



**Green Shoots**  
INTERNATIONAL SCHOOL

**Policies & Important  
Documents  
2016 – 2017**







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## **Introduction**

Our policies have been developed through consultation with teachers, school managers, Green Shoots families, and experts from other international schools. They are designed to protect your children and ensure that each child enrolled with Green Shoots is provided with the best possible environment for learning and is treated equally and with respect.

These policies are binding and cannot be amended or altered to meet the requests of any given child, family, or staff member. Policies laid out in this handbook are fixed for the duration of the school year and will not, except in exceptional circumstances, be amended during the school year.

However, we recognise that a school is a dynamic institution and as such its policies may need to be altered over time. Should you wish to suggest a change to one of our policies, please see the Communication Section of our Parent-Student handbook. This provides you with a system through which to make suggestions and through which the school can consider them if your ideas are shared by a significant number of other school community members.

# 1 Policies and Procedures

## Accidents and Injuries Procedure

The safety of your children is our first concern and our staff will do their utmost to protect children from harm. However, sometimes accidents do happen. The procedure on how the school will deal with such a situation is set out below.

### General Procedures

In case of an accident, our staff will comfort and reassure the child. A member of staff will assess the extent of the child's injuries and if necessary call for medical assistance. If professional medical assistance is not deemed necessary, our staff will carry out first aid as required. All Green Shoots' teaching staff have completed first aid training courses.

### Minor injuries

Minor injuries such as grazes, bumps and small cuts will be treated by a member of staff. If the child attends our kindergarten classes, the parent will be informed at the end of the day.

### Serious injuries

Serious injuries such as bad cuts, blows to the head and bad sprains will be given appropriate emergency treatment and the parent contacted immediately. If the parent or emergency contact cannot be reached, the child's doctor will be reached. If no preferred doctor or hospital information has been provided to the school, the Pacific Hospital in Hoi An will be used as the first point of contact for students studying on a Hoi An campus, followed by the Family Medical Practice in Da Nang. Students in Da Nang will be taken directly to Family Medical Practice. Should the parent be unable to collect the child quickly, a member of staff will take the child to the doctor or hospital.

### Major injuries

When there are major injuries such as broken limbs, unconsciousness, serious bleeding etc., the emergency services will be contacted immediately and the child comforted and given appropriate emergency treatment. The parent will be contacted and the child accompanied to hospital by a member of staff if the parent has not arrived by the time emergency services arrive at the school.

Any serious or major injuries that may occur whilst in the school's care will be recorded on an Accident Report Form. The information recorded will be as follows:

- Time, date, place and cause of accident
- Details of the child affected
- The type and location of the injury, including size and severity
- What action was taken immediately and later if relevant
- Witness statement(s), if anyone observed the accident taking place

A parent of the child involved will be asked to sign the Accident Report Form to say that they have been informed of the incident and will receive a copy of the form. If a fault in the school premises or equipment has contributed to an accident then the School Principal will be informed as soon as possible by the member of staff logging the incident. The school will carry out a risk assessment following the accident. Alterations, if deemed necessary, will be made to the environment or practice where possible to minimise any further risk.

## Admissions Policy

Green Shoots provides a British style education for an international student body aged between 18 months and 16 years old. The school welcomes applications from students of all nationalities and does not discriminate on the basis of nationality, country of origin, religion or race, although prospective

students must demonstrate that they have the ability, skills and knowledge to follow the curriculum successfully.

Please see our Parent Student Handbook for further information about admissions.

### **New Student Enrolment**

1. Placement of a student in a specific year group is determined by the school after consideration of the student's birth date and assessment of the student's academic level, maturity and English language ability at the time of application.
2. Applicants who are not currently attending an English National Curriculum school may be required to sit an entrance test to establish academic potential. If the applicant is unable to visit the school to take an entrance test, parents must provide the school with the means of assessing the student's academic potential (this could be examination certificates, previous school reports, recommendations or a transcript). If Green Shoots requires further clarification the applicant will be required to take an entrance test at a later stage.
3. If a student has special education needs, additional relevant assessment documentation may be required and an interview with the school will occur before a place can be offered.
4. To facilitate a high standard of teaching and learning the class size is restricted to a maximum of 20 students.
5. Progression through the school from one year group to the next is usually automatic. The progress of each student is assessed on a continuous basis and a placement for the following year will depend on whether the school is able to continue to meet the particular needs of the student. In exceptional circumstances the school may be unable to do this in which case it reserves the right not to offer a place in the next year group.
6. If the school has limited places available, priority for entry into the school will be given to families with one or more sibling(s) already studying at the school. Additional places will be prioritised using the date of application to the school, with the date understood to mean the date on which all necessary application procedures were completed and documents submitted to the school.
7. A place will only be offered when all of the required documents are submitted to the school and the Enrolment Fee paid. A list of the required documents is given in the Parent and Student Handbook and can be provided by our administrative office.

### **Adult Helpers and Visitors Policy**

#### **Helpers**

Adults (most commonly parents or other family members) are warmly welcomed to help in the school if previously agreed with the classroom teacher or School Principal. Whilst we appreciate help of a regular nature in the classroom, particularly in our kindergarten, there are a variety of other tasks that can be done either outside the classroom or at home that are of equal benefit to the staff and children. Staff are happy to give parents ideas for such tasks at a parent's request.

Adults helping in school with the children are always under the supervision of the class teacher who will explain the task, what is required of the children, and the helper's role within that setting. Regular helpers will rapidly learn individual practices, but policy documents are available to give a deeper understanding of our methods and ideas.

Our enrolment form contains a parent database section where we request parents to register any skills and/or expertise they are prepared to offer to the school. We also encourage parents to enlist help from the wider community in order for the children to have the best possible provision for their learning. Requests for assistance may be made as the need for a specific skill arises.

Adult helpers are welcomed but helpers must be aware that items of a confidential nature are sometimes discussed and we ask you to exercise discretion. We also ask that confidentiality be maintained in respect of the children's attainments, attitudes and behaviour whilst operating as a helper. Any matter of concern should be discussed with the classroom teacher or School Principal immediately in order for any misunderstandings or difficulties to be addressed.

Adult helpers who are not a parent of a child attending the school will be required to provide a copy of their passport or identification card to the school. All adults (who are not parents, guardians or staff members) who help at the school are asked to sign a copy of this policy. Parents agree to this policy when signing the enrolment form. If deemed necessary by the school, the school may also request a background check before allowing non-family helpers access to the school.

### **Guidelines for adult helpers in the classroom**

Adults are always welcome in the classroom as helpers and your help is valued very highly. The following guidelines are intended to help you feel comfortable and informed of expectations.

- Arrange your time in the classroom with the teacher in advance. It is helpful if you can also agree on what you feel able to help with.
- If you are unsure of what to do, please check with the teacher or, if applicable, teaching assistant.
- Children will sometimes 'push the boundaries' when with a helping adult, particularly a parent. If a reminder does not elicit the necessary improvement, please refer to the teacher or teaching assistant.

We have well defined procedures for informing parents of what has happened whilst the children are in school and we will be the first to discuss any issues where we have concerns (See the Communication Policy). Please do not relay anything you have seen or heard in a classroom to other adults or parents. In the interests of security and the confidentiality promised to all of our students and their families, we need to be assured that you will exercise total discretion in all respects when you are helping in school.

If you have any concerns at any time about the way a child has been treated, or any aspect of classroom practice, please raise the issue immediately with the classroom teacher or School Principal.

Parents should be aware that their presence in the classroom may well affect their child's behaviour. They should prepare their child for the experience by explaining in advance that they will be in the class to help all the children, the teacher is in charge and the parent has to do what the teacher has asked them as well!

### **Visitors**

'Visitor' refers to anyone who is not a parent/guardian or authorised contact person of a currently enrolled student. This policy is printed in the visitors' book and is to be read by visitors before signing in.

This policy aims to ensure the safety of all students, staff and others on the premises. The standard procedure is for all visitors to enter and leave our campuses by their main gate and to enter details (name, time of arrival and departure, and purpose of visit) in the Visitors' Book, located in the Office of our Hoi An campus and in the downstairs room of the Da Nang campus . Unless the member of staff admitting the adult visitor recognises the visitor and knows his/her business at School, they will:

- Establish the identity of the visitor (if appropriate by asking for an identification document);
- Establish the purpose of the visit and who the visitor wishes to see;
- Escort the visitor to the member of staff the visitor wishes to see;
- Ensure that the visitor enters adequate visitor details in the Visitors' Book.

If in any doubt about the visitor, the member of staff will ask the visitor to wait and will inform the



classroom teacher or School Principal immediately.

Staff will check the Visitors' Book at the end of the day to establish that all visitors entered in the book have a time of departure against their name, or (if not) that they have left the premises. Staff will note in the book details of any visitor where no time of departure has been recorded or for whom no details have previously been entered. It is the duty of any member of staff to report to the Director of Operations or School Principal the presence in the school of any suspicious person. The Director of Operations or School Principal will keep a written record of such reports and will decide on appropriate action.

Visitors should note the following when visiting our school:

- Please remember to sign both in and out of the Visitors' Book.
- In the event of a fire, evacuate the building as quickly as possible. Do not stop to collect belongings. Please leave by whichever exit is nearest to you and least obstructed, then wait for a member of staff to inform you what to do next.
- In the event of any injury, please inform a member of staff.
- Please do not take photographs whilst on the premises unless permission is obtained from the Director of Operations or School Principal.

## **Behaviour Management Policy**

Students in the school's care will always be treated with respect. Everyone has a right to feel safe and happy while at school and students are expected and encouraged to accept responsibility for their behaviour and choices. Staff recognise the need to set reasonable and appropriate limits to help manage the behaviour of students in the school's care and will never use any form of physical punishment or humiliate a student. The minimum amount of physical restraint will be used only if a student is at risk of harming themselves or others.

### **Positive behaviour and attitudes**

Examples of the kinds of behaviour and attitudes we encourage at Green Shoots include:

Appreciation	Commitment	Confidence
Cooperation	Creativity	Curiosity
Empathy	Enthusiasm	Independence
Integrity	Respect	Tolerance
Sharing	Listening	

To promote positive behaviour our staff will:

- Praise, approve, show appreciation and encourage students throughout the day. Praising a student helps to show that they are valued and builds their self-esteem.
- Reward good behaviour as this encourages further effort.
- Set realistic boundaries and limits appropriate to the student's age and stage of development.
- Recognise that all students are individual and have different abilities.
- Listen to students' opinions and include them in decisions where appropriate.
- Set a good example.
- Be consistent when making and enforcing rules. This helps students feel secure within the boundaries set.
- Explain why positive behaviour is necessary.

Students will be educated in the following processes:

- Self-control and self-discipline
- To talk through the problem
- To tell others involved how they feel
- To ask others to help when they need it
- To stop an unacceptable action
- To seek a teacher's help if they have tried the above and still need help.

### **Negative behaviours and attitudes**

Examples of the kinds of behaviour and attitudes deemed unacceptable at Green Shoots include:

Disruption	Incomplete school work/homework
Plagiarism	Unauthorised lateness or absence
Bullying or harassment	Abusive language or behaviour
Property theft or damage	Consumption/possession of drugs, alcohol, or cigarettes

Any worrying behaviour will be discussed with parents so that a consistent approach can be developed for both the school and home environments. The school seeks to help students accept responsibility for their behaviour and to make good choices in their actions. To this end:

- Children will be spoken to calmly and gently but with a firm tone when necessary.
- Distracting and re-directing children's activities are used as a way of discouraging unwanted behaviour.
- A time out approach may be used to calm excited and unruly children.
- The child may be removed from the situation especially if it involves harming another child.
- Staff will explain to the child why the behaviour is unwanted and discuss the reasons and also the feelings of anyone else involved.
- Children will be encouraged to help create solutions to problems.

### **Disciplinary system**

A system of warnings and then removal is used to help students reflect on their behaviour and ways of rectifying it. This system consists of the following 7 steps, which represent the essence of our policy, but are tailored to the varying age groups on campus.

1. Classroom warnings explaining that behaviour needs to change
2. Time out in the classroom
3. Time out in another location within the school at lunch
4. Behaviour plan formulated with the student's teacher, Campus Coordinator or School Principal, and parents
5. Suspension from classes within school
6. Suspension away from school
7. Expulsion

### STEP 1 – Classroom warning

A class teacher or assistant teacher will warn the student that their behaviour is unacceptable and why. The student will be told what they need to do to correct their behaviour.

### STEP 2– Time out in the classroom

If the inappropriate behaviour continues, the student will be excluded from classroom activities for a period of time and given a quiet activity to complete on their own.

### STEP 3 – Time out in another location within the school at lunch

The student will be transferred to another location for a teaching period. This is an opportunity for students to reflect on their behaviour, discuss the situation with a staff member and subsequently take a Time Out Form home to be signed by a parent or guardian.

### STEP 4 – Behaviour plan

The class teacher and Campus Coordinator or School Principal will jointly implement a Behaviour Plan detailing how the inappropriate behaviour will be managed. The parents will be consulted during this process.

### STEP 5 – Suspension at school (From Key Stage 1 only)

Suspension means temporary withdrawal of a student's rights to normal attendance at the school. The student will be removed from the class and contact with other students not allowed for a period or time decided by the School Principal, in consultation with appropriate staff. This period will not exceed two days. As much as possible, the student will continue with the class program of work.

### STEP 6 – Suspension away from school

In determining whether a student's misbehaviour is serious enough to warrant external suspension (i.e. exclusion from attending school), the Campus Coordinator or School Principal, in consultation with appropriate staff, will consider factors including the safety and welfare of the student, staff and other students in the class or school. The length of suspension, which will vary depending on the nature of the student's behaviour up to a maximum of two weeks, is at the discretion of the Campus Coordinator or School Principal.

### STEP 7 – Expulsion

In the event that the school is no longer able to help a student and if a student's behaviour seriously interferes with the long-term safety and well being of other students and staff or, if a student displays severely inappropriate behaviour patterns which have become entrenched, the student needs the opportunity of a new beginning. The student's future attendance at the school will be considered by the Green Shoots senior teaching and management staff after consultation with parents.

Expulsion means that a student may not return to the school again during their educational years. The parents of the student will be informed by the school of the events leading to expulsion.

The same principles of good behaviour apply to outside play as apply in the class. Students may start on any of the steps listed above depending on their previous behaviour. Staff may fast track consequences where they deem necessary. These practices will need to be adapted for students with special learning needs.

## **Bus Policy**

Please see the Parent Student Handbook for further information of bus expectations for the student and family.

The school bus service brings students to and from Green Shoots along our designated routes within Da Nang and Hoi An. Each seat is fitted with either safety belts or safety harnesses for younger children. The bus supervisor can be contacted by phone in case of emergency or absence. To simplify

communication, all issues relating to attendance/absence or delays for bus travel should be communicated directly to the bus supervisor, either in person or by phone, not via the school administrator or other member of staff. If you have any concerns over the bus, you may in the first instance, directly mention this to the bus supervisor and then to Admin if you feel further follow up is required.

The bus route is decided by the school and may be altered at any time to meet the changing needs of families using the service. Any changes to the route will be announced at least two weeks in advance of the change. While we pledge to place bus stops as close as possible to each family's home, Green Shoots cannot promise door-to-door pick ups and drop offs. Where this is possible, families with very young children will be given priority over those with older children.

The up-to-date bus route is shared via email with families using the service and can be requested at any time from the school.

### **Supervisor**

Bus supervisors will accompany all buses to look after the safety of the children, to monitor the student's behaviour, and to assist younger students. The Bus Supervisor will adhere to the following regulations:

- Bus supervisors will help younger students on and off the bus.
- Bus supervisors will help students put on their safety belts correctly and make sure they are kept fastened throughout the journey, as well as modelling this for themselves.
- The bus is forbidden to drive off whilst there are still students standing or students who have not completed fastening their safety belts. If any bus driver fails to comply to this rule, the bus supervisor should inform the Principal.
- Any disciplinary problems should be reported to the Head of Campus or School Principal.
- It is forbidden to drop off any student at the bus stop (unless a student release form has been submitted by the parents for students age 10 and over- see below) before seeing a parent or adult present to collect them. Adults must be known to the school and indicated on the enrolment form as a nominated person, authorised to collect the child.
- It is the bus supervisors' duty to look after the safety of the students. If a bus driver is driving without due care, or if the bus driver is behaving in an unusual way, it is the duty of the bus supervisor to inform school.
- Bus supervisors must speak politely and should not use their mobile telephones for non work related matters.

### **Bus Rules**

Students will be assigned to specific seats on the bus, generally with smaller students near the front and older students near the back. They should adhere to the following regulations:

- Students must sit down at all times when on the bus and keep their safety belts fastened.
- Students may have a water bottle in their bag for consumption on the bus. No snacking will be allowed.
- No fighting, swearing or shouting is allowed. Any disciplinary problems will be referred to the classroom teacher who will follow the usual disciplinary procedures according to the school guidelines.
- For parents of students aged 11 and above who allow their child/children to walk home unaccompanied from the bus stop, a letter/email to confirm this must be sent to school (Student

Release Form).

- Parents of all regular bus students should inform the office or bus supervisor (or text to the bus phone) if their child will be picked up that day and will not require the bus.
- Students should respect and take notice of the driver and bus supervisor at all times.

## **Child Protection Policy**

We recognise our moral and statutory responsibility to safeguard and promote the welfare of all children. We endeavour to provide a safe and welcoming environment where children are respected and valued, regardless of age, gender, race, culture, physical, or mental abilities. They have the right to grow up unharmed, to have the opportunity to develop fully and to have their basic needs met. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children receive effective support, protection and justice. Our policy applies to all staff and volunteers working in the school. The policy should be read in conjunction with the Behaviour Management policy.

Green Shoots International School fully recognises its responsibilities for child protection through five main steps:

- By practicing **safe recruitment** in checking the suitability of staff and volunteers to work with children.
- By raising **awareness** of child protection issues and equipping children with the skills needed to keep them safe.
- By developing and then implementing **procedures** for identifying and reporting cases, or suspected cases, of abuse.
- By **supporting pupils** who have been abused in accordance with our child protection plan.
- By establishing and maintaining a **safe environment** where children can learn and develop.

### **Safe Recruitment**

Green Shoots International School follows safe recruitment practices. All employees are required to have a current police check from their country of residence (prior to Viet Nam). This is also required by the Vietnamese Government in order to process work permits. References are followed through on.

Visitors to the school, who are not immediately family of currently enrolled students, are under the direct supervision of a staff member at all times. Volunteers are required to submit their passport details to the school and are not left unsupervised with students.

### **Awareness**

Our teaching of Personal, Social and Health Education and Citizenship, as part of the National Curriculum, helps to develop appropriate attitudes in our children, and makes them aware of the impact of their decisions on others. We also teach them how to recognise different risks in different situations, and how to behave in response to them.

Our curriculum and pastoral systems are designed to foster the spiritual, moral, social and cultural development of all our pupils. All our teaching staff play a vital role in this process, helping to ensure that all of our pupils relate well to one another and feel safe and comfortable within the school. We expect all the staff to lead by example, and to play a full part in promoting an awareness that is appropriate to their age amongst all our pupils on issues relating to health, safety and well-being. All the staff, including all non-teaching staff, have an important role in insisting that our pupils always adhere to the standards of behaviour set out in our behaviour policy and in enforcing our anti-bullying policy.

### **Procedures**

If a student discloses any sort of abuse to a member of staff reassurance should be given, but it must be made clear to the student that confidentiality cannot be preserved. Staff should listen sympathetically, but take care not to ask leading questions. Any disclosure or otherwise gathered information suggestive of abuse/neglect must be followed through on immediately. The following key points are helpful steps to follow:

1. Always stop and listen to anyone who wants to talk to you about incidents or suspected abuse.
2. Write notes – if not at the time then straight afterwards. These are to be lodged in the child’s pastoral care folder in the school’s Google Drive Account. Use the child’s own words as much as possible. Any conclusions reached by staff/volunteers should be presented as their views and not as fact.
3. Never make a promise that you will keep it secret. Instead, give reassurance that only those who need to know will be told.
4. Do not ask leading questions. Use open questions.
5. Immediately after the discussion, inform the School Principal.
6. Discuss with the principal what steps need to be taken to protect the person who may be being abused.
7. Never think abuse is impossible or that the accusation is bound to be wrong.
8. Young people often tell other young people, rather than adults: ensure that other young people are aware of the issue of abuse and how to report it.

If follow up is required as decided upon in conjunction with the principal, then the following steps are used:

1. Depending on the case, parents may be requested to attend a meeting where the information can be discussed. (If the accusations are serious and involve one parent, then the other parent may be called in initially or this step may be skipped altogether for grave allegations).
2. Report will be made with local police authority.
3. Contact will be made with MOLISA (Ministry of Labour, Invalids and Social Affairs) who are in charge of safeguarding children in Vietnam. There is a manned 24-hour hotline as well as email access and both options have English-speaking operators. MOLISA functions in conjunction with social workers in all provinces who liaise with other relevant authorities (such as Police, Women’s Union, People’s Committee).

Department for Protecting and Taking Care of Children  
 Hotline for Guidance and Support Children 18001567  
 Address: 35 Tran Phu street, Ba Dinh district, Hanoi  
 Tel: 18001567, Email: [ruvantreem18001567@yahoo.com](mailto:ruvantreem18001567@yahoo.com)

4. Contact may be made with the Consulate for the home country of students or adults of concern.

### **Support**

We recognise that children who are abused or witness violence may find it difficult to develop a sense of self worth. They may feel helplessness, humiliation and some sense of self-blame. This school may be the only stable, secure and predictable element in the lives of children at risk. Nevertheless, when at school their behaviour may be challenging and defiant or they may be withdrawn. We accept that research shows that the behaviour of a child in these circumstances may range from that which is perceived to be normal to aggressive or withdrawn. The school will endeavour to support the pupil through:

- a) The content of the curriculum to encourage self-esteem and self-motivation.
- b) The school ethos and behaviour management policy which:
  - (i) promotes a positive, supportive and secure environment, and
  - (ii) gives pupils a sense of being valued.
- c) Liaison with other agencies who support the student such as MOLISA, relevant embassies, school counsellor, or online counselling services.
- d) Keeping records and monitoring in case there is a recurrence of a concern.
- e) Offering support wherever possible to the family of the child or children involved in a child protection investigation within the time and expertise constraints of its role and its staff. The welfare of the child remains paramount and all staff/volunteers must remember the limits of confidentiality and the requirements of the law of the land.

## **Environment**

We recognise that high self-esteem, confidence, supportive friends and good lines of communication with a trusted adult helps prevention.

The school will therefore:

- a) Establish and maintain an ethos where children feel secure, are encouraged to talk and are listened to;
- b) Ensure children know that there are adults in the school whom they can approach if they are worried or in difficulty.
- c) Include in the curriculum, activities and opportunities for Personal Social and Health Education (PSHE) which equip children with the skills they need to stay safe from abuse and to know to whom to turn for help.
- d) Include, in the curriculum, material, which will help children develop realistic attitudes to the responsibilities of adult life, particularly with regard to child care and parenting skills.

## **Communication Policy**

Please also refer to Section 6 of the Parent Student Handbook

Parents are the central adults in a child's life and the ones making decisions on their behalf. Staff will endeavour to work closely with parents in order to carry out their wishes for their child wherever they can. Therefore, it is important that we have an effective communication system.

Kindergarten parents are encouraged to communicate with staff on arrival if there is anything to be noted - for example if your child has had a disturbed sleep, is not feeling well or any other piece of information that may help staff to provide him/her with the best care they can. Such information can be relayed to primary and secondary class teachers via text message, email, or, where relevant, communicated by a sibling.

For students using the bus, messages can be communicated to the bus supervisor, or via an email to the class teacher. All staff check email prior to the beginning of the school day.

The school requires parents to inform the school as soon as reasonably practicable of any changes to family details and information required by the school, such as:

- change of address, phone numbers, doctor, emergency contact etc,
- any changes to personal circumstances that may affect their child emotionally e.g. bereavement, separation or illness, and
- any problems or concerns outside of school that may affect their child's behaviour.

School newsletters will be sent out regularly. In accordance with good environmental practices, unless a parent has indicated on the Enrolment Form or informed the school in writing that they would prefer to receive a paper copy, the school will provide this via email.

The parent group is a forum for parents to support and encourage each other and also an opportunity for teachers or other guest speakers to talk on child development and education issues. It is organised wholly by parents and is separate from the school's management.

## **Complaints and Comments Procedure**

### **We care about what you think**

Each day the school makes many decisions and tries hard to do the best for all the children. Your comments - either positive or negative - are helpful for future planning. If you, or your child(ren), would like to file a complaint or make a comment, please contact your child(ren)'s class teacher or School Principal.

## **How to make a comment**

You can also comment on Green Shoots services at any time in person or in writing (by letter or via email to [admin@greenshoots.edu.vn](mailto:admin@greenshoots.edu.vn)). Your comment will be noted and considered as we grow and change to meet the needs of our student body and the Hoi An community in general. Both positive and negative comments are useful to us.

## **How to lodge a complaint**

If you have a concern about anything we do, or if you wish to make a complaint, you can do this by telephone, in person or in writing (by letter or email). We believe that most complaints can be settled quickly and informally, either by putting matters right or by giving you an explanation regarding your issue of concern.

We believe that all complaints and concerns can be dealt with through direct communication between the school and the parent or student, therefore social media posts or other forms of public discussion regarding issues of concern to you are deemed in violation of the Parent-School agreement and may result in sanctions.

If there is something you are not happy about, or you don't understand why we are doing something in a particular way, please discuss it with your class teacher or another appropriate member of staff. We know that it can feel uncomfortable to question or challenge, but if you don't tell us what is worrying you we cannot explain what we are doing or try to put it right.

If you or your child wish to file a complaint, the school will communicate with you using a series of meetings as noted below. Our aim is to deal with the complaint in as few meetings as possible but we appreciate that a parent or student may sometimes wish to bring the conversation outside of the classroom or beyond the management of the school. This should be done only after the earlier steps in the communication process have been completed. Meetings should be conducted in the following order:

### Step 1: Meeting between student and/or parent and class teacher:

In most instances, this will be enough to allay your concerns and/or address and issues raised by the student or parent. If this is not the case, then proceed to Step 2.

### Step 2: Meeting between student and/or parent with class teacher and Head of Curriculum:

This meeting allows students and/or parents to discuss concerns with the Campus Coordinator while also involving the teacher most familiar with a each student's everyday life at Green Shoots. If your complaint revolves around an action taken by the teacher or in any other way relates to the teacher, the next step may be pursued.

### Step 3: Parent with School Principal:

This step allows students and parents to discuss issues that may relate to a classroom situation without the presence of a classroom teacher. It also allows for discussion of issues that may not relate to the classroom environment, such as school policies, procedures, or fees.

The parent may bring one support person to any discussion with the principal, who will discuss the issue with the parent with the aim of resolving the complaint as soon as possible. The parent will be informed in writing, usually within three school days, of the outcome of the investigation and what action, if any, the school proposes to take. If an issue cannot be resolved at this level, a parent may request a meeting with Green Shoots Director.

### Step 4: Parent with Green Shoots Director:

If the parent wishes to proceed with formal complaint to the company director, he or she will be invited to put the complaint in writing using the school's Complaint Form. The director will consider the complaint and may seek advice from Green Shoots' Advisory board before responding to the complaint. In normal circumstances this should take no more than two weeks. The parent will be informed if the



response is expected to take longer.

The director may seek information from others with knowledge of the complaint before making a decision in writing. That decision shall be shared with the complainant and relevant school manager, shall be in keeping with Green Shoots' policies and procedures, and shall be binding.

In exceptional circumstances, the Director may decide not to proceed to consider the complaint on the grounds that the complaint has already been dealt with or is malicious/vexatious. In instances where there is a complete breakdown of relations between the parent and the school, a decision may be made to restrict contact e.g. requesting contact in a particular form or asking the parent to enter into an agreement about his/her future contact with the school. Any restrictions imposed will be appropriate and proportionate.

Complaints that are not lodged using the above procedures, are aired publically while the confidential procedure is underway, or are otherwise made in contravention of our Parent-School Agreement or Complaints Policy, will not be considered valid by the school and will not be pursued.

### **Our promise to you**

We pledge that:

- Your complaint will be dealt with honestly, politely and in confidence.
- Your complaint will be looked into thoroughly and fairly.
- Your complaint will be dealt with promptly and you will be informed as the progress progresses.
- You will receive an apology and any appropriate action, as decided by the school, if we have made a mistake.

### **Fee Policy**

#### **Enrolment Fee**

A non-refundable Enrolment Fee is payable when the offer of a school place is accepted. The acceptance of a school place is not confirmed until the Enrolment Fee has been paid. The Enrolment Fee is paid once and guarantees the place for the student. Full-time students who re-enrol at the school, having been at another educational facility for a period of time, will be liable again for this fee.

#### **Development Fee**

The Development Fee is an annual charge and is due from the quarter in which a child joins the school. Please refer to the Fee Schedule for details of the amounts payable and the dates for payment. See also the section on Late Enrolment in this policy.

The Development Fee will be charged with your first invoice. This allows us to invest in the school's development from the beginning of each year and ensure that your child benefits from these investments throughout the year.

#### **Tuition Fee**

Parents can choose one of three payment plans: (i) annual, (ii) bi-annual (subject to a 3% finance charge) or (iii) quarterly (subject to a 5% finance charge). Please refer to the Fee Schedule for details of the amounts payable and the dates for payment.

The Tuition Fee covers tuition, school meals, and most learning materials. Students from KS2 and above are expected to provide their own fully stocked pencil case. The fee does not cover use of the school bus, extra curricular activities (such as camps, excursions, and sports carnivals), or other services listed in the Additional Fees section of this policy.

#### **Bus Fee**

The School Bus Fee varies depending on the distance travelled to and from the school. Parents can

choose one of three payment plans: (i) annual, (ii) bi-annual (subject to a 3% finance charge) or (iii) quarterly (subject to a 5% finance charge). Please refer to the Fee Schedule for details.

The bus route is chosen by the school and has fixed stops. Routes and stops are changed at the school's discretion in order to accommodate the needs of the majority of families using the service. For more information, please see the Arrival and Departure section in our Parent and Student Handbook.

### **Additional Fees**

- **Clothing:** Students from KS1 and above are required to purchase and wear the school sports uniform for physical education classes during school hours and all primary and secondary students must wear the school T-shirt or sports shirts for off-campus outings.
- **Co-curricular Activities and School Trips:** Co-curricular Activities, and day or overnight trips away from the School to attend scholastic, cultural and athletic/sporting events are charged in addition to the Tuition Fee.
- **Extra Learning Support (ELS):** Extra Learning Support covers English as an Additional Language (EAL) and Special Educational Needs (SEN). The decision to enrol a student in either programme is made by the school. Please note that these are obligatory if it is decided by the school that a student requires access to these services. The withdrawal of a student from an ELS programme will be determined by the school. All costs associated with the provision of ELS are borne by the fee payer.
- **Trial Days:** Green Shoots offers two trial days for families wishing to try our school before making a commitment to enrol. These are charged at a fixed rate and are non-refundable, but may be redeemed against Tuition Fees should the student enrol with the School.
- **Before and After School Care:** Our Hoi An campus (up to Key Stage One) offers Before and After School Care to families requiring childcare outside the normal school hours of 8:30am - 3:30pm. Parents may enrol their child on a regular or casual basis. Please see the Fee Schedule for details. Students who are dropped at the kindergarten rooms before 8:30am or collected after 3:30pm will be automatically enrolled in the Before or After School programme and fees levied accordingly.

### **Part-Time Enrolment**

Part time enrolment is offered only to those enrolled in Little Shoots or Explorers, as per the options detailed in the Fee Schedule. Parents may choose either three full days or five half days (8:30am – 12pm) per week. Parents who choose to enrol their child for three full days must notify the school in writing upon enrolment which days of the week the child will attend. The School will try to accommodate a parent's request, but will make a final decision based on the number of children attending each day and available resources. A request by a parent to change the days their child attend can only be made on a quarterly basis and requires written notice to the school at least two weeks in advance of the start of the relevant quarter. The school's decision in respect of the request will be made on the same basis as the original request. If a child is sick or unable to attend any of the three chosen days, no fees will be refunded and the student will not be permitted to attend another day in lieu of the day(s) missed.

### **Late Enrolment**

If a student enrolls after the beginning of the school year, Tuition, Development, and Bus fees for the student's first billable period, whether full or partial, will be charged at the full value of that period (one month for Explorers, Foundation, and Key Stage One, and one quarter for Key Stage Two/CP and above) regardless of the date of entry into the School. All subsequent fees will be charged as per the Fee Schedule.

### **Tuition Fee Discounts**

The following discounts apply to the Tuition Fee only.

- **Sibling discount:** A 5% Tuition Fee discount is offered to families with two or more children simultaneously attending the School. The discount will be applied to fees for the second child and

subsequent children.

- **Early Payment discount:** A 5% Tuition Fee discount is offered on full payment of the upcoming academic year's Tuition Fee where payment of the Enrolment (where applicable), Development, and Tuition fees are received by 31st May in the preceding academic year.

- **Group Enrolment discount:** A 5% Tuition Fee discount is offered to groups of five or more students enrolling with the school at the same time and paying all outstanding fees for that academic year before joining the School. The discount may be applied for two consecutive years if all group members remain at the school. Group membership cannot be changed if one or more members of the group leave the school.

- **Referral bonus:** A one-off payment VND2,000,000 will be paid for each new fulltime enrolment that results from your referral, as confirmed by the new family and after the receipt of their first tuition fee payment.

Note: The Sibling, Early Payment, and Group Enrolment discounts may be applied consecutively.

### **Payment of School Fees**

The Enrolment Fee is due upon acceptance of the student by the School. Tuition, Development, and Bus fees are payable in advance of the relevant date specified on the Fee Schedule. Other fees are due within two weeks of receipt of an invoice.

Payment may be made in cash or by bank transfer. If the latter, payment should be made into the appropriate USD or VND bank account below. All bank charges must be borne by the fee payer.

**Bank Name:** Sacombank

**Bank Address:** 93, Tran Hung Dao, Hoi An, Quang Nam, Viet Nam

**SWIFT Code:** SGTITVNVX

**IBAN Number:** 364442

**Account Name:** Green Shoots Education Vietnam, Co. Ltd.

Công ty TNHH Giáo Dục Chồi Xanh Việt Nam

**Account Number: VND:** 0400 1740 5820 **USD:** 0400 1740 5898

Where payment of fees is made by a third party, the parent will be liable for any non-payment. In all instances, all correspondence in relation to non-payment of school fees will be with the parent. No correspondence will be entered into with the third party.

### **Late Payment**

Where fees remain unpaid one month after the invoice payable date, fee payers will be charged a 10% penalty on the outstanding amount. The school reserves the right to suspend any student whose fees are unpaid two months after the invoice payable date.

### **Withdrawal and Refund of Fees**

Where it is intended that a student be withdrawn from the school, the school must be given two months' notice in writing. Fees will be applied during this period regardless of whether or not the student attends school during that time.

Refunds will be offered at the quarterly rate for each full quarter not attended and, where monthly payments are allowed, at the monthly rate for each additional month after the two-month notice period.

Refunds apply to Tuition, Development, Bus, and ELS fees. All other fees are non-refundable (including all and any fees paid in respect of days where a child is away from school due to illness or otherwise).

Please be aware that it can take up to 15 working days to process refund payments.

**Please note that School Fees are subject to annual review.**

## **Fire Safety, Emergency, and Evacuation Procedure**

The school believes that children's safety is of paramount importance. To ensure that the school premises present no risk of fire, high standards of fire precautions that comply with and often exceed the relevant Vietnamese law and regulations are adopted.

### **Fire Safety**

The basis of fire safety is risk assessment. Risk assessment is carried out on a regular basis and in accordance with relevant regulations.

An Emergency Evacuation Plan will be displayed in each teaching area and is explained to children and staff (including new members of staff and volunteers). Drills are conducted on a regular basis to ensure that in the event of an emergency the children can be evacuated quickly and easily. Records are kept of all fire drills.

### **Emergency Evacuation Procedure**

At first warning, either by the call of 'fire' or by the smoke alarm/security alarm sounding, everyone will stop what they are doing and leave the premises calmly and promptly via the safest and nearest exit. Children will be directed by staff, and babies and toddlers will be carried to safety. They will leave by whichever door is the nearest to the exit and least obstructed. Keys to all exits are easily accessed by an adult.

The teachers and administrative staff will take the class registers and Visitors' Book to ensure a full record of all people in the building. These will be taken as the children are ushered safely to and then out of the campus gate, nearest to their current position.

A member of staff will call the Emergency Services as soon as possible once all students, staff and visitors have been safely evacuated. A member of staff will count heads and ensure everyone is accounted for. Emergency services will be informed immediately if they need to search for anyone.

Everyone will wait at a safe distance from the grounds. Staff will contact parents as soon as possible and will comfort and reassure the children. They will follow the instructions of the Emergency Services and will not return to the building until it has been declared safe to do so.

### **Typhoons and Flooding**

Heavy rains and typhoons can be an issue in Central Vietnam. At Green Shoots we follow the directives of the Vietnamese Education authorities when flood warnings are issued and local schools are to be closed. In addition to that information, we follow [tropicalstormrisk.com](http://tropicalstormrisk.com) and when the threat is serious, school may be suspended.

If school is in session and the weather is likely to deteriorate rapidly due to an approaching typhoon or other extreme weather conditions, Green Shoots will contact all parents to advise immediate suspension of classes and ask you to make arrangements to collect your children. Students who travel on the bus, will be sent home via bus if parents can be contacted and someone is available at the student's stop, and if it is safe for the bus to travel. Otherwise, it will be the parents' responsibility to make arrangements for the safe collection of their child/ren.

If the threat of a typhoon or flooding event becomes serious outside of school hours, parents will be contacted via email and text to notify the suspension of school. A further email and text will be sent to confirm the re-opening of the school after such an event.

### **Food and Nutrition Policy**

The school will supply children with their nutritional needs between 8.30 am and 3.30 pm. Morning snack and lunch are provided on all campuses, and students enrolled with our kindergarten classes will also be offered an afternoon snack.

The school aims to offer a variety of Western and Asian dishes with alternatives provided for those on a vegetarian diet and for those who are gluten sensitive. Children will be exposed to a variety of colours,

tastes and textures. The focus of the nutritional program is on a healthy, nutritious and varied diet, low in sugar, artificial colours, flavours and preservatives and free from MSG. Our kitchen staff prepare food fresh daily and, where possible, source organic ingredients. Our boiled eggs are free-range and yoghurt, sauces and dips are homemade. Fresh fruit is served daily.

Students and staff are not permitted to bring meals or snacks into school unless with prior permission from a teacher or due to special dietary needs that have been discussed with the school but that the school is unable to cater for.

Meals are served with care and in a pleasant atmosphere and Western table manners are encouraged, including:

- Using cutlery where appropriate,
- Mouth closed when chewing,
- No speaking with food in your mouth, and
- Food scraps on the side of your plate, not on the floor.

At our kindergarten, children will be encouraged to eat by themselves and to be aware of what foods they are eating. However, they will not be forced to eat. Children at the primary and secondary school are expected to be independent at mealtimes and will be reminded of appropriate mealtime behaviour only if necessary. They will be encouraged to try all foods but will not be forced to eat or finish the food on their plate if they choose not to do so.

Meal times are a great opportunity for social interaction and a perfect time to encourage the development of language and social skills where staff and children eat together as a 'family'.

Some children bring a cake or treats to share at school on their birthday. Children at the kindergarten may also be involved in cooking and baking classes. Those whose parents indicated they did not permit their child to eat these foods on the Enrolment Form will not be given such foods.

## **Handwriting Policy**

Our aim is for children to develop legible, fluent, efficient handwriting.

In handwriting, as in other skills, children will develop at different rates. For that reason, it is important that there is a consistent style of handwriting throughout the school, and that all staff consider themselves to be teachers of handwriting, with a clear understanding of the progression of skills, and of how to remedy errors.

Children who join the school with established fluent joined handwriting will be allowed to continue with their current style of handwriting.

The following is a brief outline of our policy:

- Gross and fine motor skills: Activities to develop gross and fine motor skills are essential to the development of good handwriting.
- Posture: Children are taught the importance of sitting upright and correctly on their chair, with their feet on the floor.
- Pencil grip: Children are taught to use a tripod grip. Triangular pencil holders are available in school for children who find them helpful.
- Position of paper: Left-handed children are encouraged to tilt their paper slightly to the right to improve their view of what they are writing and to reduce smudging later on when they write in ink. Right-handed children may find it helpful to tilt paper slightly to the left. Paper should be

steadied with the free hand.

- Paper: Early writers will write on unlined paper so that they are able to write at a size appropriate to their needs. As soon as children are beginning to control the size of their writing, they will be given lined paper and exercise books, to encourage the correct placing of letters on the line. For the teaching and practice of handwriting, it may sometimes be helpful to use handwriting exercise books or 'handwriting paper' to give further support for the relative heights of parts of the letters.
- Correct letter formation: Children are taught to form letters correctly, paying attention to the starting point for each letter, the direction of pencil movement, the shape and orientation of the letter, and the relative heights of different parts of each letter. Teaching will be multi-sensory and appropriate to the needs of the child. Our policy is to teach a letter shape which closely resembles print for early readers, and which will not need to be dramatically changed as handwriting becomes joined.
- Joining letters: Children are introduced to joined handwriting as soon as they have mastered the shape of individual letters. We use a system of entries and exits to assist this process.

## **Health and Safety Policy**

Your attention is drawn to the following associated policies/documents:

- Accident Policy
- Fire Safety, Emergency and Evacuation Policy
- Parent Student Handbook- Health and Medication section

### **Aims of this Policy**

The purpose of this policy is to ensure:

- A safe and healthy environment for staff, children, parents and visitors to the school,
- That all staff and parents understand their personal responsibilities, and
- Compliance with relevant Vietnamese laws and other regulations on health and safety.

### **Organisation of Responsibilities**

All staff must co-operate fully in implementing health and safety initiatives and do everything possible to make sure injuries do not occur to themselves or others. In particular, they must:

- Ensure the school health and safety rules and procedures are adhered to and monitored,
- Identify any risks and either eliminate them or report them to the school's management,
- Ensure that all activities are age appropriate and safe, including tools and materials used,
- Do nothing to endanger their own health and safety or that of others, and
- Inform school management of any personal health issues, which may affect working procedures.

### **Risk Assessments**

Before carrying out any activity, staff will consider any risk to themselves or the children and take all reasonable steps to prevent the likelihood of accidents. Risk Assessments are carried out on:

- Regular risks areas,
- New or unusual activities, and

- Off-site activities.

### **Securing Our Premises**

The gates to our Hoi An campus are closed and locked, with the exception of the office gate, once all children have arrived for school and classes are about to begin. They are opened to allow parents to collect children at the end of each school day or, where relevant, during the school day, but staff must check that the gate is closed again as soon as possible after opening. Parents are asked to co-operate by using the office gate when entering the school during the day, except during specified drop off and pick up times.

Our Danang campus has only one gate, which is monitored by staff throughout the day. There is a bell at the entrance for use during the school day which visitors can use to announce their arrival.

Unfamiliar visitors may be asked for identification before being allowed on the premises and will be asked to enter their details in the Visitors' Book. (See Visitors Policy) A member of staff will ask the visitor whom they wish to see and escort them to the appropriate staff member.

### **Da Nang Kindergarten Campus security**

The Da Nang campus is surrounded by a high fence enclosing the front yard and building. The front gate remains closed during the school day.

The stairwells have safety gates at the top and bottom of each floor preventing the passage of children without the assistance of an adult, and netting secured from step to ceiling. Children are only permitted to use the stairwell with the assistance of an adult to ensure safety. All windows are barred to ensure that children cannot fall.

The upstairs verandah has been fitted with steel grills to enclose the space safely.

### **Hoi An Campus security**

Our Hoi An campus is surrounded by a high fence and has four points of entry: The kindergarten, primary and secondary gates, which are locked at all times except during drop off and pick up times or when in use by a staff member, and the office gate, which is unlocked during the school day. Each classroom is locked and padlocked when not in use.

All classrooms are at ground level, with the exception of the Reception class in our kindergarten building and the library and secondary private study room in our office block. In the kindergarten, the stairwell to the upper floor has a safety gate at the bottom, preventing the passage of children without the assistance of an adult, all upper floor windows are barred for safety and the upstairs open area has been secured with rope and netting to ensure the children's safety.

Staff have access to gate keys at all times for use in emergencies.

### **Ensuring a safe environment for all**

Various measures are taken to ensure a safe environment at Green Shoots:

- Before admitting children to the premises staff will check that the premises are safe and secure.
- All electric sockets in our kindergarten classes that are not in use are fitted with plug covers.
- Electrical testing of the buildings and equipment is carried out as and when required.
- Kettles and hot drinks are kept out of reach of the children.
- Knives for cutting food are kept out of the reach of children or supervised very carefully if being used by students.
- All toys and equipment are suitable for the age of the children using them.
- Equipment and resources are stored and stacked in a way that ensures items will not fall.

- All relevant Vietnamese laws and other regulations on health and safety are complied with.

### **Hygiene**

- Toilets, floors, works surfaces, tables and soiled equipment are cleaned regularly. Gloves are available if required.
- The school has a daily and weekly cleaning routine and more thorough cleaning takes place periodically throughout the year during school holidays.
- Toys and equipment are checked for safety when they are put out and cleaned as required.
- Separate cleaning cloths are used in kitchen and bathroom areas.
- Children are provided with suitable hand washing facilities.
- In the kindergarten classes , staff will assist with toileting according to the age and ability of the child. Toilet paper and baby wipes are used. Toilet hoses are not used because:
  - They create an unhygienic environment by spraying contaminated water across the toilet seat and the floor.
  - The floor can be dangerous if slippery.
  - If the toilet hose is not used correctly it can be unhygienic for females.
- Children are educated about personal hygiene through play and their daily routine.

### **Storage and use of cleaning fluids and other chemicals**

- Cleaning fluids and other chemicals are kept out of the reach of the children.
- All materials used by the children are non-toxic.

### **Sun Safety Procedures**

Refer to Section 4 in the Parent Student Handbook.

### **Staff Personal Safety**

Staff should take care to lift correctly, bending at the knees, and not to lift items that are too big or heavy on their own and are advised not to try to lift or carry a struggling or kicking child.

Staff must follow instructions on the bottles if using cleaning fluids and other chemicals and use gloves provided if necessary.

Staff must check with their doctor to ensure all required vaccinations are up to date. When dealing with bleeding or vomiting they should wear gloves and use disinfectant.

### **Food Hygiene**

Strict hygiene practices and Vietnamese law and other regulations in respect of food hygiene are followed by staff. All surfaces and cooking equipment are kept clean and staff members preparing food wash their hands regularly. Out of date and used food is discarded and all meals are served on individual plates (Snacks served on communal plates will be transferred to individual bowls for consumption).

### **Medicines**

See Parent Student Handbook Section 5.

### **Vaccinations**

The School requires a copy of each child's vaccination booklet with details of vaccinations that the child has received. All parents are advised to consult the public health authorities of their home countries about mandatory and recommended inoculations for their children.

Pursuant to Vietnamese health regulations, the school is required to make the above information



regarding vaccinations available to the Vietnamese authorities upon request.

### **First Aid**

All teaching staff have completed first aid training and first aid kits are located within each campus and are checked and re-stocked when necessary. A travel first aid kit is carried on outings. In the case of an accident, the Accident Policy will be followed.

### **Pre-Existing Injuries and Illnesses**

Details of any pre-existing injuries/illnesses must be brought to the school's attention upon enrolment. These are recorded on a Pre-existing Injury Report Form, to be signed by both a parent and a staff member. This form should also be completed if a significant illness or injury occurs during the student's enrolment with us.

### **Sickness**

We appreciate that some parents are working parents and need to be able to go to work. However, if your child is unwell then they will be better cared for in their own home. The staff are happy to care for children with minor coughs and colds but will not care for children who are very unwell, infectious or running a high temperature. The welfare of all children in the school's care must be considered.

It is natural that children will suffer and spread illness and infection. However, through good practice and cleanliness in their home and the school, the extent to which these infections are spread are minimised. The school promotes good health and takes positive steps to prevent the spread of infection and appropriate measures when they are ill.

Children who are ill or infectious will be excluded from activities and parents will be contacted immediately if their child becomes ill whilst in the school's care. Children who have suffered from fever, vomiting or diarrhoea must be free from these illnesses for 24 hours without medication before returning to school even if they appear well or recovered.

### **Smoking**

The School has a strict NO SMOKING policy on all campuses.

## **Information Communication Technology (ICT) Policy**

### **What is ICT and why is it important?**

Information Communication Technology (ICT) prepares students to participate in a rapidly changing world in which work and other activities across all aspects of daily life are increasingly transformed by access to varied and developing technology. Students use ICT tools to find, explore, analyse, exchange and present information responsibly, creatively and with discrimination. They learn how to employ ICT to enable rapid access to ideas and experiences from a wide range of people, communities and cultures. Increased capability in the use of ICT promotes initiative and independent learning with pupils being able to make informed judgements about when and where to use ICT to best effect.

### **Aims for Teaching and Learning ICT**

Green Shoots ICT programme provides opportunities for all pupils to:

- Develop their ICT skills in the areas specified by the UK's National Curriculum and build awareness of the use of computers in the classroom and in the wider world,
- Gain confidence and enjoyment from ICT activities,
- Make informed judgements about when and where to use ICT to best effect,
- Develop logical thinking and problem solving, and
- Become autonomous, independent users of ICT both as a learning resource and as a discipline in

its own right.

### **Acceptable Use of Computers and the Internet**

All school users of the internet must be aware of the Information and Communication Technology Policy (Hereafter referred to as the ICT policy) for computers and internet access and abide by these provisions when accessing the internet and technology resources.

Green Shoots recognizes that computers are used to support and enhance learning. It is policy that all computers are to be used in a responsible, efficient, ethical and legal manner.

Green Shoots declares unethical and unacceptable behaviour as just cause for taking disciplinary action or revoking information network access privileges for any activity that violates the Computer, Network and Internet Code of Conduct below.

It is unacceptable to make use of the information network for illegal, inappropriate, or obscene/pornographic purposes, or in support of such activities. Illegal activities shall be defined as those that violate any Vietnamese laws or policies. Inappropriate use shall be defined as a violation of the intended use of the network, and/or purpose and goal. Obscene or pornographic activities shall be defined as a violation of generally accepted standards for use of publicly owned and operated communication vehicles.

### **Computer, Network and Internet Code of Conduct**

Green Shoots staff and students must agree not to engage in the following activities:

- Using the school's network for illegal, inappropriate, or obscene purposes or in support of such activities.
- Intentionally disrupting network traffic, crashing the network or connecting systems, or degrading or disrupting equipment or system performance.
- Stealing data, equipment, or intellectual property.
- Forging electronic mail messages, using an account owned by another user, or posting unauthorized or inappropriate messages.
- Accessing politically sensitive, obscene or pornographic Websites.

Any breach of the above will result in suspension or revocation of e-mail and Internet access privileges, or suspension, cancellation of contract with dismissal or a combination of these sanctions.

### **Internet Service Provision**

Green Shoot makes no warranties of any kind, whether expressed or implied, for the Internet service it provides. Use of any information obtained via the Internet is at the user's own risk. Users must be aware that there are many services available on the Internet that might be offensive to certain groups of users. Green Shoots cannot eliminate access to all such services, nor could it begin to identify them. Users must be responsible for their own actions in navigating the Internet and aware that all Internet site visits are logged on Green Shoots Servers and reviewed frequently.

### **Procedures for Internet Use**

These procedures are applicable to both staff and students.

At the beginning of employment at Green Shoots for staff and the beginning of each academic year for students (or upon initial enrolment), the ICT policy must be read and an agreement signed to abide by the policy. This applies to all secondary students. At the beginning of each school year, the administration will conduct a review session with all staff and students on the ICT policy.

Staff and students will be required to sign the applicable form found in this handbook. Parents agree to support the school in this, by agreeing when signing the enrolment form.

The school's IT Manager is required to periodically and randomly check Internet usage across the system

to assure that the school's technology is being used appropriately by staff and students.

Because of host country laws and the necessity to maintain the integrity of Green Shoots as a respected educational institution, inappropriate usage of the school's technology will not be tolerated and appropriate sanctions will be imposed. Depending upon the nature and circumstances of inappropriate usage, sanctions can include loss of Internet privileges, suspension, expulsion from Green Shoots, cancellation of contract with dismissal or a combination of these sanctions.

### **Responsible Digital Citizens**

At Green Shoots we expect all staff and students to be responsible digital citizens. Please note these conditions in our ICT Use Agreement in Section 2 of this handbook.

### **Library Policy**

This school believes that every pupil has the right of access to a relevant, balanced and stimulating collection of materials to support and extend learning and literacy.

#### **Aims**

Our aim in providing a library is to:

- Promote a love of books, the curiosity and desire for knowledge and information,
- Provide relevant non-fiction resources, helping pupils and staff to research information and extend their knowledge,
- Introduce pupils to interesting and stimulating fiction texts, and
- Support the development of pupil's knowledge, understanding and appreciation of their own and others' beliefs and cultures by providing stock which reflects our multicultural society and creating opportunities to promote and talk about significant texts.

#### **Accommodation and Organisation**

We currently have a dedicated library room on the Hoi An campus. This space will be utilized by teachers and classes for library lessons, researching, reading and borrowing and may be available at some break times for children to play board games and read. There is a whiteboard and computer set up allowing this space to be used for relevant teaching sessions and beanbags for cosy reading times.

All of our books are catalogued on Gibbon, our school management software system and the children will be shown how to search for books within our collection. This system will also record the location of books and be used as a record-keeping tool for children borrowing books. Students on the Hoi An campus may borrow books, which must be returned in good condition before further books are loaned out.

Books on the Danang kindergarten campus are catalogued using the same system and may also be borrowed, but are stored on shelves in each classroom and rotated regularly according to the curriculum and interests of the class. Parents may assist their child to choose a book from our borrowing system if they wish and the class teacher will record details on our Gibbon cataloguing system. Books borrowed must be returned in good condition before further books are loaned out.

All children will to be taught annually, as part of normal classroom procedures, about the responsible use of library and school reading books.

#### **Facilitating and promoting independent learning**

Children from Key Stage 2 onward, will, as part of their English curriculum, receive training in the use of the library. All children will be taught research skills at a level appropriate to them, as part of the English

curriculum.

### **Resourcing the library**

Our aim is to ensure that the stock of books in the library is as up to date as library funds permit, and covers a broad range of reading material. Old and damaged stock is systematically removed from the shelves. Children and staff will have the opportunity to suggest additions to the collection.

We also have an extensive collection of e-books which children will have access to from Upper Key Stage 2 through their school email account.

## **Physical Contact, Intervention, and Displays of Affection Policy**

### **Physical Contact and Intervention by Staff**

There are circumstances in which physical contact is necessary in order to meet the emotional, safety and care needs of children. Research has established that physical contact is important in developing relationships, although the circumstances depend on the age, understanding and individual needs of each child. Green Shoots' guiding principles regarding physical contact between staff and students are:

- The welfare of the child comes first and takes precedence.
- Staff will comfort children who are in need of comfort.
- Staff will care for children who cannot care for themselves.
- Staff may touch children to demonstrate physical techniques.
- Staff will hold children to keep them and others safe.
- Staff will endeavour to maintain dignity for children and staff.

Staff are aware of the different emotional needs of children and that hugs and kisses are sometimes needed by children, especially younger children.

- In our kindergarten classes, staff may hug, kiss (on the head, cheek or forehead) hold hands, cuddle or tickle a child unless the child and/or parent ask that such contact is not made.
- Primary aged child(ren) may be hugged if they are distressed or to show a teacher's pride and affection.
- School staff will not initiate physical contact with secondary students but may respond if approached by a child in need of comfort.
- Pats on the back, high fives, handshakes etc are all acceptable forms of physical contact at all ages

Please notify the school in writing if you or your child are not comfortable with this type of physical contact.

If a child needs restraining in any way - i.e. separating from fighting or running into the road - staff will have to enforce this for the safety of the child and that of other children in the school's care. This will be done in a gentle, secure manner. For safety reasons, staff at our kindergarten will hold hands with children when they are out and about.

At the kindergarten level, some physical contact will be needed when changing nappies, helping children wash their hands, use the toilet, wipe their nose etc. Staff are happy to assist with toileting according to the age and stage of ability of the child. If necessary staff will change a child's clothes and/or shower the child. This will always occur in a bathroom with the door ajar.

### **Displays of Affection**

Please refer to Section 5 of the Parent-Student Handbook.

## **Playtime Policy**

We encourage our students to play outside, to explore their environment and to create games both alone and in groups. They are encouraged, where possible, to solve problems themselves in a safe and secure environment, but our staff are always on hand to help if a situation becomes too difficult to handle alone.

In poor weather, duty staff may decide that the pupils should not go outside at lunchtime. This may be during very wet weather or extreme temperature conditions. In such cases all students should be occupied with a range of age-appropriate activities and games. Depending on conditions, the library, computer lab, Bamboo Room and classrooms may be made available for supervised student use.

All areas available for play at break times will be supervised by a staff member at all times. The main purpose of supervision in the playground or approved play areas is to help protect the students from injury or reduce the risk of student injury. Staff members on duty are required to be attentive to the designated area, staying in reasonable proximity and keeping all students in sight. They will, when required, remind students of safe practices and rules and control the environment. Staff are required to be risk conscious and report potential hazards to Director of Operations or School Principal.

Students may not throw objects (sticks, rocks, dirt, etc.), call others names, argue, or play roughly. 'Play fighting' typically results in real fighting and for that reason is not allowed. Students may play only in designated areas and must obtain permission from the staff supervisor before leaving that area.

Playground rules for specific areas are drawn up in consultation with the whole staff and pupils at the beginning of the school year. Rules are laminated and displayed for all to see, including wet playtime rules and dining room rules. These rules may be revisited and edited as need be throughout the school year.

General Playground rules:

- Children must be respectful and take care of one another in the playground.
- Adults on duty must be listened to and their instructions followed.
- No running with sticks or throwing of hard objects.
- Buildings, sheds, fences and gates are not to be climbed.
- Flowerbeds, fish ponds, and other landscaping are not for jumping on or over.
- Play equipment is to be treated respectfully and with care.
- No child leaves the playground area without the teacher's consent.
- STOP means STOP!

Unkindness to a child either by individuals or groups of children and wilful physical or verbal abuse towards any child or adult will not be tolerated. If any such behaviour occurs, the victim may be encouraged to put a stop to the behaviour themselves by saying 'stop' if they feel able but more usually either another child or adult will make it clear to the perpetrator that this behaviour is unacceptable. If this is not sufficient:

- The child may be asked to sit out of the game and reflect on the behaviour.
- The child may be sent indoors to a teacher with an older child or other adult and given a task to complete for the remainder of break.
- The child may be asked to make reparations to the victim – card, letter of apology etc.
- An Incident Report form, noting the incident, those involved and action taken in response may be completed, and parents sent a copy and asked to sign as acknowledgement.
- The parents may be notified of their child's behaviour and the actions that were taken.

## **Serious Playground Incidents**

A serious incident is one in which a child is seriously hurt, either physically or emotionally, by another child, whether deliberate or otherwise, or when a group of children are involved in serious fighting or rough play.

- The adult on duty should ask for the assistance of another adult – ask an older child to get second adult.
- Ensure that the children stop fighting and are safe.
- Assess injuries and calm the situation, then ascertain briefly what occurred.
- Children involved must be accompanied inside to calm down and have injuries attended to.
- In the unlikely event of a complex situation, the teacher involved may need to be relieved from teaching/duty, while the situation is dealt with (details taken of exactly what occurred, who was involved etc.).
- An Incident Report should be filed as soon as possible. The narrative of, and responsibilities around, the event may not be easy to ascertain if not witnessed by an adult. However, the account needs to be written as accurately as possible.
- Remedial action will be decided upon by the teacher and, where appropriate, with the help of the classroom teacher or School Principal.
- The parents of those children involved should be notified the same day.
- If concerns arise regarding bullying, these need to be addressed using our Behaviour Management policy. Class assembly/school assembly may also be used to address the issue.

## **Privacy Policy**

### **Our Students' Privacy**

Before and during the course of a student's enrolment at the school, the school may require personal information, including sensitive information about students and/or parents. The primary purpose of collecting this information is to enable the school to administer educational services for the students. If we do not obtain the information referred to in this policy, your child may be excluded from some aspects of school life, and we may not be able to enrol or continue the enrolment of your child.

The school protects the information it holds about students and parents against loss, misuse, unauthorised access or disclosure by way of locked filing cabinets for paper documents, and password protected access for computer files.

Information will generally be collected by way of forms filled out by the parents, face to face meetings, or over the telephone. On occasion, information may be provided by a third party such as another school or medical professional. We may ask you to occasionally provide medical reports about your child.

From time to time the school may seek from, and or disclose to, third parties personal information which may be of a sensitive nature for administrative, educational and pastoral purposes. Third parties may include other schools, government departments, medical practitioners, relevant education associations, and people providing services to the school, including specialist visiting teachers, sporting coaches and volunteers. The school will disclose your personal information, without notice or request, only if required to do so by law or in the good faith belief that such action is necessary to:

- Conform to the edicts of the law or comply with legal process served on the school,
- Protect and defend the rights, privacy, or property of the school, or
- Act in urgent circumstances to protect the personal safety of students, visitors to the school, or the public.

In the event that a parent is in default in relation to the payment of school fees, the school may disclose

contact details and account status information to a third party for the purpose of collecting outstanding accounts.

The school will occasionally take photographs of various activities around the school for use within the school. In addition, occasionally photographs may be used for advertising and promotional purposes e.g. in publications and on the school website or other public media.

Unless express permission is given by the School Principal, an adult helper/visitor should not take photographs whilst on the premises. The school allows other parents to take photos of the students when visiting the school. However, parents are not to allow photographs including students other than their own child to be shared on social networking sites or other public media.

Unless you have indicated on the Enrolment Form that you do not wish to have your contact details shared, telephone numbers and email address(es) may be made available to other parents.

Where you have provided emergency contact details of others, such as doctors, you should inform them of that fact and let them know that they are able to provide information at the school's request.

In situations where parents are separated or divorced, it is the policy of the school to release school reports to both parents, and allow both parents to attend parent teacher interviews upon request, unless alternative arrangements are sought by the custodial parent and agreed to by the school.

Parents may seek access to their own personal information collected by the school by requesting access in writing to the school. However, there will be some occasions when access is denied, such as:

- When access would have an unreasonable impact on the privacy of others.
- Where access may result in a breach of the School's duty of care to the student.
- Where a student has provided information in confidence.
- Where access to the information would contravene an order made by a competent authority (e.g. a court).

We will not disclose your personal information to third parties for their own marketing purposes.

### **Confidentiality**

Green Shoots provides limited counselling to our primary and secondary students. This may take the form of contact with a teacher, meetings with our school counsellor, or access to written materials discussing issues of interest to children, teens and young adults. Upper Primary and Secondary students also receive Sex and Drugs education as an integral part of their curriculum.

Counselling services are provided at the discretion of the school if a member of staff believes a student is in need of help. Such services will be offered confidentially and parents will only be informed if:

- A student asks the school to contact his or her parents, or
- The school believes there is a risk of self-harm.

If a student discusses abuse within the home with a member of staff, the school, working with the student, will decide when and how to involve both parents and the police in the conversation. For further information about our counselling services, please see our Parent-Student Handbook.

Parents' respect for the school's privacy is covered in our Parent-School Agreement, which is shown in Section 2 of this handbook and agreed to upon signature of the Enrolment Form.

### **Safe Swimming Policy**

The school believes strongly that all children should learn to swim as soon as possible. Swimming is not only a sport for children but a life saving skill for those of us living on Vietnam's coast. All students enrolled in our International Programmes on the Hoi An campus take swimming lessons during the summer months in a pool near to their campus built and maintained by local charity, Swim Vietnam.

Swimming lessons for our Da Nang students will be provided at a local facility which the children will be bussed to.

Just a few of the benefits of swimming lessons for children include:

- Acquiring life saving swimming skills and water awareness,
- Improved water safety and survival knowledge,
- Improved fitness, strength, co-ordination and general health, and
- Improved confidence and self-esteem.

The teaching and learning of swimming and water safety requires the utmost care on the part of all concerned. This policy provides guidance on safe practice at school swimming lessons.

The message that children must never swim on their own, whether at school, at the beach or elsewhere, is something that is reinforced at every opportunity. Our swimming instructors have the appropriate lifeguarding, rescue and first aid skills and all of our staff are trained in first aid.

The swimming programme provided to the children is age and ability appropriate identifying specific groups for each swimming session. It is based on fun, laughter and learning through play, and parents are encouraged to understand that children progress at their own pace and positive input will be encouraged at all times. Fun activities, playtime and practice are a must in our non-threatening and non-competitive environment.

In kindergarten classes, there will be a maximum of two to four children to each adult, dependant on the age group, and the adult is responsible for assisting the child during swimming lessons and keeping the child safe. Staff will ensure that:

- There is appropriate supervision of children when changing,
- Sun block is applied to exposed skin on a child in the pool during the hours of 10 am – 2 pm. Outside those hours sun block will only be applied at a parent's request,
- Children are under control
- Rescues or other emergency action is initiated if required,
- Unsafe activities are prevented,
- Communication between all parties is clear,
- Adequate floatation devices are used when required, and
- Risks are assessed for each session.

A whistle is easily accessible at all times and the swimming instructor will ensure the children and staff know that one long blast calls for the pool to be cleared. Where an adult other than a teacher assists with swimming they will be given a clear understanding of what is expected of them by a member of staff.



## 2 Other Important Documents

### Green Shoots International School Advisors

Green Shoots is supported by a group of experts who advise the owner on issues relating to the operation and sustainable development of Green Shoots International School. Green Shoots' owner invites advisors who are strategic in thinking, diverse in talents, and supportive of the mission, vision, and values of Green Shoots International School.

Ordinarily, the owner will act upon the advice of these advisors unless to do so would contravene Vietnamese law, go against the values of the company, or otherwise jeopardise Green Shoots' development as envisioned by the owner.

### Role and Responsibilities of the Advisors

Each advisor offers a specific area of expertise and provides advice on the issues noted below. Advice may be requested by the owner at any time to deal with specific areas of concern or need, or to deal with issues raised by members of the school community (staff and parents) and not adequately dealt with by school management.

The primary role of the advisers is:

1. To offer advice regarding policy development, strategic planning and fiscal management.
2. To advise the owner on issues relating to school performance.
3. To offer management advice.
4. To advise the owner where a staff or student complaint has passed through the complaint process within the school but has not been resolved, and where the owner must act as a final arbiter.

### Parent-School Agreement

As educators, we recognise that it is crucial to build a trusting partnership between staff and each child's parents. The terms of this Parent-School Agreement reflect what we believe to be the basis for that partnership.

#### Parent Agreement

I have chosen Green Shoots International School and therefore as a parent I agree:

- To help ensure that my child arrives and departs on time each day.
- To inform the school by 8.30 am on the first morning about any absences.
- To keep absences other than for illness or medical reasons, to a minimum.
- To help and support my child to complete any homework in a quiet place.
- To ensure that my child is appropriately dressed and equipped for school.
- To help my child to understand and follow the school rules, policies and procedures.
- To support the school in maintaining good behaviour and behave in a way that sets a good example.
- To support my child by taking an active part in school life.
- That dealings between myself and the school will be professional, courteous, respectful and supportive.
- That I will not use social media or other public forums (online or offline) to discuss issues of concern with the school or to, in any other way, negatively impact the reputation of the school,

and that all complaints and concerns will be addressed directly to the school using our Complaints Procedure outlined in the Policy handbook.

- To make every effort to distinguish between rumour, hearsay and fact.
- To allow staff a reasonable period of time in order to deal with any issues that may arise.
- To exercise discretion when dealing with issues of a confidential nature.
- To abide by school policies and procedures amended from time to time and available on the school website.
- That I will exercise patience and respect in dealing with complex school issues.
- To support the growth and development of the school.
- To use the appropriate channels for seeking information or dealing with issues and to follow the process outlined in the Complaints Policy if I have a complaint.
- Not to disclose or otherwise share with a third party any written or verbal communication between myself and the school without prior permission from the school. All such information is considered confidential in nature unless made public by the school. The school reserves the right to share such communication if needed to uphold the reputation or security of the school or safety of students enrolled with the school.
- To support the school and its staff and deal in an honest and open way with all those in the school community.

### **Staff Agreement**

Members of staff at Green Shoots International School agree, on behalf of the school:

- To provide a stimulating, warm, safe and secure environment in which all students entrusted to the care of the school will be treated equally and with respect.
- To endorse the ethos of 'Children's Human Rights' and be committed to providing an environment in which all students' emotional, physical, social and intellectual needs and expectations are met without reservation.
- To support and adopt a holistic approach to the education of the students.
- To provide the resources and opportunities and create the right conditions, within the school's natural limitations, needed to enable all students to reach their fullest developmental potential.
- To endeavour to meet the individual educational and pastoral needs of all students.
- To plan and provide age and ability appropriate educational activities.
- To motivate and involve all students in their own learning.
- To help students develop self-discipline, appropriate behaviour, respect for others and a positive attitude.
- To encourage and teach students to take care of their surroundings and those around them and to grow in awareness of the wider world.
- To use meetings to inform parents (or the appropriate senior staff member) of a student's progress and of any problems or concerns affecting a student's learning or behaviour.
- To keep parents informed of school activities, themes, events and other information relevant to their child's learning.
- To support the growth and development of the school, abide by school policies and procedures,

and exercise discretion when dealing with issues of a confidential nature.

- To make every effort to distinguish between rumour, hearsay and fact.
- To exercise patience and respect when dealing with complex school issues.
- To support the school and deal in an honest and open way with all those in the school community.
- That dealings with parents of the students will be professional, courteous, respectful and supportive.
- To listen carefully to parents and deal with complaints in a sympathetic and respectful way.
- To make time to discuss a parent's concerns about their child.

## **Information, Communication and Technology Use Agreement for Secondary Students and Staff**

As a student/staff member at Green Shoots International School, I agree to abide by the following rules and guidelines related to ICT. I will be a responsible digital citizen. This means:

- **Respect Myself.** I will show respect for myself through my actions. I will select online names that are appropriate. I will consider the information and images that I post online. I will consider what personal information about my life, experiences, experimentation or relationships I post. I will not be obscene.
- **Protect Myself.** I will ensure that the information, images and materials I post online will not put me at risk. I will not publish my personal details, contact details or a schedule of my activities. I will report to the school any attacks or inappropriate behaviour directed at me. I will protect passwords, accounts and resources.
- **Respect Others.** I will show respect to others. I will not use electronic mediums to enflame, bully, harass or stalk other people. I will show respect for other people in my choice of websites: I will not visit sites that are degrading, pornographic, racist or inappropriate. I will not abuse my rights of access and I will not enter other people's private spaces or areas. While on campus I will use the school network and systems in a responsible and educationally appropriate manner.
- **Protect Others.** I will protect others by reporting abuse, not forwarding inappropriate materials or communications, and not visiting sites that are degrading, pornographic, racist or inappropriate.
- **Respect Intellectual Property.** I will suitably cite any and all use of websites, books, media etc. in an appropriate way. I will use and abide by the fair use rules.
- **Protect Intellectual Property.** I will request to use the software and media others produce. I will act with integrity.

I understand that the school may check my computer files, e-mails I send and the Internet sites I visit.

I understand that if I deliberately break these rules, I may not be allowed to use the Internet or computers and other sanctions may apply in line with Green Shoots policies and procedures.

I understand that the school may exercise its right to monitor the use of the school's computer systems, including access to web-sites, the interception of e-mail and the deletion of inappropriate materials where it believes unauthorised use of the school's computer system is or may be taking place, or the system is or may be being used for criminal purposes or for storing unauthorised or unlawful text, imagery or sound.

(For students, this will be printed, discussed with teaching staff and agreed to with a signature and date. As a parent you agree to supporting the school in this policy when you sign the enrolment form. Staff

members agree to this policy when signing their contracts).