



Parent And Student Handbook

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Welcome

Dear Tenby Parents and Guardians,

Welcome to Tenby Schools Ipoh. We are delighted that you have decided to enrol your child at our School, and we welcome you and your family to the Tenby community. We hope that this document provides the information that you and your child will need to become familiar with the school's operations. We hope that you will take time to study this document. This document is a point of reference for parents with regard to community procedures and expectations.

Any community needs to have common rules in order to ensure the safety and security of all its members; this particularly applies to a community of children and young people. At Tenby, we have tried to take into account the needs and responsibilities that can be expected of young people from the age of two to eighteen as well as adults in the community.

Key Contacts

If you do have any concerns about any of the information and guidance that follows, please feel free to discuss it with your child's *Class/Form Teacher in the first instance*. Class/Form Teachers may refer any notes to the relevant key person(s). Here is a list of key leaders/contacts for your reference:

School Administration		
Position	Name	Email address
Campus Principal (CP)	Mr Andrew Hill (Andy)	andrew.hill@tenby.edu.my
Executive Assistant to CP / Relations Manager	Ms Ng Wai Heng	waiheng.ng@tenby.edu.my
Head of Finance & Purchasing	Ms Liew Yeong Peng	yeongpeng.liew@tenby.edu.my
Head of Parent Services	Mr Chock Yujin	yujin.chock@tenby.edu.my
Head of Sports	Mr Cornelius Johannes Merwe (Hanro)	cornelius.merwe@tenby.edu.my
Head of Marketing & Admissions	Ms Cheong Chee Ling (Debbie)	cheeling.cheong@tenby.edu.my
CCA & Event Assistant Manager	Mr Ng Jin Hoe (Ryan)	jinhoe.ng@tenby.edu.my
Facility Manager	Mr Loo Chin San	csloo@tenby.edu.my
Human Resource Department	Ms Eline Ong	phooihong.ong@tenby.edu.my
IT Department	Mr Chan Chun Seng / Mr Adrian Choi / Ms Rabiatul	iphhelpdesk@tenby.edu.my
School Nurse	Ms Ng Phui Han	phuihan.ng@tenby.edu.my

Early Years & International Primary School

Position	Name	Email address
Designated Safeguarding Lead Head of International Primary	Ms Selvamary Asirvathan (Selva)	selvamary@tenby.edu.my andurette.merwe@tenby.edu.my
Deputy Head of International Counselor Primary	Ms Megala Chandra Sakeran (Megala)	megala@tenby.edu.my megala.mesmer@tenby.edu.my
Assistant Head (Pastoral) of International Primary	Ms Susan Isac	susan.isac@tenby.edu.my
Academic Secretary	Ms Shona Chin	shona.chin@tenby.edu.my

International Secondary School

Position	Name	Email address
Head of International Secondary	Mr Ian Stamp	ian.stamp@tenby.edu.my
Assistant Head- Head of Sixth Form	Ms Lucy Angel	lucy.angel@tenby.edu.my
Assistant Head of Secondary Key Stage 3 & 4	Ms Dawn Spence	dawn.spence@tenby.edu.my
Academic Secretary	Ms Rita Lourdesamy	rita.lourdesamy@tenby.edu.my

National Primary & Secondary School

Position	Name	Email address
Head of National Primary	Pn Maizura binti Mohd Jaafar	maizura@tenby.edu.my
Head of National Secondary	Mr Mohandas Naidu Perumal	mohandas@tenby.edu.my
Academic Secretary	Ms Ng Ann Yee	anyee.ng@tenby.edu.my

International Schools Partnership (ISP)

We are proud to be part of the International Schools Partnership (ISP), a global community of over 85 international schools across 24 countries. We are all committed to a shared purpose to grow the world's most curious, confident minds, and champion a transformative approach to learning that goes beyond the classroom. By igniting our students' curiosity and growing their self-confidence, our students thrive throughout their time at school and beyond.

Our purpose and mission

"We are on a journey to deliver a transformative education to our families and students that will spark their curiosity and grow their self-confidence, knowledge and life skills that will help them thrive now and throughout their lifetime", Steve Brown, CEO of ISP.

Our vision is to build a sustainable, equitable, and inclusive future through the power of education and our organisation. As a purpose-driven educational organisation, **we embrace Environmental, Social and Governance (ESG)** within the school environment. We foster a culture of sustainability, encourage critical thinking about ethical dilemmas, and prepare students to contribute positively to society. Through integrating ESG in a comprehensive way, our schools not only shape future leaders but also contribute to a more sustainable and equitable world. From 2021, we formalised a robust ESG strategy to ensure that a sustainability mindset is deeply embedded across all areas of our organisation.

Our corporate ESG vision is rooted in three key areas

Learning – lead and educate responsibly to spark our students' curiosity and grow their confidence to act for local and global societal change.

Earth – reduce the environmental footprint of our schools to build towards a more sustainable future.

Community – empower our global ISP community to take action to support and deliver on our vision.

Our mission is to craft an educational environment where technology complements and enhances the human element of teaching, fostering a collaborative relationship between educators, students, and technological advancements.

Our priority at ISP is to test and implement approaches to that have tangible benefits for our community, in a safe, responsible way. We are focused on the purposeful implementation of EdTech and AI solutions that help us achieve the very best educational outcomes for our students and their families.

Learning.First: Our methodology

Learning.First is ISP's unique approach to education. It means that we always put learners and their learning first. This adds value to our schools by giving our teachers and leaders direction to deliver student-centric education and evaluate the impact on learning.

Our values

- **Curiosity**

All progress starts with a questioning mind. We encourage curiosity because it leads learners to explore new pathways, and professionals to drive innovation in education.

- **Open-mindedness**

As an international organisation, we are founded on an ethos of openness. We have a naturally global mindset and work hard to be inclusive.

- **Care**

We build a deep sense of empathy in our schools. Our learning methodology puts a strong focus on individuality. We take time to understand each learner and their passions, strengths and needs, so that we can personalize their experience.

- **Confidence**

Self-belief is the core of learning and improvement. By developing knowledge, skills and understanding, we inspire confidence in both our learners and educators.

- **Responsibility**

As a learning organisation invested in future generations, environmental, social, and governance is fundamental to our schools. We are committed to developing conscious learners and colleagues, which is how we contribute to creating a better world.

Our behaviours

- **Always learning**

Exploring and evaluating is part of the ISP learning experience. Every learner is on their own journey of discovery, and we are always looking for new ways to evolve – together and as individuals.

- **Welcoming every individual**

Every learner is unique. We value and celebrate individualism by creating an empathetic environment. It allows us to personalise each learner's experience, so they can find their own pathway to success.

- **A focus on quality**

It is a privilege to help young minds grow. We take this responsibility seriously and hold ourselves to the highest standards of knowledge, learning, expertise and innovation.

- **Empowering learners**

We help every learner navigate their own pathway. Our Learning.First. approach builds confidence, independence and self-belief in students and teachers, enabling everyone to shape their future. We nurture conscious decision-making in every learner. By encouraging responsibility and accountability in all ISP schools, we create a positive impact on leaders and contribute to a better future.

Community Code of Conduct

All students and parents are required to adhere to the following Community Code of Conduct at all times:

General Expectations

- Be ready to learn
- Be on time to school, equipped to learn and take part in all school activities
- Contribute to the school community
- Practice being a global citizen by being caring, considerate and respectful towards all cultures and traditions
- Treat others with respect and courtesy
- Move around the buildings in a safe, sensible manner and show regard to others
- Respect the school environment, and your own and others' property
- Communicate effectively to respect different points of view and understanding
- Respect the school environment, and your own and others' property
- Be committed to a green future by being environmentally conscious and aware
- Be ready to try new things
- Be willing to engage with new and emerging technologies in a safe and responsible way, understanding of the needs of digital citizenship
- Engage in the school's life competencies provision

Student Expectations

- Students represent the school whenever school uniform is worn and thus should behave accordingly whether in or out of school
- Attend all lessons if in school
- Wear complete PE attire for PE lessons and when performing outdoor activities & change back into complete school uniform after PE lessons and after performing outdoor activities
- When representing the School e.g. in Teams, Music, Drama, events, etc. students must attend all practices and the actual competition/event
- Attend at least one CCA for primary (CCA not compulsory for Primary) and two CCAs per week, of which one must be a sport for Secondary. CCA is compulsory for Secondary students.
- Stay within the school grounds at all times within the school days
- English, Malay and Chinese are the chosen languages of communication on campus
- Be punctual to lessons
- Hand in homework/home learning tasks at the time requested
- Make-up and nail polish should not be worn in school
- If using social media, school behaviour expectations apply. Use of bad language, inappropriate use of images and cyber bullying may result in being excluded from the school
- Valuables are not encouraged
- Reduce, reuse and recycle appropriately
- Ensure all litter is put in the bin

Parental Expectations

- Be aware of and support the school's Purpose, Mission, Values and Behaviours
- Ensure that your children attend school punctually with appropriate attire/equipment
- Any communication should be aligned with the Communication Policy
- Messages circulated on social media groups must be factually correct. Naming of children/teachers on these groups are in breach of the Personal Data Protection Act 2010
- Keep up-to-date with school news via the weekly Notices & the Parent Portal
- Keep your children at home if they have a temperature of 37.5°C and above, flu and coughing.
- Provide the school with explanation of reasons for any absence
- Keep the school updated on any changes in contact details
- Show interest in your children's progress and school activities
- Attend Parent-Teacher-Student Conferences
- Support school Teams, Music, Drama, events etc. when your child represents the school and on occasions when they do not
- Ensure that your children, as expected, attend all practices and the actual competition/event if representing the School
- Encourage your child(ren) to attend CCAs
- Understand that one full term written notice is required for any withdrawal from School in order to secure the return of deposit

Daily School Schedules & Procedures

School Hours

Early Year - Toddlers & Nursery				
	Monday – Thursday	Friday	Drop-off / Pick-up Point	
Soft Start	8.00 - 8.30 am		Block A	
Morning Break	9:45 - 10:15 am			
Dismissal	1.00 pm	12.00 pm		

Early Year - Reception / Primary				
	Monday – Thursday	Friday	Drop-off / Pick-up Point	
Start of School	7.45 am		Block A: Year 1-2 Block B: Year 3-4 / Std 1-4 Block E: Year 5-6 / Std 5-6	
Morning Break	8.55 – 9.20 am			
Lunch Break	11.20 am – 12.00 pm	No lunch break		
Dismissal	2.30 pm	12:30 PM		

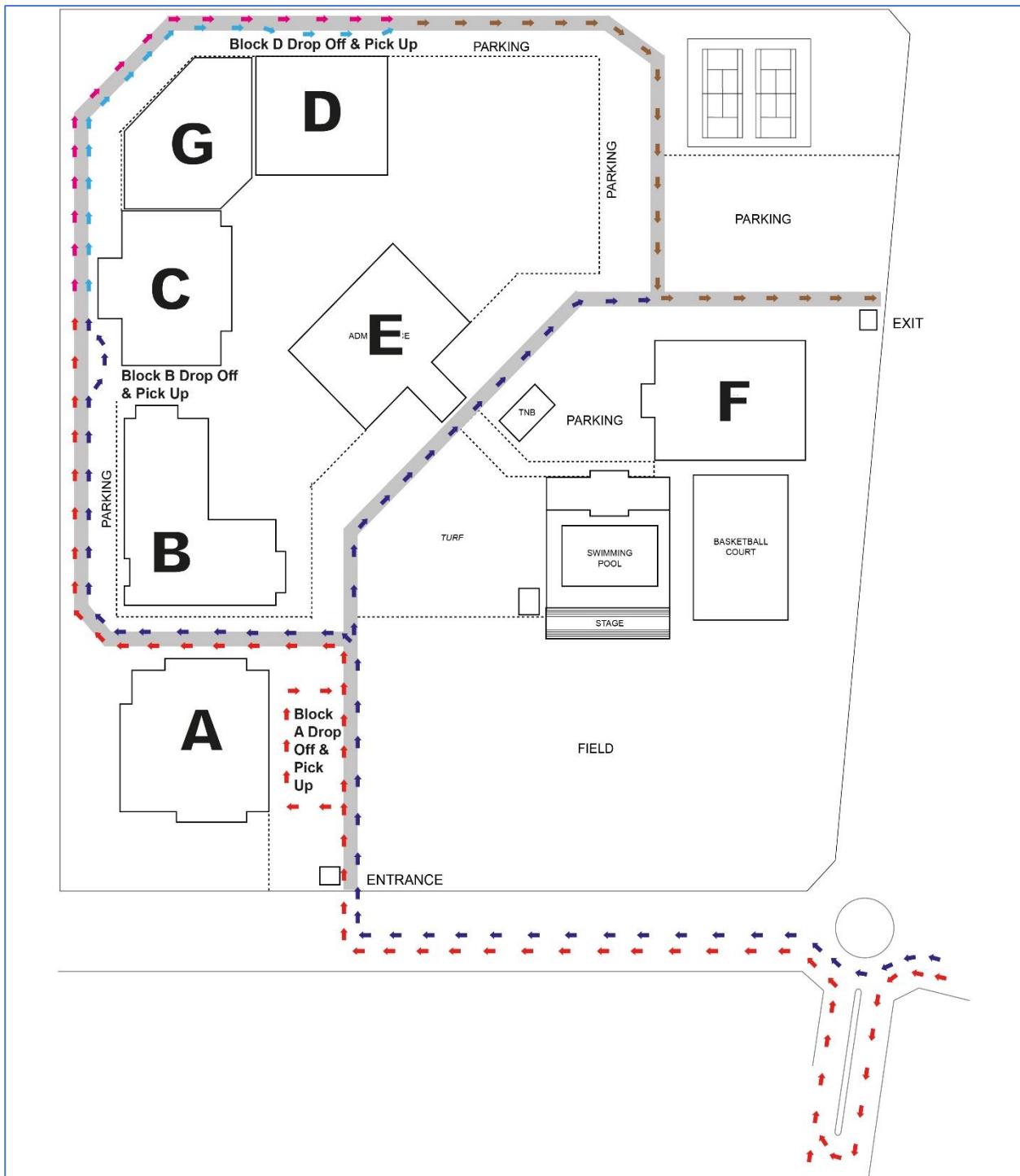
Secondary				
	Monday – Thursday	Friday	Drop-off / Pick-up Point	
Start of School	7.45 am		Block D: Year 7-11 Block E: Year 12-13 / Form 1-5	
Morning Break	9.55 -10:20 am			
Lunch Break	12.20 - 1:00 pm	No lunch break		
Dismissal	3.00 pm	12.45 pm		

Please note:

- Students who arrive after the first 5 minutes will be marked late and must present themselves to the academic secretaries for registration. They will be given a late slip to be presented to the class teacher.
- We encourage all students to have their breakfast before they arrive to school, as break time will only allow time for a quick snack.
- Children should aim to arrive at school 10 to 15 minutes before school starts. The school gate opens at 7:15am. Please note that there is no supervision on the premise before 7:15am.
- For Nursery and Reception children, supervision is available from 7:15am to 8:00am if with older siblings in school. After-school-care is also available with options until 4:00 pm, Monday to Thursday. After-school-care comes with an additional fee and subject to availability and approval as there are limited spaces.

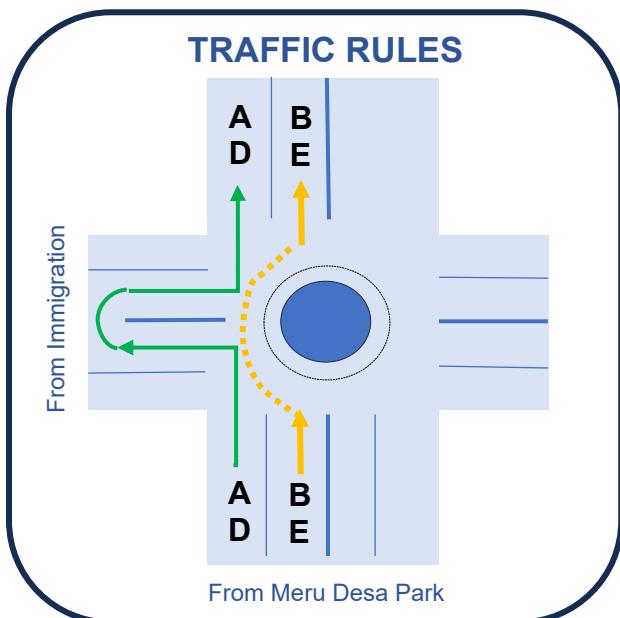
Drop-off and Pick-up

Please refer to the following maps with regard to morning Drop Off and afternoon Pick up points for all year groups. School gate will be opened at 7:15am in the morning for drop off and at respective year groups' dismissal time for afternoon pick up.



Traffic Flow when entering Campus

Parents, guardians, and transporters are required to follow the correct lane when entering school compound during peak hours (drop off and pick up time).



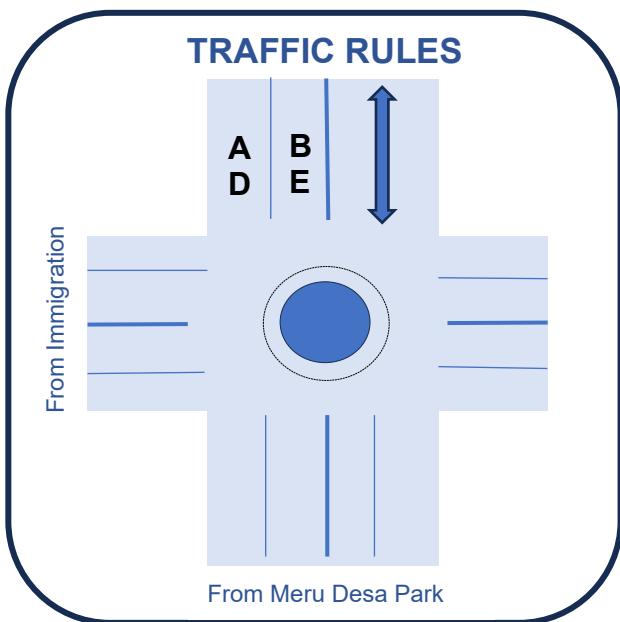
Going to Block A & D

Keep to the left lane. Recommend coming from Immigration direction, or you need to make a U-turn if you come from Meru Desa Park.

Going to Block B & E

Keep to the right lane.

Stay at the correct lane and do not jump queue.



Keep clear on the 3rd lane towards the school entrance and roundabout

DO NOT stop your car at the roundabout when in queue.

Traffic Flow on Campus – Vehicles & Pedestrians

A one-way system operates during school hours. Please do not wait or stop on the zebra crossings around the campus. We ask that parents are courteous to other road users and pedestrians when queuing to enter the campus and when on campus, the one-way flow and speed limit is adhered to. This includes following instructions given by the guards and staff. Should parents need to enter the School at any time, we urge them to park at the designated Visitor's parking area near the exit gate.

Parents and visitors must register your presence at the school front gate, then at the Primary office or main Reception for any school events. Parents are reminded not to wander through the learning zones unaccompanied by school staff. It is also expected that you wear the Parents' tag at all times while on campus.

Walking to and from school

Students walking to school should inform the relevant Head of Schools and should enter via the school main gate.

Outsourced School Vans & School Buses

There are transport operators that are outsourced who provide a transport service for students at Tenby Schools. They bring children to the School by 7:30am and leave at 3:15pm after school and at 4:30pm – 5:30pm after Co-Curricular Activities (CCAs).

If you wish to engage outsourced transporters for your child, you may contact Reception for the contact numbers of the transport operators for the different areas. However, although the operators offer an extensive transport service, the fleet does not travel to all areas of Ipoh. Students using outsourced transporters are expected to behave in a safe and responsible manner at all times.

Please note that although the School has a role in facilitating and monitoring the transporters' service, the contract for the service is directly between parents and the transporter.

All students that travel by outsourced transporters are expected to meet the bus near MPH at the end of the day or transporters to collect students from the pickup points described earlier in this handbook.

Changes to Travelling Arrangements

For reasons of safety and security, please notify the School office of any changes in your child's travelling arrangements.

Students in the Early Years and the Primary School are to travel home by their usual arrangement and may not deviate from this unless the School has received written notification of a temporary change of arrangement from the child's parent with 24 hours' notice. This notice should be addressed to the child's class teacher. For temporary change due to emergency, kindly call to notify the Academic Secretary. Your bus/van contractor must also be notified if applicable. This is important to ensure that adequate provision has been made for your child's safety.

Students may not make any changes to their transport arrangement themselves and we would request that parents help us with this as your child's safety is our prime concern.

Late Arrival

The school is strict with late coming or absenteeism. All late coming need to register at the respective School Office. Parents are required to inform the child's class teacher if not attending school via email or call to inform respective Academic Secretary. Below are the procedures to report your child's late coming.

Early Years – Year 3

Students should go to their class and their assistant teacher will register them at the respective School Office.

Standards 1 to 6

Students should go to the Head of School (HOS) to be registered before going to the classroom

Years 4 to 6 & all Secondary

registered before going to class

Parents and Drivers on Campus

Please adhere to the speed limit of 20km per hour in school zone to ensure the safety of students, staffs and parents. All parents and drivers are expected to leave the School campus after drop-off and pick-up and not allowed back on campus without prior appointment. If you wish to enter the School premises after drop-off, please seek permission from the respective School Office preferably at least 24 hours beforehand.

Please note that drivers/bodyguards are not permitted to enter school buildings. They are to remain with their vehicle at all times. Only parents/guardians may enter school buildings. Kindly inform your drivers/bodyguards of this.

GRAB and Taxi

Parents will need to inform the Academic Secretary in writing if your child will be travelling via GRAB or taxi 24hours in advance. Grab and Taxi vehicles are not permitted to drive into the School premises. Students will need to meet them at the Exit Gate.

Students from Early Years are not allowed to use these transportation services on their own. This guideline aims to ensure the safety and security of the students while using external transportation services.

Home / School Communication

Meeting Teachers

Teachers are happy to meet with parents if a prior appointment has been arranged (see forms of communication below). The appointment should be 24hrs in advance. Please avoid speaking to teachers just before classes begin as this encroaches into crucial learning time.

Student Planner (for Primary students)

All primary students have a Student Planner. It is the responsibility of the child to take this home each day and to bring it back to school the following day. Students are required to take their planners to each lesson. Parents of primary students are required to fill in their Personal Details and update it whenever changes occur and to inform the homeroom teachers.

Parents of Primary students are kindly asked to look at the Planner every day and acknowledge any notes from the teacher(s) by replying or signing next to the note. Similarly, notes in the Planner will be checked and acknowledged by the teacher, so please feel free to use the Planner to write non-confidential messages to the teacher, including a note when your child returns to school after an absence. The Planner should not, however, be used for confidential messages.

Parent Portal

Communication direct with your Child's Form/Class/Homeroom teacher is also possible via the Parent Portal.

Overviews / Schemes of Learning

For Early Years and Primary, the Learning Maps for parents are sent home for reference on a half-termly basis. International and National Secondary School Schemes of Learning are published at the start of each Term on Parent Portal.

It is important to note that all of these documents are working documents and as such may be subject to change at short notice.

Coffee Morning / Kopitiam Forums

In our continued drive to improve communication between the School and the community, we invite parents to come to share their thoughts about the School or ask any questions that they may have once each term for each year group. The sessions will be informal with members of the leadership team present. These may include the Year Group Leader, Heads of School, Deputy Heads etc.

Please note that this is not the place to discuss issues with individual children/staff.

Electronic Communication

There are several forms of electronic communication that are used. Please refer to the list below:

Parent Portal- Parents will be provided with their own password and login. This is the main tool of communication where letters, notices, billings, reminders and documents will be sent home.

Weekly Notices- This is weekly and uploaded to the Parent Portal every Friday. It is important that parents peruse this every week to keep up-to-date with upcoming events, news and important notices and announcements.

Other channel of communication includes:

General Enquiries: ipoh@tenby.edu.my

Website- <https://www.tenby.edu.my/iphoh>

Facebook- www.facebook.com/tenbyipoh

Twitter @tenbyipoh (one way communication only)

Instagram – <https://www.instagram.com/tenbyipoh/>

PA Facebook- www.facebook.com/groups/tenbyipohPA2013

Electronic Communication Expectations

- Please use electronic communication for non-urgent matters as teachers may not view the messages on time.
- Always keep communication courteous as staff are human, with feelings too. We will do our best to assist you with any matters that you raise. Please avoid writing impulsive and inappropriate comments in the heat of the moment.
- Remember to respect staff's personal time. Please do not send electronic communication outside of work hours and expect an immediate response. Staff are only expected to check and respond to electronic communication between 7:30am and 4:00pm on working days, not weekends, public or school holidays.
- Please note that academic staff prioritise their time with their classes during working hours and may not be able to respond to electronic communication until after school ends. Do expect a response or at least an acknowledgement within one (1) working day.
- Please do not make friend requests to staff on social media platforms.
- Please do not share images of children who are not your own on the Internet.
- Please do not ask staff for their personal contact details. Any communications with staff should be through official channels.

Social Media Use and Respect

- We are aware that many parents like to set up class WhatsApp groups. Please ensure that if you are part of a group, use it to communicate official school messages only. Please note that naming individuals on social media can go against the Personal Data Protection Act 2010.
- Parents also like to share their thoughts on other social media platforms. We expect parents to refrain from posting what is deemed to violate Child Protection and Personal Privacy, racist, sexist, vulgar, derogatory, defamatory or slanderous in nature.
- Parents are expected to monitor their children's use of social media. Bad language, images and/or cyber bullying may result in exclusion or expulsion.

Parents' Association (PA)

Parental involvement is key to a successful school environment, and we strongly believe that when parents and the schoolwork hand in hand, it facilitates a strong learning community that impacts and encourages students to be their best.

The Aims of the Parents' Association

Tenby Schools Ipoh Parents' Association is a synergized parents' association from both Tenby International School and Sekolah Tenby. The Parents' Association (PA) is run on a voluntary basis by a group of enthusiastic and supportive parents. Governed by the constitution, all new parents are automatically members of the Tenby Schools Ipoh PA and are welcomed at all events and gatherings.

The PA mission is to foster strong relationship and community spirit among schools' bodies, parents and students. PA is a close partner of the school and a great avenue for staff, parents and families to develop effective communication and relationships.

Their role is to help parents make the difference that matters to them by:

- Providing support for school events and activities, fund-raising for charities, trips and inter-school competitions.
- Facilitating contact between parents and staff as a means of strengthening the school community and enhancing communication.
- Enhancing communication between parents and school leadership.
- Organising and encouraging parents' participation in school fundraising activities for charity and other events throughout the year.
- Fostering social interaction between parents with the aim of nurturing a greater sense of school community.
- Promoting the well-being and interests of the students of the school in cooperation with the school principal, teachers and students.
- Working closely with the school in providing information that parents need through events such as coffee mornings/information mornings.
- Supporting parents and students to ensure that all children are treated in accordance with the ethos of the school.

Reporting to Parents

We report to parents using a combination of these methods:

Parent Teacher Conferences (PTC)	To meet teachers to discuss social and academic progress, particularly focusing on students' aptitude and attitude towards learning. Students are expected to be present at the conferences.
Student Led Conferences (SLC)	This is a planned meeting in which students demonstrate responsibility for their academic performance by talking about their learning journeys so far, and through reflection, what they need to do to 'get better'.
Tracking Reports	These provide details of your child's academic achievement and effort.
Written Reports	To provide a summary of student achievement in the areas covered by teachers up until the reports are written. Students may have identified targets shared with you in this report.

The frequency of reporting differs slightly in each section of the school however, you should receive feedback at least termly, either in writing or in a face-to-face meeting. Please contact the respective school for specific details.

Attendance and Absence from School

Absence for non-medical reasons

Students are expected to be present on all school days unless they are unwell. Regular attendance at school ensures that a student receives full benefit from his or her education and establishes a responsible attitude towards his/her commitments.

Please avoid scheduling non-emergency medical or dental appointments during school hours and please do not take children on holiday during the School term. If absence for non-medical reasons on school days is unavoidable, then please complete an Absence Request Form, available from the respective School Office.

Please note that students who are deemed to have a high rate of absence i.e. less than 95% attendance may receive a letter from the Head of School, even for authorised absences.

It is important to note that whilst an absence may be deemed authorized, the child is still marked as absent.

Students participating in School activities off campus, or representing the state or nation in sports, will be marked as absent for security reasons but present for personal records.

Absence due to medical reasons

If your child is ill and unable to attend school, then please follow the procedure below:

1. Ring the relevant Academic Secretary for your child's School:

Ms. Shona Chin: 05 238 0606 (for Early Years to Year 6)

Ms. Khoo: 05- 238 0608 / extension 520 (for Standard 1 – Form 5)

Ms. Rita – 05 525 2628 extension 525 (for Year 7 – Year 13) or

2. Email or send a message via the Parent Portal to the respective Academic Secretary so that the Class/Form/homeroom and Subject Teachers can be informed immediately.
3. If your child is away from school for more than two days, please communicate with the Academic Secretaries again on the third morning to let us know more about the nature of the problem and the likely duration of absence. In the absence of a phone call or email, the School may phone you to check on the reasons for your child not attending school.
4. Medical Certificates are required for absences of more than two (2) days or for exemption from Physical Education lessons.

Leaving School Early

For safety as well as educational reasons, students are not allowed to leave the campus before the normal end of the School day. If, for some unavoidable reason, your child needs to leave earlier, please inform the class/form teacher by letter or a note in the Student Planner or via the Academic Secretary. The child will be given a blue "Exit" ticket with the School's stamp, signed by the class/form teacher/leadership team and then given to the guard on duty before leaving school.

Lunch Arrangements

Early Years, Key stage 1

Students from Early Years do not go to the Canteen and therefore have to bring their own packed food or parents can pre-order meal plan through Vircle App. The meal plan is optional and students not on the meal plan are expected to bring a packed lunch to school.

The menu for each following school week is available on the Vircle App for pre-order from every Sunday morning, with cut-off on every Thursday 12 midnight. For Early Years, Year 1 and 2, pre-ordered meals will be delivered to the Early Years Centre during break time.

Students not on the 'Meal Plan' may bring a packed lunch (for Break & Lunch) to school or, on-counter purchase is also available at the canteen using Vircle Card. We cannot, however, take deliveries of meals for children.

Students are encouraged to use Vircle Card as we move towards a cashless School. Parents to ensure sufficient fund inside child(ren)'s Vircle Card for purchases at the canteen.

Key Stage 2 (Years 3 to 6) and Standard 1 to 6

Parents can pre-order meal through Vircle App, or students can purchase food from the Canteen or bring a packed lunch (for Break & Lunch) to school. These can only be eaten in the designated eating areas.

Secondary (Years 7 to 13) and Form 1 to Form 5

Parents can pre-order meals through Vircle App, or students can purchase food from the Canteen with Vircle Card. There are great choice of food and drinks at the Canteen, freshly baked pastry, pizza, vegetarian, western and local options available daily.

There is a policy of encouraging healthy eating.

We do not normally allow maids, drivers or parents to bring food for, or feed children and we do not permit restaurants to deliver to school.

There are water coolers to be found around the school, however we also advise that children bring drinking water to school in an unbreakable container. Carbonated (Fizzy) drinks are discouraged.

Health and Medical Matters

The School Nurse

There is a full-time Nurse employed to advise and treat students and staff when illness or injury occurs during the School day. Your child's health details should be completed on the medical form at enrolment and returned to the School. Please remember to immediately update the School with any changes to the information you provide.

The School Nurse can only agree to accept responsibility for the administering of medicines to students on the following basis:

1. A doctor's note should be received, preferably delivered by the parent. The note should give clear instructions concerning administration, including dosage and timing.
2. The medicine, in the smallest practicable amount, should be brought to school by the parent, not the child (primary), and delivered personally to the Nurse. Secondary students may deliver their medication to the Nurse in person. Medicines must not be kept by the student.
3. Medicines must be clearly labelled with contents, the child's name, class and dosage.

When a child is taken ill during the School day and is deemed by the School Nurse to be unfit to return to class, parents will be informed and asked to make arrangements to take the child home. In the interests of the sick child and the rest of the School population, we do not keep children in the medical room for long periods. The Medical Centre is located on the ground floor of the Reception Area.

Allergies & Children with Infectious Illness

Any serious allergies should be brought to the attention of the Class Teacher (Primary) or Form Tutor (Secondary) as well as the Nurse. Please ensure that these been declared inside the Application Form during admissions under Section 5: Student's Health History and Special Needs.

Children who are ill with communicable diseases must be kept at home until the infection is over. The advice of a medical officer is needed to confirm the recommended period of exclusion from school. If children have been ill overnight, they should not be sent into school unless they are well enough to participate fully in lessons, including PE.

If you suspect that your child(ren) has/have a temperature of 38 degrees Celsius or above, please seek medical advice and do not send them to school but remember to keep the School informed.

Head Lice

Within any school, head lice infestation will occur from time to time amongst young children. Should your child have head lice, he or she should be treated at home and will then be checked by the School Nurse on returning to school. Please ensure that the class/form/homeroom teacher/office is immediately informed of any infestation.

Accident Procedure

In the event of any accident occurring at school, appropriate immediate action will be taken by the School Nurse. Parents will then be informed by the School Nurse or a senior member of the teaching staff and will be given advice about seeking further medical treatment. In the case of an emergency, children will be taken to the nearest hospital accompanied by a member of staff.

After any accident, a report form is completed by the School Nurse. This gives details of the incident, the nature of the injury, any action the Nurse has taken, and any medications administered. This is kept in school.

In the event parents are not contactable

We will continue to try and contact parents until successful. However, in instances where emergency treatment is required the School Nurse will take the necessary decision as to which clinic or hospital the student will be transferred to.

School Uniform

All students are expected to wear school uniform during the School day, on the way to and from school, at school events and on school trips and activities unless otherwise instructed.

The School Uniform is as follows:

Early Years

Girls: Navy shorts with a school white T-shirt. White socks and plain black shoes.

Boys: Navy shorts with a school white T-shirt. White socks and plain black shoes.

Years 1 to 6 / Standards 1 to 6

Girls: Grey skorts and blue shirt with school name above pocket, black socks and plain black leather looking shoes.

Boys: Grey shorts and blue shirt with school name above pocket, black socks and plain black leather looking shoes.

Years 7 to 11 / Forms 1 to 5

Girls: Grey skirts and blue shirt with school name above pocket, black socks and plain black leather looking shoes.

Boys: Grey trousers and blue shirt with school name above pocket, black socks and plain black leather looking shoes. A black belt may be worn (optional).

A school sweatshirt is optional for students in Year 1/Standard 1 to Year 11/Form 5, but no other form of cardigan or coat should be worn in school.

School Shoes

There are so many varieties of shoes today, some which look very similar to sports shoes. In order to both move with the times and also in consideration of the activities that students participate in during school hours we would like to be more accepting of certain shoes. To keep this simple we would like to expressly state that canvas shoes, open toed shoes, high heels and ankle or higher boots are not acceptable. Sports shoes for wear with every day uniform is unacceptable to us. However, the following are images of additional shoes we will now except for all Year groups up to, but not including the Sixth Form:



The following are examples of what we will not accept:



Sixth Form Dress Code Guidance (Year 12 & Year 13)

The Sixth Form dress code aims to establish a professional and safe work environment where students can feel comfortable, whilst still exhibiting some self-expression and getting the most out of their learning.



Students must wear orange Sixth Form lanyards at all times, other than PE/sports participation.

Lost or broken = RM5 for a replacement.

These must be returned upon leaving the school/Year 13 Graduation.



- ✓ Blouse/Collared shirt (*tie optional*). **Small** logo ok.
- ✓ Blazer / suit jacket (*optional*)
- ✓ Smart cardigan / sweatshirt
- ✓ Smart top that covers the waistband when untucked.
- ✓ Tailored Trousers / tailored **knee** length shorts
- ✓ Smart dress/skirt: Suitable length for girls – **minimum knee length**.
- ✓ Discrete make-up
- ✓ Smart shoes



- ✗ No hoodies (unless Sixth Form branded)
- ✗ No jeans / leggings / cargo pants / jogging bottoms
- ✗ No skirts / dresses **above** the knee.
- ✗ No t-shirts without collar / large logos
- ✗ No crop tops / strappy tops
- ✗ No shorts above knee / sports shorts (unless in PE/sports participation, must be school appropriate).
- ✗ No trainers (including converse / skater shoes) / flip flops / sliders/ crocs / backless shoes.
- ✗ No **unnatural** hair colour / style
- ✗ **Headphones** should not be visible except in Sixth Form areas.



Not to be worn

- Denim, tracksuit bottoms, ripped/distressed clothing
- T-shirts with large logos, patterned tops, tops with straps, sleeveless tops
- Sliders/flip flops (for Health & Safety reasons), stiletto heels
- Body piercings which are visible
- PE kit – outside of PE lessons
- Caps

PE Kit and Shoes

- House T-Shirt
- Black Shorts (at least mid-thigh length)
- Black Tracksuit Pants
- Black Leggings (Girls only)
- Sports socks – white, blue or black
- House Hat (optional for Secondary students)
- Sports Shoes – multi-purpose, not specialist to one sport – as plain as possible. Sports shoes must be changed into for PE, normal school shoes cannot be worn for sports.

Swimming Kit

- One piece swimming costume (no bikini or trikinis)
- Swimming trunks, jammers or shorts
- Flip Flops/Slippers
- Swimming cap (compulsory for students with long hair)

Any jewellery should be taken off before PE classes and kept safely in lockers. For those who wear earrings, a plastic ear stick can be worn as a replacement.

If a child is unable to participate in PE lessons owing to injury or illness, PE kit should still be worn, and a medical certificate should be provided.

Students are not allowed to opt out of the lesson unless a medical certificate is provided. Students who are well enough to be in school are considered well enough to participate in all curriculum activities, including PE.

School Uniform

Uniform and fabric for custom-made size uniforms are available from the Vircle App. Other items may be purchased elsewhere but must follow the guidelines above. Please label all your child's belongings with their name and class.

Children with Special Insoles for 'Flat Feet'

On occasions, children may be asked to wear orthopaedic shoes to remedy this condition. Please arrange for them to be in black shoes (not sports shoes) and provide a doctor's note to inform the class/form teacher. An ordinary sports shoe is not an orthopaedic alternative.

Injured feet or ankles

Children who have hurt their ankles or feet should not wear flipflops/slippers as an alternative. These are not appropriate or safe for use in a school environment. In these instances, sports shoes may be utilized. A medical note from the doctor will be required.

Personal Appearance

All students are expected to present themselves in a manner that is mature, responsible and maintains the good name of the School, both within the School campus and in the local community.

Hair Style

Hair for both boys and girls should be natural colour, neat and tidy. Neither shaved heads nor extremes of fashion are acceptable. Students with long hair must keep it tied back whilst at school.

Jewellery

In general, jewellery should not be worn to school for reasons of safety and to prevent loss. The only exceptions are that students may wear one pair of simple studs or sleepers in the ears (**girls only**). Any jewellery for religious purposes may be worn with a letter notifying the class/form teacher beforehand. No other jewellery should be worn. Anything in excess of the above will be confiscated.

Make-up and Nail Polish

Make up, coloured contact lenses and nail polish should not be worn in school. Fingernails must be kept clean, neat and short.

Student Code of Conduct

The reputation of a school is judged by the students' behaviour; both on and off the School site. All students are expected to behave in a manner which is responsible, and which shows consideration and respect to all other members of the School and also maintains the good name of the School, both on the School campus and within the local community.

Food and Drink Consumption on Campus

The School aims to create a clean and healthy environment in which to eat and drink. It is the responsibility of individual students to play their part in maintaining high standards in this area.

To achieve this aim:

- In the canteen and picnic areas, students are responsible for clearing away their personal litter, plates and cutlery after their meal
- No eating or drinking (except for water) is allowed in the classrooms, library, corridors, pathways, reception area, sports venues, auditorium or outside areas inclusive of the playing fields and playgrounds.
- Students are not allowed to GRAB food into school compound except for Sixth Form students.

Anti-Bullying & Social Awareness

Bullying is a repeated act of unkindness, which can be both physical and emotional and is totally unacceptable. It can lead to worry, confusion, and despair, as well as fear. It can undermine a student's self-value and impede his or her education.

The School considers that bullying (including cyber bullying) occurs when there is a pattern of:

- name calling
- making fun of others in a nasty way
- making students feel isolated
- stealing or damaging other people's belongings
- frightening or forcing others to act against their will
- hitting or other aspects of violence or the threat of violence. All reports of bullying will be treated seriously and investigated.

Students and parents should report concerns in relation to bullying or anti-social behaviour in the first instance to the student's Form/Class/Home room teacher. This will be investigated, and appropriate action taken that may involve school leadership and the school counsellor.

Use of Electronic Devices, Social Media, Photography, Video/Voice Recordings

The School does not permit any representation of Tenby staff or students to be posted on the Internet. Permission must be sought from the Head of Schools if images, videos, voice recordings etc. are to be used on the Internet. Any student in violation of this rule may be at risk of suspension or expulsion from the School. Any parent in violation of this rule may risk losing their son/daughter's place at the School. This is in violation of the Personal Data Protection Act 2010.

All parents are asked to provide authorisation for the school to use images of their child(ren) on the school's social media, web page, promotional videos and other marketing material on enrolment to the school.

Birthdays – No Parties

Students are not permitted to have birthday parties in school. However, cupcakes may be brought in with permission from the class teacher. These may be consumed during break or lunch, provided students have eaten their meal, and only in the canteen. Party Packs are not to be given to teachers to hand out or brought into school by parents.

The House System

On admission to the School, children are placed in one of the four school ‘houses’: Cerberus, Hydra, Chimera and Typhon. Where possible, siblings are placed in the same house. The aims of the house system are as follows:

To provide a basis for intra-school competition and activities.

- To provide opportunities for students to work together in teams and to develop leadership skills.
- To encourage cooperative activities between students in the international school and private Malaysian school.
- House activities take place throughout the year.

Rewards, Sanctions and Restorative Justice

Rewards

The School strongly believes that teachers should use appropriate rewards to motivate students in their learning.

We use rewards and sanctions to:

- Encourage a calm, purposeful and happy atmosphere at all times.
- Foster positive caring attitudes towards everyone where achievement at all levels is acknowledged and valued.
- Teach children what values are expected, encourage increasing independence and self-discipline, so that each child learns to accept responsibility for their own behaviour and learning.
- Have a consistent approach to behaviour throughout the school, enhanced by parental cooperation and involvement.
- Ensure boundaries of acceptable behaviour throughout the school clear to children, parents, all staff, governors and visitors and to ensure safety.
- Help students, staff and parents have a sense of direction and feeling of common purpose.

Some of the ways that we reward students as a school are:

- House Points
- Certificates
- Verbal praise
- Golden Time
- Celebrations in assemblies
- Student roles and responsibilities
- Sent to a member of the Leadership Team with relevant work for praise.

Class teachers may also use additional systems to encourage/reward good behaviour in their class. They may do this by having a star award chart, table points, additional play time and 'Table of the Week' award.

Sanctions and Restorative Justice

When students break the 'Behaviour Code for Learners', they will find themselves facing possible sanctions. These sanctions vary but could include:

- Break or lunch time community service
- Teamwork
- Internal and external suspensions
- Exclusion

Accompanying the students at each phase of the 'Behaviour Code for Learners' will be a system of restorative meetings. Within this student will be guided to reflect on their actions and set appropriate behavioural targets. These restorative meetings will be guided by one or more of Class/Form/Home Room teachers, Key Stage Leaders, Heads of School and the School Counsellor.

Homework/Home Learning

The School does not set work for children who are taken out of school during term-time.

At Tenby Schools we believe that homework is a part of the total instructional programme. Its purpose is to reinforce previous learning, develop independent study skills and encourage parent involvement in the instructional process. Homework should constitute an extension of the learning situation of the school day.

The purpose of homework is:

- to provide experience in independent study e.g.: IPC Home Challenges
- to accustom the student to budgeting time for homework in preparation for the time when independent study becomes the main avenue to continued learning.
- to reinforce basic skills and concepts.
- to complete assignments not completed during class time.
- to complete projects or studies involving individual research.
- to strengthen home to school communication about student learning.

Homework Guidelines (Timing)

Early Years	as assigned
Years/Standards 1 to 2	10-20 minutes per night
Years/Standards 3 to 6	20-30 minutes per night
Years 7 to 9 and Forms 1 to 3	60-90 minutes per night
Years 10 to 13 and Forms 4 to 5	90-120 minutes per night

The above amounts are 'averages' and will vary depending on the amount of work not completed in class. Contact your child's teacher if the time spent on homework exceeds the guidelines on an on-going basis.

Students are expected to write/refer to details of the homework set in their Student Planners. This is primarily for their benefit, but it also enables you to check that your child is doing all the set work.

Homework will not always consist of formal written activities; it may consist of research activities, preparation of presentations, learning of essential vocabulary or spellings, reading or practical activities. Homework will sometimes require the use of ICT. In Primary, students are expected to read on a daily basis. Homework may not be given on days of significant school events or activities. Teachers do not set homework over school holidays. Students may use the time to read, research or revise learning concepts taught in School.

Learning of the Week is sent to parents via Parent Portal on a weekly basis, giving details of set homework for the week ahead, as well as learning for the week ahead.

As a general rule, we do not recommend that students receive tuition in addition to the time spent in school and carrying out homework. There may, however, be specific situations where tuition may be helpful. For example, where a child has gaps in his or her knowledge and understanding owing to a period of ill health and absence from school, where a child's first language is not English and specialist tuition in English as an Additional Language (EAL) may be appropriate or where a child has a specific learning difficulty and specialist tutoring is available.

We advise that if you are considering tuition for your child, you discuss this first with the child's class/form teacher, subject teacher or a member of the School Leadership team. Please note that it is school policy that teachers do not provide private tuition for children that they teach at school; so please do not ask them.

Responsibilities

We believe that TEACHERS are responsible to:

- give the student guidance in establishing standards of good study habits.
- plan and assign relevant homework adapted to the learning needs of the student.
- reserve for classroom instruction work requiring teaching assistance.
- provide timely, consistent, and understandable feedback to students about their homework
- contact the parents when the student consistently does not complete homework assignments.

We believe that PARENTS are responsible to:

- show an active interest in the homework to be done.
- provide a suitable place for the student to do his/her homework.
- adjust and manage the home environment to prevent interruptions and conflicting demands.
- encourage the student to work and complete each homework assignment.
- limit assistance with homework to guiding, aiding, reviewing, listening to reading and recitation and answering specific questions.
- in addition to the reasonable amount of homework, ensure that the student reads daily, approximately 20 minutes to 1 hour depending on class level.
- contact the teacher if your child continually tells you they have no homework.

We believe that STUDENTS are responsible to:

- complete the homework assigned.
- return the homework to school and the teacher when asked to do so.
- return books and material taken home.
- seek help from the teacher when needed.
- be accountable for his/her actions regarding completion of homework.
- ensure that he/she studies material previously covered throughout the year both during homework times and in addition to homework.
- collect from the teacher any homework missed due to absence.
- complete a reasonable amount of homework.

Co-Curricular Activities

Co-curricular activities (CCAs) and House Activities are an integral part of the educational programme provided by the School. They are a major element of the School's policy of providing an all-round holistic education.

CCAs are offered for students from Early Years, Nursery upwards. Secondary students are expected to participate in two CCAs each week. It is recommended that one of these is sports related. Students select CCAs on a termly basis and these can be booked via the SchoolsBuddy portal.

Tenby Schools Ipoh is committed to supporting a diversified and balanced programme of CCAs. It sees the goal of such activities as the life enrichment of each student through development of good sportsmanship, skills, health, strength, self-reliance, emotional maturity, and social growth. The CCA programme is designed to meet the needs and interests of all students.

Involvement in the CCA activities of Tenby Schools is important for all students. We are concerned with the holistic development of the whole person. Therefore, participation in the CCA activities is a central element of our educational process and not an 'optional extra' – attendance is important. The CCAs provide students with the opportunity to:

- integrate among students of both schools.
- experience activities which may become a life-long interest.
- improve skill development in a variety of pursuits.
- help build confidence, raise self-esteem and give an increased sense of accomplishment.
- develop one's character.
- develop new friendships outside of one's own group. Gain enjoyment from participation.

The list of activities may vary from one term to another as we strive to introduce a more diversified programme. The designated CCA times are:

Excursions & Residential Trips

Educational outings and camps are an integral part of the School's curriculum provision. These have been extremely successful, etching many worthwhile memories of personal growth with students. Many students have found the camps have changed them for the better citing examples of becoming improved communicators, having more confidence, developing teamwork skills, being more reflective individuals, developing compassion for others and altering views on what integrity and responsibility are.

Students are expected to participate in all educational day trips and are encouraged to participate in all 2-to-3-night residential. Weeklong residential trips are optional but valuable. On rare occasions where students are unable to attend, parents need to make arrangements for students to be supervised at home.

Whenever teachers are with child(ren), they will act in loco parentis and take every precaution to ensure the safety of child(ren). Insurance coverage is automatically provided for students for trips however, where additional insurance is required, parents will be informed.

Physical Education (PE)

Our mission is to enable students to: achieve their full potential for academic excellence and achievements in sports and the arts. Develop the values of compassion, responsibility and integrity. Become effective communicators, creative thinkers and independent learners. To encourage the values of cultural diversity and acceptance of others different from oneself.'

Please take a moment to familiarise yourself with the School's expectations regarding student participation in PE lessons. As with any lesson, students who are well enough to be in school are considered well enough to participate in all curricula activities, including PE. The purpose of this is to increase the level of learning and participation for the majority of students who are prepared and willing to be actively involved in class.

Absence, Illness, Injury & Non-Participation in Lessons PE is deemed an important subject, just like any other within the curriculum. Therefore, no students will be allowed to be exempt from PE lessons unless a medical certificate or doctor's note is received. Notes from parents will not be accepted. Students must therefore bring their PE kit or Swimming kit and expect to get changed as normal.

Students who are ill or injured will be given a suitable role to carry out in the lesson such as refereeing, scoring, coaching, timing, managing equipment, etc. This means students still have an understanding of the activities that are taking place, but will not be physically involved, thus ensuring they do not worsen injuries or illness.

If a child has a medical certificate and cannot participate at all, we will find alternative work for the student to do until they are fit enough to come back to PE.

If students are asthmatic, it is unlikely, they will need to be excused from lessons, as they should always have an inhaler with them and be able to use it correctly at the beginning and, if necessary, during the lesson. Where this is the case, please ensure that the School has been made aware of this in advance. The School Nurse should be kept up-to-date at all times with students' medical needs.

Swimming

Please be reminded that swimming is a compulsory part of the Physical Education curriculum and is an essential life skill. Students who miss swimming lessons will be expected to make up their missed lessons at the earliest opportunity. This may involve joining another class, if necessary.

PE Kit and changing

Students who have PE before break may come to School dressed in their PE kit and change back into uniform (including clean socks and black school shoes) afterwards. Students who have PE after break or lunch are expected to come to school in their school uniform and change into their PE kit at break (if the lesson is between break and lunch) or lunchtime (for lessons after lunch) and change back into their uniform after the PE lesson. For students who have P.E during the last lesson of the day, and who will not be participating in a CCA activity requiring the wearing of School Uniform, it is permissible for them to remain in their P.E uniform and change at home.

Valuables

Students are discouraged from bringing valuable items to School. However, if they must, those with locker are expected to lock away valuables in their locker secured with their own padlock. We accept no responsibility for students' valuables if they do not secure them in locker before the PE lesson.

Jewellery

For health & safety reasons, no jewellery is to be worn during lessons this includes earrings. Students must remove all piercings during PE and swimming. If earrings cannot be removed, they must be covered with tape. Religious jewellery should be covered where possible.

Representing the School through Sport

We offer all students the opportunity to represent the school through a wide variety of individual and team sports. It is our aim that a high percentage of our students represent the school and to do this, we may field more than one team. As a school we aim to achieve the best we possibly can on the local and national sporting stage.

Students' Personal Property

Lockers

All secondary students from Year 7/Form 1 onwards are allocated a locker in which to keep their personal possessions. You should provide your child with a padlock to secure the locker. You are advised to keep a duplicate key at home in the event of loss or take note of the combination. The locker is intended to provide reasonable security for books and other necessary educational equipment that a student needs to bring to school. They are not intended for valuable or expensive items of personal property that should be left at home.

Although the School will do all it reasonably can to ensure the security of students' possessions, it cannot take responsibility for them in the event of loss.

The dimensions of the lockers are:- Width: 26cm, Height: 40cm, Depth: 40cm. Please ensure school bags will fit inside the lockers.

Mobile Phones

Whilst there is not a "ban" on mobile phones, the school will not take responsibility for mobile phones which "go missing", therefore students are not encouraged to bring phones that are too expensive.

Effective 12 January 2026, students are permitted to use mobile phones only within the designated 'Safe Zone.' Outside of this area, phones must be stored in a locker or school bag for the duration of the school day. Should an urgent matter arise, students may utilise the 'Safe Zone' or contact the School Office/Receptionist for support.

Students are not allowed to use either a mobile phone or camera to take photographs/video footage/voice recordings on the School campus at any time unless specifically requested to do so by a teacher. No images taken are allowed to be shared on social media or websites without prior permission from the Campus Principal. Doing so may result in suspension or expulsion.

Students are not allowed to use iPod/headset whilst in School. For learning purposes in the classroom, students are encouraged to use tablet or laptop instead of mobile phones.

Laptops and Tablets

The school operates a Bring Your Own Device (BYOD) policy for all Secondary Students:

Bring Your Own Device (BYOD) Student Agreement

Students must read and sign the BYOD Student Agreement in the company of a parent, guardian or caregiver unless otherwise directed by the principal.

I agree that I will follow the school's ICT acceptable use policy and that:

- I will use the school's internet complying with the school's approved policy.
- Whilst engaged in educational activities I will use my device at the direction of the teacher.
- Devices can be used in non-teaching periods as long as students comply with the school's policies.
(Excluding break and lunch time except in the Library)
- I will not physically connect my device to school equipment without permission of the school.
I will use my own portal/email/internet/etc. log-in details and will never share them with others.
- I will not try to hack or bypass any hardware and software security used by the school or any other entities.
- I will not use my own device to knowingly search for, link to, access or send anything that is:
 - Illegal
 - offensive
 - pornographic
 - threatening
 - abusive
 - defamatory or
 - considered to be bullying.
- I will immediately report inappropriate behaviour and inappropriate material to my teacher.
- I understand that my activity on the internet is recorded and that these records may be used in investigations, court proceedings or for other legal reasons.
- I acknowledge that the school is not responsible for any loss of, damage to, or theft of my device.
- The school is not liable for the use of any unlicensed software.

BYOD Student Responsibilities

Operating system and anti-virus:

Students' devices must be equipped with anti-virus software if applicable or possible.

Tenby's Wi-Fi network connection only:

Student devices are allowed to connect to the school's Wi-Fi network while at school. There is no cost for this service.

Theft and damage:

Students are responsible for securing and protecting their devices at school. *Any loss or damage to a device is not the responsibility of the school.*

Maintenance and support:

Students are solely responsible for the maintenance and upkeep of their devices.

Data back-up:

Students are responsible for backing-up their own data and should ensure this is done regularly.

Insurance/warranty:

Students and their parents/caregivers/guardians are responsible for arranging their own insurance and should be aware of the warranty conditions for the device.

Confiscation:

Students' devices may be confiscated if the school has reasonable grounds to suspect that a device contains data which breaches the BYOD Student Agreement.

BYOD Student Recommendations

Ergonomics:

Students should ensure they are comfortable using their device during the school day particularly in relation to screen size, sturdy keyboard etc. A minimum screen size of 9" is recommended.

Valuables

Students should not bring valuable items such as expensive watches, electronic equipment, cameras or large sums of money with them to school.

Lost Property

The School does not keep lost property longer than one term. Therefore, please ensure that your child's belongings are clearly labelled with their name and class. These include uniform, socks, PE Kit, mobile phones, wallets, shoes, watches, glasses, pencil cases, textbooks, thumb drives, water bottles, exercise books, food containers, etc. Only named items will be returned. Unclaimed items will be given to charity or disposed of, depending on the condition of the items.

Safeguarding

Our School is committed to ensuring the safety and well-being of all students. To support this commitment, we have a dedicated Safeguarding Team in place. The team consists of Designated Safeguarding Lead (DSL) and two Counsellors, who are responsible for coordinating and overseeing safeguarding efforts within our School.

Reporting Concerns

If you have any concerns related to the safety or wellbeing of a student, we encourage you to contact the school promptly. The preferred point of contact for such matters is the Designated Safeguarding Lead (DSL). You can reach the DSL by calling the school and asking to speak with them directly. Your concerns will be treated with the utmost confidentiality, and the Safeguarding Team will take appropriate actions to address the situation.

We appreciate your collaboration in creating a safe and supportive environment for all students at our school.

Counselling

At Tenby, we prioritise the emotional wellbeing of our students. Counselling services are available to all students, providing a confidential and supportive space to address a variety of concerns.

Accessing Counselling Services

Parents and students can access counselling services by making a referral or by students referring themselves. If you believe that your child could benefit from counselling support, please contact the School.

Counselling Informed Consent

To initiate counselling services, we kindly request that parents and students to complete the Counselling Informed Consent Form. This form will be provided during enrolment to school, and it outlines the nature and scope of counselling services, confidentiality, and the rights and responsibilities of both the students and the Counsellor. Your understanding and cooperation in completing this form are essential in ensuring a transparent and collaborative counselling process.

Safeguarding: Health and Safety

Dangerous Items

All students, staff, parents, visitors, and contractors are strictly prohibited from possessing weapons, including firearms and explosives, anywhere on school campus, school trips and off-sites while attending a school 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 the said device. Please refer to our ISP Group Weapons on Campus Policy available on our website.

Please note that all forms of craft knives are considered weapons in this policy. These are not permitted within the school or boarding.

Any failure by a student to adhere to this requirement will be regarded as a serious disciplinary matter and may face immediate expulsion, and a ban from all ISP schools.

Smoking, Vaping and Alcohol Consumption

It is against the law to smoke, vape or consume alcohol on school premises. Students may face suspension or expulsion if they are caught doing any of the above.



Drugs and Prescription Medication

It is illegal to possess/use/sell/distribute any drugs. Should the school discover such acts within the community, the school has a duty to involve the police and those involved will be at risk of expulsion. In addition, persons are not to sell or distribute prescription medication within the school. Such actions will be viewed seriously as a disciplinary matter.

Any medicine, in the smallest practicable amount, should be brought to school by the parent, not the child, and delivered personally to the Nurse. Secondary students may deliver the medication to the nurse themselves.

Safeguarding: Child Protection

'The process of protecting children from abuse or neglect, preventing impairment of their health and development, and ensuring they are growing up in circumstances consistent with the provision of safe and effective care that enables children to have optimum life chances and enter adulthood successfully.'

The school recognises its responsibility to protect and support students in school. As such, all adults working with children and parents have a responsibility to promote the welfare of children. All adults and students have a duty to report any concerns with regards to child protection and well-being to the School.

The school has a safeguarding team that oversees all aspects of safeguarding within the school. The safeguarding team consists of a Designated Safeguarding Lead (Selvamary Asurvatham) and members of the senior leadership team. All members of the team are trained to international standards.

Safeguarding: First Day Absence Call

Tenby Schools Ipoh has in place a system of first day absent calling. This means that parents will be telephoned on the first day a child is absent without explanation to establish a reason for the absence, if the parent has not already called.

Safeguarding: Security

In line with the School's Purpose, Mission, Values and Behaviours, the safety and security of students is the School's utmost priority. Please take note of the following security procedures.

Car Stickers

All cars driven onto the School premises should have a current Tenby School car sticker displayed on the windscreen. The first and second car stickers are given for free during admissions, but should you require additional stickers, you will need to complete a requisition form and pay RM20.00 for each additional car sticker. Limited to a maximum of 4 car stickers per family.

Please return the car sticker if you change your vehicle so that the correct registration number plate can be updated into our system. Please do not alter the sticker yourself. Please note that car stickers will need to be replaced periodically.

All car stickers need to be returned when your child(ren) withdraw from School.

Identity Tags

All adults; School staff, parents and other visitors - are required to wear identification tags whilst on the School campus. For visitors, these are obtained from security staff on access to the School. Please do not be offended if you are challenged by school staff if your identification is not visible; this is a part of how we ensure security for your children.

Parents are asked to display their ID tags clearly when in campus. The tags are colour coded for different categories of personnel:

Orange	Sixth Form students
Red	Parents/Guardians
Green	Other Visitors
Purple	Outsourced Coaches

Students' Tags

Student Card/Vircle Card (2in1) are provided to all Standard 1 and Year 3 students upwards. These cards can then be used to purchase food and drinks from the Canteen. Parents can transfer/top-up money onto their children's Card via the Vircle App. New student will need to apply their student's tag at the IT Department.

All tags need to be returned when your child(ren) withdraw from School.

Security Procedures

These security arrangements are put in place to account for additional persons on campus during school hours.

1. At all times, parents are **not** permitted to enter any school buildings without permission and without being accompanied by a member of staff, with the exception of the Main Entrance Foyer; where they may access the Bookshop, Accounts Department, IT Department and Reception.
2. Parents must wear their parents' tags visibly with red colour lanyard. Those who forget their parents' tag must register as a visitor with the Security office at the main entrance.
3. Any appointments to meet with staff will be held at the Reception area. If the Meeting Rooms are full, parents will be met at the Foyer by a member of staff and escorted to another venue for their meeting.
4. Parents who have been invited to attend a small event e.g. Coffee Morning, Entry Point, Exit Points, Parent Teacher Meetings, Year Group Forums, Information Sessions etc. will need to 'sign in' and 'sign out' at the reception area.
5. For events held in Block A, parents may 'sign in' and 'sign out' at Block A without having to come to the reception area.
6. For large-scale events, e.g. Sports Day and Festival Assemblies, parents will not need to 'sign in' or 'sign out', they will need to gather and remain at the designated venue. At no point parents be present anywhere else on campus when attending such events.
7. After 7:45am, parents may drive into campus if a prior appointment has been made and make their way to the reception area at Block E. There will be no vehicle access to the road to Block B, C and D during school hours. Visitor parking is available in front of Block E, and more parking is available at the Visitors' Car Park by the Exit Guardhouse.
8. All parents need to display their 'Transport Identification Sign' on the car dashboard during dismissal pick-up. Without this, the security guards will not allow cars in.

Additional Points to Note for Block A Parents

1. We prefer Block A parents to drive in to drop off and pick up their children.
2. Block A parents may drop off their children after 7:30am in the morning when staff are on duty.
3. Block A parents who prefer to drop off and pick up their child on foot, may do so quickly at the main entrance to Block A. They may not enter the block. Parents who need to visit the Administration office, will need to do so via the reception area at Block E.

Payments to School

School Fee

School fee invoices will be emailed to parents on termly basis and will be due upon commencement of each term, with 3 terms per academic year. Late payment will incur penalties and possible suspension from school.

Deposit is to be maintained throughout the School term and shall not be treated as or utilised towards payment of School fee.

School fee payment can be made via bank transfer, or at our School Accounts counter. Please do not send in fee payment via the teachers. Information of the bank details available on the billing sent to Parents, as below:

For International students' fee payment:

Payable to :Ipoh International Sdn Bhd
Bank A/C : 720-117-5077
Swift Code : OCBCMYKL
Banker : OCBC Bank (Malaysia) Berhad
Bank Address : 2 Jalan Dato Maharaja Lela
30000 Ipoh, Perak Darul Ridzuan

For National students' fee payment:

Payable to :Tenby Education Sdn Bhd
Bank A/C : 720-117509-3
Swift Code : OCBCMYKL
Banker : OCBC Bank (Malaysia) Berhad
Bank Address : 2 Jalan Dato Maharaja Lela
30000 Ipoh, Perak Darul Ridzuan

Other Payment

All payments other than School fees such as CCA, Fast Track Programme, Field Trip, School Events, After School Care, Competition, and Holiday/Summer Camp should be made via SchoolsBuddy portal as Class/Form/Home Room Teachers will not handle cash.

Notification of Withdrawal

A written notice must be given to the School on or before the first day of the term, that the student is leaving the School at the end of the term. Failure to do so will result in the forfeiture of the deposit. This applies to Year 11/Form 5 students too as Tenby Schools educational path ends with the Sixth Form.

Parent/Guardian Declaration

This is the Parent/Guardian Declaration that is signed by all parents upon joining Tenby Schools and is duplicated here for your reference.

In making this application, I/We undertake and agree:

1. to pay a non-refundable Application Fee with this Application Form.
2. to provide a copy of the student's most recent school academic and behaviour report at the time of assessment.
3. that should the student be offered a place at the School, to pay (a) a non-refundable Registration Fee; and (b) a refundable deposit equivalent to One (1) term's school fee as security deposit for observance by the student of the terms and conditions, regulations and policies of the School; upon acceptance of the said offer.
4. that the deposit is to be maintained throughout the School term. The deposit shall not be treated as or utilised towards payment of School term fee or any part thereof.
5. **that the deposit will be refunded, without any interest, within 4-6 weeks after the end of the school term provided one term written notice given to school and all school items been returned.**
6. to pay the school term fees and other fees, which are invoiced termly, upon the commencement of the School term (there are 3 terms in an academic year). The School reserves the right to impose a late payment charge of 5% per annum on all outstanding fees which have not been paid by the 15th day from the commencement of the School term. The School reserves the right to refuse entry to any student and/or treat this contract as terminated without prior notice to the Parents / Legal Guardians for non-payment of fees.
7. that I/we consent for the personal data of the student and myself/ourselves, and I have obtained the consent of the other parent (if applicable) for his/her personal data:
 - (a) to be provided to the School;
 - (b) for the School to disclose it to other members of the Tenby Group; and
 - (c) for the School and other members of the Tenby Group to collect, record, hold, use and store it as they may requirefor the purpose of processing this application for admission to the School and should the student be offered a place at the School, for the purpose of the student's education at the School.

I/We agree to promptly notify the School in writing should the above consent be withdrawn. The withdrawal of the consent may result in the School ceasing the processing of the application or the student being withdrawn from the School.

8. that I/we will update the School in writing should there be any changes to the personal data in a timely manner in which event it is deemed that the requisite consent is given in respect of the matters stated in sub-paragraphs 7(a), (b) and (c).
9. that should the student be offered a place at the School, he/she participates in all normal educational activities including physical education and sports activities, scientific work, subject folios, projects, enrichment or remedial programmes, swimming lessons, educational visits and outings. This includes an undertaking to wear the uniform and support the School in the achievement of its aims and objectives.

10. that the School reserves the right to discipline, suspend or dismiss any student whose lack of academic progress or whose behaviour is considered by The Principal to be unacceptable or an embarrassment to the School. When any student is suspended or dismissed, the School shall retain by way of liquidated damages, and the Parents / Legal Guardians shall forfeit all entitlement to any fees paid with respect to the student.
11. to inform the School of any change of address, contact details or alteration of personal details from the year of entry for the student.
12. to abide by changes made to the school policies, regulations, fees and schedule by the School at the School's sole discretion.
13. that the School reserves the sole discretion to terminate the contract herein with the parent/student at any time if such termination is considered to be in the best interest of the School.
14. that I/we may request for the Student's records to be disclosed by way of written request and the School will approve any practical and reasonable request (at the School's discretion).
15. that the School and other members of the Tenby Group reserves the full right to use the names, photographs and/or video recordings taken before, during and after the student's graduation/departure from the School for purpose of advertising and/or publicity without any prior notice to the Parents / Legal Guardians, and the Parents / Legal Guardians shall not be entitled to claim ownership or compensation for the materials or the use of thereof by the School. Parents / Legal Guardians who do not want their child to appear in any or all of these must notify the School in writing.
16. that the term "Tenby Group" when used in this document refers to Tenby Educare Sdn. Bhd. and its subsidiaries and the schools operated by any of them and/or Tenby Education Sdn. Bhd. and the schools operated by it (as the case maybe).

Indemnity

1. I/We hereby indemnify the School, its officers and employees against any and all claims arising from any injury to the student whilst participating in any School activity, or while on School property or while travelling to or from school premises.
2. I/We understand and agree that in the event of an emergency, the School will make every effort to contact the Parents / Legal Guardians. However, if this is not possible, the student will be taken to either his/her family doctor (if known) or to a suitable hospital, approved by the School, for treatment. The Parents / Legal Guardians will reimburse the School for any expenses/payment incurred to the hospital/clinic concerned.

Conclusion

We hope that these notes are helpful to you but recognise that there is much more that you may wish to know about the School. We shall try to keep you informed through regular Weekly Newsletters and opportunities to visit the School during the term.