

BOARDING HANDBOOK



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TABLE OF CONTENTS

1.0	Welcome to Tenby Schools' Ipoh Boarding House	3
2.0	Statement of Boarding Principles and Practice	3
3.0	Boarding House Location	4
4.0	Key Boarding Staffs.....	4
5.0	Academic Calendar	5
6.0	Arrival and Departure	5
7.0	Midterm Breaks.....	5
8.0	End of School Term.....	5
9.0	School Orientation Day	5
10.0	Boarding Induction	6
11.0	What to bring / Checklist	6
	Clothing	
	For Academic use	
	Documents	
	Additional items	
12.0	What NOT to bring to Boarding House	7
13.0	Boarding Facilities, Amenities and Services	8
	Rooms and Bedding	
	Amenities	
	Facilities	
	Cleaning Services	
	Safety and Security	
14.0	Boarding House Rules	9
	Visitors	
	Private Tutor	
	Dress Code	
	Study Time	
	Responsibilities and Duties	
	Trips and activities	
	Valuables	
	Pocket Money	
	Daily rules	
	Other important rules	

Study leave (during Term 3)
A Level Boarders

15.0	Communication	12
	Communicating with Boarding House Parents	
	Parent Contact Details	
	Student Communicating with Parents	
	Advice for Parents on Phone Calls	
	Letter and Parcels	
16.0	Disciplinary Procedures	14
	Corrective Actions and Sanctions	
17.0	Boarding Routines	15
	School Days	
	On Fridays	
	Saturdays	
	Sunday and Public Holidays	
	Notes to boarding routine	
18.0	Health & Safety	17
	Medical Declaration	
	Medical Leave	
	A need to see Dentist	
	Quarantine and Isolation	
	Emergencies	
	Weapons on Campus Policy	
19.0	Welfare and Pastoral Support	19
20.0	Exeats from the Boarding House	20
	Exeat Application	
	Exeat Frequency	
	Exeat Rules	
	Staying late at School, or at School during non-school hours	
21.0	Transportation request	21
22.0	Communication with other Departments	21
23.0	Feedback and reporting	22
24.0	Acknowledgement	22

1.0 Warm Welcome to Tenby Schools Ipoh Boarding House

A very warm welcome to Tenby Schools' Ipoh (TSI) Boarding Community. This handbook is designed to help boarders settle into our boarding house as quickly as possible. There is a lot of information here, some of which you will find helpful before you arrive, and some of which will only make sense once you have started boarding. Everything is designed to make your boarding life happy and straightforward, and to help you to enjoy living within a community.

Our main principles are that you should always try to be kind, polite and honest. You will be living closely with many others, and this ethos will go a long way to help you to settle and make excellent friends who hopefully will stay with you for life.

We hope that you will find everything that you need to know in this handbook, but if you still have any questions or we have forgotten anything please do ask. There is a separate school handbook for parents and students – you should look through this too.

2.0 Statement of Boarding Principles and Practice

The Boarding House within Tenby Schools' Ipoh follows the ethos of the school, encapsulated in the Vision, Mission and Core Values.

Summary of Principles and Practice:

- as a boarder, you should feel happy, safe, and supported during your time in the Boarding House;
- you should feel able to approach any individual within the Boarding House with any concerns, and should feel that you will be listened to and that your view matters;
- we aim to make your accommodation as comfortable and welcoming as possible, with the feel of home away from home;
- you should feel you are able to contact your family in private when you need to;
- breakfast, lunch, and dinner times are important social times, and the selected menu aims to provide you with a variety of healthy meals;
- both our common areas should be comfortable areas where you can relax and socialise with your housemates;
- we expect all boarders to be polite, kind, and honest, and try their best to put into action the Tenby Schools' way; we provide clear boundaries where it is understood that a poor choice will result in an adverse consequence such as the removal of a privilege.

3.0 Boarding House Location

The Boarding House is situated in The Estate @ Meru Desa Park, less than 1km from School campus. With six units of three-storey adjoining terrace houses, we aim to provide a home style boarding house to our boarders. Address of the boarding houses as listed below.

Boys' units

No.4, Laluan Desa Meru 2 (The Estate), Taman Desa Meru, 30020 Ipoh, Perak, Malaysia.

No.6, Laluan Desa Meru 2 (The Estate), Taman Desa Meru, 30020 Ipoh, Perak, Malaysia.

No.8, Laluan Desa Meru 2 (The Estate), Taman Desa Meru, 30020 Ipoh, Perak, Malaysia.

No.10, Laluan Desa Meru 2 (The Estate), Taman Desa Meru, 30020 Ipoh, Perak, Malaysia.

Girls' units

No.14, Lalan Desa Meru 3 (The Estate), Taman Desa Meru, 30020 Ipoh, Perak, Malaysia.

No.16, Lalan Desa Meru 3 (The Estate), Taman Desa Meru, 30020 Ipoh, Perak, Malaysia.

No.2, Lalan Desa Meru 2 (The Estate), Taman Desa Meru, 30020 Ipoh, Perak, Malaysia.

4.0 Key Boarding Staffs

Each boarding house has a residential House Parent who is responsible for the wellbeing of the boarders under their care. Our House Parents are experienced qualified teachers on duty in school during daytime, and in the boarding house in the evening, full day during weekends and public holidays. There is a **Non-Residential Team** led by the Campus Principal including members of the Senior Leadership Team (SLT) and the School Nurse, to support the House Parents and boarders.

Leadership Key Staff

CAMPUS PRINCIPAL

Mr. Andrew David Hill

andrew.hill@tenby.edu.my

HEAD OF INTERNATIONAL SECONDARY & HEAD OF BOARDING

Mr. Ian Stamp

ian.stamp@tenby.edu.my

anisah@tenby.edu.my

HEAD OF SIXTH FORM – YEAR 12 & 13

Ms. Lucy Angel

lucy.angel@tenby.edu.my

nurainsham@tenby.edu.my

ASSISTANT HEAD –YEAR 7, 8, 9, 10 & 11

Ms. Dawn Spence

Dawn.spence@tenby.edu.my

Boarding Staff

HOUSE PARENTS

Ms. Nirmala Mariappen Houses 14&16

nirmala@tenby.edu.my

Ms Sharmini Houses 2 & 4

Ms Anisah Houses 2 & 4

Mr Khairul Houses 6, 8 & 10

muhamad.khairul@tenby.edu.my

Ms Nur'ainsham Houses 6, 8 & 10

BOARDING ASSISTANT / TRANSPORT

Mr. Marcus Anthony

marcus.anthony@tenby.edu.my

5.0 Academic Calendar

All boarders are expected to abide by the academic calendar dates. Our latest calendar is available for download from school official website.

[View calendar here.](#)

6.0 Arrival and departure

All boarding students must arrive/return to boarding one day before the first day of the school term or when recommencing school following a midterm break. New boarders will need to be accompanied by their parents/guarding when they arrive for the first time.

All boarders also required to register their arrival date and time after each term break via the QR code or electronic Travel Arrangement Form provided. This is important to ensure someone is there at the boarding on your arrival and meals can be organized accordingly. Communication will be out to parents via Boarding bi-weekly Notices 2-3 weeks before the traveling date for parents' action.

7.0 Midterm Breaks

Boarding house is open during the midterm breaks. All meals have been covered in the boarding fee package for midterm break together with a 2Days/1Night holiday trip within Malaysia.

However, boarders are encouraged to go home to spend time with family during the one week break if possible. Please inform your House Parents on your traveling plan 2 weeks in advance especially on your check-out and returning date.

8.0 End of School Term

The boarding house is closed during end of every term break, closes at 1:00pm the day after the last day of school term, and reopens at 1:00pm the day before new term starts. Please refer to the academic calendar to plan your child's traveling dates and talk to our respective House Parents if you have any concern on the travel arrangements.

No boarders are allowed to stay in the boarding house during the school term breaks, as boarders are encouraged to return home and spend time with family.

9.0 School Orientation Day

It is compulsory for new students and parents to join the School Orientation Day organised before new term starts or, on the first day of school.

After the orientation, parents must ensure the followings been completed:

1. Below documents been signed off and return to school Admissions team
 - Confirmation of Acceptance
 - Counselling Parent Consent Form
 - Code of Conduct (sign off by both Parents and Student)
 - Health Check Form
2. Parent portal (iSAMS) been successfully registered. Parents should know how to view child's timetable, exam grades, and how to email teachers using iSAMS.
3. Parents should know how to access to SchoolsBuddy via iSAMS, register for CCA/events/camp/field trips and make payment.
4. and lastly Vircle App is available for use. Parents should know how to order uniform, pre-order meal and top up money for child(ren) via Vircle App.

For new student, within the first week in school, please go to IT department to take a photo for issuance of Vircle Card (purchase of food at school canteen).

10.0 Boarding Induction

As part of our induction program and welcome to new boarders, introduction and briefing will be made to our existing and new boarders before the starts of each school terms. The induction and briefing will be conducted by the Campus Principal/Head of Boarding. Boarders' attendance is compulsory, and parents are encouraged to attend.

11.0 What to Bring / Checklist

Each new boarder check-in will be given a new pillow, a new set of bedsheet and blanket. Students are required to bring along their personal items or to purchase here after check-in.

To help you we have comprised a list of things to bring to ensure that you have sufficient clothing and equipment for the term ahead. Please review the list below on what to bring or purchase after check-in to boarding:

Clothing:

- Sports attire
- Personal sports equipment (badminton racket, tennis racket), swimwear, goggles
- Appropriate footwear – black shoes for non-A Level students, smart trainers for A Level student, sport shoes, sandals/sneakers
- Malaysia's weather is typically hot and humid, so it is essential to pack lightweight, breathable, and moisture-wicking clothing. Boarders are required to shower daily and change their clothing regularly to maintain good hygiene. Please ensure you bring a sufficient supply of clothing to facilitate daily changes and keep yourself comfortable in the climate.
- For school uniforms, kindly refer to the Parent & Student Handbook for complete details
- Towels – multiple

Please note wardrobe and drawer space is very limited and we ask that you only bring necessary items. There is no additional storage for excess items or personal belongings. Kindly also note all boarders may require packing all the belongings at the end of school term for deep cleaning.

For academic use

- Scientific calculator
- Stationeries
- Laptop / Tablet / iPad
- Bilingual dictionary (recommended)

Documents

- Original IC / Passports
- A copy of your medical insurance coverage from home country (if any)

Additional items

- Any specific medication (medications should be handed to House Parents upon arrival)
- Alarm clock (hand phones may get collected at night, should not use as alarm clock)
- Padlocks with spare keys
- Mobile phone, charger and headphones/earbud
- Universal adapter (for foreign students)

- Debit card / Visa card / Union card
- Personal care and toiletries such as body shampoo, hair shampoo, face wash, toothbrush, toothpaste, toilet rolls
- Clothes hanger
- Kitchenware - Tupperware, cutlery, bowls, mugs to avoid sharing
- Laundry Basket
- Detergent (and softener if necessary)

Please seek approval from your House Parents if you need to bring any electrical kitchen appliances for use at the boarding house, with details of the appliances (such as picture of the appliances, description, voltage, etc).

Compatible software for Electronic Devices

Kindly ensure your child's mobile phone is compatible with WhatsApp, as this is the main communication App use within the boarding community.

Tablets and laptop also must be compatible with Microsoft 365, as every new student at school will be provided with a Microsoft 365 license, as this is the main software used in school by students.

12.0 What NOT to bring to Boarding House

Necessary steps are taken to provide a safe environment, but it cannot be held responsible for any loss of valuable items, such as jewellery, expensive watches, mobile phones, tablets, laptops, or other electrical goods. Boarders are advised to take care of their belongings, locking them away where necessary. There is no need to bring any expensive items which may go missing.

Gaming computers or gaming related devices are not allowed into the boarding house.

No students including adults and visitors, shall possess any weapons/firearms, including licensed firearms when in school and boarding. Fire-crackers, harmful chemicals, pornography, and illegal substances also not allowed on site.

Matches, candles, lighters, sharp objects (such as cutter, knife, penknife etc), electrical kitchen appliances with heating facilities are NOT permitted within the boarding house.

13.0 Boarding House Facilities, Amenities and Services

Rooms and bedding

All rooms are equipped with air conditioning, wardrobe and drawers, study desk and super single bed. Boarders will be allocated to shared rooms with 2 to 3 other boarders. Allocation is based on age and gender. There will be no mixed gender rooming. We cannot guarantee that boarders

will be sharing with siblings or friends. We will monitor the arrangements and make any adjustments we deem necessary.

All bedding will be provided by the school; however, student may bring personal bedding if they prefer. All rooms come with ensuite bathroom with water heater and bidet.

Boarders are encouraged to personalise their area to create a homely atmosphere.

Amenities

Basic amenities are made available for boarders to share such as the refrigerators, microwave oven, crockeries, toaster, washing machines, dryers, irons and ironing boards, and water dispenser. Lockers are available at the kitchen area for boarders to keep their food and utensils.

All boarders have the access to boarding Wifi, but with restrictions on certain gaming / pornography sites. Boarders can watch Netflix and YouTube at the common area during their free time.

Facilities

Boarders are permitted access to the gymnasium and sauna at The Sierra @ Taman Desa Meru Club House, on condition that they follow all the rules as expressed in the Residents' Handbook. Table tennis tables are available for boarders to use during their free time.

Cleaning Services

Cleaning service is provided for general cleaning of the bathrooms and all common areas on all weekdays. Boarders are responsible for maintaining the cleanliness and tidiness of their own space and boarding house.

Safety and Security

Boarders' safety is our top priority. Other than the 24-hours gated and guarded security, all houses are equipped with in-house alarm for windows and doors.

Emergency evacuation procedure is in operation and displayed at all the floors. Fire extinguishers and fire blankets at designated areas with smoke alarms at all rooms.

For safety reason, one device only in any electrical socket at any one time. Meaning not more than one device should be in used at one converter plug. Any non-compliance will have their converter or devices confiscated until end of the school term.

14.0 Boarding House Rules

Visitors

Family members, relatives and friends visiting boarding house need to abide to the following conditions:

- Parents to email respective House Parents with full details of the visitors (full name, date and time of arrival, number of pax visiting, car number plate and mobile phone number), at least

3 working days prior to the visit. An approved reply will be sent back to parents if permission been granted.

- Visitors are not allowed access to the boarders' bedroom upstairs. Meeting or discussion outside the boarding house, or within the common area at ground floor.
- Visitors must not leave unattended at the boarding house, hence must be accompanied by boarding staff on duty.
- No visiting of the girls' residential/house by boys or vice versa is permitted at any time. Socialising must take place in the communal areas.
- School does not provide lodgings to visitors/boarders' parents at any point within our boarding house.

Private tutor

You may engage a private tutor come to boarding house to give you extra lessons to help you with your studies. Kindly check with your respective Boarding House Parents on the procedure of engaging a private tutor. As part of the schools' safeguarding policy, only Tutors who completed the police check and safeguarding briefing will be allowed to enter the boarding house to provide you personal tuition. The procedure may take approximately 4-5 weeks to complete.

Please follow strictly the allocated time when arranging private tuition at the boarding:

- *Physical tutorial sessions at boarding house*
Monday to Friday: 4:30pm to 6:00pm
Sunday: 2:00pm to 5:30pm
- *Online Tuition*
Monday to Sunday: 7:00pm to 9:30pm

Boarding House Parent has the right to reject any private tutor from entering the boarding house if no prior approval being granted on the arrangement, and parents need to bear any cost incurred to the personal tutor.

Dress code

- Students should always dress respectably. Casual dress may be worn at any time at the boarding house.
- Bare midriffs, halter and tube tops, short shorts, or night dress/sleepwear are not permitted at any time.

Study time

- 8:00pm to 9:30pm is the dedicated study time where homework/revision will be done diligently and quietly.
- Study time take place in the dining area, and all boarders including Sixth Form are required to be at the dining area by 8:00pm daily.
- Usage of handphone is not allowed during study time. Use tablet or laptop instead.

Responsibilities and Duties

- Beds must be made each morning before leaving the boarding house for school.
- You are expected to change and wash your own bedlinen on a weekly basis.
- Keep your table organised and your personal area clean and tidy. It is the collective responsibility of the boarders to keep shared areas tidy.

- You are expected to take responsibility and care for all your belongings. It is advisable to label all your possessions with your name. School will not be liable for any personal items which are lost or missing.
- Boarders are to do their own laundry follow rota and to retrieve clothing on time after wash.
- You are expected to clean away your own plates, cups and cutlery after meals. Take turns on rota clearing up the kitchen and dining area after meals.
- There will be additional help expectations if sanctions have been applied.
- You are expected to complete your homework and handout timely

Trips and activities

We encourage all boarders to find a good balance between study and recreational time and you will find there is always something for you to do outside of your studies and school time. Sign up for CCA (Co-curriculum activities) as there are more than 30 CCA to choose from every term, from arts, clubs and sports, or simply join others in school Monday to Thursday 5:00pm to 6:00pm for basketball, table tennis, badminton, swimming, football or tennis.

Most Saturdays, boarders will have excursions or shopping trip on alternate week basis. Excursions including sightseeing within Ipoh, workshop, day trip out of Ipoh, sports activities or lunch at designated restaurants. During the shopping trip, boarders can get some necessity items such as toiletries, snacks and beverages, extra clothing, have their haircut, or watch a movie at the cinema.

Participation is compulsory in any activities, excursions, and events organised.

Valuables

It is the boarder's responsibility entirely to ensure that all valuable items are stored in a secure and safe place (example a lockable drawer). School and boarding staffs do not accept responsibility for any of your valuable items, money, etc.

Passport and important documents must be handed to your House Parents on the day of your arrival. These will be stored safely until your next departure.

Pocket money

You will be entirely responsible for all your own valuables, money in particular. Money should be kept in the lockable drawer and should be with you at all times when you are in school or on excursion/trip. Boarders are not encouraged to take all their cash in possession to school/excursion/trips. Just bring the amount of cash required for the day.

Please be reminded that lunch is not included during school days. Boarder may use cash or Vircle Card to purchase food from the school canteen. Cost is around RM15-20 per meal from the canteen. There is a cafeteria at the school foyer, but only A Level students can make purchases there. Cost of food and beverages ranging from RM5 to RM14 per item.

Recommended that you withdraw and keep less than RM300 of cash for 2 weeks use in school. You may withdraw cash again during your shopping trip (every alternate week) or use your Vircle Card for food & beverage purchases from school canteen or your Debit Card/Credit Card for purchases outside school or at school cafeteria.

We recommend that you have a debit card and credit card that you can use to withdraw money (cash) and make purchases/payment outside school (medical treatment at the clinic, purchases of toiletries or groceries, food and entertainment etc).

Daily rules

- To have and use the alarm clock (not a mobile phone) to ensure timely wake ups.
- Only light cooking (such as noodles) is allowed at the kitchen using microwave oven.
- NO food delivery is allowed after 8:00pm.
- Boarders must adhere to the scheduled boarding routine, and any other schedule as advised by Boarding House Parents.
- Be in room on time at bedtime and remain in your own room after lights out.
- After lights out, boarders are not permitted to use electronic devices. Sleep is important. Boarders will be given warning if caught on their devices after lights out. After 2 warnings, disciplinary procedure will be imposed.

Other important rules

- Respect each other's belongings – do not take food or drinks that are not yours.
- No changes of rooming will be entertained throughout the term. If you have any specific request, speak to your House Parents.
- Boarders are not permitted to visit other boarder's rooms.
- Perishable foods and drink must NOT be kept in the bedrooms for reasons of hygiene and cooked meals (including takeaways) should not be taken into the bedrooms. All food items must be eaten in the dining area.
- If you break something or see something is broken, report it.
- Boarders are responsible for the cost of repair or replacement of anything in the Boarding House that is broken due to misuse.
- Keep noise level to a minimum both inside and outside of the boarding house. If you wish to listen to music, then please use earphones. Speakerphones can also cause disturbance to others, and therefore when speaking with your family or friends on your phone or electronic devices, you must use your earphones.
- Use of speakers are not permitted at any time, please leave these at home.
- Public display of affection between boys and girls is not condoned.
- Unsuitable electrical equipment will be confiscated and returned to parents. No kitchen equipment, such as kettles, rice-cookers, toasters, or other similar items are allowed in the bedrooms for health and safety reasons. The same applies to any other related electrical items.
- To review respective boarding house noticeboards regularly as not to miss out on any vital information.

Study leave (during Term 3)

Year 11 and A Level students are required to be in school doing revision, or attending revision sessions scheduled, and no one is allowed to stay back at the boarding house during study leave.

A Level Boarders

We want to provide our Sixth Form / A Level boarders some privilege to enjoy independence, and freedom. Same time, it is also essential that we keep you safe.

1. All A Level student is expected to be in school during school days and study leaves period, no staying back at boarding is allowed.
2. To join all the excursions and shopping trips organized for boarders.
3. For safety concerns, you are not allowed to walk alone to/from school.
4. Not allowed to visit a drinking establishment, gaming station, betting shops at any time.

Above is exceptional rule for A Level boarders and are subject to review and change if boarders violate any of the rules or deemed necessary by the House Parents.

15.0 Communication

Communication is the key to an effective relationship between boarders, House Parents and parents. Good communication between school and the home is essential, and children achieve more when schools and parents work together.

Effective communication is crucial and the key to foster healthy relationships between all parties. Boarders are encouraged to express their thoughts, feelings, and needs to their House Parents, so boarders can receive the support they need.

Misunderstandings and conflicts are inevitable sometimes. Clear communication helps to resolve conflicts by facilitating open dialogues, allowing all parties involved to express themselves and finding a mutually acceptable solution.

There are several sources of information to keep track of what's happening in School and also in boarding.

- Bi-weekly Boarding Notices – publish fortnightly to all boarders' parents. It contains important announcements, matters that required parents' attention or feedback, activities/excursions, and reminder of important dates
- The Parent Portal of iSAMS holds lots of information for parents and parents are encouraged to look at it regularly.
- Parent-Teacher Conference (PTC) are also an avenue that is available once a term for parents to meet with all the subject teachers to discuss their child's academic progress. Online PTC is also available for boarders' parents that reside overseas. Registration will be opened to parents via email for both physical and online PTC.

Communicating with Boarding House Parents

Whilst we appreciate that boarding is a 24/7 service, we ask that, apart from an emergency, that the Boarding House Parents are not contacted at what might be considered an excessively early

or late night via their mobile numbers. Please leave messages or email, and we will response within 24 hours. May refer to the School Communication Policy for more guidelines.

Parent Contact Details

It is vital that we (the School and the Boarding House) are able to contact all parents in case of an emergency. Parents are asked to keep the School informed of a change in contact details, especially phone numbers, email and even home address via email to respective School Secretary to be updated into iSAMS.

Students communicating with Parents

The best time for boarders to connect with parents is during their free time as per their schedule in this handbook. Boarders are not permitted to use their mobile phones during sleeping hours, school hours and during study time in the Boarding House.

Advice for parents on Phone Calls

Communicating with your child while s/he is away from home can be a cause of anxiety for many parents, particularly in the early stages.

- Do not be concerned if your child does not call home as regularly; this is almost certainly a sign that s/he is happy, busy and engaged at school
- If you receive a call from your child and s/he is in distress, remember that there are many things, very often minor, that can upset children. It is natural that they wish to talk to their parents. More often than not, little problems that can be easily sorted out can seem insurmountable to a child. In these circumstances, be calm and reassuring, then contact and have a quick word with the Boarding Parent.

Letters and Parcels

Please send any letters or parcels to the School address, and **NOT** to the boarding house address. When placing your online purchase, please clearly state boarders full name (NOT your parents' name), year group and in bracket "Boarder". Boarders can then collect the parcels from the designated area at School.

Example of address as shown below:

Lim Huan Yue, Year 10T (Boarder)
Tenby Schools Ipoh
No.16, Persiaran Meru Utama
Bandar Meru Raya
30020 Ipoh, Perak
Malaysia

To ensure that non-permitted items are not purchased online and delivered to boarding, all parcels would be collected by Mr Marcus from school and hand over to the respective House Parents. House Parents will pass the parcel to boarder, where the parcel must be opened at the presence of the House Parents to show items purchased. Any non-permitted items will be confiscated, and no appeal will be entertained.

16.0 Disciplinary Procedures

Disciplinary procedures and sanctions aim to maintain order, ensure the safety and well-being of boarders, and to promote a positive environment. Boarders who break the boarding house rules in a manner that is unacceptable will be counselled. Should a boarder persist in misbehaving, then disciplinary procedures will be imposed.

Misbehaviour that may lead to disciplinary actions, and persistent misbehaviour that might lead to suspension and/or expulsion from the Boarding House are:

- Theft
- Use of foul language (verbal or written form)
- Watching pornography and possession of any pornography materials
- Threatening other boarders with physical harm or bullying
- Possession of cigarettes, e-cigarettes, illegal drugs and/or other illegal items
- Consumption of alcohol, smoking and/or vaping
- Emotional and sexual harassment
- Attacking and insulting staff members such as Boarding House Parents, teachers, staffs, cleaners etc.

For repeated offences, or in situations where a boarder is uncooperative, disruptive, or dysfunctional, the boarder may be deemed not suitable for boarding.

Corrective Actions and Sanctions

It is expected that all boarders to comply with the essential agreement to ensure a happy and safe environment for all. If a boarder found responsible for violating boarding house rules, a range of sanctions may be imposed depending on the severity of the offense.

Common sanctions applied may include:

- verbal and written warnings
- loss of privileges for specified time
- no exeat allowed over the weekend
- Free time being replaced by extra study periods
- community service
- possible suspension, or expulsion from boarding and/or school

In most circumstances, the following consequences may take place in the following order:

1. **Verbal warning** by the House Parents / Head of School / Safeguarding team – this needs to be respected and any requests followed.
2. **Parental Consultation/Formal Written Warning** – for repeated misdemeanours or situations which warrant parental involvement, a call may be made to parents. This may also include a formal written warning recorded on the school record.
3. **Fixed term suspension** – to safeguard other boarders and keeping in mind the impact of behaviour on the wider boarding community, a fixed term suspension from boarding may be deemed appropriate. This decision will be made in collaboration with the School Senior Leadership Team.
4. **Permanent exclusion from boarding** – in the situations where the Head of Boarding and School Senior Leadership team deem appropriate, a boarder may be asked to permanently leave boarding community.

Parents may be notified of disciplinary incidents, asked to participate in meetings, and kept informed of the outcome of any disciplinary proceedings.

Boarders who may be struggling behaviourally or emotionally will be given counselling, mentoring, academic support, or referrals to outside resources (clinical psychiatrist).

School ensures disciplinary procedures are being applied consistently and fairly to all boarders to maintain trust in the disciplinary system and ensure students understand the consequences of their actions. The goal of disciplinary procedures and sanctions at boarding is to promote a safe, respectful, and supportive environment where students can learn and grow academically, socially, and emotionally.

17.0 Boarding Routines

School Days

Time	Activity
6:00am – 6:40am	Wake up, wash up/dress and make up beds
6:45am – 7:15am	Shuttle transfer to school
7:00am – 7:35am	Breakfast at school canteen
7:45am	Lesson begins
8:30am	Last shuttle transfer to school (for A Level students only)
8:30am – 10:00am	Breakfast at school canteen (for A Level students only)
7:45am – 3:00pm	School Hours
3:15pm	Return to Boarding House, except students with CCA
3:20pm – 5:00pm	Snack, shower, laundry or rest
5:00pm – 6:00pm	Sports time / work out
6:00pm – 7:30pm	Shower & Dinner
7:30pm – 8:00pm	Clean up plates and dining area, get ready for revision time
8:00pm – 9:30pm	Revision / homework
9:30pm – 10:30pm	Relax, chat with parents / prepare for tomorrow lessons
10:30pm	Hand in mobile phone to House Parents*
10:30pm	Lights out and bedtime

**this arrangement is only for students with parents' consent/request*

On Fridays, school dismisses at 12:45pm. Lunch at school's canteen until 1:30pm, after lunch, shuttle back to boarding house and the afternoon is free at leisure.

A-Level students are to be at school for lessons and revision. No staying back at the Boarding House without prior approval from the Head of Sixth Form.

Saturdays

Boarders are allowed to sleep in during non-school days. There will be excursions or shopping trip on each Saturdays around Ipoh district. After excursions or shopping trip, boarders can have their own leisure time at the boarding house. On Saturdays, lights out and bedtime hours are extended till 12midnight.

Sundays & Public Holidays (next day is School Day)

Time	Activity
9:00am – 12:30pm	Breakfast and free time at boarding house
12:30pm – 1:30pm	Lunch
6:30pm – 7:30pm	Dinner
9:30pm – 10:30pm	Preparing for tomorrow's lessons
10:30pm	Hand in mobile phone to boarding house parents*
10:30pm	Lights out and bedtime

**this arrangement is only for students with parents' consent/request*

If the following day is NOT a school day, bedtime extended till 12:00 midnight.

Notes to boarding routine:

- Lunch is not included in the boarding package Monday to Thursday.
- The Boarding House Leadership have the right to alter the daily routines on an individual or collective basis without notice, but at all times with justification.
- Boarders who woke up late and miss the shuttle bus is not allowed to walk to school. Boarder to contact Mr Marcus for pick up and attendance in School would be marked as late.
- Boarders, especially those in exam years, are advised to spend additional time on revision/learning/preparing for exams, during free time on Saturdays, Sundays, and Public Holidays
- Be at the pickup point on time. Last person to leave the room must switch off the lights, air conditioning and fans.
- Be at the dining area as scheduled for all meals.
- During free time, boarders to:
 - ✓ Organise books for next day's lessons.
 - ✓ Phone your parents.
 - ✓ Relax and chill with your housemates or enjoy inhouse entertainment.
 - ✓ Washing, ironing, put away your dry clothes.
 - ✓ Tidy up your own space.
 - ✓ Completing homework or revising for exams or tests as required.

18.0 Health & Safety

Medical Declaration

It is important that all boarders' parents fill in the 'Health Check Form' with full details, so that those who need to be informed are aware of any special medical or health related conditions, treatments or allergies that a Boarder may have. In addition, it is important to notify School and House Parents any changes or developments relating to the Boarder's health.

Medical Leave

During school hours, if Boarders are unwell or injured, they must first go to the School Medical Centre and School Nurse will advise whether further medical treatment at the nearest clinic is required.

If Boarders is unwell at any time in the Boarding House, they must inform the House Parent or ask a roommate to inform them on their behalf. We advise that boarders do not phone home prior to doing this as it will likely cause a delay to treatment and unnecessary worry at home.

The House Parent will assess their needs, and Boarding Staff will take them to a School approved clinic for treatment. Parents of the Boarder will be informed as soon as possible.

The cost of treatment at the clinic or hospital will be solely the responsibility of the boarder's parents and immediate reimbursement will be required.

Parents who have medical insurance coverage for their children must inform the House Parent the necessary details to enable us to send the child to the parent's preferred doctor, clinic or hospital.

A need to see Dentist

If you have toothache or just need a visit to the Dentist for a check-up or tooth repair, speak with your House Parents or the School Nurse who will be able to make the arrangement for you. Cost of treatment will be fully bear by the student/parents.

Emergencies

In case of an emergency in the boarding house e.g. accident, illness or attempted intrusion, boarders should immediately contact the respective House Parents on duty, who will then advice next course of action.

Emergency contact numbers distributed to all boarders must be carried by boarders at all times and stored on their mobile phone.

If a Fire Alarm sounds, you must evacuate the building immediately and silently. Assemble in the designated area at the main road outside the building. If you discover a fire, you should:

- 1) Shout "Fire" and activate the nearest fire alarm
- 2) Evacuate to the designated area
- 3) Do not attempt to fight the fire.

Evacuations are practiced through a Fire Drill once a term.

Use of Electrical Items

You must take special care when using any electrical appliances in the House, such as the microwave oven, washing machine, dryer, irons especially. Remember to ALWAYS turn off any appliance immediately after use or store it safely. Ask your House Parents if you need any guidance on the safe usage.

No kettles, irons or cooking appliances are allowed into bedrooms.

Quarantine and Isolation

Boarders who are sick from the common contagious disease such as Influenza, COVID19 are kept separated from other boarders -- or "isolated" in another room within the boarding house. It will last enough time for medical personnel to assess the situation or for the duration of the contagious period. This measure is implemented to contain and prevent the transmission of an infectious disease.

ISP Group Weapons on Campus Policy

Policy Owner: Group Head of Operational Risk

Revised: July 2024

It is the policy of ISP to promote the highest level of safety and security in all its activities, accordingly **ISP HAS A ZERO TOLERANCE TO WEAPONS AND NO PERSON WHILE ON ISP PREMISES SHALL STORE OR CARRY A WEAPON THAT COULD ENDANGER THOSE AROUND THEM.**

The policy covers all ISP schools and offices and applies to all students, staff, parents, visitors, and contractors.

Company = any premises that ISP or one of its subsidiaries carries out its daily business from this includes but is not restricted to all schools and offices.

A **Weapon** is defined as a manufactured device designed to injure or kill another being, or a device designed to look like a weapon. Examples of weapons include, but are not limited to, firearms, explosives (including fireworks), air guns, pellet guns, BB guns, crossbows, long bows, swords, martial arts weapons, prohibited blades, craft knives, hunting or fishing knives, brass knuckles, replica, or imitation firearms.

A **Firearm** means any device that shoots a bullet, pellet, flare, tranquilizer, spear, dart, or other projectile, whether loaded or unloaded, including those powered by CO2. This includes, but is not limited to, guns, air guns, dart guns, pistols, revolvers, rifles, shot guns, cannons and any ammunition for such devices.

Explosives means any combustible capable of causing serious injury including but not limited to firecrackers, black powder, dynamite, plastic explosives or blasting caps.

All students, staff, parents, visitors, and contractors are strictly prohibited from possessing weapons, including firearms and explosives, anywhere on company property or off company property while attending a company event. The prohibitions apply

regardless of whether any legal license has been issued to the possessor. Anyone possessing or using a weapon other than those subject to specific exceptions as detailed in **EXCEPTIONS** will be asked to immediately surrender the weapon if safe to do so and or the necessary authorities will be called to disarm said device.

All incidents involving weapons on ISP premises should **IMMEDIATELY** be notified to the Regional Managing Director, Divisional CEO and Group Head of Operational Risk

ISP schools will be responsible for ensuring that all parent and student contracts explicitly refer to this policy and by signing up to the school agreement the parent and student will be acknowledging the importance of and the terms of this policy.

Sanctions

Category	Sanction
Student	Permanent exclusion, reported to the Police and a lifetime ban from all ISP premises and events.
Staff	Dismissal, reported to the Police and a lifetime ban from all ISP premises and events. Notified to Group Head of People Operations.
Contractor/Third Party	Contract termination, permanent/lifetime exclusion from all ISP properties and events. Embargo on future contracts with ISP.
Parent or Gaurdian	Permanent severing of contract with family resulting in student(s) leaving the school at the end of the academic year and a whole family permanent/lifetime exclusion from all ISP properties and events.

The Group Head of Operational Risk and the relevant Divisional CEO (DCEO) will agree the final sanction and work with the RMD on communication and process.

Exceptions

Exceptions to the policy may be granted by the Group Head of Operational Risk and the relevant DivisionalCEO (DCEO), such exceptions may include a theatrical production.

Any exception must be requested in writing to the Group Head of Operational Risk and DCEO prior to a specific event. The written approval will include a detailed list of what weapons are to be approved and for what purpose, who will be using them, how long they will be on site and the provisions made for safe storage of the weapons when not in use.

Approved exceptions will be held by the Group Head of Operational Risk and the person in possession of the weapon who may be asked to present this on request.

This policy exempts:

- ceremonial knives carried or used to meet religious obligations with prior written agreement by the Group Head of Operational Risk and utility knives

used for a lawful purpose that are not brandished or worn in such a manner as to cause concern or alarm.

- commissioned law enforcement officers or military personnel, in performance of their official duties
- persons authorised by their employers and legally permitted under the country, state, or province laws in which the company property is located to possess weapons whilst carrying out their employment e.g. armoured car services that collect or transport cash.

19.0 Welfare and Pastoral Support

At School and the boarding, we prioritise the safety and emotional well-being of our boarders. To support this commitment, we have a dedicated Safeguarding Team in place. The Team consists of a Designated Safeguarding Lead (DSL) and a Counsellor, who responsible for coordinating and overseeing safeguarding efforts within our School and the Boarding House.

Pastoral supports are available to all boarders, providing a confidential and supportive space to address a variety of concerns. Your House Parents and teachers are on hand to keep you on track and support you in making positive changes for yourself when necessary.

Parents and boarders can access counselling services by making a referral or the boarders referring themselves. If you believe that your child could benefit from counselling support, please contact the House Parent or visit our TLC or email to arrange an appointment with our DSL or Counsellor.

Below our DSL and Counsellors' email contacts:

Ms. Selvamary A/P Asurvatham
Designated Safeguarding Lead (DSL)
selvamary@tenby.edu.my

Ms. Megala A/P Chandra Sakeran
Counsellor
megala@tenby.edu.my

20.0 Exeats from the Boarding House

Exeat Application

Application for weekend exeats or leave must be received by the respective Boarding House Parent the Wednesday evening/2 working days prior to the relevant weekend you wish to go out.

A signed copy of the Exeat Application Form must be emailed to the respective House Parents from the parent's registered email known to school. Any exeat application from a non-registered email account would be rejected without negotiation.

For boarders Year 7 to 11, if you wish to go out during weekends with school friends, the following procedures must be followed:

1. You must firstly inform your House Parents of your intention to go out for the coming weekend.

2. Parents to send Exeat Form to respective House Parents by Wednesday evening/2 working days prior to exeat date, using the email address registered with school.
3. The school friend's parents must pick-up and drop-off the boarder personally from the boarding house, as per the date and time mentioned in the Exeat Form.
4. Boarders from Year 7 to 11, are not allowed to go out their own.

A Level boarders may go out on weekends (Saturday and Sunday), following procedure must be followed:

1. You must firstly inform your House Parents of your intention to go out for the coming weekend.
2. Parents to send Exeat Form to respective House Parents by Wednesday evening/2 working days prior to exeat date, using the email address registered with school.
3. Email must clearly state your plans (where to), who you will be going with and your intended timings.
4. You need to return on the agreed time, or the privilege of going out will be removed the next time. The approval is at the discretion of the House Parents.
5. If you are going out on Grab, please share with your House Parents the drive details until you reach your destination. Notify your House Parents one hour or 30 minutes before departing back to boarding house, and again, please share your Grab drive.

Exeat Frequency

A Level (Year 12 & 13): 8 times in a term

Other year groups (Year 7 to Year 11): 4 times in a term

Exeat rules

- Failure to comply with any of the above or any other reasonable request from the boarding staffs may involve a warning, or additional steps from the consequences procedure.
- Exeat applications submitted is subject to approval by the House Parents or Head of Boarding.
- Exeats are not permitted on school nights.
- Boarders must be back in the Boarding House no later than 8:30pm on a Sunday or the evening before school day.
- Dinner time is from 6:30pm to 7:30pm. If you reach boarding after 7:30pm and need to reserve dinner for you, please inform your respective House Parents before 5:30pm, otherwise, no meal will be reserved.

Staying late at School, or during non-School hours

If a student is required to stay late at school for unscheduled activity, or during non-school hours for intervention classes, rehearsal or duties, boarders need to notify House Parent, with information of the teacher in-charge and the time in School, for Boarding Staff to arrange transportation. If a delay is unavoidable, boarders must contact the House Parents.

21.0 Transportation request

Parents is required to fill in and submit the "Transport Request Form" to the House Parent, at least three (3) working days prior to the day the services are needed for transportation to the airport, bus station and train station within Ipoh. Transportation services within Ipoh is supported by our Boarding Assistant on complimentary based on first-come-first serve basis.

For beginning and the end of the School terms, we provide free shuttle bus services to and from Kuala Lumpur International Airport (KLIA) for overseas boarders traveling out and back to the Boarding House. Look out for the dates and booking links for the shuttle bus services in our Bi-weekly Notices nearer to term breaks.

The shuttle bus will be available on a certain date and time, hence, parents are advised to check on the shuttle bus schedule before making flight bookings for your child, to avoid long waiting time at the airport.

For airport transfers, not during beginning or end of school terms, please speak to your House Parents on your travel arrangement and any prior transport arrangement required. All charges will be borne by the parents and to be paid directly to the taxi driver (cash only). The School has a pool of regular taxis that are licensed and drivers who are known to the School and who have undergone safeguarding briefing by school's DSL.

All transportation to KLIA will be supported with check-in clearance for child below 18 years old as required by the airlines.

Parents are held responsible for boarding students once they have left the care of the boarding staff at the airport or departed the school site via Grab/bus/train/taxi etc, with parental permission.

22.0 Communication with other Departments

Parents should liaise directly with School relevant departments for faster response time.

Admission – friends' referral, sibling enrolment, and students' enrolment related matters
admissions.ipoh@tenby.edu.my

Payment to School
accounts.ipoh@tenby.edu.my

IT - Viricle, iSAMS, SchoolsBuddy, Microsoft 365, Microsoft Teams
iphhelpdesk@tenby.edu.my

Withdrawal from Boarding and/or School
[Email to the respective House Parents](#)

23.0 Feedback and reporting

We are happy to hear from parents any suggestions on how we can further improve and enhance our student experience at the boarding. Boarders and parents may contribute their views to the operation of boarding provision for future planning.

If boarders ever feel that they have been treated unfairly, or in a way which has upset them, they have a right to report to someone about what has happened. For matters that are not personal or confidential in nature, the first person you should talk to is the House Parents. They will talk you through and decide whether the matter should be written down and passed on to others within the Safeguarding team or Leadership teams for additional support.

Should boarders feel that the matter is confidential in nature, you may raise the matter with our Designated Safeguarding Lead or School Counsellor.

Tenby Schools Ipoh has feedback procedures in place, which can be found on the school website at

<https://www.tenby.edu.my/ipoh/contact-us>

Boarders and parents may also drop feedback or concerns via email to our respective Boarding House Parents or Head of Boarding.

24.0 Acknowledgement

Upon your arrival or during the Boarding Induction, please sign to acknowledge that you have read, understood, and agreed to the terms and conditions outlined in the following documents. These documents have to be signed off on a yearly basis.

- Boarding Handbook
- Boarding Student Code of Conduct