



**Middleton**  
International School  
By EtonHouse



# PARENTS HANDBOOK

# Table of contents

Executive Principal's Welcome	3
About Middleton	4
Vision, Mission, Values	5
Culture Statement	6
Behaviour Expectations	7
School Guidelines and Operations	8
Uniforms and Books	15
Bus	18
Personal Property	19
School Dining	20
General Information and Policies	21
Feedback, Complaints and Dispute Resolution Management	25

# Welcome Message

Dear Parents,

A warm welcome to the Middleton family!

At Middleton we strongly believe in the African proverb, *'It takes a village to raise a child'*. The well-being and happiness of our students is at the centre of all our practices. Parent relationships are important for us and we strive to make our practices easily understood and accessible so as to give you a positive and happy experience.

We believe that learning happens best when children feel safe and comfortable and are aware of the school's expectations. There are many things to be aware of, particularly when you are new to the school. We hope that this booklet will be a helpful guide.

As a school, we are continually growing and evolving. As and when there are any changes to the practices, we will inform you on our communication portal. An updated version of the handbook will also be available on the same portal.

For any further inquiries, we encourage you to connect with our team. Your child's homeroom teacher is your first point of call for class-related matters. For other school inquiries, our Parent Liaison team is available on email or phone.

Happy learning!

Warm regards  
Atima Joshi  
Executive Principal



**Atima Joshi**

*Executive Principal*

# About Middleton

## **Campuses**

The first campus in 215 Upper Bukit Timah (UBT) was launched in January 2017 to offer a unique affordable international school programme for G1—5.

Riding on UBT's success, Middleton International School opened a second campus in Tampines in May 2018. The Tampines campus has a capacity of 1200 students and is open to students from Nursery 2 to Grade 12. Middleton is a Cambridge-approved school for IGCSE's and A Levels.

### **Tampines**

2 Tampines Street 92

Singapore 528889

**T:** +65 6636 1155

**E:** [tampines@middleton.edu.sg](mailto:tampines@middleton.edu.sg)

## **Registration Information**

Middleton International School is registered with SkillsFuture Singapore (SSG).

**PEI Reg No.:** 201625676E

**Validity:** 27 December 2021 to 26 December 2025



## **EduTrust Certification**

The EduTrust Certification Scheme (EduTrust) is a quality assurance scheme administered by SSG for PEIs in Singapore. It aims to distinguish private schools that are able to consistently maintain a high standard of quality in the overall provision of education services and make continual improvements that lead to positive student outcomes.

**EduTrust Certificate Number:** EDU-2-2147

**Validity:** 21 February 2022 to 20 February 2026



# Vision, Mission and Values

## Vision

To empower learners to become capable, responsible & successful global citizens

## Mission

Middleton will meet its vision through:

- An educational philosophy that nurtures caring, socially conscious and internationally minded citizens to learn, innovate and serve.
- A rigorous curriculum that develops competent and creative learners relentless in their pursuit for excellence.
- An integrated and holistic programme distinctive in its approach to happiness and wellbeing.

## Values

- Adaptability - We approach change with an open mind, flexibility and creativity. We cultivate optimism and are proactive in embracing new ideas, cultures and beliefs. We value innovation.
- Collaboration - We strive to learn harmoniously, respectfully and in cooperation with all members of our immediate and extended community. We endeavour to be team players and work together to achieve common goals.
- Curiosity - We are curious, engaged and inquisitive thinkers who approach learning enthusiastically. We are passionate and intrinsically motivated in our pursuit of lifelong learning.
- Confidence - We demonstrate our understandings, share information and express our ideas through different processes and mediums. We are effective communicators.
- Mindfulness - We show kindness and humility in the way we interact with each other. We are aware of ourselves as well as others. We express empathy and care for our global community. We are thoughtful and reflective when making decisions and acting on them.
- Resilience - We persevere and demonstrate resourcefulness when striving to meet our goals. We show buoyancy, confidence and maintain perspective when faced with challenges and change.
- Respect - We value ourselves, others and their unique perspectives. We appreciate our resources, environment and community. We make sustainable choices.
- Responsibility - We make ethical choices in our thoughts, words and actions. We act with integrity, courage and conviction.



# School Culture Statement

Our school culture is defined by our values. At Middleton International School, we are a community of learners who strive to embody International Mindedness and excellence in all that we do. We embrace diversity in thoughts and ideas and are confident of our ability to learn, serve and innovate for the betterment of our society. We build the culture by cultivating the following values in all our learners as well as our staff.

**Respect** is the foundation and at the heart of all our relationships at Middleton. All community members - our children, parents and all academic and non-academic staff - have a right to a safe and happy environment.

Disrespectful interactions do not reflect the Middleton ethos. We stay committed towards the wellbeing of all our community members and will not be tolerant of behaviour that is not respectful.

We seek your support in being role models for our children and reaffirm our commitment to a positive and happy environment.

A smile, a nod, a kind word ... goes a long way in making our community a joyful place to be in. So go on, try it! Spread joy and we promise it will spill on to you too!

Have a lovely time at Middleton.



# Behaviour Expectations

All members of the Middleton International School community (including but not limited to students, parents, staff, volunteers and alumni) are expected to conduct themselves with our values of respect and in mind and to support and uphold the expectations of the School and its good name.

To this extent, all students and parents shall ensure that they comply with all guidelines and policies of the school.

All access to School premises is at the full discretion of the School. Any Student or Parent who is deemed to be a risk or nuisance to themselves or community members, may be refused entry to the School premises and excluded from contact with any community member. The School has unfettered discretion, at the sole discretion of the Principal, to exclude or terminate the Contract of a Student as a result of any Parent behaviour which disrupts the learning environment, brings the School into disrepute, or poses any risk to the School community.

A Student may be temporarily suspended from attending the School or the Student Contract terminated, without refund of fees, if, in the sole opinion of the School, the Parent has at any time, whether on or off the School premises, treated the School or members of its staff or Students unreasonably. Examples include but not limited to: verbal, written or physical abuse, defamation of character or a threat of any kind to any member of the School community.

Any Student and Parent whose child has been withdrawn, suspended or had the Student Contract terminated by the School, shall have no authorisation to enter the School premises, without the express written permission of the Principal.

# School Guidelines and Operations

## Daily School Routines

*School Hours:*

**Tampines EY and Primary**

0900 - 1530 hrs

**Tampines Secondary**

0915 - 1545 hrs

The campus gates open half an hour before the school start timings. Secondary students will have a staggered arrival and dismissal to manage the flow of students coming on to and leaving the campus.

We have a morning play and lunchtime play for students to enjoy socialising and engage in relationship building.

## Days of Operation and School Holidays

The school year runs from mid-January to mid-December.

Please refer to our Academic Calendar on the school website for further details regarding school closures and public holidays.

## Update of Personal Information

The school is required to have the most up-to-date information for your child on record. If there is a change to your families address, FIN/IC Card, Re-entry permit and Passport information, you are required to update the school accordingly. Please email the admin team at the email addresses below with the updated information and scanned copies.

Parents are required to update the school if the child's immigration pass is cancelled, as all students are required to hold a valid immigration pass to attend school.

[admin.tampines@middleton.edu.sg](mailto:admin.tampines@middleton.edu.sg)

## Punctuality

- Daily attendance is taken by your child's homeroom teacher. **Students are expected to be punctual.**
- Students arriving late should register at Reception.
- Frequent lateness will be noted and recorded with a follow-up conversation with the parents.



## **Attendance Requirements**

<b>Non-Student Pass Holders</b> (Dependent Pass, Singapore Citizens, Singapore Permanent Residents, Diplomatic Pass, Long-Term Visit Pass Holders )	
Nursery 2 - Grade 12	75% Minimum Attendance Required
<b>International Students</b> (Student Pass Holders)	
Nursery 2 - Grade 12	90% Minimum Attendance Required <b>Students whose attendance falls below 90% in a month are required to be reported to the ICA.</b>

## **Students' Absence**

As we want our students to maximise their potential, we expect them to attend school every day unless they are unwell. To ensure the safety and well-being of our students, it is important that parents inform the school and the bus vendor if their child is absent. All absences are to be applied via the respective Absence Forms as below

### [Absence Form](#)

## **Absence due to Illness**

Parents should contact the child's homeroom teacher via the above-mentioned methods before 0900 hrs to report the absence and attach the relevant documents. For e.g. medical certificate. Timing is important as registers are taken during the first session of the day. This will ensure we know all students who set off for school have arrived safely. If parents do not inform the school before 0900 hrs the register will show an unauthorised absence until an explanation from the parents is received on the Absence Form.

## **Planned Absence**

Parents should inform their child's homeroom teacher in advance via the above-mentioned methods if they know that their child will be absent for a legitimate reason, e.g. a medical or dental procedure. Advance notice of any appointments made during school time, should be notified to the school. Whenever possible, appointments should be made for out-of-school hours.

In certain circumstances, individual requests to take a student out of school for an extended period are subject to Management approval. Such requests will be considered on a case-by-case basis. These requests should be submitted in advance via the respective Leave of Absence Form and our Admin teams will reach out for necessary documents submission.

**Absenteeism - In the interests of student wellbeing, teachers will send a reminder if the child is absent without intimation. Parents may be asked to come in for a meeting if the child is away for an extended period.**

### **Parents' Absence from Singapore**

When both parents are going to be out of the country at the same time, and guardianship of children is to be temporarily assigned to others, the Parent Liaison Team should be informed of the name and contact details of the guardian. This is to ensure we are able to contact the appropriate guardian in case of an emergency. It is strongly recommended in such cases that a letter of guardianship be given to the temporary guardian.

### **Permission for Leaving School Unaccompanied**

As we are committed to the safety of our students, we require prior written consent before we will permit students below Grade 3 to leave school unaccompanied. If you would like to give your child permission to leave school unaccompanied, please email the Admin team at the following email addresses and they will send you the link for the online form. Kindly note that the permission is **for the current academic year only** and we will require a new form to be completed each year.

[admin.tampines@middleton.edu.sg](mailto:admin.tampines@middleton.edu.sg)

Children will be provided with a school tag for easy identification at dismissal time. If this tag is lost, there will be a \$5 cash replacement fee. Grade 3 and above students are released independently in the afternoon unless the school is informed otherwise. School bus students are supervised till they get on the bus after which the external Bus company staff takes over.

We only recommend independent travel for children in G3 and above, students in N2, K1, K2, Grade 1 and Grade 2, wanting to travel unaccompanied, are required to be accompanied by an older sibling (any exceptions to this require management approval).

### **Medical Assistance and Medication**

The school provides adequate facilities to handle most minor accidents and emergency situations that may occur. If your child has been absent due to illness please inform the teacher via email. Please advise the school through email or telephone if your child has been exposed to a contagious illness e.g. Covid-19, chicken pox, Hand Foot and Mouth Disease (HFMD), or has head lice. If your child has had such an illness they must be seen by a doctor and be given medical clearance to return to school.

The school does not stock or administer medicines other than basic medical supplies e.g. ice for bruising, a saline solution for the cleaning of wounds, or simple dressings. The school operates under these guidelines so that no medication is administered that a student could be allergic to, and so that any follow-up specialist treatment can be conducted without the masking effects of school clinic treatment.

**Medication brought in from home can only be administered at school if written authorisation is given by parents and full written instructions are provided.** These instructions must include the student's name, year level and teacher, the name and dose of the medication and the time of administration. The information should be for the completion of a required course of medication as prescribed by a medical practitioner. The authorisation note must be signed. Please note that over-the-counter analgesics are not administered unless permission has been given.

## **Communication between Home and School**

We believe in keeping channels of communication open between home and school. There are a number of occasions throughout the school year when parents have the opportunity to meet with teachers to discuss an individual student's development and share information regarding curriculum and learning at MIS. These times will be clearly communicated to parents and are available on the yearly academic calendar. These events are likely to take place virtually unless otherwise mentioned.

Parents who have concerns about progress, attitudes, work, behaviour, or any other issue are urged to make an appointment with the student's homeroom teacher for Early Years and Primary, and Subject Teachers for Secondary at the earliest opportunity.

We will not be able to have day-to-day contact with every parent. However, we will keep you posted if there is any relevant information pertaining to your child. We believe in home-school partnership and it is very important for you to stay involved. We highly encourage you to read everything the school sends home through Bloomz or email.

## **Bloomz**

The school uses a digital platform called Bloomz to share learning and information with parents. At the beginning of each year (or when a student commences) parents will be invited to join the school and classroom pages for Bloomz. Parents will receive notifications regarding excursions, study requirements and can directly message teachers via the platform. It is recommended that you install the app on your computer or phone, it is free and available on all mobile devices.

## **Homework Policy**

Homework will be set for students and will include daily reading at home. Approximate homework and study times will be advised by the teachers during the course of the year.

Homework is usually related to work that has been completed during the week in class and includes reading daily. Children of all ages will benefit from reading on a regular basis. For younger students, this may involve parents reading a story and discussing the elements of the text with your child. Students will bring home books to read. Younger students should spend at least 15 minutes reading each night. It is recommended that older students read for at least 30 minutes daily.

Secondary students will be expected to spend more time as compared to primary students on their subject specific homework which will be assigned to the students on a regular basis.



## **Assessment and Reporting**

Teachers plan and conduct ongoing assessments and map students' progress regularly. A Goal Setting Conference is conducted in the first term and Parent-Teacher interviews are conducted in the third term. Formal reports are distributed to parents in June and December.

If you wish to discuss the progress of your child at any time of the year, please make an appointment with the homeroom teacher (Early Years and Primary) and subject teachers (Secondary) via Bloomz or email. For detailed information on Assessment practices and procedures at school, please contact your child's homeroom or subject teacher.

## **Student / Report Appeal Process**

A Parent/Guardian (on behalf of the student) student may only appeal for his/her child's final results to be reviewed under genuine circumstances.

Appeals must be submitted within one month of notification of the results. Late appeals will not be entertained. The relevant Appeal Committee is responsible for reviewing the results with the relevant academic staff and for recommending either marks stand or a change of marks to the Examination Board.

1. Parents / Guardians raise an appeal request.
2. Relevant teacher investigates from Schoolwide Assessment results and data.
3. The teacher reports to Senior Leadership Team (SLT) to discuss findings.
4. The teacher meets with parents to discuss the investigation findings.
5. Parents / Guardians accept investigation findings (Case Closed).
6. For Parents / Guardians who do not accept the investigation findings, the case will be brought to the Examination Board.
7. SLT will share details and evidence with the Examination Board.
8. Examination Board deliberates and decides.
9. The conclusion of the appeal is shared with the parent/guardian.
10. Parents / Guardians do not accept appeal results, discussion for progression will be discussed between SLT and parents.
11. Parents / Guardians accept appeal outcome; reports shall be amended.

## **Events**

Special assemblies are held throughout the year to coincide with events and festivals such as Chinese New Year, Hari Raya, Deepavali, Easter, United Nations Day etc. Assemblies may be led by the teacher or may involve a class performance.

## **Birthday Parties**

Children love to celebrate their birthdays with their peers at school. However, these celebrations should not interfere with teaching time in class. Teachers will advise of a suitable time so that food can be shared during a break period. Only individual, commercially-packed food can be sent to school.

Food choices (allergies/sensitivities/religion) need to be respected. Students who would like to celebrate their birthday at school may bring individually packed (commercially purchased) cupcakes or another similar individual serve item that they may share with classmates during a break period. If your child has a food allergy which prevents him/her from taking part in birthday treat-sharing, you will need to contact your child's homeroom teacher to discuss alternative arrangements.

**Goodie bags for birthday celebrations are not allowed.** Should the parents want to celebrate the special day differently, we encourage considering a donation of a plant or a book to the class or the school library.

Families are allowed to issue personal invitations for parties outside of school to students in class when such invitations include every child. Otherwise, invitations must be delivered outside of school.

## **Library Information**

All classes from Grades 1 - 5 have a scheduled library lesson where the students have the opportunity to borrow books. Early years are encouraged to go to the library to help learn pre-reading skills as well as build interest in reading.

Children may only borrow once they have returned their previous book.

Please assist your child in ensuring that books are kept in good condition and returned on time.

If for some reason a book is misplaced or damaged, parents are required to either replace the book with a new copy or pay the cost of a new copy of the book as advised by the Teacher Librarian (this would be \$20-\$100). New books will not be issued till the issued books are returned. End of semester report will be withheld in case the library books are not returned by the end of the semester.



### **Extra-Curricular Activities (ECAS)**

The purpose of after-school clubs is to provide opportunities for students to engage in Extra-Curricular Activities. There are a variety of ECAs on offer which aim to develop the students' interests and overall growth. Teachers may offer ECAs or the school may engage with external vendors at an additional cost. Children can choose only 1 free teacher-led ECA per semester. Students are fully supervised by staff at all times during these sessions.

ECAs will be held from Monday - Thursday from: 1540 - 1630 hrs

At the beginning of each semester, an ECA form will be sent to parents. Please assist your child to make their selection. Transport will not be provided for students staying behind for ECAs.

ECA information will be sent out on the Bloomz app in the first few weeks of school.



# Uniforms and Books

## Uniform Requirements

All students are expected to wear full school uniform. Supplies are available from the School.

For special or themed assemblies and non-uniform days, students are allowed to wear 'casual clothes'. Parents will be informed in advance. These clothes must be appropriate for school.

## Early Years (Nursery 2 - Kindergarten 2)

	Boys	Girls
<b>Shirts</b>	Blue check Middleton shirt	
<b>Shorts</b>	Middleton PE shorts	
<b>Dresses</b>		Blue check Middleton dress
<b>PE attire</b>	Navy blue colour PE T-shirt to be worn with the Middleton PE shorts for on PE days.	
<b>Shoes &amp; Socks</b>	Black, white or grey trainers (no bright/striking colours) should be worn with ankle-length white socks every day. Sandals, crocs or shoes with heels are not permitted.	
<b>Hats</b>	As the school has a no-hat, no-play policy, a cap or wide-brim hat should be worn for outdoor activities. Middleton cap preferred. No visors or hoodies are permitted for sun protection.	
<b>Hair</b>	Long hair is to be tied back. Ribbons/hair accessories should ideally be the same colour as the school uniform.	

**Primary Years, Middle Years and High School (Grades 1 - 12)**

	Boys	Girls
<b>Shirts</b>	Blue check Middleton shirt	
<b>Shorts (Grades 1 - 8)</b>	Middleton bermuda shorts	
<b>Long Trousers (G9-G12)</b>	Middleton long trousers	
<b>Culottes (Skort)</b>		Middleton culottes (skorts) - the length should be no shorter than 5cm above the knee
<b>PE attire</b>	Navy blue colour PE T-shirt to be worn with the Middleton PE shorts for on PE days.	
<b>Shoes &amp; Socks</b>	Black, white or grey trainers (no bright/striking colours) should be worn with ankle-length white socks every day. Sandals, crocs or shoes with heels are not permitted.	
<b>Hats</b>	As the school has a no-hat, no-play policy, a cap or wide-brim hat should be worn for outdoor activities. Middleton cap preferred. No visors or hoodies are permitted for sun protection.	
<b>Hair</b>	Long hair is to be tied back. Ribbons/hair accessories should ideally be the same colour as the school uniform. Only natural hair and nail tones are accepted.	

**Uniform Purchase**

School uniform purchase is only available on the following days and times when school is in session:

**Day:** Tuesday to Thursday

**Time:** 1230 - 1400 hrs

Please note that for payment **via PayNow**, a screenshot of the PayNow transaction must be sent to the following email addresses before the collection of the uniform. Please specify in your email subject line, the **Name of your child, Grade Level, Uniform Purchase**

**Tampines**

[tampines@middleton.edu.sg](mailto:tampines@middleton.edu.sg)



## **Textbooks and Exercise Books**

### *Pre-Primary and Primary Years*

The school will provide a class set of textbooks as well as the exercise books required at the start of the academic year. Additional exercise books will be available for purchase as and when required.

### *Middle Years and High School*

Students from Grades 6 to 12 are required to purchase a personal set of books and stationery. Books will be available at the school bookshop.

## **Stationery**

Children love to bring their personalised stationery sets. We recommend that these are labelled with your child's name and class. This is particularly important for hygiene practices as well.

Students from Grades 6 to 12 require special stationery for their learning. A list is sent out at the start of the school term. You are welcome to purchase them outside as well.

## **Textbooks Purchase and Payment**

Textbooks purchase is only available at **Tampines** on the following days and times when school commences:

**Day:** Monday to Friday

**Time:** 1200 - 1700 hrs

# Bus

Bus transport is provided by a private and external contractor as a service to the school. If you wish your child to use the school bus transport, please obtain the fee schedule and contact the bus service directly.

Please contact the bus service provider via the email address below for new applications, any change of address and change of service.

Parents must notify the bus company and the school reception if a child does not require the bus service on a particular day. If the child is not to return home on the bus, on a particular day, this must be indicated in the child's homework book or the homeroom teacher notified by email or Bloomz before 0830 hrs on that day.

A staff member will be present at all times when students are alighting and boarding school buses. When arriving at school in the mornings, bus students proceed to the designated area. At the end of the day, bus students will line up in their respective bus lines and teachers on bus duty will accompany students to buses. This departure point is supervised until the last bus has departed. All school buses are equipped with seat belts and a bus auntie is provided to monitor children's safety.

To avoid any conflict of interest, no other commercial buses will be allowed entry into the school premises.

## **Bus vendor contact details:**

### **Tampines**

Zheng Xing Yun Bus Service

[middletonbus@zhengxingyun.net](mailto:middletonbus@zhengxingyun.net)

[Tel: 9650 8316](tel:96508316)

## **Bus Regulations**

### **Please find below the safety protocols by the Bus Company.**

Seat belts must be fastened at all times and must not be removed until the bus has come to a complete stop. Students are allowed to converse in quiet voices during the ride. Students must be polite and respectful to everyone. Parents/any adults are not allowed to travel on the bus with students. Students are not allowed to change bus numbers for playdates. Any issues regarding misbehaviour will be communicated with the families directly.

Students must be collected by a parent or designated adult, at the residential drop-off point. If the parent or designated adult is not at the drop-off point at the scheduled time, the child will be brought back to school. Bus transport is provided only for those students who are registered on the school bus. Bus transport is not available to parents, other persons or any students not registered on the bus. Registered bus students may travel only to their own home address, and on their designated bus

# Personal Property

## **Identification of Personal Property**

It is important to be able to keep track of all of the items that students bring to school each day. Labelling all clothing, bags, belongings, water bottles, lunch containers, etc with the student's name and class clearly marked assists to ensure the return of an item should it be misplaced. Permanent markers and laundry pens, along with personalised name tags may be used for this purpose.

Lost property boxes are located in school. The school accepts no financial responsibility for items that go missing at school. Students are discouraged from bringing non-essential items to school, although from time to time teachers may request personal items be brought to school that are relevant to the project of work. Younger students are encouraged to bring photos, books or other similar items rather than toys for 'show and tell'.

Electronic games are not permitted at school and will be confiscated. We prefer students not bring their toys to school. Mobile phones are not encouraged at school. However, in the event that the student needs to carry a mobile phone for valid reasons, parents will need to communicate this to the class teacher in writing. Students will not be permitted to use the phone during school hours. The school will not accept any responsibility for the security of the handset.

Middleton International School discourages students from bringing cash to school to ensure a safe and secure environment for all. Carrying cash can lead to potential risks such as theft, loss, or misuse, which could create unnecessary stress for students. By minimizing the presence of cash, the school aims to foster a community where students can focus on their education and well-being without concerns over managing money.

## **Water Bottles and Hats**

Due to the tropical climate of Singapore, students are regularly encouraged to maintain their fluid intake.

Each student must have a water bottle, clearly labelled with the child's name and class. For health reasons, water bottles are not shared. Students are able to refill their water bottles at various locations around the school.

Hats are needed for students to go outdoors. Please remember to label the hats with your child's name.

# School Dining

## **Provision of Lunch and Snacks**

### **Middleton is a nut-free school.**

Students are provided with lunch and a morning snack if they opt for the school menu. The menu has no pork or beef and does not contain any nuts. Your child's dietary requirements will be noted from the completed student contract, if any of these details change during the year, please update the Admin Team. This information will be passed on to the kitchen staff and the classroom teacher.

It is essential that parents inform the school of any food allergies that their child has. If your child has an allergy, we need to let the homeroom know as from time to time some students may bring in a birthday or festive treat to share. Teachers must clearly know who cannot eat certain foods.

Students have the option of bringing in their own food from home for lunch and snacks or ordering meals from school. The Parent Liaison Office can advise parents of the cost of meals and make the necessary arrangements for your child to receive school meals. The meal subscription will be billed on a per-term basis and a minimum of 2 weeks' notice is required before the meal subscription will commence. Copies of the school menus are available from the Parent Liaison Office.

Students who wish to opt out of school meals must do so in writing. The withdrawal from meals will only take effect at the beginning of each term. No refunds for the existing subscription will be given should you decide to stop consuming the meals within the existing term. If we do not receive your written request to withdraw from the meal subscription, the subscription remains valid and will automatically be invoiced for the following term.

Students are not permitted to share their food with other students. Some students have violent reactions to certain foods/food products and must not eat other students' food. If you decide to send snacks or a packed lunch from home, please do bear in mind that we encourage students to eat a balanced diet and nutritious foods, instead of sweets, chocolates and chips/crisps. Sweets are not encouraged as a reward for good work or behaviour.

# General Information and Policies

## **Student Code of Conduct**

Middleton International School believes that behaviour should be managed successfully and positively. Teachers aim to create a safe environment through consistent modelling and clarification of expectations, roles, rights and responsibilities. The behaviour of individuals; staff, students and parents, in the school is guided by positive attributes and essential agreements. In the school individuals endeavour to create a positive and orderly atmosphere through agreed-upon behaviours that demonstrate courtesy and respect, where high-quality learning and teaching can take place.

It is recognised that to be successful consistent positive classroom practice and behaviour should be the norm in all common areas of the school. Students are expected to move through the school buildings and walkways in a quiet and respectful manner. They are to keep their voices to a conversational volume, walk on the left side when using the stairs and refrain from running or other reckless behaviour. Toilet areas are to be accessed quietly and sensibly.

Good behaviour at Middleton International School is valued, praised and rewarded and used as a positive example to build upon. There are 5 basic understandings, based on the following positive attributes of being respectful, demonstrate integrity, and being principled.

- Respect and care for others and their belongings.
- Polite to everyone and act responsibly.
- Take care of the school and use equipment and facilities carefully.
- Keep hands, feet and unkind words to yourself.
- Be principled and honest in all interactions.

These are supplemented by further essential agreements discussed and agreed upon in classrooms, the playground, the common areas and for bus use.

On occasions where a more structured approach is necessary to monitor the level of a child's behaviour, the following steps are taken: The teacher reminds the student of the behaviour expected. Encouragement is offered to comply with these expectations. The consequences of repeated infringements are explained. Another teacher or year-level coordinator may be involved in supporting the message. A Behaviour Reflection form is used to document and record the incidents.

Parents are informed of the incidents. Any serious behavioural incidents are reported to the Senior Leadership team.

Consequence of repeat infringements are applied. Time out may be applied, with the student isolated from peers. If the behaviour continues, the child will be placed on a behaviour management programme with particular incentives for compliance and involvement. The parents, the Vice Principal, Principal and Executive Principal are informed.

A three-way conference between the students, parents and teacher may be held to seek a resolution. If the negative behaviour continues the Vice Principal, Principal and Senior Principal will meet with the relevant staff, parents and student to seek a resolution. For cases of great significance, sanction of enrolment suspension or termination of the Student Contract may be considered.

### **Student Support Services**

Middleton International School has a system to provide comprehensive student support services that meets the needs of the students. The school shall ensure that staff appointed at Parent Liaison, General Office and Administration Office to provide the student support services are adequately and appropriately trained. A comprehensive list of student support services will be made available to all students which includes:

- Pre course counselling
- Student personal accident and hospitalisation insurance
- Learning Support Initiatives
- Extra-Curricular Activities (ECA)
- Bus Transport Service
- Community Involvement Programmes as relevant
- Pastoral Counselling
- Close collaboration with parent/legal guardian for students under 18 years of age
- Student Council

### **Pastoral Counselling Services**

Middleton International School shall provide emotional support for students to help them cope with mental stress relating to a new environment or course demands; and create a culture and climate of care, trust and friendliness that encourage student attendance and involvement during their studies with the school. The homeroom teachers work with parents in this regard.

### **Pandemic/Communicable Diseases Response**

Middleton International School will adhere to all the government regulations and advisories in the event of a Pandemic/Communicable diseases. These regulations may affect the validity of the information outlined in this Parent Handbook.



## **Withdrawal and Refund Procedures**

Middleton International School has four withdrawal cut-off dates across the year.

<b>Term 1 Withdrawal</b>	<b>Term 2 Withdrawal</b>	<b>Term 3 Withdrawal</b>	<b>Term 4 Withdrawal</b>
School informed by 1st November	School informed by 1st February	School informed by 1st May	School informed by 1st August

Notice of withdrawal from Middleton International School must be submitted to the school via the official withdrawal form, according to the the dates above. Failure to give adequate withdrawal notification within the withdrawal deadlines will result in the fees for the following term falling due.

All withdrawal form submissions are considered final. There is no provision for pending or unconfirmed withdrawal requests. Any mention of a pending or unconfirmed withdrawal request in the withdrawal form will be ignored. A student's place in the grade will be released immediately upon acknowledgement of the withdrawal form.

Any request received outside of the withdrawal period defined above, will incur the following term's fees at the invoiced rate. Non-payment of the fees can result in legal action being taken to recover all fees. No school reports or recommendations / references or certificates or refund of fees will be provided in case of non-payment.

Any withdrawal notification via either email or verbal conversation with teachers or administration staff (including the PL or Admin teams) is not considered an official withdrawal. Failure to submit the official withdrawal form by the withdrawal dates will be treated as a late withdrawal.

## **Transfer and Deferment Procedures**

**Course Transfer:** Is an internal process when:

- a student changes his/her enrolled course of study to another course offered by Middleton International School
- a student stays in the same course or changes a course and moves enrolment from the current campus to any of the other MIS Campuses.

All transfer requests must be submitted to the Academic Board for review and approval, and they are subject to availability in the requested grade. Campus transfers will only be considered once a student has completed 2 full terms.

**Deferment:** Middleton International School does not offer the option to defer. In some exceptional cases, the school may approve a postponement of the start date of the course for new students.

### **Confidentiality and Security of Information**

Middleton International School respects the privacy of individuals and recognises the importance of the personal data you have entrusted to us and believe that it is our responsibility to properly manage, protect, process and disclose your personal data.

At Middleton, we are also committed to adhering to the provisions and principles of the Personal Data Protection Act 2012. As such, Middleton's Personal Data Protection Statement is to assist you in understanding how we collect, use and/or disclose your personal data. (Refer to [Middleton's Personal Data Protection Statement](#)).

From time to time, photographs or video clips of our learners may be published on our website, Bloomz, our Facebook page or used in publications such as our Yearbook. We also create TV-Style Broadcasts for the school. We will collect, use and disclose your personal data in accordance with the Personal Data Protection Act 2012 ("Act"). The Act establishes a data protection law that comprises various rules governing the collection, use, disclosure and care of personal data.

It recognises both the rights of individuals to protect their personal data, including rights of access and correction, and the needs of organisations to collect, use or disclose personal data for legitimate and reasonable purposes.

### **Adherence to Health Advisories**

Our school prioritizes the health and safety of our students and staff. We are committed to comply with all health advisories and guidelines issued by relevant government agencies. Please be aware that policies, procedures, and operations may be adjusted from time to time to remain compliant with these advisories. We kindly ask for your cooperation and understanding as we make these adjustments to maintain a safe learning environment.





# Feedback, Complaints and Dispute Resolution Management

## **Feedback and Complaints**

Middleton International School recognises the importance of feedback and/or complaints from staff, parents and students as indicators of service/operations standards and for continual improvement of the school. Efforts shall be taken to address feedback and complaints, informal or formal. The school will make every endeavour to acknowledge parent complaints within 2 working days and to affect a resolution to all parent complaints within a time frame of 14 working days and resolve within 21 working days.

Please direct your feedback to the following email addresses for the respective campuses:

### **Tampines**

[tampines@middleton.edu.sg](mailto:tampines@middleton.edu.sg)

## **Dispute Resolution**

Middleton International School follows the SSG Dispute Resolution procedure. If internal efforts to resolve dispute fails and/or absence of an acceptable solution, the aggrieved parent may seek redress via:

- a. SSG Mediation-Arbitration Scheme
- b. Small Claims Tribunal
- c. Engage own legal counsel"



# Middleton

International School

By EtonHouse