two year programme of study leading to final IGCSE exams. Typically, students sit 10 or 11 subjects for IGCSE, depending on their Elective subjects. All students take a core programme of English, Maths, a Second Language and a Science. Further information about the IGCSE programme can be found in our IGCSE Handbook.

### PBS (School-based Assessment)

Students in our National School are assessed continuously using multiple assessment instruments under the PBS. Reports are written according to the sets of Descriptors provided according to the subjects.

### In-school Assessments

Students complete larger periodic assessments at least once per term in each subject. In Primary these are reported using our BA, B, D, M, EA scale (see below). In Secondary a grading system of A-E is used. Periodic assessments can take the form of a traditional test, but often they are rubric-based assessments using criteria taken from the relevant curriculum area. Mid-year and end of year examinations are taken to support the termly reports.



# Assessment and Reporting

## Tenby Schools Setia Eco Gardens

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### Reports

We endeavour to keep parents fully informed of their child's progress both formally and informally and we encourage parents to contact the relevant teachers directly if they have concerns about any aspect of their child's work.

We report formally to parents six times during an academic year with written reports and verbally during Parent-Teacher Conferences at the end of each term.

In Primary we report whether students are Beginning (B), Developing (D) or Mastering (M) the criteria for their specific curriculum. Students may also be working below their age related expectations (BA) or may be exceeding the age-related expectations (EA) in some subjects where skills are acquired at specific stages of the academic curriculum. The criteria we use in each year group are based upon the relevant curriculum in each section of the school; so for example in the International Primary School, the criteria are derived from English National Curriculum and International Primary Curriculum progress/attainment descriptions. In Secondary, we use the grading system of A, B, C, D, E which aligns to our IGCSE rubrics which is used for Years 10 and 11.



# Language Proficiency

## Tenby Schools Setia Eco Gardens

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TSSEG operates an international, English medium school and a National, Bahasa Melayu medium school on the one campus. However, students are encouraged to speak English at all times around the campus and then the language of instruction for the lesson they are attending.

Parents are strongly encouraged to read to their children at home; older children should be encouraged to read aloud to their parents. The more exposure you can give your child to their language of instruction outside of school time the better. Watching the National Geographic Channel, Discovery Channel and news programmes will give them a wider International view of the world as well as widening their vocabulary.

### Language in the classroom

All lessons (with the exception of Bahasa Malaysia and Mandarin) in the International School are conducted in English. National School lessons are taken in a combination of Bahasa Malaysia and English.

### English on campus

English is our common language on campus and it is expected that children communicate in English during breaks, whether they are National or International School students.

### English as an Additional Language (EAL) Support – International School students

Our EAL programme is designed to improve the student's command of the English language as quickly as possible so they can take a full part in all mainstream lessons. At times students can be withdrawn from their mainstream classes to give additional EAL support. Alternatively, support is provided within their class.

### Bahasa Malaysia Enrichment and Support – National School Students

BM support is provided for students whose proficiency in BM has not attained a level for them to follow lessons effectively in the National Language. This is done within the class lesson time or withdrawal from the class.

BM enrichment programme is conducted during CCA time after school to enhance students' mastery of the language through a variety of activities like reading, speaking and listening etc. This is carried out until such times that the students can independently manage their language enrichment on their own.

### How long does it last?

Until the student reach the required English and BM standards to integrate into the mainstream class. There is no additional fee for this service.

### Learning English as an Additional Language (EAL) – International School students

#### How long does it take for a child to achieve competence in English?

EAL students will develop conversational language skills at different rates. Some learners enter a non-verbal or silent period that research shows can last up to six months. Some students, especially young children begin to speak fluently and with native like pronunciation very quickly. Conversational skills alone are not enough in an academic setting. Research suggests there are two levels of language ability:

- Basic Interpersonal Communicative Skills (BICS).
- Cognitive Academic Linguistic Proficiency (CALP).



# Language Proficiency

## Tenby Schools Setia Eco Gardens

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### Basic Interpersonal Communicative Skills (BICS)

This is often called conversational fluency. Children who have this can interact with their peers, join in classroom activities and demonstrate social confidence and competence. However if they are to learn effectively in English they must develop CALP.

### Cognitive Academic Linguistic Proficiency (CALP)

Students must be able to use English in order to reason, hypothesise, discuss abstract ideas and cope with information presented in school texts. Academic language is more formal, abstract, with subject specific vocabulary. This is sometimes called EAP (English for Academic Purposes).

### Learning strategies

We use a number of different learning strategies to help all students for whom English is not their first language. There are two broad types of strategy, direct and indirect.

#### *Direct strategies deal directly with language learning*

- How to memorise words and structures.
- How to analyse and effectively send and receive messages.
- How to employ strategies to compensate for limitations in language proficiency.

#### *Indirect strategies deal with the general management of learning*

- How to focus, plan and evaluate your learning.
- How to ask and answer questions.
- How to work with and co-operate with others.

### What Students Should Do

Understand that whilst in school they should strive to speak English at every opportunity and always use English as the shared language of the school.

### What Parents Should Do

These are some ideas which we believe complement what we do in school. Some parents may wish to use some or all of these ideas – some may choose to use none of them.

- Encourage your child to understand the importance of speaking English.
- If you are able to, please speak English whilst on the campus. Whilst we recognise that not all parents can do this, please try if you can.
- Speak English with your child at home whenever you can.
- When your child watches the TV or a DVD encourage them listen to the English soundtrack first, then look again later with the soundtrack (not the other way round).
- Sit down as a family once a week and watch TV together in English.
- Sit down once a week as a family and have a meal together where everyone speaks English.
- Encourage your child to read English books and magazines that interest them. Many good bookstores carry a wide range of English language titles, e.g. Popular, MPH
- Read with your child every day.
- Ask them in English what they did at school today. They will even start to teach you what to say and explain things more as time goes on.
- Encourage them to write a simple diary entry each day. Maybe you can combine this with the previous activity.
- Encourage your child to listen to an English radio station.



## Co-Curricular Activities (CCAs) Tenby Schools Setia Eco Gardens

The co-curricular programme at Tenby Schools SEG is designed to complement the school's curricular programme and give students meaningful learning experiences in a less formal setting. The programme has been developed so that there are four different types of activity:

- **Creative** allow students to follow a particular interest they may have or try a new one. They help to develop a broad range of skills and attributes in a practical environment.
- **Academic** allow students to get extra support in subjects they are having difficulty with.
- **Uniform Bodies** are aimed particularly at our National School students as they are a compulsory part of the National School programme, but they are also offered to International School students. Students learn new skills through structured learning programmes leading to awards.
- **Physical Recreation** aims to develop a healthy lifestyle. Students may want to take part in a competitive team sport or just try something out for fun or to improve their fitness. Many sports have both team and recreational options.

The emphasis in all of the co-curricular activities is on participation and improvement, whatever your standard or ability. Many activities are free, although there are charges for some of them, which cover the cost of staffing and/or equipment. Co-curricular activities are offered four days a week, Monday until Thursday (3.00pm - 4.00pm). National School students must take part in a Uniform Body, physical recreation and creative activity over the course of one school year. Some CCAs are by invitation only, or entry is through a system of trials, although most have open enrolment.

### Supervision of Primary Students

All students remaining on site after the end of lessons must be enrolled in a CCA or they must be picked up promptly at 3.00 pm (Primary and Secondary) or 2.00 pm (Early Years). Students who are not able to enrol in any CCA but must wait to be collected need to be enrolled in a supervision class. Paid supervision is available for Early Years and Primary students after the formal end of the school day. Supervision for Early Years students starts at 2pm and Primary students starts at 3pm. These classes are offered up until 4.00pm.

Secondary students must join the 'Homework Club' or join a CCA.

### Selection procedure and payment

Students choose new CCAs each term. This selection process takes place at the start of every new term. All CCA Registrations need to be made via the Engage portal. If the CCA is fully booked with the maximum number of participants, the system will not allow you to register.

Payment for CCAs can only be made by cheque or Direct Deposit to the School's bank account. Parents are required to send the receipt for the payment that was made to the School office to confirm your registration.

Any changes or cancellation of CCAs after the selection must also be made via the Parent Portal.

As there is a closing date for registration of CCAs, the selection or changes of CCAs must be made before the closing date.



*Co -Curricular is all about working together to achieve your best. It's as simple as that!*



# Reward and Sanctions

## Tenby Schools Setia Eco Gardens

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### Rewards

At Tenby Schools SEG we place a strong emphasis on encouraging our students to develop within a safe and caring environment. We aim to nurture the talents of all of our students and celebrate their successes as they develop and grow. Our school assemblies form a central part of this, where we encourage students to celebrate their successes and achievements with their peers. We also operate series of rewards systems to recognize and celebrate these successes in a more formal way, as outlined below.

### Star/Student of the Week

Classes in Primary & Secondary have the opportunity to award a Star/Student of the Week certificate to deserving students. The criteria for this certificate are set by the appropriate class/subject teacher and can be taken home and shared with parents. Personalised certificates are presented by the Head of School at an assembly each week. Class/subject teachers will award one Star/Student of the Week certificate each week. In Primary, a "Secret Teacher" will select the "Class of the Week," and will have the trophy in their classroom until the next assembly.

### House Points

Students are rewarded with house points; these house points earn individual students a personalised certificate and also earn points for the student's house.

House points are awarded for excellent behaviour/ attitude and/or outstanding work or effort

Notes:

- one house point can be given for any of the above reasons once given; a house point cannot be taken away
- multiple house points cannot be awarded
- house points will not be given for meeting normal expectations, (i.e. a student should not be given a house point for completing their homework on time)

Each student is given a house point chart on which they record their house points. This house point chart will be displayed in their classroom or stuck in their planner). Each house point chart has room for 100 points.

### Certificates

#### **Bronze certificate**

When a student has won 100 points they will be awarded a personalised bronze certificate at an assembly. When they win a bronze certificate a student also wins 10 points for their house.

#### **Silver certificate**

When a student has won 200 points they will be awarded a personalised silver certificate at an assembly. When they win a silver certificate a student also wins 20 points for their house.

#### **Gold certificate**

When a student has won 300 points they will be awarded a personalised gold certificate at an assembly. When they win a gold certificate a student also wins 30 points for their house.



# Reward and Sanctions

## Tenby Schools Setia Eco Gardens

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### Sanctions

The most effective teaching and learning take place in a well-managed environment—one that is calm, happy and safe for all students. Behaviour is fundamentally a matter of raising student self-esteem and developing respect for others including adults. All adults in the community have a responsibility to foster relationships that promote this. The school's behaviour policy focuses on positive behaviour, which supports learning and promotes, celebrates and rewards achievement. The aim of our behaviour policy is to ensure all teachers are free to teach and that all students are free to learn. However when things go wrong at school there is sometimes a need to impose sanctions on students when their behaviour does not meet our agreed expectations. The schools' sanctions are all designed to give opportunities for students to reflect on their behaviour and to take the heat out of any situation therefore preventing escalation. Below is an explanation of the sanctions we use.

Teachers will use verbal warnings, positive reinforcement, time out strategies, keeping a student behind at the end of a lesson (break-time), contacting parents or issuing a detention for minor issues. If a student's behaviour/attitude to work becomes a cause for concern over a number of lessons, teachers will use a subject/class report to set targets for students to achieve in their lessons. If the targets are achieved the student will come off the report; if the targets are not met or there are more serious behaviour issues a student will go on a second stage report to a senior member of staff. Again targets will be set and the student's behaviour monitored over a period of time; parents will be informed of the process and outcome of the report. If the targets are achieved students will come off the report; if the targets are not achieved the report may be continued or more serious sanctions put in place such as Internal or External Suspension.

Pastoral Coordinators and the school's Senior Leadership Team will use a range of sanctions to ensure behaviour in the school meets the agreed expectations. For persistent low level issues a School Detention maybe set. When students have been involved in anti-social behaviour they may be given an internal suspension as either a punishment or as part of an investigation into a serious incident. On rare occasions where there are major breaches of the schools expectations or repeated misbehaviour by students, external suspension may be used. This could lead to expulsion from school in extreme cases. All cases of expulsion from school are confirmed by our School Board.

If any student is a cause for concern in school we will always involve the parents/guardians of the matter so that they are fully aware of the steps taken and the reasons for them.





# Uniform

## Tenby Schools Setia Eco Gardens

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At Tenby Schools, uniform is compulsory. It provides students with an identity that's recognisable as a sign of equality and unity amongst their peers.

We strongly advise that all items of uniform are labelled clearly with your child's name. This assists when items of clothing are found in our lost property.

Students must have a high standard of personal appearance at all times, which includes:

**Hair** must not be dyed or coloured. It must be tidy and, if long, tied back for PE, Art, Living Skills/D&T and Science practical lessons.

**Shirts** must be tucked in.

Female students who wear the **Hijab** (head scarf) must tuck it in while in the D&T workshop for safety reasons.

**Make up and nail varnish** are not allowed.

**Tattoos** are not allowed. Any existing tattoos must be covered up by wearing a long sleeve blue shirt (the same colour as the standard Tenby short-sleeved shirts) or an official Tenby sweater.

**No non-uniform** items are allowed.

### Early Years

White round necked T-shirt with Tenby logo  
Navy blue shorts

Grey, black or white socks

**Black** shoes or sports shoes (no white or colourful logos, details, symbols, lines or soles; only completely black)

Blue cap with Tenby logo and neck cover  
Tenby jumper (optional)

### Primary

Blue shirt with Tenby logo

Grey shorts, trousers, or skirts

Grey, black or white socks

**Black** shoes or sports shoes (no white or colourful logos, details, symbols, lines or soles; only completely black)

Blue cap with Tenby logo and neck cover  
Tenby jumper (optional)

### Secondary

Blue shirt with Tenby logo

Grey shorts, trousers, or skirts  
House tie

Grey, black or white socks

**Black shoes** (not sports shoes, no white or colourful logos, details, symbols, lines or soles; only completely black)

Blue cap with Tenby logo  
(optional) Tenby jumper (optional)



# Uniform

## Tenby Schools Setia Eco Gardens

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### PE Uniform (Primary & Secondary)

House T-shirt

Black shorts with the Tenby logo  
White ankle socks

Sports shoes (with non-marking soles)

Black swimming costume or trunks (not board or surfing shorts) *If students are selected for swimming contests, they are required to wear the Tenby-branded costume*

Rash vest or 'quick dry' long-sleeved shirt for swimming (optional)  
Swimming cap with the Tenby logo

Swimming goggles

Towel and swim bag (for wet clothes)

### House T-shirt

All students must have a House t-shirt depending on the House to which they are assigned. New students will be assigned to a House when they are accepted to join the school.

House T-shirts can only be worn for PE (Primary can wear the House t-shirt all day when they have a PE lesson that day) and House events. At all other times, the full uniform listed above must be worn.

### Jewellery

On health and safety grounds we do not allow students to wear items of jewellery to school. The exceptions to this rule are a **single pair** of earring studs in pierced ears, and small objects of religious significance. Brooches and pin badges are also not allowed for safety reasons. We require the students to remove these objects before PE and swimming.

### Monitoring of Uniform

The School regularly monitors adherence to the dress code and students found to be not conforming to it will be warned about it in the first instance, with an appropriate consequence issued if they continue to not meet the code. This consequence may range from an initial verbal warning to suspension for repeatedly not following the uniform code, and parents are also expected to support the code.

### The Role of Parents

We expect all parents who send their children to our school to support all aspects of school life, which includes the school uniform policy. We believe that parents have a duty to send their students to school correctly dressed and ready for their daily schoolwork. Parents should ensure that their children have the correct uniform, and that it is clean and in good condition.

The school welcomes students from all backgrounds and faith communities. If there are specific reasons why parents want their child to wear clothes that differ from the school uniform, such as religious or other personal reasons, you must first make a request to the school and we will look sympathetically at such requests, but this does not guarantee approval.



# Staying Healthy

## Tenby Schools Setia Eco Gardens

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### General information

The school has a full time nurse located in the Medical Centre opposite the school office. It is very important that we have at least one name and number of someone who can be contacted in case of any emergency. It is the parent/guardian's responsibility to notify school if any of the telephone numbers change. The school cannot be held responsible in cases where a parent/guardian cannot be contacted because an incorrect or invalid telephone number has been provided.

If a child becomes ill during the school day, we will telephone a parent/guardian to inform them to take the child home. In the event of a serious illness or accident parents/guardians will be informed by telephone immediately.

### Medication

Any parent/guardian who wants the nurse to give their child specific medication during school hours should contact the nurse and sign a consent form allowing the nurse to do so. The nurse will contact parents before administering over the counter medication. Other members of staff are not allowed to give medication to students under any circumstances.

The nurse may use the following items to give relief to students depending on the student's particular medical needs.

#### All students

- Isotonic drinks/oral rehydration salts to restore fluid balance following diarrhoea or excessive sweating.
- Optrex eye bath/drops to clean minor foreign bodies from eyes.
- Topical anti-inflammatory gels for sprains/strains.
- Bronchodilators for asthma.

#### Early Years students

- Oral paediatric paracetamol/ibuprofen for pain/fever.

#### Primary and Secondary students

- Analgesics and antipyretics for pain/fever.
- Antacids for heartburn/reflux.
- Ant flatulence for intestinal gas causing pain.
- Antihistamines for minor allergic reactions.
- Herbal cough syrup (Prospan) for a dry cough.
- Panadol menstrual for menstrual cramps.
- Throat lozenges to give comfort from a sore throat.

### Preventing childhood infection

Most infections are spread from faecal-oral and respiratory routes from other infected children. To help prevent a childhood infection from spreading:

cover the nose and mouth with a tissue or elbow when coughing or sneezing, throw the tissue away after use

wash hands frequently and thoroughly with soap and water, especially after coughing or sneezing or using the toilet or changing a nappy (diaper) and before preparing food and eating

avoid touching the eyes, nose, or mouth, germs spread that way try to avoid close contact with sick people

avoiding sharing food or drinks with other people

If you or your child gets sick, you or your child should stay at home and keep away from work or school and limit contact with others to keep you away from infecting them.



# Staying Healthy

## Tenby Schools Setia Eco Gardens

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### When to keep children at home

If your child is sick the best place for them is at home. Parents/guardians should never bring their child to school if they know their child is sick. The Medical Centre is for the treatment of minor accidents and illnesses; it is not a free day care centre. If you believe that your child is not well enough to participate in the entire day's programme including after school activities, educational visits, PE, swimming lessons etc. you should keep them at home.

Your child must remain at home if they have any of the following:

- fever of 37.5°C or above or 37.9°C with symptoms nausea, reoccurring vomiting, diarrhoea or severe abdominal pain
- gastro intestinal problems such as vomiting or diarrhoea
- red eye
- head lice
- rashes such as impetigo, also known as Guam sores
- a persistent cough
- red inflamed or discharging eyes
- any open sore oozing fluid or pus

Parents/guardians should always keep a child at home if the child contracts a contagious disease such as herpes simplex, measles, chicken pox, red eye etc. If this is the case they must also contact the nurse so that other families can be notified and the disease contained.

We know it can be difficult to make an early morning decision about whether or not your child is too sick to go school. Often you may not be able to tell if they are going to get better or worse during the school day. Also, if your child frequently complains of being sick and wants to miss school, you should think about whether or not your child is deliberately trying to avoid school. It is important to find out the reason if this appears to be the case. To help you here are some guidelines to help make that early morning decision.

### **Chickenpox**

Your child should stay at home until all bumps are scabbed and no new bumps have shown up in two days. See your doctor for treatment of symptoms.

### **Diarrhoea and vomiting**

One event of watery diarrhoea or more than one event of vomiting are reasons to keep your child home, If vomiting or diarrhoea continues or your child also has fever, rash or weakness, see your doctor.

### **Fever**

Children with fever over 37.8°C should stay home until there is no fever for 24 hours. If you treat a fever with medicine before school, the fever can return and your child may still be contagious. See your doctor if your child has a fever with pain, rash, weakness, vomiting or diarrhoea.

### **Hand, Foot & Mouth Disease**

The symptoms are often a feeling of being unwell for a day or so (this may include a temperature) followed by a sore throat and small spots that develop in the mouth. These spots progress into mouth ulcers. A day or so later, small spots usually appear on the hands and feet and sometimes on the buttocks, legs and genitals. The spots are similar to chickenpox but are not usually itchy and can be a bit tender. The incubation period is three to six days.



# Staying Healthy

## Tenby Schools Setia Eco Gardens

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### *Impetigo*

If your child has impetigo (red, oozing blister areas with yellow-gold scabs on the body or face) they should stay at home as long as your doctor says.

### *Lice*

If your child has lice, they need to be treated as do the nits (eggs) removed. Children returning to the school must see the nurse before entering the school population.

### *Persistent coughing*

If your child's cough is worse than you would expect with a cold, keep them at home. If they have hard time breathing or have a fever, see your doctor.

### *Persistent ear pain*

Your child should stay at home if they have a lot of ear pain. See your doctor for treatment.

### *Red eye/conjunctivitis*

If your child's eye is red with cloudy or yellow drainage, they should stay home until symptoms are gone. See your doctor for treatment.

### *Scabies*

If your child has scabies (a contagious disease caused by a mite which involves itching and rash) they should stay at home for 24 hours after treatment.

### *Sore throat*

If your child has a sore throat and fever, or a severe sore throat without fever, they should stay home. See your doctor if there is a quick onset of fever and sore throat without cold symptoms.

### *Stomach-ache*

If your child complains of a stomach-ache, especially if they say it hurts to move and they do not want to eat, they should stay at home. See your doctor.

## **Air Pollutant Index (API)**

Malaysia sometimes experiences periods of atmospheric pollution (commonly referred to as 'haze'). During such periods we check the local API readings and the following procedures will be implemented.

Whenever the API level exceeds 100 (i.e. it reaches unhealthy levels) signs will be placed outside the Medical Centre announcing this, and our school nurse contacts all teachers. All outdoor play, activities, swimming and outdoor PE or CCA will be cancelled, (indoor PE will still take place as we have extractor fans in the Sports Hall to help ensure the air quality). Students will have their snack and lunch in classrooms or auditorium instead of the outdoor cafeteria.

In the event that API level exceeds 200 school will close at the discretion of Campus Principal, however, teachers will still send work home for students in order to minimise the disruption to their learning.

The monitoring station that we use for our API readings is at Larkin Lama and readings there can be checked at [www.doe.gov.my/apims](http://www.doe.gov.my/apims).



# Courtesy & Complaints

## Tenby Schools Setia Eco Gardens

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Even in the very best organisations, things can sometimes go wrong, no organisation, and no human being is perfect! Concerns may arise from a lack of awareness of school policies or procedures, from a misunderstanding between individuals or from a weakness in procedures or communication. Our aim is not to eliminate complaints but to ensure that when they do occur that they are handled fairly and appropriately. Please see below for details about how to handle your concern or complaint.

### Courtesy

Our staff endeavour to deliver the best possible service to all members of our school community and we hope that in the vast majority of cases we are successful. If however you feel that the level of service has not been good enough please let us know and we will do our utmost to investigate the matter.

One of the standards required of schools seeking accreditation with the Council of International Schools is that *'The governing body provides protection for the school staff from community exploitation and unjust criticism.'* Please note that should anyone subject a member of the school staff to foul and abusive language or extreme rudeness that person will be asked to leave (or if necessary will be removed from) the campus or their access to the campus may be restricted to pick-up/drop-off zones only. This includes rude or abusive references to staff members made through social networking.

### Complaints- Informal stage

Every effort should be made to resolve a concern or complaint informally with the relevant member of the school staff. Any concern or complaint should be sent directly to:

- The class or subject teacher if the complaint is related to teaching and learning. If you are not sure of your child's class or subject teachers please contact the school office.
- The relevant member of the administration team if the complaint is related to non-academic matters; if you are not sure which member of the administration team to contact please contact the Bursar.
- Your Head of School if you have a complaint related to teaching and learning that has not been dealt with to your satisfaction by an individual teacher
- The Bursar if you have a complaint related to administrative matters that has not been dealt with to your satisfaction by an individual member of the administrative team
- The Campus Principal if you have a complaint related to an administrative or teaching and learning matter that has not been dealt with to your satisfaction by the Bursar or relevant Head of School, respectively.
- If informal methods do not succeed and you remain dissatisfied with the outcome or response then the formal procedure below should be followed.

### Complaints- Formal stage

Complaints must be made in writing. If the complaint is in the form of a letter it must be signed and if made by email then the person making the complaint must be clearly identified. Anonymous complaints or complaints on behalf of another member of the school community will not be considered. If making a formal complaint please include:

- the details on which the complaint is based
- how you have attempted to deal with the complaint
- informally your name and contact details



## Courtesy & Complaints

### Tenby Schools Setia Eco Gardens

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#### Responding to a formal complaint

Receipt of a complaint will be acknowledged within 5 school days and the complaint will be investigated by the appropriate member of the school, or corporate staff, who is independent of those involved in the complaint and who will:

- provide a copy of the complaint to the person who is the subject of the complaint
- investigate the complaint fully, ensuring all relevant facts are taken into consideration
- provide an opportunity for a meeting with the person making the complaint
- respond to the complaint within 25 school days of the receipt of the complaint

Within 30 days of the response to the complaint, the person making the complaint will have the opportunity of indicating whether he or she is satisfied or dissatisfied with the response and in the latter case the reasons for this. If the complainant is dissatisfied and the reasons are judged reasonable then the matter may be considered further, however the CEO of Tenby Schools has the right to inform the complainant that the complaints procedure has been exhausted and that the matter is then closed.



# Security & Safety Protocols

## Tenby Schools Setia Eco Gardens

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### Security Verification at the Main Entrance

1. Parents must display a valid Tenby SEG car sticker on the right side of the car's windscreen if they want to drive onto the school campus.
2. All parents/guardians/drivers/helpers are required to wear their school ID card whenever they are on campus.
3. Parents who forget to bring their school ID card must register at the security gate and present a suitable alternative ID, which contains a photo (for example, a driver's license).
4. Drivers/domestic helpers who regularly accompany students to and from school must be registered with the school and be issued with an ID card. Unregistered drivers/domestic helpers will not be permitted to enter the school.
5. Application for and collection of new ID cards is made through the school office. Please contact the school office. You can download the application form [here](#).
6. For those vendors/visitors who do not have a school ID card they will need to register at the security gate and present a suitable alternative ID, which contains a photo (for example, a driving license). The security will issue a temporary visitors/vendors pass.
7. If you have an appointment with teachers/staff, please wait at the school office. We will contact the staff member involved.
8. Nobody is allowed to enter the campus after 5.00 pm unless returning from a school field trip, sports fixture or other school event that has been approved by the Campus Principal.
9. A member of the school's Senior Leadership Team will be on campus until 5:00 pm every day.
10. For students who want to drive onto the school campus, they will need to obtain consent from their Head of School and submit a copy of their driving license to the School Office.
11. Parents of Secondary-aged students who wish for their child to leave school on foot or cycling at the end of the day, must give **written permission in advance**. Students who leave the campus on foot will be required to register at the security gate as they leave. The student's name will then be verified that parents have given permission.
12. The School does not recommend ride-hailing services such as Grab as an appropriate means of school transportation. Any parents wishing for their child to use such as service must give **written permission in advance**. The Grab vehicle will be stopped at the gate until confirmation of such permission with the school office. If no permission is on record, the secretary needs to verify the arrangement with the parents **before** allowing the students to leave. This will lead to a delay in your child leaving the campus and the Grab driver will have to wait. Parents should email or write to the school office **in advance** with details such as, their own child's name only (not the name of other children), pick up dates and pick up time.
13. Parents of students for whom points 11 and 12 apply regularly can request a Special Transport Arrangements from the school office.





# Security & Safety Protocols

## Tenby Schools Setia Eco Gardens

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### Pick Up & Drop Off

1. The school main gate is only open from 7.00 am to 8.30 am for morning drop off.
2. Parents should not drop off their child before 7.00 am alone in school unsupervised.
3. Students are expected to wait in the dining room if they arrive before 7.30 am as teachers will start their duty at 7.30 am.
4. The School cannot accept responsibly for the active supervision of students who are dropped off before 7:30 am.
5. All parents are to drop off and pick up their children at the designated drop off zone.
6. To encourage independence in our learners, parents/guardians are requested to leave the campus by 8:30 am unless attending a meeting or event, to allow the students to settle and begin their daily routine.
7. Due to the number of students on campus and for safety reasons, the guards and office staff are unable to accept items to be passed to your child after 8:30 am, once the school day has started. Anything forgotten at home will need to be brought to school the next day.
8. The school gate is open from 1.50 pm for pickup of Early Years' children.
9. Parents and drivers of all other students are also welcome to enter the campus when the gate re-opens **but are requested to park their vehicles in designated parking bays** and wait in the dining room or the vehicle until their children are dismissed, and are not to enter the other school buildings and classrooms.
10. Parents are expected to pick up their children promptly at 3.00 pm if the child is not attending a CCA, or at 4.00 pm straight after their CCA ends.
11. Students are **not to be left unsupervised** in the dining room and must join a CCA instead. Paid supervision is available for Primary students. Secondary students must join the 'Homework Club' or join a CCA.

### Safeguarding

It is our policy to ensure that all our staff, daily onsite contractors and CCA coaches have completed Safeguarding Training. The school has officially appointed a Designated Safeguarding Lead and we have put in place a safeguarding policy that is applicable to the whole school.

All of our staff, CCA coaches, listed drivers, and daily onsite contractors, such as security guards, cleaners and caterers have also gone through an official and thorough background check.

### First Aid

All staff are required to attend first aid training, with many of the colleagues also trained in the use of the Automated External Defibrillator (AED). We have put up signage for staff to locate the nearest first aid boxes.