

2016-2017 PARENT HANDBOOK



Semarang

Multinational
School

“Building Confidence
Building the Future”



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ADMINISTRATION

School Opening Hours

- School Hours : 7.30am to 2.40pm Monday-Friday
- Office Hours : 7.30am to 4.00 pm Monday-Friday

School Contact Number

- School Number : +62-24-8311424
: +62-24-8507227
: +62-24-8507228
- School Fax : +62-24-8311994
- School Email : info@semarangis.or.id
- Enrollment : enrollment@semarangis.or.id
- Principal : principal@semarangis.or.id
- Website : www.semarangis.or.id

Attendance

Regular attendance is essential to the progress and achievement of every student.

1. Parents should arrange travel and vacation times to coincide with scheduled holidays and vacations as noted on the school calendar.
2. Student absences should occur only for necessary and important reasons e.g medical reasons, death in the family or unavoidable travel.
3. For excused absences:
 - Parents are asked to notify the school office by phone or email on the day of absence prior to 8:00 am.
 - Upon return to school, parents should send a message or email, explaining the reason for the absence.
 - The student will be advised of missed assignments.
 - Assignments must be completed in the amount of time determined by teacher[s].
4. For extended, planned absences, parents must give the at least two week's notice requesting permission from the principal. Parents of middle and high school students should confer with the school principal and classroom teacher in regard to their child's ability to progress academically following such an absence. Homework can be

provided, if requested, for up to two weeks of extended absence, no longer. Please ensure all work given is completed before returning to school. School fee discounts will not be given for extended absence.

Enrollment

All returning students who have demonstrated successful academic performance and do not require special learning assistance beyond the resources of the school shall be guaranteed space for continued enrollment. Re-enrollment notices will be circulated in Term 4 each year.

School Fees

1. School Fees should be paid on a yearly basis on or before August 1st.
2. Parents will be invoiced annually from school office. Parents will be required to sign the proof of invoiced received.
3. Parents shall be invoiced four weeks prior to the established fees due date. Such payment shall be by direct transfer or cash. The school requires proof of direct bank transfer.
4. The Indonesian government is now enforcing a law (PBI17/3/2015), which prohibits domestic transactions made in foreign currency.
 - When transferring school fees, the transaction must be done in IDR. The exchange rate to use for this transaction would be the Bank Indonesia rate on the day of transfer. Please notify the office directly about the date of transfer and the exchange rate used.
 - If you are transferring the school fees from an account outside of Indonesia, this can still be done in USD.
5. Proof of payment via bank transfer from the sponsoring government/firm or organization is the responsibility of parents. All payments due are net of all transaction charges and must be received by the agreed due dates, or parents are liable for late charges of 2.75% per month.
6. School fees must be paid or guaranteed prior to attendance. In order to guarantee placement for the forthcoming semester, school fees are due on or before the established date. Failure to meet deadlines shall forfeit a student's guarantee of admission. If the school has not received a written clarification from parents and/or sponsor on forthcoming payment, the Principal may, with

Board permission, remove a student from Semarang Multinational School attendance until payment is made.

7. School reports, assessments and letters of attendance will not be issued if school fees are unpaid.
8. A full payment is required for any proportion of term attended. Upon withdrawal, a student shall receive a tuition refund for any full term of non-attendance. This refund does not apply to the non-refundable capital levy for returning students. As per the admissions policy, students withdrawing from the school must notify the school administration at least 2 months in advance.
9. 10% discount off of school fee is available for the 2nd and 3rd or 4th child if payments for all enrollments (1st, 2nd, 3rd etc.) are made on a yearly basis.
10. In extraordinary cases, the board may approve refund deposits or approve deferred payments when it is in the best interest of the School and student to do so.

Staff

Teaching Team

NAME	POSITION	CLASS	EMAIL
Justine Hitchcock	Principal	Papua: Preschool and Kindergarten	principal@semarangis.or.id
Sisca Widhi	Senior Teacher Early Years	Jawa: Toddlers	sisca@semarangis.or.id
Desi Kusmanto	Local Teacher	Jawa: Toddlers	desi@semarangis.or.id
Sri Utami	Local Teacher	Jawa: Toddlers	utami@semarangis.or.id
Chrys Kettunen	Lead Teacher	Papua: Preschool and Kindergarten	chrys@semarangis.or.id
Puji Suharni	Local Teacher	Papua: Preschool and Kindergarten	puji@semarangis.or.id
Marea Rudolph	Lead Teacher	Kalimantan: Reception	marea@semarangis.or.id
Rossy Oktaviani	Local Teacher	Kalimantan: Reception	rossy@semarangis.or.id
Elisha Campbell	Lead Teacher	Grade 1	elisha@semarangis.or.id
Rachmawati Hidayah	Local Teacher	Grade 1	rachmawati@semarangis.or.id
Raewyn Smith	Lead Teacher	Grade 2	raewyn@semarangis.or.id
Ellian Hasyiyati	Local Teacher	Grade 2	ellian@semarangis.or.id

Kylie Moody	Lead Teacher	Grade 3 & 4	kylie@semarangis.or.id
Purbasari	Local Teacher	Grade 3 & 4	purbasari@semarangis.or.id
Nur Hidayah	Local Teacher	Grade 4	hidayah@semarangis.or.id
Lauren Carter	Lead Teacher	Grade 5,6	lauren@semarangis.or.id
Indah Dessyera	Local Teacher	Grade 5,6	indah@semarangis.or.id
Cheryl Parker	Lead Teacher	Grade 7,8	cheryl@semarangis.or.id
Virgiawan Listanto	Local Teacher	Grade 7,8	virgiawan@semarangis.or.id
Betty Caraan	Senior Teacher Primary	Grade 5,6	betty@semarangis.or.id
Adam Ismail	ESOL Teacher	All grades	adam@semarangis.or.id
Wahyu Kurniawan	Health and Physical Education Teacher	All grades	physical@semarangis.or.id
Nicky Avianti	Mandarin Teacher (Seniors)	Grade 2 - 8	nicky@semarangis.or.id
Kridhanto Suryo	Librarian	All grades	library@semarangis.or.id

Administration Staff

NAME	POSITION	EMAIL
Imam Santosa	Business Manager	enrollment@semarangis.or.id
Titien Setiyorini	General Administration	general.admin@semarangis.or.id
Atik Solechah	Finance Officer	finance@semarangis.or.id
Dias Febrisahrozi	IT Officer	ict@semarangis.or.id
Anita Triyuniarti	Accounting Officer	accounting@semarangis.or.id

Time Schedule

Class	Day	Time
Jawa	Monday-Friday	8am-10:00am
Jawa Transition	Monday-Friday	8am-11.00am
Papua	Monday-Friday	8am-12:20pm
Reception-Year 8	Monday-Friday	8am-2:45pm
ECA	Monday-Friday	2:45pm-3:30pm

Snack Time = 10:00 and 10:30am. (Toddlers have a separate snack time for each different group).

Lunch Time = 12:30 – 1:10pm.

School Hours

- School hours for all primary and middle school classes are from 8am-2:40pm Monday-Friday.
- Pupils should arrive at school between 7:30 am and 8:00. **Arrivals before 7:45 am require a parent to remain to supervise** as teachers are engaged in class preparation and meetings and are not available for supervision before this time.

After School Pick Up

- Only a responsible adult, being a parent/guardian or designated adult already delegated to this role by the parent/guardian, may pick up children. Under normal circumstances and for the protection of children, the school will not release a child to the care of an adult who does not fit the criteria.
- Please inform us, preferably a day in advance, if someone different from usual is going to pick up your child.
- Pupils should be picked up promptly at the end of the class. If you are delayed please notify the school so that we can reassure your child. Teachers are unable to supervise after school hours so children must be picked up on time.
- If there's any change in the way your child is going home, you must inform the teacher or the office staff in writing or by phone (but only in the case of another known parent) in advance.

We cannot accept verbal messages from pupils about changes to their pick up routine.

GENERAL

Assemblies

Each month the school comes together to share events of the month, to showcase student work or celebrate a religious or cultural festival. Please check your school calendar and newsletter for dates. Parents are very welcome to join our assemblies. This is a great opportunity for the whole school community to show an interest in work that has been completed. Teachers present awards for achievements and effort to students who have shown progress.

Please note: We ask parents to refrain from talking during items as children find this very distracting and others cannot hear the explanations.

Birthday Parties

If you would like to celebrate your student's birthday at school, you are welcome to bring in a snack or lunch to share with your child's class. If you do bring a cake, please make sure to bring everything needed to serve it such as a cake cutter, plates and utensils.

Please be sure to discuss your birthday party plans with your student's classroom teacher at least one week in advance. Birthday celebrations may be held 30 minutes before snack (10:00 – 10:30am) or lunchtime (12:30 – 1:10pm) only. If you would like to decorate the classroom, teacher approval is required in advance. All decoration must be hung outside class teaching time or at teacher discretion.

To support us in our goal to encourage healthy bodies, hearts and minds, we ask that parents think carefully about food choices when providing birthday celebrations. Although it seems like just once a year for you, for us we have 100 birthdays to celebrate each year.

If providing food for parties, please make sure it is a healthy snack which is an appropriate portion size for the age of the children. Packed meals will most likely be taken home to be eaten as children do not always

complete their meal. Candies, lollies and sugary foods will not be allowed to be eaten at school so a take-home bag should be provided.

Bring-Your-Own-Device Policy

Our Bring Your Own Device policy (BYOD) begins from Year 3 onwards. Children are required to bring their own device for daily use in the classroom:

- **Year 3 & 4:** a laptop of any make and model, **OR** an ipad
- **Year 5 onwards:** a laptop of any make and model for daily use in the classroom.
- For students below Year 3 ipads, tablets and laptops are encouraged, however parents must be comfortable that their child is able to take full responsibility for the device before allowing them to bring it to school.

Semarang Multinational School has the right to protect its network and technical resources. Thus, any network user who brings his/her own personal device into the school building is required to adhere to the Bring Your Own Device and Digital Citizenship Contract. For students to continue to bring their own personal devices to school, the BYOD (Bring Your Own Device) Policy must be adhered to by the student.

* The student takes full responsibility for his or her personal devices. The school is not responsible for the security or care of personal devices.

* The student is responsible for the proper care of his or her personal devices, including any costs of repair, replacement or any modifications needed to use the devices at school.

* The school reserves the right to inspect and/or confiscate a student's personal device if there is reason to believe that the student has violated school policies, has used such devices in connection with any inappropriate conduct, or in any way poses a danger to himself, herself or others.

* The student will comply with any teacher's request with regard to personal devices and will only use devices in an area that is visible to and under the supervision of a school faculty and/or staff member.

* Students may not use Social Media applications or websites during school hours. Such applications or websites may include (but not limited

to) Facebook, Instagram, BBM, SnapChat, Tumblr and Minecraft. An application or website is considered to be “Social Media” if it enables you to communicate with other people or players.

* Students are not to call, text message, email, or electronically communicate with others from their personal device, including other students, parents, guardians, friends, and family during the school day. Cell phones may only be used by students in an emergency with the consent of the responsible adult in charge.

* Personal devices used in school are not permitted to connect to the internet through 3G, 4G, or other content service providers. Devices used in school must access the Internet via the school’s wireless network.

* While on school property, students will only use appropriate educational applications or websites on their devices with the permission and supervision of a teacher and/or staff member.

* Personal devices shall be charged prior to bringing it to school and shall be capable of running off its own battery while at school.

* If a student violates classroom technology use rules resulting in damage to the school’s or another’s property, that student will be responsible for damage to that property

* Cell phones and other devices will be taken from the student if used without permission of the responsible adult in charge, and will be held in the office until picked up by the parent/guardian of the student.

Each classroom may also have additional rules in regards to using devices safely.

Chewing Gum

Chewing gum and bubble gum are not allowed at school. We discourage indulgence in sweets and promote a healthy diet.

Discipline of Children

As an international school we have well-established policies on the discipline of children. At no time will we allow any member of the school to hit or physically discipline children. We include parents, caregivers, teachers and visitors within this policy. Children at our school should

feel safe at all times. If you have concerns about your child being hit by any member of the school please talk to the Principal.

Extra Curriculum Activities (ECA)

Extra Curricular Activities' (ECA) are non-compulsory subjects of interest held from 14:45 – 15:30 pm on Monday through Friday, for children in Reception and above. The extra activity fees include two ECA's per term. If your child would like to do three, an extra cost is involved. Children are asked to choose their ECA's at the start of each term. ECA's are an important part of the children's education and are a way in which children can express themselves creatively, physically, emotionally and socially. They provide time for the teacher to recognize strengths and weaknesses in the child outside of academic areas and to help them develop these in a more relaxed environment. They also give the teacher an opportunity to utilize their strengths and specific interest.

In order to best prepare students for their National Exams we request all Year Six and Year Nine students join a UN ECA each term. During this ECA they will be taught specific vocabulary in Bahasa Indonesia related to the content of National Exams.

ECAs are published at the beginning and end of each term on our Google Plus communities.

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Excursions

Excursions are a valuable way to reinforce concepts and make learning more meaningful for students. At the start of each year parents are requested to complete an excursion permission form to allow their children to attend day excursions around Semarang throughout the year. The school cars may be used to transport children on excursions.

As per school policy, parents are only allowed to attend school excursions if they are willing to volunteer as a helper for the trip. Furthermore, siblings of students are not able to attend excursion unless there is an extenuating circumstance and they are pre-approved by the teacher in charge of the trip.

Helpers / Drivers

To encourage independence in students, no helpers or drivers are allowed to come into the school grounds to carry bags or to wait on the school premises during school hours for children in pre-school and above.

Languages

Semarang Multinational School strives to provide students with a high quality, academic program with all instruction in English, ensuring that students speak, read and write with fluency. As an international school, English is the language of instruction and the social language of the school.

- English is used as a medium for daily class instruction. English as a Second Language (ESL) children are placed in mainstream classes. The school will offer extra support for these students if required. This option will be discussed during enrollment.
- Bahasa Indonesia is recognized as the language of the host country and, as such, is recognized as the 2nd language of the school. Each class will have a minimum of one lesson per week learning Bahasa Indonesia. This is in line with The International Primary curriculum, which requires all students to be participants in international studies.
- At Semarang Multinational School we are fortunate to offer Mandarin courses as well. Early Years classes receive two Mandarin sessions per week, while Primary classes take three sessions per week

Library

The library exists to meet the academic and personal informational needs of the school community. Students are allowed to borrow from the library using their library card. Students are able to renew and reserve materials. While there is no charge for late returns, lost material is assessed at the current replacement value of the lost item. Students must return previous books before being allowed to check out another book.

Students must provide a book-bag to carry books in. The library rule is No Bag = No Book. Book bags may be purchased from the office or brought from home.

Students in Bali and Sulawesi Class will be issued with library cards. Students need to take responsibility for their own cards and there will be a small fine to cover the cost of replacement if the card is lost.

Meals

We encourage all our students to have healthy eating habits and have suggestions for children's meals.

- We encourage Fruit and Veggie Day every Tuesday and Thursday.
- Students will eat lunch in the multi-purpose hall using the PTA donated lunch tables.
- At school children must sit while eating. Once they have finished they are to pack up their belongings and may then go into the playground.
- Fruit and healthy snacks from home are encouraged for the morning snack period. Please do not send cakes, cookies and other unhealthy snacks to school as they do not promote healthy learning.
- Lunch should include grains, cereals, fruit and vegetables. We strongly discourage food from fast food outlets being delivered.
- All students should bring a drink bottle EVERY day. They can be filled with water from dispensers around the school.
- We have a school menu available to order from throughout the week for school lunches that includes/Indonesian and Western dishes. Please contact the office if you are interested.

Being a member of the Semarang Multinational School community, children are taught the importance of sharing. This sometimes transfers into children sharing lunches. Though we do not actively encourage it, we will also not actively discourage it. Teachers are vigilant when on duty about bullying and will monitor how this “sharing” may occur. If you prefer for your child not to share because of allergies, religious or health reasons, please let the class teacher know and we will monitor your child.

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Nannies

For Preschool and above, student nannies will not be able to remain in the school building after classes have begun. If your nanny must remain on campus during school hours, they may wait on the lower playground in the covered area near the security box.

We encourage independence in all our students. In our classrooms our children are encouraged to feed themselves, carry their own bags, put on their own shoes and clean up after themselves. When nannies spoon-feed, carry bags and tidy up for the children this goes against our efforts to teach independence, and it stops the children from learning these important skills. We ask that nannies are instructed to allow the children to demonstrate their independence in the school setting.

Please help us reinforce these rules by talking to your nannies about them. Please see your class teacher if you have any additional questions

or concerns.

National Exams

All Grade Six students (who are registered as Indonesian nationals) are required to take National Exams in Mathematics, Science and Bahasa Indonesia. Grade Nine students (who are registered as Indonesian nationals) are required to take National Exams in Mathematics, Science, English and Bahasa Indonesia. These usually happen in May, with practice exams in the weeks beforehand. Dates are not confirmed until closer to the time.

The national exams usually cover content that the children will have studied in their regular classes, however at SMS this content is learnt in English so students can find it difficult when the content is presented in an exam written in Bahasa Indonesia. In order to best prepare students for their National Exams we request all Grade Six and Grade Nine students join a UN ECA each term. We will also offer the UN ECA to Year 5 and Year 8 students but it is not compulsory. During this ECA they will be taught specific vocabulary in Bahasa Indonesia related to the content of National Exams.

Recycled Materials

In the past, parents have donated recycled materials to the school for different class and art projects. We appreciate all of these donations and do our best to use them each year. When donating, please make sure to wash all of the materials. In the past, some materials have come with food residue inside. This has caused problems with ants and other insects. Please do not hesitate to donate materials, but make sure they are properly cleaned.

Parent Groups (PTA)

A child's life is greatly enriched by a family who is well informed and active in school affairs. The Parents Teachers Association (PTA) encourages participation with any parent who is interested in the activities of school. The contact details and dates of meetings are regularly advised in the school newsletter. The group usually meets the last Friday of each month in the staffroom after assembly.

If you are interested in joining the PTA, please contact:

Monica Van Tornhout : 08122867828, monicayunita1106@gmail.com

School Concerts

School concerts are an important part our curriculum and, as such, are allocated sufficient time to prepare and perform. Concerts will be held twice per year and are scheduled in the school events calendar.

School Calendar

A school calendar noting vacation periods, public holidays and special events and will be supplied to each child enrolled at Semarang Multinational School. This provides clear guidance for the parents of upcoming events in the school as well as clear set schedules for the teachers and school office for arranging special events and holiday periods. Updates are published on the class Google Plus pages.

School Property

Students who willfully or recklessly damage school property at school or while under school jurisdiction may be subject to disciplinary action. The student and parent/guardian shall be liable for damage.

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Security Guards

SMS maintains security guards 24 hours a day. Guards are instructed to enforce established security procedures in order to maintain a safe and secure school campus. Parents, students and guests are required to comply with such procedures and support the security guards in carrying out their responsibility. They are not to be used to carry school bags or children into classrooms

Smoking

The entire school grounds are designated a smoke-free zone. Drivers are not allowed to smoke. Please help us enforce this rule with your drivers so we can keep our school smoke free.

Uniforms

It is our school policy that all students are required to wear Semarang Multinational School uniforms while attending school or when attending a school event outside of the school grounds. School uniforms can be purchased through the school office.

We ask all parents who send their children to our school to support our school uniform policy. It is the responsibility of parents to ensure that their child has the correct uniform and that it is clean and in good repair.

Please ensure all items of clothing are clearly labeled with the child's name on them.

During outdoor sporting activities it is advisable that children remove all jewelry, e.g. watches, rings and earrings. The responsibility for the safe keeping of such items rests with the student.

Semarang Multinational School uniform consists of:

Early Years and Primary Uniform (Papua to Grade 6)

Daily Uniform	PE/Sports Uniform	Friday Batik
Green polo shirt with SMS logo (boys and girls)	White SMS t.shirt Tan shorts/skort or own sports shorts	School's batik shirt (fabric to be purchased from school, tailored to personal design by parents).
Tan shorts (boys) Tan knee length kulot (girls)	Own sports shoes	Forest Green Short/long pants (boys), Forest Green knee-length Kulot (girls)
Sensible plain shoes	If swimming, swim wear must be appropriate.	Sensible, plain shoes
Sunhat	Sunhat	Sunhat

Secondary Uniform (Grade 7 upwards)

Daily Uniform	PE/Sports Uniform	Friday Batik
White shirt with SMS logo (boys and girls)	White SMS t.shirt Own sports shorts Own sports shoes	School's batik shirt (fabric to be purchased from school, tailored to personal design by parents).
Forest green shorts/long pants (boys) Forest green knee length kulot (girls)	If swimming, swim wear must be appropriate.	Forest Green Short/long pants (boys), Forest Green knee-
Sensible, dark coloured plain shoes	Sunhat	

Sunhat		length Kulot (girls) Sensible, dark coloured plain shoes Sunhat
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All Students:

Hair should be neat and tidy.

Underclothing must not be noticeably visible.

Jewelery allowed may be one pair of stud-like earrings only.

We are also currently working on a design for an optional uniform that is in line with Islamic religious beliefs.

HEALTH AND SAFETY

Emergency Evacuation Plan

Semarang Multinational School has plans for threats. When an emergency occurs (such as a bomb treat, weather disaster), **DO NOT CALL THE SCHOOL**. You may tie up critical phone lines.

The school will take responsibility for your child until the threat has passed and it is safe to release your child. If parents need to pick up their student you will be notified via our Emergency Phone Tree. **To ensure we are able to contact you asap, please ensure you immediately notify the school if your contact details change.**

In the event of a weather disaster students will be directed to safe areas of the school to wait out the storm.

In the event of terrorist act, bomb treat or other emergency staff, are trained to take appropriate action.

Children may be evacuated to pre-arranged locations, if appropriate. If parents need to pick up children, they will be notified.

Fire Drills

All students will be informed of the school emergency procedures and will practice the procedure regularly in their classes and other areas of the school. The procedure is posted on the wall in each classroom and is updated regularly. In the event of an emergency, the bells will ring. Students and teachers are to move calmly to their designated area. No one should stop to pick up possessions.

School Health Policies

Medical Records

Parents must complete medical history forms or medical history update forms on each child every school year. The medical forms will include emergency contact, health history and vaccination record. All records are confidential. It is the parents' responsibility to constantly insure that health history and parent contact information for each student is accurate and up-to-date. Required medical forms are available from the school office.

Children who do not have up to date medical records may be refused participation in excursion.

Vaccination Records

A complete vaccination record must be submitted for each student. This includes a record of each vaccination a child has received with the exact date. Parents are responsible for requesting copies of vaccination records from former schools and doctors. The School reserves the right to exclude students until full compliance with these guidelines is met.

Illness at School

If a child is too ill to stay in class, the school office will contact the child's parent or guardian to collect him/her. Any student who develops a fever or exhibits the following symptoms at school will be sent home as soon as a parent or assigned guardian is able to collect the student:

- Nauseas, vomiting, or diarrhea
- Severe abdominal pain
- Dizziness
- Injury where there is swelling, severe pain, or question of sprain or broken bone
- Injury where there is severe bleeding or if bleeding does not stop after a short period of time
- Chipped or avulsed tooth
- Eye injury
- Rash accompanied with fever
- Animal bites
- Head injury
- Exposed to poisoning
- Any other problem where there is serious concern

Exclusion from School

Students with fever (< 37.5), diarrhea or vomiting must not attend school. Children who need to take antibiotics for an infectious disease must remain at home until they have taken a full 48 hours of antibiotics to ensure that they are no longer contagious. Generally, after serious illness, a child should be symptom and fever free for 24 hours before returning to school.

Contagious Diseases

Parents must notify the school principal immediately if their child has

contracted a contagious disease. The principal will inform parents of other students who may have been exposed to the contagious disease and notify them of the symptoms.

As a general rule, children who have suffered from a contagious disease will be required to present a medical certificate before returning to school.

The following information identifies the period of communicability to assist parents in determining how long their child should remain at home:

H1N1 Virus	10 days in isolation.
Chicken Pox	From 5 days after the first appearance of rash and until all lesions are dry
Conjunctivitis (pink, sore eyes)	As long as eyes are red
Head Lice	After first treatment, must be cleared by school nurse before returning to class. 'No Nits' policy indicates no lice or eggs are visible
Impetigo	As long as lesions are draining
Influenza	As per your physician's advice
Scabies	5 days after treatment

Sun Protection

The school adopts the policy of "No Hat, No Play" for all the students. Students are required to wear a hat when playing outside.

Medication at School

Teachers or other staff will administer medication that is prescribed by a doctor only that is required to be taken during school hours, both regularly or for a short period of time. **Parents are required to meet with the School Principal to complete the required documentation for these medications.** This policy includes asthma inhalers. No child may self-administer any medication without the principal's knowledge and a waiver signed by parents.

Emergency illness/injuries

In the case of a serious emergency illness or injury, the school will contact an emergency support service as a first priority and thereafter, the parents, as soon as possible. Parents' are responsible for ensuring that the school has current emergency contact information for both parents and for the family doctor and/or clinic of choice.

Hospital Scam

As you may have already heard, there is scam that has been going around Indonesia for quite some time now.

The scam is that someone will call you and say that your child has been seriously injured. They will name a hospital that they are at and ask you to transfer money as soon as possible to make sure your child is safe. If you receive this call please **DO NOT** transfer any money into the account information they give you.

If your child has been injured, you will receive a call from someone you know first. Office Staff and one of your student's class teachers will be the one to make the phone call if there has been an accident. Also, your student will always be taken to Elizabeth Hospital if there is an emergency as per our student agreements signed at the beginning of the year. However, it has come to our attention that recently students families have received calls from someone using the name of one of our office staff. Please be aware of this and always call the school if you receive a call in this manner.

One recommendation we have for you is to make sure you buy your Pulsa from a reputable dealer. When transferring Pulsa to your phone, they will keep our cell phone number. Going through a big business like Hypermart or someone you know well will help to keep your phone information safe.

Let us know right away if you receive one of these calls. The more awareness we have, the more likely we can avoid these terrible scams.

HOW WE COMMUNICATE

Newsletters

The school newsletter is published on the second Friday of each month and distributed via Google Plus. The newsletter contains essential information about the school, the curriculum and upcoming events.

Parent Teacher Interviews

In the first term, parents will have the opportunity to meet with the class teachers through an informal day meeting. This will help you get an overview of the class and school, and your child's learning goals. Student Led Conferences will be held in Term 3. This is an opportunity for your child to present their learning progress and future goals. Parents are encouraged to attend these brief meetings as all aspects of a pupil's progress to date will be discussed.

School-Parent Communication Channels

Teacher to all class parents	Google Plus Class Community
Teacher to parent (1-1)	Face-to-face appointment School email account (or school phone) PTA Class Mums
Principal/Office to all parents:	Google Plus Class Communities / Monthly newsletter
Principal/Office to parent (1-1):	Face-to-face appointment School email account (or school phone) PTA Class Mums

Whole Class / School Communication:

Good communication is vital to our success as a community. We do our best to keep our channels of communication streamlined and clear, while still being open and flexible.

We have chosen Google online tools (Gmail, Google Plus Communities and Google Forms) as ways to ensure our messages can be distributed quickly and efficiently. Communication can become problematic when multiple channels are used, so while parents may have separate

WhatsApp, Link or BBM accounts for the class, our teachers will use Google Plus as the primary and priority communication channel. **When messages on differing channels conflict, Google Plus messages posted by the school/parent will be the ones that take priority.**

School / Teacher Responsibilities:

- Ensure all parents have access to the Google Plus community
- Ensure ALL messages are posted on Google Plus
- Post messages using clear and precise, detailed information
- Provide translation when needed/requested
- Immediately inform parents (via Google Plus) of any changes to previous messages.
- Provide all parents with the school gmail account of the principal, office staff and their child/ren's class teacher
- Provide all parents with the school phone number
- Ensure school email accounts are checked regularly and that messages are responded to as soon as possible.

Family responsibilities:

- Ensure you have provided an eligible email account for your child's Google Plus Class Community (your class teacher or school office can help you with this).
- Check the Google Plus community regularly – you may wish to have messages forwarded directly to your home/work email account, or download the Google Plus App on your phone.
- Respond to messages that require your feedback within the requested timeframes and using the requested mode of response.
- Inform your class teacher /office staff or PTA representative if you require translation or further explanation of any school communication.

Parent – Teacher One-to-One Communication

Our teachers strive to build a collaborative relationship with parents, that supports children's welfare and learning. We have four designated reporting times (see Parent Evenings and Reporting, pg: 18) but we are also happy to make appointments with parents at any other time.

Your primary contact with your child's teacher (for private messages) could be either face-to-face if you regularly visit school, or via each teacher's school email account (see Staffing, pg: 4-5). Many parents like to pass on messages to their child's teacher before or after school.

Unfortunately, this can be a very busy time for teachers, so conversations that require more than a few minutes discussion are best left for a set appointment.

To make an appointment with your child's teacher you can ask directly, send them an email or phone our office. Please note our teachers do not work on the weekends. Their working hours are 7:30am - 3.30pm school days.

To make the most of your appointment time with teachers it is best to let the teacher know in advance what it is you want to discuss. The teacher can then gather any information or advice that can help answer your question or issue.

Sometimes language or cultural differences can make conversations difficult. Our PTA Mums offer a fabulous service and can support you in your communication with teachers. They can help with translation, or simply offer advice about the best way to approach a difficult conversation.

If at any stage you feel uncomfortable about school communication, or feel your concerns or queries have not been answered to your satisfaction, please email or make an appointment with the principal. Similarly, if you have positive experiences please share this too, so that we can keep doing what works well. We take your communication needs very seriously and appreciate your feedback.

Reporting Schedule

Our forms of formal reporting are SLC and Reports. They are sent home as follows:

Parent/Teacher Interviews	Term one
Written Reports	Term two and four
Student Led Conferences (SLC)	Term three