



Anne Hill
International

10

2015 - 2025
ANNEHILLVERSARY
Connecting Hearts, Inspiring Minds



Preschool
Parent-Student
Handbook

10 *School's Commitments to Parents*

At Anne Hill International School, we commit to:

- 1 Prioritising the wellbeing and safety of our students
- 2 Delivering quality teaching and learning
- 3 Upholding and inculcating our school values
- 4 Keeping school fees fair and transparent
- 5 Ensuring timely enrolment for all eligible students
- 6 Building a diverse and inclusive school community
- 7 Valuing open and honest communication with parents
- 8 Supporting families and communities in times of need
- 9 Caring for the environment and promoting sustainability
- 10 Upholding our commitments through consistent actions



Ms. ANNE HILL - PRESCHOOL MENTOR

Dear Parents,

On behalf of Anne Hill International (AHI) Preschool, I am very pleased to welcome your family as we embark on a life-long journey of learning ahead.

This handbook serves to introduce school life at AHI Preschool and what you can expect for your child as he/she joins our community.

Our founding principles are to ensure quality education is priced affordably, and we aim to provide a safe and conducive environment for students, teachers and all staff members.

We have a mission to:

- Develop, motivate and culturally enrich students to be enthusiastic and joyful learners
- Guide all students towards realising their cognitive, emotional, social and physical potential
- Provide all students with the opportunity to learn and succeed during their development in AHI Preschool
- Educate students to be life-long learners as they move to AHI Primary School

Last but not least, I look forward to welcoming you and your child to our campus.

★ ★ 1. ABOUT

At AHL, the process of learning is very important to us for it ensures that our students develop the skills and attributes that will help them to become independent and flexible learners that are prepared for the 21st century. Our aim is to make learning meaningful so that children are empowered, inspired and motivated to become independent learners. This means an effective teacher-student ratio taught by an academic team of qualified teachers from different parts of the world.

Active learning is achieved through hands-on, exploratory and inquiry-based activities, individual tasks and group work. We believe in holistic approaches to learning that nurture a balanced student life.

We hope to create a connected community for students, teachers, parents and beyond. AHL also recognises the importance of the performing arts to enrich and support all areas of the curriculum. This helps students to develop creative ways of communicating and expressing their ideas and feelings. We allow students to explore and develop their talents through opportunities within the school and the greater community, including performances for their families during the year.

VISION & MISSION

Our vision is to nurture well-rounded, globally-minded, lifelong learners.

- **'Well-rounded'** recognises the need for personal learning and international learning, not just subject learning.
- **'Globally minded'** recognises the need for students to learn about the wider world and our place in it.
- **'Lifelong learners'** recognise that we live in a rapidly changing society and children of today need to acquire the attitudes and skills that are needed to be successful as learners, not simply successful in learning.

As such, our mission is to deliver affordable, high-quality international education in a safe and caring environment. We believe in creating a nurturing space for students to grow and express themselves while learning how to collaborate with others in this globalised world.



AHI VALUES JOURNEY



Join Us on Our Values Journey

At AHI, we have embraced a comprehensive set of 9 school values, also known as the Values Journey. Understanding the young age of our preschoolers, our approach is to introduce 4 foundational values to create a supportive learning environment. As they progress to primary school, we gradually introduce the remaining 5 values, ensuring a balanced and developmentally appropriate approach to character education. This way, our students can gradually grow and embody all 9 values. Subsequently, in secondary school, these 9 values continue to be reinforced in every aspect of school life.

SCHOOL VALUES



TO BE A THINKER

I go beyond my first thoughts.



TO BE A COLLABORATOR

I try to help others and work as a team.



TO BE ADAPTABLE

I am open to new ideas and experiences and manage my feelings during times of change.



TO BE A COMMUNICATOR

I listen to others and express myself clearly.



TO BE RESILIENT

I keep trying when something is difficult and recover quickly from disappointments.



TO BE ETHICAL

I always try to do the right thing.



TO BE HUMBLE

I acknowledge my strengths and achievements while valuing others' perspectives.



TO BE RESPECTFUL

I am polite and acknowledge other views.



TO BE EMPATHETIC

I recognise how others are feeling and treat people with kindness.

CHILD PROTECTION AND SAFEGUARDING

AHI has a commitment to safeguard and promote the welfare, health (including mental health) and safety of our students by creating and maintaining an open, safe, caring and supportive atmosphere. Our primary aim is to support students when child protection incidents such as physical or emotional abuse occur.

We have appointed a Designated Safeguarding Leader who will be developing our programme fostering optimism and a positive school atmosphere where students feel secure and are encouraged to talk about their well-being. Students are encouraged to find a person (whether a class teacher or other staff member) whom they trust and to speak to that person about issues which may be worrying them.

CURRICULUM

International Early Years Curriculum (IEYC)



The International Early Years Curriculum (IEYC) is the main preschool curriculum at AHI. It helps to meet the educational needs of our children and ensure that teachers are providing the best learning environment and opportunities for their community.

The International Early Years Curriculum is a research-based curriculum recognising global best practices in early childhood education and the developmental needs of students 2-5 years old. It supports key areas of learning through holistic enquiry and play-based approaches that cover all curriculum areas including personal, social and emotional development. Learning is largely based on exciting themes that capture children's interest and spark their imagination.

IEYC is designed around eight learning principles for our preschoolers who will find this curriculum exciting, fun-filled, and educational. The IEYC also provides learning outcomes to describe the knowledge, skills and understanding children will have as they progress.

1. The earliest years of life are important in their own right.
2. Children should be supported to learn and develop at their own unique pace.
3. Play is an essential aspect of all children's learning and development.
4. Learning happens when developmentally appropriate, teacher-scaffolded and child-initiated experiences harness children's natural curiosity in an enabling environment.
5. Independent and interdependent learning experiences create a context for personal development and are the foundation of international mindedness.
6. Knowledge and skills development lead to an increasing sense of understanding when children are provided with opportunities to explore and express their ideas in multiple ways.
7. On-going assessment, in the form of evaluation and reflection, is effective when it involves a learning link with the home.
8. Learning should be motivating, engaging and fun, opening up a world of wonder for children where personal interests can flourish.

For more information please refer to the following link: <https://fieldworkeducation.com/>

Montessori Method

Montessori is AHl’s signature programme. The emphasis is on self-directed activities, child-led learning and discovery. The five key areas of learning in the Montessori environment include Practical Life, Sensorial, Language, Mathematics and Culture.

Practical Life – Exercises for the child to learn how to perform activities independently and in a purposeful way in their daily life routine e.g. peeling/cutting bananas, watering plants, etc. These activities will also help children develop coordination & control, concentration, environment awareness and good work habits.

Sensorial – Exercises that help the child to develop and refine his/her sense of smell, touch, taste sight and hearing. This translates to the child being able to perceive size, shape, colour, loudness, texture and smell. Like many other materials in the Montessori classroom, sensorial learning materials have what is called a “control of error”. It is a method that allows the child to check the work himself/herself rather than seeking out for teacher’s help. Working with sensorial materials lays a firm foundation for subject learning in the future such as Mathematics, Geometry, Geography, Botany, Art & Music.

Language – Multi-sensory exercises that combine phonics, stories and language experiences to bring meaning to reading and writing.

Mathematics – This activity-based programme complements our Numicon approach to learning where children will have a hands-on experience in learning mathematical concepts. It is taught through the manipulation of concrete subjects.

Cultural – Cultural areas of studies that are introduced in the Montessori classroom range such as Science, Geography, History and Botany and Zoology. It helps to facilitate the child’s exploration of the world around them i.e. observing, inquiring, researching and communicating his/her discovery. The child is introduced to different countries, cultures and environments. Cultural topics introduced during Montessori also encourage AHl students to appreciate the diversity within their school.



Jolly Phonics

Jolly Phonics is a fun and child-centred approach to teaching literacy through synthetic phonics. It is systematic and teaches the letter sounds in an enjoyable and multi-sensory approach. Jolly Phonics teaches children the five key skills for reading and writing:

- Learning the letter sounds – Children are taught the 42 main letter sounds. This includes alphabet sounds as well as digraphs
- Learning letter formation – Using different multi-sensory methods, children learn how to form and write letters
- Blending – Children are taught how to blend the sounds to read and write new words



Numicon

Numicon is a multi-sensory approach to teaching math suitable for all ages. It is designed to help children understand the connections between numbers. Through a hands-on approach (by seeing and feeling), children will develop a foundation that underpins their understanding of numbers later on in school. Numicon utilises learning equipment that provides a range of sensory experiences such as shapes and kinetic sand. The equipment:

- Is brightly coloured, with shapes pleasing to the eye and interesting for children
- Has holes that are finger size (for shapes), making it easy to handle and manipulate
- Is versatile, encouraging creativity and can be manipulated in different ways
- Is weighted, which helps the understanding of certain mathematical concepts
- Is robust so it can be used in a variety of situations including outdoors



SUBJECTS & ACTIVITIES

Subjects and activities introduced at AHI Preschool aim to provide a holistic development of the child. In addition to knowledge and understanding, children will also engage in activities and daily routines that focus on developing their loco-motor skills, social & emotional well-being, cultural awareness and moral compass. Learning is conducted across different settings – inside and outside of classrooms.

Subjects & Activities Introduced*:

- Thematic Learning
- Jolly Phonics
- Numicon/Math
- Montessori
- Art & Craft
- 2nd Language – Mandarin and Vietnamese
- Gym (Physical Education)
- Circle Time
- Music & Movement (Singing/Dancing)
- Storytelling, Nursery Rhymes, Finger Rhyme Plays, Dress Up/Role-Play
- Understanding of the World (Cultural Appreciation Activities)
- Outdoor Activities (Outdoor/Water Play, Rock-wall, Eco-gardening)
- Speech & Drama (in collaboration with Anne Hill Enrichment Centre)
- Football*
- Water Games*

*Certain activities may only be introduced starting from older age groups, or for Co-curricular activities (CCAs), with additional fees involved. Please check with your class teacher for your child's class timetable.



Second Language


English is the main teaching medium for all subjects with the exception of 2nd Language. Currently, Vietnamese Language & Culture (VLC) and Mandarin are offered as 2nd Languages.

Preschool students will learn both Vietnamese and Mandarin Language for exposure. Lessons are conducted twice a week, for a duration of 30 minutes each.


TIMETABLE

Please note that meal times and the weekly duration of each subject or activity may differ depending on each year level.

The exact class timetable will be provided to you by the class teacher.



Sample Timetable*







* Note: Meal times and weekly duration of each activity/subject may differ depending on each year level

PERIODS	TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	8:00-8:30	Welcome Time/Directed Play				
Period 1	8:30-9:00	Circle Time	Outdoor Games	Circle Time	Circle Time	Outdoor Games
Period 2	9:00-9:30	Morning Snack				
Period 3	9:30-10:00	Sandpit & Waterplay/ Shower	Circle Time	Gym	Understanding the World	Circle Time
Period 4	10:00-10:30		Numicon/Math	Vietnamese	Music & Movement	Mandarin
Period 5	10:30-11:00		Theme/Sensory	Speech & Drama	Numicon/Math	Numicon/Math
Period 6	11:00-11:30	Theme/Science	Montessori		Jolly Phonics	Jolly Phonics
Period 7	11:30-12:15	Lunch				
Period 8	12:15-12:45	Shower Time/Writing/ Story Time				
Period 9	12:45-14:00	Nap/Rest Time				
Period 10	14:00-14:15	Wake Up, Hygiene & Health Check				
Period 11	14:15-14:30	Storytime	Jolly Phonics	Storytime	Storytime	Life Skills
Period 12	14:30-15:00	Jolly Phonics	Mandarin	Jolly Phonics	Montessori	Music & Movement
Period 13	15:00-15:30	Afternoon Snack				
Period 14	15:30-16:00	Numicon/Math	Vietnamese	Life Skills	Theme	Theme/Craft
	16:00-17:00	Guided Outdoor Play/Home Sweet Home				

32 An Phu, An Phu Ward, Thu Duc City, Ho Chi Minh City

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HOTLINE 0906 846 995 | FB [/annehill.school](https://www.facebook.com/annehill.school)

Cambridge International School

YEAR LEVEL

AHI Preschool tailors its programme for children of different age groups:

Playgroup (18 months - 2 years)

At this age group, they require both a stimulating and nurturing environment to develop their independence and motor skills. Practical Life activities and manipulative play help to develop their motor skills, sense of order, concentration and responsibility in their environment. Through Sensorial Activities (i.e. learning through the five senses), they will also be engaged in activities that stimulate their senses to learn early number concepts and language skills.

Nursery (2 - 4 years)

Continuing from the early learning experiences in Playgroup, children of this age group are able to work with more complex exercises in Practical Life and Sensorial Activities and engage in thematic learning. Early mathematical concepts, word building and early writing skills are taught at the Nursery stage. A foundation is also laid at this stage for good work and social habits.

Kindergarten (4 - 5 years)

Kindergarten consists of children who are 4 to 5 years old. At this stage, children are ready to take on more complex exercises in a more disciplined way in preparation for primary school. Mathematics, language and writing skills will be further developed in fun ways. They will also be involved in early science and cultural activities

CLASS ALLOCATION

Class Allocation is based on the following criteria:

- Age
- Gender
- Nationality
- Learning / Behaviour needs

AHI reserve the right to respectfully but consistently decline any parental requests to change class allocation or teacher at any stage throughout the year.



★ ★ 2. PREPARATION FOR SCHOOL

REGISTRATION CHECKLIST AND HEALTH INFORMATION

No.	Things to do/receive	Submission Deadline
1	<p>Please ensure that all requested recommendation forms and/or reports from previous schools are submitted on time.</p> <p>You may be requested to fill in and submit an AHI Recommendation Form as below.</p> <p>AHI Recommendation Form</p>	<p>Any delay in the submission of the documents above may result in a delayed school start date.</p>
2	<p>AHI Health Check & Medical Record Form</p> <p>The school will sponsor all new students for this general health check. A complimentary voucher for each child’s health check will be issued to parents upon confirmation of enrolment.</p> <p>Important Note – The form has to be completed by parents and the clinic’s doctor. Please bring a hard copy of the form, your child’s immunisation record and the complimentary voucher to Raffles Medical and American International Hospital on the day of your child’s health check. Parents will be required to accompany the child to the health check. The child should be in good health before presenting for his/her health check at the clinic.</p> <p>Health Check Location: Raffles Medical International Clinic, HCMC or American International Hospital (advanced appointment bookings via the clinic’s telephone or email will be required)</p> <p>Raffles Medical International Clinic</p> <ul style="list-style-type: none"> • Address: 285B Dien Bien Phu, Distric 3, HCMC, Vietnam • Hotline: (028) 3824 0777 • Email: frontdesk_hcmc@rafflesmedical.com • Working date: Monday – Friday (8:00am-18:00pm) & Saturday (8:00am-17:00pm) • 24/7 Emergency: Call *1155 <p>American International Hospital</p> <ul style="list-style-type: none"> • Address: 199 Nguyen Hoang, An Phu Ward, Thu Duc City, HCMC, Vietnam • Hotline: (028) 3824 0777 • Email: frontdesk_hcmc@rafflesmedical.com • Working date: Monday – Friday (8:00am-17:00pm) & Saturday (8:00am-12:00pm) • 24/7 Emergency: Call *1155 	<p>Submission of health check reports for newly enrolled students will be required before the 1st day of school (for new students).</p> <p>The school will have the right to cease the enrolment if the health check is not submitted within 30 days of the enrolment. Parents are required to submit the original hard copy of the completed form to the school.</p> <p>The school and Raffles Medical reserve the right to keep a copy of the child’s medical record within their premises; however, sharing and submission of medical records can only be done by the parents.</p> <p>This is to uphold patient confidentiality on both sides.</p>

REGISTRATION CHECKLIST AND HEALTH INFORMATION (CONT.)

No.	Thing to do/receive	Submission Deadline
3.	<p>Vaccination Policy</p> <p>All students registering at AHI must have the essential vaccination, as recommended by the doctor, to ensure the health and safety of themselves and the school community. Moreover, they need to have their vaccination documents approved and updated by the school. Please refer to the health check form for details of the essential vaccination required.</p> <p>To ensure the well-being of both students and the broader community, the school reserves the right to decline enrolment for a student who has not received the necessary vaccinations.</p>	
4.	<p>AHI Health Booklet</p> <p>All AHI students will be given an AHI Health Booklet. The Health Booklet includes the following:</p> <ul style="list-style-type: none"> • Medical Health Check Result • Health Tracking • Tracking Irregular Changes in Health • Accident Report <p>Student Health Booklet will be shown to parents twice/year in September and January during Parent Teacher Meetings and collect on the same day.</p>	
5.	<p>STAR PORTAL</p> <p>Parents will need to complete their child’s registration by registering their account on the school’s STAR PORTAL. A registration link will be sent to your email. Please follow the registration steps and upload all necessary documents.</p> <p>Parents are responsible for updating their personal information on the STAR PORTAL including any changes to personal contact information, authorisation, allergies, dietary requirements and other student details. Please ensure that your latest email address is updated on the STAR PORTAL. A reminder email will be sent to parents every six months, and it is the parent’s responsibility to update the portal should there be a change in any information.</p>	

LEARNING SUPPORT

The school partners with learning support experts to address developmental and learning challenges that the students may be facing. As such, the school reserves the right to request additional support from parents e.g., student support assistant as and when deemed essential at any point during the enrolment of the child. Kindly note that parents are responsible for the fees incurred for additional support. In circumstances where these additional supports are not provided due to various reasons, the school may involve parents to review their child's enrolment and discuss a suitable course of action.

SCHOOL UNIFORM AND PERSONAL BELONGINGS

Uniform

The following number of uniforms will be provided FOR FREE at the beginning of the academic year:

BOYS	GIRLS
2 T-shirts	2 T-shirts
2 Shorts	2 Culottes
1 Cap (only for new students)	1 Cap (only for new students)

Additional uniforms can be purchased at the AHI Uniform Shop. Students must wear the appropriate school uniform every day when they are at school including caps, shoes, grip socks, jumpers and other outerwear and accessories. For more information, please refer to the Dress Code section of School Life of the Parent-Student Handbook. AHI school caps, socks and jumpers are available for purchase at the AHI Uniform Shop.

Personal Items – What to Bring?

All items brought to school must be labelled with the child's name.

- School bag
- Easy-to-wear face masks (when necessary)
- Bath towel (half-day students to only bring when water play is scheduled on the day; full-day students to bring every day)
- Water bottle filled with water
- School cap
- 4 diapers (a requirement for children who are not toilet trained)
- Hairbrush/Comb
- Toothbrush, toothpaste and mug – personalised with a name for easy recognition
- An extra set of uniform
- A reusable bag (for soiled clothes)
- Mosquito repellent and sun cream
- Sleeping bag (Fully day students only; it should be an all-in-one sleeping bag and not with a separate blanket and pillow), to be brought to school every Monday.

All water bottles, towels and clothing are to be brought home daily for washing for hygiene purposes. Sleeping bags will be returned for washing every Friday.

★ ★ 3. CAMPUS LIFE

SCHOOL CALENDAR

Please refer to the school calendar on our website for more details on holidays and events:

<https://annehill.school/term-dates-holiday-breaks/>

SCHOOL HOURS

Full-day Students: 8.15 am – 5 pm (pick-up time from 4 pm to 5 pm)

Half-day Students: 8.15 am – 12 noon

SCHOOL TIMETABLE

The class teacher will provide parents with the class timetable for any new enrolment or if there is any change to the timetable. Please reach out to the class teacher if you have not received the timetable.

STUDENT DROP-OFF AND PICK-UP PROCEDURES

Drop-off Procedure

1. The student drop-off time and supervision will start at 7.45 am as gates will only be open then.
2. For parents dropping off their children at our school, please note that it is mandatory for you to accompany your child up until the health check at the school gate.
3. Students are expected to be at school by 8.15 am as attendance will be taken in class before the lesson starts.
4. Students are expected to bring their tap cards at all times.
5. Students taking school buses, need to wear their tap cards before entering the bus.
6. Students who enter school after 8.15 am will be considered late for school.
7. Late drop-off procedures apply. For information about the late drop-off procedure, you may refer to [this LINK](#).



Pick-up Procedure

1. All parents who are picking up their children are responsible for ensuring that their child is safe and punctually picked up from our school. All children will be guided to the designated pick-up areas. Please ensure your child is picked up at 12 noon – 12.30 pm (half-day) or 4.00 pm – 5 pm (full-day).
2. Please inform our Student Care team if you are unable to pick up your child on time and the approximate time that you will be able to pick them up on the day. They will automatically take part in our After School Care service (see After School Care section).
3. Parents are required to enter the Preschool Campus with the tap cards to pick up their children.
4. Students may only leave at the end of the school day with their parent(s), authorised guardians (e.g., nanny/relative/driver) or on the school bus.
5. Early/Late pick-up procedures apply. For information about the late drop-off procedure, you may refer to [this link](#)
6. If parents/authorised guardians are unable to pick-up their child, at least one parent MUST inform the Student Care team of an alternate arrangement to pick-up the child in writing (via admin email or hotline number) by morning time or 6 hours in advance. In such cases, the parent must provide:
 - ✓ Identification document (ID);
 - ✓ Photo;
 - ✓ The phone number of the person picking up the child
7. Our school will not release any child to any person without prior consent from the parent. This also includes parents of other children attending the school.

Last-minute arrangements via phone call before the pick-up time are not allowed to avoid confusion by all parties and to ensure the safety of the child.



STUDENT CONDUCT

At AHI Preschool, we start to introduce students to the qualities that are aligned with our core values: Integrity, Empathy, Humility and Respect. Being able to conform to the rules of the school and observe the expected conduct is important as an AHI student.

Punctuality

Being punctual for school is a form of discipline and respect, these are attributes which are important in life. To minimise disruption in learning, your child is expected to arrive at school no later than 8.15 am.

Parents have to fill in the reason for late arrival after the stipulated time. If you know in advance that your child is going to be late or going to leave school early on a particular day, please inform the teacher at least one day in advance. For emergencies, you may contact the Student Care Team.

Absence From School

To ensure the safety of our students, please note the following:

- If your child is absent from school and is normally dropped off by yourself or a guardian, please inform the class teacher via seesaw at least one day in advance. For emergencies, you may contact the Student Care Team
- For students on the school bus, please note that you must contact our bus assistant via the bus phone number AND message the teacher on the seesaw if your child will be absent. For safety reasons, please inform us promptly when your child will not be in school
- In addition, poor attendance in school affects students and the relevant competencies needed for the future of your child. For long absences from school, please write to the school for approval via email at admin@annehill.school
- Parents must notify the school if the student is absent for any reason

Absence from School due to Medical Reasons

- For absence of school due to communicable diseases, such as Hand, Foot and Mouth Disease (HFMD), Measles, Chickenpox, Lice, or Conjunctivitis (e.g., eye infection) will not be allowed to attend school
- Our school has the right to stop any child from entering the school to minimise infection and spread of viruses to other children. For communicable diseases, upon expiry of the dated medical certificate, there must be a follow-up doctor's note to certify that the child is fit before returning to school

MEDICAL CERTIFICATE

This is to certify that **[name]** has undergone medical examination conducted at **[clinic/hospital]** on **[date]** by **[doctor's name]**.

Official diagnosis: _____

The child will need to be absent for a period of **[x]** days.
He/she is fit to return to school on **[date]**.

Doctor's Signature

Example of a typical dated medical certificate. Details and layout may differ depending on the clinic, hospital or medical practitioner.

Dress Code - Uniform

The AHI uniform is a means of showing our identity and school pride to the wider community as well as being practical school wear.

Students of all ages are required to wear their uniforms to campus at all times provided by the school:

- School uniform: Polo Shirt + Shorts/Culottes
- All attires must be fit and tailored to the child appropriately
- Culotte skirt length must be knee-length
- It is the parent's responsibility to label their children's uniforms.

From time to time there will be days where students are allowed to dress up for various school occasions and events. The school will inform parents of such occasions; these are the only times when students may not wear their uniforms.



Dress Code - Shoes & Socks

Students are required to wear covered shoes with their toes covered. Appropriate shoes and grip socks must be worn for Gym lessons. Grip socks are available for purchase at the school's uniform shop.



Left to right: example of shoes (toes covered) and grip socks.

NOT ALLOWED

- Shoes with special accessories such as roller blades, decorations or flashing lights
- Flip-flops and open-toe sandals

In the interest of safety, children who are not wearing appropriate shoes or attire will not be able to take part in outdoor activities. The school will only permit students with grip socks to use the trampoline.

Dress Code – Accessories & Attire



To ensure the safety of the child, only the following accessories are permitted:

- Medic Alert Bracelets/Necklaces
- Simple ear studs (no dangling or costume earrings)
- Mosquito bracelets
- Plain colour hair clips (rounded corners and flat) / soft hair bands (no hard bobbles)
- Leggings and arm protectors for medical reasons (only black, white or beige colour are allowed)
- Anne Hill International School caps (available for purchase at AHI's uniform shop)
- Anne Hill International School Jumper (available for purchase at AHI's uniform shop)

The wearing of jewellery/costume jewellery, outerwear and hats (that do not contain the school's logo) is not allowed during school hours.



Art Attire

Art aprons are provided at the school. However, students may choose to bring an additional T-shirt with cut-off sleeves to protect their uniforms during art activities. This attire is not to be worn during other times at school.

Dress Code – Personal Grooming

Students with long hair are required to tie their hair up with a simple and plain soft hair tie (no large accessories) for safety.



Prohibited Items

Students are not allowed to bring personal/valuable items such as:

- Electronic equipment (gaming devices, iPods, etc.)
- Toys (except for comfort that is needed in the first few days of school to help ease the children’s transition or an item requested by teachers for a “Show and Tell activity”)

The use of mobile phones is not allowed during the school day. Use of these will result in confiscation and disciplinary action. Students who bring these to school must have them turned off and may only use them off campus. Parents are advised to refrain their child from bringing any valuables including money to school.

The school accepts no responsibility for the loss or damage of electronic equipment and other valuable items brought to school.

Damage to School Property & Equipment

Staff, parents and students are responsible for the condition of the items or equipment that they borrow or use from the school. These include but are not limited to learning materials, books, devices and equipment. If an item is damaged, vandalised or lost, the borrower or user is responsible for paying the necessary compensation to fix or replace the item.

POSITIVE BEHAVIOUR POLICY

Behaviour Management:

At AHI, we believe it is necessary and important to have a single approach to behaviour management across all classes. This means avoiding individual classroom practices.

Part 1: Communicating Clear Expectations (Our Golden Rules):

- Be Respectful
- Be Honest
- Be Kind

Part 2: Positive Reinforcement:

Criteria

Criteria	People	Method	Location	Frequency
Any positive behaviour such as demonstrating a Personal Goal	Anyone who observes success	Praises by the teachers, stickers/stamps, extra play time (Now... that...)	Anywhere on Campus	Daily
Outstanding effort or significant progress	Class Teachers and Specialist Teachers	A visit to the Principal (Now... that...)	Anywhere on Campus	Teacher's Discretion

Part 3: Positive Correction:

Behaviour incidents typically fall into one of three main categories:

- Tier 1 – Minor infractions
- Tier 2 – Persistent behaviour incidents
- Tier 3 – Serious incidents

Each tier requires a different approach. However, it is important to note that each of these protocols is based on four principles of effective behaviour management. Parents will be notified of any incident that may happen.

ANTI-BULLYING & CONFLICT RESOLUTION POLICY

Every child has the right to feel safe, respected and valued. As such, Teachers and Learning & Teaching Assistants (LTAs) have a responsibility to ensure that any conflict between students is identified early and dealt with swiftly and effectively.

Bullying involves deliberate behaviour intended to harm and cause distress. It results in physical or emotional harm and is characterized by persistent and repeated acts of aggression. Bullying can be direct (such as physical attacks) or indirect (like spreading rumours). It often involves an imbalance of power, with one or more individuals exerting dominance over others due to factors like age, physical strength, or psychological resilience. Cyberbullying, which occurs online, is also a form of bullying.

Anti-Bullying Measures:

Our school, AHI, strives to establish a culture of respect, kindness, inclusion, and empathy. We reinforce positive behaviours through our positive behaviour policy.

Reporting Bullying

We encourage students to report any bullying incidents or if they are targets of bullying to a trusted adult, such as a teacher, parent, or Designated Safeguarding Lead. Teachers or parents suspecting bullying should report it in person, by email, or by using the incident report form available around the school.

EVENTS AND FIELD TRIPS

School Events

Anne Hill International School is not affiliated in any way with any religious organisations. Nevertheless, cultural diversity and community awareness play important roles in our curriculum. The school will organise events including cultural festivals and charity fundraisers. Please refer to our School Calendar for the different school events which we have organised: <https://annehill.school/term-dates-holiday-breaks/>

Open House

Anne Hill International School's Open House serves to provide new parents with a glimpse of the student life on campus. The agenda includes school tours and activities for students to experience what a day is like at Anne Hill International School. If parents and students want to volunteer for this event, they may contact the student care team for more information. The Open House is usually held in March. For more information, please refer to 2023 **RECAP OPEN HOUSE:** <https://annehill.school/recap-ahi-grand-opening-and-open-house/>

Field Trips

As a part of our school's curriculum, the children will be brought on field trips to visit places of interest or other events outside of the school. The purpose of field trips is to provide students with opportunities to apply what they have learnt in class to real-life situations. Field trips are curated to deliver key learning goals and foster students' awareness of the environment they live in. We encourage all parents to allow their children to take part in these field trips as these activities form part of the curriculum. Alternative arrangements have to be made by parents if a student is unable to attend.

Kindly note that only field trips, which are related to the school curriculum, are included in the Student Service & Amenities fees. Residential trips such as overnight camps and other trips not related to the school curriculum are not included. The fees will be communicated to parents once the residential trips are confirmed and organised.



DIGITAL LITERACY

At AHI, we prioritize the safety and responsible use of digital devices for preschool students. We limit their usage to support hands-on learning, with devices guided by teachers when they align with the curriculum.

In preschool, the use of devices such as iPads, tablets and laptops is guided by teachers as long as it supports the curriculum for learning. Our in-house IT support staff is available to assist parents and students in ensuring the necessary setup and technical support, should digital/online home learning is required.

We believe in fostering a safe and productive digital learning environment. To achieve this, we have established guidelines for digital device use, including appropriate online behaviour, digital citizenship, and responsible internet use. These guidelines aim to promote ethical and respectful online interactions and protect students from potential risks.

Together, we can empower students to become responsible digital citizens and harness the full potential of digital tools for their educational journey.

SCHOOL TERM HOLIDAYS AND CLOSURE

General School Term Holidays

Please refer to the school calendar for AHI Term Breaks/Holidays - <https://annehill.school/term-dates-holiday-breaks/>. In the event of necessary adjustments to school holidays, such as during a pandemic, parents will receive prior notification of any changes.

In the event that the school is closed due to unforeseen circumstances beyond its control, including but not limited to epidemic outbreaks, Acts of Gods and government directives the school will not be liable to make any refunds. The school will ensure timely notice to parents before such closure.

School Closure Due to Epidemic Outbreak

In cases of unforeseen circumstances and infectious outbreaks, depending on the government directives, the school or class may be required to close to stop further transmission.

Please also be advised that we encourage parents to keep their child at home in the event of coughs and colds, runny nose and flu to avoid further transmission to other children.

During the term holidays, our staff will conduct thorough cleaning and disinfecting of our premises, equipment, materials and toys.

★ ★ 4. HEALTH AND SAFETY

DIET AND NUTRITION

Children are fed nutritionally on a daily basis with morning snacks, lunch and light afternoon snacks (full-day students). Please inform the school if your child has any special dietary requirements, please reach out to our safety officer.

For preschool students, fresh and/or formula milk is allowed. However, there is no lunch box allowed.

Please note that the school is a NUT and PORK-FREE environment. This includes food items with traces of nuts, nut oils and nut milk. In addition, food from home including morning snacks, lunch and afternoon tea is not permitted to be brought to school with the exception of birthday celebrations, class parties and community events.

BIRTHDAY CELEBRATIONS

We recognise that birthdays are important for every child and that they should get a chance to celebrate with their classmates. Please inform the school and the child's teacher at least one week in advance if you would like to organise a small birthday celebration at school. Celebrations will be held at the canteen or outdoor area. To ensure the safety of all children while celebrating, please take note of the following measures that will apply for birthday celebrations:



ALLOWED

- Plain cupcakes or muffins with no cream or any icing
- The cupcakes and/or muffins must be ordered from a reputable bakery
- The cupcakes or muffins need to be individually packed from the bakery
- Parents are to provide proof of purchase
- The cupcakes/muffins are to be eaten at the canteen or they can be brought home by the children after the celebration
- Simple party decorations that do not pose safety hazards (self-brought)

NOT ALLOWED

- Food with traces of nuts/nut oils/nut milk
- Confectionery, sweets, crisps, creamy cake
- Fizzy/soft drinks
- Durian and durian-flavoured cake
- Pork, ham, bacon, pork-related snacks
- Home-baked cake, homemade food

A sample of the treats will be kept for 24 hours following food safety inspection procedures. Please reach out to the safety officer for checks and recommendations on birthday treats.

SICKNESS

If a student feels unwell during school, he/she will be guided to the sick bay for resting and follow-up treatment. The school will notify parents by phone call or WhatsApp if their child needs to be picked up by the parent.

Criteria for Students to Be Sent Home

The school will notify parents to take the child home if he/she is deemed to be unwell and unable to continue with their school day. The following symptoms and medical problems are the school's criteria for a child to stay at home:

- Fever above 37.5 degrees after the second reading
- Nausea, vomiting and/or diarrhoea
- Persistent coughing & wheezing, headache and fatigue
- Rashes and swelling
- Communicable/Infectious disease (e.g. Dengue fever, Conjunctivitis, HFMD, etc.)
- Students diagnosed with live head lice do not need to be sent home early from school; they can go home at the end of the day, be treated, and return to class after appropriate treatment has begun

To ensure the safety of your child and other students, please arrange the pick-up within one (1) hour of notification for non-emergency cases. Students will wait for their parents at the sick bay. If parents are unable to arrange for the pick-up, they must inform the school to discuss an alternate arrangement.

Returning to School Following Absence Due to Communicable Diseases

For communicable diseases, there must be a medical certificate with a fit-to-return date from the doctor before the student returns to school. Please view [*the section for a sample medical certificate*](#).

DRUG ADMINISTRATION

To ensure the safety of our students, we will only administer prescribed medication from a medical practitioner. Any other form of medication will not be accepted without a medical practitioner's note. In cases where children are deemed fit to return, all medicine must be:

- Clearly labelled with the name of the medicine and dosage in English
- In the original medicine packaging

The medicine will be administered by the School Nurse. A Medication Administration Authorisation Record must be filled in and signed by the parent/guardian upon arrival of the student at the health check station in school.

Parents or guardians are required to come to school for the collection of medicine given. No medicine will be returned to the children for safety reasons.

The School reserves the right to refuse to administer medication if it is deemed unsafe to do so during school hours. The School will not be held responsible for any consequences arising from the medicine.

We encourage parents to administer medication before or after school hours where possible.

AIR QUALITY

The school will keep track of the air quality daily. Each classroom is equipped with an air purifier and air conditioner. If the outdoor reading exceeds the level that is deemed safe for children, we will keep students indoors as much as possible. Parents must inform the school if their child has respiratory problems or conditions including those that are sensitive to air quality.

PETS

To ensure the safety of all students, pets are not allowed to be brought into school premises at all times.

EMERGENCY CONTACT & TREATMENT

In case of an accident/emergency, the school is authorised by the parents in the Registration Form to seek appropriate medical consultation and treatment for the child. The authorisation is valid until the child is withdrawn from our school. All expenses incurred by our school or staff (e.g. transport, medical fees) arising from such an event that is not covered under the accident insurance plan will be borne by the child's parents.

Our Nurse will contact one or both of the parents concerned on the telephone to inform him/her of the steps to be taken. In the event that BOTH parents cannot be reached by telephone, the school will contact the Emergency Contact listed in the STAR PORTAL.

The school will direct all emergencies to the nearest hospital *9999 (24/7 Emergency Hotline by Family Medical Practice Vietnam). The school will follow all instructions directed by Family Medical Practice Vietnam.

FMP DISTRICT 2 MEDICAL CENTER

- (Mon – Fri: 8:00 AM – 5:00 PM, Sat: 8:30 AM – 12:30 PM)
- Address: 95 Thao Dien Street, Thu Duc City, Ho Chi Minh City, Vietnam
- Tel: +84 28 3744 2000
- Fax: +84 28 3744 6382
- Email: d2.reception@vietnammedicalpractice.com

American International Hospital

- Address: 199 Nguyen Hoang, An Phu Ward, Thu Duc City, HCMC, Vietnam
- Hotline: (028) 3824 0777
- Email: frontdesk_hcmc@rafflesmedical.com
- Working date: Monday – Friday (8:00am-17:00pm) & Saturday (8:00am-12:00pm)
- 24/7 Emergency: Call *1155

Raffles Medical International Clinic

- Address: 285B Dien Bien Phu, Distric 3, HCMC, Vietnam
- Hotline: (028) 3824 0777
- Email: frontdesk_hcmc@rafflesmedical.com
- Working date: Monday – Friday (8:00am-18:00pm) & Saturday (8:00am-17:00pm)
- 24/7 Emergency: Call *1155

★ ★ 5. SECURITY AND SAFETY

UPDATING OF PERSONAL RECORDS

Parents are responsible for updating their personal information on the STAR PORTAL including any changes to personal contact information, authorisation, student health and dietary requirements and other student details. Please ensure that your latest email address is updated on the STAR PORTAL. A reminder email will be sent to parents every six months, and it is the parent's responsibility to update the portal should there be a change in any information.

STUDENT SUPERVISION

To ensure a secure environment, the school provides supervision of students throughout the school day:

- Supervision of play areas at recess and lunchtimes
- Supervision arrival and departure times
- Supervision on school buses and field trips

Students are not allowed in classrooms, libraries, outdoor facilities and hallways when there is no supervising adult around. Likewise, students are not allowed at all premises after school hours if there is no supervision. All students are required to leave the campus (with their parents) by 5.00 pm. Please refer to our After School Care service if you need extra support from 5.00 pm to 6.00 pm.

VISITOR POLICY

To minimise disruption to our programmes, visitors are requested to make an appointment. All visitors who enter the school must produce identification (ID card, passport, etc..) and will register their visit at the security booth. Visitors will receive a visitor card attached to a lanyard that must be displayed at all times while on school premises.

Visitors without an identification card will be escorted from the gate by the employee whom they are going to meet.

During certain school events, subject to the school's prior approval, parents can invite family and friends to join the event. Parents must be present at the school gate to register their guests with the security guard.

Anyone who is suspected to be under the influence of drugs or alcohol will not be allowed to enter the school premises. If a person is displaying inappropriate and/or offensive behaviour, the person will also be escorted outside of the school. The school has a zero-tolerance policy towards violence and aggression.

To ensure our students' privacy, visitors are not allowed to take photos on campus unless permitted by the school.

PHOTOGRAPH & VIDEO TAKING

Following the authorisation obtained from the Registration Form, parents will opt to agree to give the school permission to take photos and videos of students during school activities. These photos and videos may be used for the school's promotional materials and platforms such as Facebook, website and brochures/flyers.

Parents may take photos of their child on campus; however, they are NOT ALLOWED to take photos when other children are in the background.

FIRE AND LOCKDOWN DRILL

Fire and Lockdown drills will be conducted twice a year to familiarise students and staff with emergency procedures. During these drills or in case of a real emergency, everyone present at the school will exit the building or lock-down in safe areas following the plan.

VEHICLES

Parents are requested to drive slowly and carefully when arriving or leaving the school premises. In addition, please avoid double parking and parking in front of ramps. The security guards will guide vehicles surrounding the school premises. We appreciate it if you could follow their guidance to ensure the safety of the students on campus.

If deemed suspicious, any vehicle stopping in front/beside the school gates may be subjected to a search conducted by the school security guards.

ACCIDENT INSURANCE

The school has purchased a Personal Accident Insurance Plan for all students registered at Anne Hill International School. This plan includes medical expenses for treating bodily injuries caused by accidents, as prescribed by the treating doctor, and also covers emergency transportation costs – with specific terms and conditions that will apply.

To ensure a smooth process for our parents, the school will assist in connecting parents with a designated representative from the insurance provider. They will provide parents with all the necessary guidance and support to submit insurance claims. All reimbursements will be handled directly between the insurance provider and parents.

Please note that the Personal Accident Insurance Plan is effective only during the student's enrollment period at the school. For coverage and amounts beyond this period, we recommend that parents consider purchasing additional personal insurance.

Please contact our Student Care department for more information on the Personal Accident Insurance Plan and the terms and conditions of the plan.

LOST & FOUND

A Lost & Found box is placed at our reception for any personal items found to be left on campus after school hours. Please make sure to label your child's items that are brought to school. The school is not responsible for the loss of personal items.

SMOKING & SUBSTANCE ABUSE BAN

Smoking is strictly prohibited on campus. This includes electronic smoking devices such as e-cigarettes. All parents, teachers, staff and visitors are prohibited from engaging in the illegal manufacture, possession, use, distribution or purchase of illicit drugs, alcohol or other intoxicants, as well as the misuse of prescription drugs on campus.

CONFIDENTIALITY

All students' records (personal, academic and medical) are kept strictly confidential. The school will not share this information with other parties, or give out parents' contact information to other AHI parents unless permission is given by parents personally or in emergency cases.

★ ★ 6. CHILD WELL-BEING AND SAFETY

Anne Hill International School is fully committed to safeguarding the welfare of all children by taking all reasonable steps to protect them from neglect, and physical, sexual or emotional harm whether these occur physically or on virtual platforms. All staff, volunteers as well as external individuals, clubs or groups will at all times adhere to the rights, safety and welfare of our students and conduct themselves in a way that reflects the principles of the school.

AHI BEHAVIOUR POLICY

Our Behaviour Policy aims to facilitate the attainment of the following core objectives:

- We create a safe and stimulating learning environment in which our students can discover and develop their intellectual, physical, social and creative potential
- We help our students to be happy, well-balanced, ethical individuals who work effectively and willingly with others

Our Behaviour Policy also supports the following School Core Values:

- We uphold the principles of equality of opportunity and fair treatment of all individuals
- We respect ourselves, we respect each other and we respect our environment
- We value honesty, fairness and integrity

ADULT BEHAVIOUR POLICY

The school recognises that staff, parents and children are entitled to a safe environment on campus. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the school.

Aim: All members of the AHI school community are to treat one another with respect.

Expectations:

- Adults set good examples for children at all times, showing them how to present themselves and get along with all members of the school and the wider community
- No members of staff, parents or children are the victims of abusive behaviour, or bullying or are open to threats from other adults whether these scenarios occur physically or on virtual platforms
- Physical attacks and threatening behaviour, abusive or insulting language – verbal or written – to staff, parents and guardians, children and other users of the school premises will not be tolerated and may result in withdrawal of permission to be on school premises

Listed below are types of behaviour that are considered serious and unacceptable and will not be tolerated. This is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, either in person or over the telephone
- Inappropriate posting on social networking sites, and chat applications e.g. WhatsApp which aims to defame either the school or any member of the school community
- Rude or abusive emails and/or texts
- Speaking in an aggressive or threatening tone
- The threat of physical harm including shaking or holding a fist towards another person
- Swearing
- Use of physical force
- Spitting
- Racist or sexist comments
- Inappropriate dressing that goes against the purpose of a school dress code e.g. short shorts, fashion
- items that contain profanity, etc
- Any other behaviour which contravenes the school's Child Protection and anti-bullying policies

Please note that the school reserves the right to take necessary actions to ensure that members of the school community are not subjected to abuse. School premises are private property; parents and other adults have been granted permission from the school to be on campus. However, in case of abuse or threats to staff, students or other parents, the school may ban the person responsible for the abuse or threats from entering the school.

★ ★ 7. PARENTS' COMMUNICATION AND INVOLVEMENT

ADMISSIONS & STUDENT CARE TEAM

Our Admissions & Student Care (ASC) team is stationed at the reception of the preschool school building during school hours. For any general enquiries, appointments, enrolment procedures or other administrative support, please reach out to our ASC team via email/hotline and they will direct you to the relevant contact person.

In cases of emergencies outside of school hours (8 am – 5 pm; Monday – Friday), please contact our hotline via message.

EMAIL

Our school will email you regular updates to keep you informed of important school announcements and other student care matters. Do whitelist our email so that you can receive our email. You may approach our school IT support to find out how to whitelist the school email.

For weekly menu and class activities, please refer to Seesaw. Should you have changed your email address, kindly update the STAR PORTAL and inform your class teacher.

HOTLINE

Should an urgent message need to be communicated to parents, you will be notified via the hotline number to get your response. To reach our hotline number, you may call or leave a message via SMS/WhatsApp. The hotline number is not available on other messaging applications.

SOCIAL MEDIA & WEBSITE

We will update our social media platform such as [Facebook](#), and website regularly with photos and videos of our school activities.

SEESAW

Seesaw is an all-in-one platform that connects parents, students and teachers. Through this app, we hope to keep in touch with parents and allow you to closely follow your child's learning journey at AHI. Updates on classroom activities, class photos, the school menu and your child's learning experiences will be posted to you via this platform. As the teachers and LTAs will be focusing on guiding and caring for your children, photographs may not be posted daily.

Seesaw will be used as a communication application between parents and teachers for all student matters. In addition to class updates, you may also communicate with the class teacher during school hours with regard to academic and well-being matters. This can be done via the messaging function within the app. Please note that caring for your child is the teacher's priority and the class teachers are not always on their devices; responses may not be immediate.



For more information on how to use Seesaw as a parent, please refer to AHI Seesaw Parent Guide below.

[AHI Seesaw Parent Guide](#)

Except for their child, parents are advised not to post photos (downloaded from Seesaw) of other children on their public profiles or websites due to privacy reasons. Please refer to Seesaw's parent guide for more information.

AHI SUPPORT PARENT PROGRAMME - AHISPP

Parents have a wealth of experience, knowledge and ideas which can be a huge asset to the school and the students. We welcome parents to join AHISPP. For more information, please contact the Student Care Team.

PARENT-TEACHER MEETINGS

You are invited to attend the two meetings, which will be held twice a year. The meetings will be an opportunity for parents to meet with the teachers to discuss the progress of their children. A written report will also be given during the final meeting before the academic year ends. The official Parent-Child-Teacher Meetings are scheduled and publicised in the School Year Calendar. Parents are also encouraged to take initiative in meeting and communicating with teachers throughout the school year.

FEEDBACK & COMMUNICATION

Kindly schedule an appointment if you would like to meet a teacher, the Principal or the Head of School. Should you require translation from English to Vietnamese, kindly inform the school in advance.

★ ★ 8. ADDITIONAL SCHOOL SERVICES

School Bus Service

School Bus Routes

Currently, we have bus routes that operate in various neighbourhoods such as Thao Dien, An Phu and Vinhomes Central Park. We are open to new routes/addresses.

Depending on the bus route and traffic, the students will arrive at school before their morning class schedule starts. In the afternoon, students will depart from school at 4.05 pm after the CCAs or After School Care Service. The pick-up/drop-off time will be communicated to you by our student care team. Timings may be subject to changes and our student care team will inform you should this occur.

One Way versus. Two-Ways

One way: Student only takes the bus once a day at a fixed session – either during pick-up in the morning **OR** drop-off in the afternoon.

Two ways: Student takes a round trip on the bus each day – during pick-up and drop-off times.

School Bus Fees

For more information on bus fees, please refer to our Schedule of Fees at: <https://annehill.school/school-fees/>

Bus fees are non-refundable under any circumstances. There will be no deductions for holidays or any other reason(s) during any given month. If a child takes the bus less than 5 days a week, the bus fees specified in the Schedule of Fees will still apply and will not be pro-rated.

School Bus Registration

To register for the bus service, please contact our **Student Care team** for more information.



School Bus Pick-up and Drop-off Procedures

1. The school bus will ONLY pick up and drop off the student at addresses registered via the school bus form. Other addresses will not be accepted. Should you wish to change your registered home address, please inform our Student Care team at least one (1) week in advance so that we are able to re-schedule the bus service for your child. To ensure the smooth operation of the bus route for other children, we can only make a limited number of changes throughout the school year subject to availability.
2. Each bus has a designated bus phone number.
3. If your child will not be taking the bus to school during pick-up, please inform the bus assistant via the provided bus phone number by the morning. For any changes in transportation arrangements i.e. not taking the school bus in the afternoon during drop-off, kindly notify the school at least one (1) day in advance, as we are unable to accommodate last-minute requests. This is to ensure the child's safety and avoid adversely affecting the bus schedule for other children.
4. A bus assistant will be present on the bus to ensure the safety and well-being of the students.
5. All bus assistants will share their 'Live Location' via WhatsApp when they depart from school. All parents who use the bus service are required to download this app so that they can keep track of the bus movements and possible delays. In certain cases, your child may be on different buses for pick-up and drop-off. Hence you might be added to multiple WhatsApp groups. Please note that this WhatsApp group chat is only created for location tracking, traffic condition updates and informing the bus assistant if the child will not take the school bus.
6. All parents/guardians MUST be contactable on the supplied phone numbers during pick-up and drop-off time.
7. Parents are encouraged to be present at the pick-up/drop-off point 5 minutes before the estimated arrival of the bus (following the live location). Our school bus can only wait for a maximum of 5 minutes at each address. In the event that the parent is not contactable and is not present at the location, we are unable to return at a later time and will move on to the next location.



8. Due to the safety of other children on the school bus, the driver/bus assistant is not allowed to leave the vehicle to pick up/drop off a child at the lobby, apartment unit or any other areas where the vehicle cannot access. The parent/guardian must accompany the child to where the vehicle is parked.
9. Parents/guardians are required to sign the acknowledgement during pick-up/drop-off times to verify that their child has been picked up / dropped off by the school bus.
10. Due to space constraints and safety on the bus, parents are not allowed to board the school bus together with their children. For new students, we advise parents to personally drop off/pick up their children at the school for the first few days, before they take the school bus.
11. If a child needs to take medication, we advise parents to administer it before the pick-up or after the drop-off. Alternatively, our School Nurse at school will administer the medication at school (please refer to Health & Meals for more information). In such cases, a Medication Administration Authorisation Record needs to be signed when medication is being handed over directly to our School Nurse or Bus Assistant stating the usage and dosage.

School Bus – Other Information

Our school bus vehicle will undergo safety maintenance on a regular basis. During these days, please be informed that a substitute bus vehicle will be used. When an appointed bus driver or assistant for a particular route is on sick leave, there will be a substitute to cover their duties. All drivers and assistants (including substitute drivers and assistants) will be in school uniform.

In the event that the school bus faces a technical difficulty during pick-up/drop-off, the school will inform parents of the alternative arrangements and temporary changes.



★ ★ 9. STUDENT WITHDRAWAL

Student Withdrawal Checklist

No	Things to do	Request timeline
1	<p><u>Notify the School and AHI Withdrawal Form</u></p> <p>A 60-day written notice must be given prior to the child’s last day at the school. Parents must complete and submit Anne Hill International School’s Withdrawal Notification Form on time, 60 days before the withdrawal date. Failure to do so will result in the forfeit of the refund amount.</p> <p>Parents may download the form below and send the completed form to our Student Care team via email.</p> <p>AHI Withdrawal Form</p>	To notify the school 60 days before the withdrawal date
2	<p><u>Academic Recommendation, Report & Certificate of Attendance</u></p> <p>Anne Hill International School will assist students with their transition to other schools as much as possible. Kindly inform the Student Care team if you would like our Preschool Principal, Head of School or teachers to provide a recommendation letter. AHI Academic Report and Certificate of Attendance are also available upon request; however, please inform the school at least one (1) month in advance.</p>	1 month in advance
3	<p><u>Return of Borrowed School Books & Other Items</u></p> <p>Students must return all borrowed school books, learning devices and other items that belong to the school (if any) before their last day. Staff, parents and students are responsible for the condition of the items or equipment that they borrow or use from the school. If an item is damaged, vandalised or lost, the borrower or user is responsible for paying for the lost or damaged item.</p>	Before the last day of withdrawal.
4	<p><u>Disconnecting Seesaw and Student Account</u></p> <p>Parents’ Seesaw accounts will be disconnected from the class after the student’s last day.</p>	After the last day of withdrawal

REFUND POLICY

Parents must complete and submit the School's Withdrawal Notification Form 60 days before the withdrawal date. Failure to do so will result in the Security Deposit and tuition fee refund.

Refunds can only be made for payment of Annual Tuition Fees.

The instalment plan and late enrolments are not entitled to refunds.

The refund can only be applied once and calculated on a pro-rated basis as below:

Daily Refund Rate = Annual Tuition Fees / The Number of School Days

Refund Amount = Daily Refund Rate x Number of School Days Remaining From the Last Day At School until the end of the Academic Year x 75%

The following fees and payment plans are non-refundable at any point in time:

- Instalment payment plans for school fees
- Registration fee
- Prepaid bus fees
- Co-curricular activity fees
- School fees (annual and instalment) during school closure due to unforeseen circumstances beyond its control, including but not limited to epidemic outbreaks*, Acts of Gods, and government directives.

Amounts will be refunded to the company or individual that made the payment at the beginning of the enrolment. All refunds will be in VND.

RE-ENROLMENT

AHI students are always welcome to re-enrol at the school, and we will prioritise re-enrolments subject to the availability of the class. Kindly note that students will still have to go through the student registration procedure again. This is to ensure that all student information is up to date. A non-refundable Registration Fee (following the Schedule of Fees for the Academic Year that the child is enrolling in) is applicable for all re-enrolments.

For more information on the student registration procedure, kindly refer to our Admissions Process at <https://annehill.school/admissions-process/> and Section (**Preparation for School**) of the Parent-Student Handbook.

General Terms & Conditions applied:

Parents/guardians are kindly requested to pick up their students after the CCAs, as there will be no school bus service available at 5 pm.

CCA REGISTRATION

Co-curricular Activities are an integral part of AHI's holistic approach to learning. We value students learning outside of the core academic subjects and these form an essential part of the school's curriculum. Co-curricular activities are offered as fee-paying after-school activities and parents are strongly encouraged to enrol their children for the co-curricular (after-school) activities.

Before the start of next semester, parents will be sent a link to choose their preferred CCAs for their child. Allocation of CCAs will be done on a first-come, first-served basis and is subject to the availability of slots.

For information about CCA, please refer to <https://annehill.school/cca-fees/>. Please note that CCAs are not included in the tuition fees.

LEARNING SUPPORT

The school partners with learning support experts to address developmental and learning challenges that the students may be facing. As such, the school reserves the right to request additional support from parents e.g., shadow teachers as and when deemed essential at any point during the enrolment of the child. Kindly note that parents are responsible for the fees incurred for additional support. In circumstances where these additional supports are not provided due to various reasons, the school may involve parents to review their child's enrolment and discuss a suitable course of action.

★ ★ 10. PARTNER BENEFITS

DISCOVER EXCLUSIVE PARTNERSHIP BENEFITS FOR YOUR FAMILY!

At Anne Hill International School, we have joined forces with a range of fantastic organisations and businesses within the community to bring you exclusive benefits for both AHI parents and students. For the AY 2024-2025, here is what you can look forward to:

ENRICHMENT COURSES



FOX Football: Enjoy a 10% discount on course registrations. Simply present the provided image on your phone screen at FOX Football to claim this special offer



Chess Plus Academy: Embark on learning journeys with a 10% discount on courses hosted at Chess Plus Academy learning centre.



24beat Music School: Delve into the world of music with a 10% discount on individual classes at 24beat's centre

HEALTH & WELLNESS



Raffles Medical: Families from Anne Hill International School are offered special discounts and offers for student health checks and other medical services at Raffles Medical and Expatriate Care, Level 3 American International Hospital (AIH) throughout the year. For more information, please click on the following [\(link\)](#)



ACC: Receive a one-time complimentary screening for flat feet and scoliosis by scheduling an appointment and mentioning that you are an AHI parent or student

Oriental Medical Clinic: Nurture your well-being with a 20% discount on wellness treatments at the clinic



Moc Huong Spa: A 10% discount on selected spa services and a 20% discount on selected salon services across all establishments will be extended to all staff and parents of children attending Anne Hill International School. To receive the discount, kindly present either your employee's or parent's tap card.

★ ★ 10. PARTNER BENEFITS

FOOD & BEVERAGE

WAREHOUSE





Warehouse: Enjoy a generous 20% discount on purchases (only applicable to wine) across all Warehouse branches upon presentation of your parent/guardian card

L'USINE

L'usine: Redeem a 10% discount on both dine-in and takeaway menus (excluding alcohol) at any L'usine location city-wide. Simply show your parent, guardian, or student card before requesting the bill



Preschool: 32 An Phu, An Phu Ward, Thu Duc City, Ho Chi Minh City
Primary School: 31 Giang Van Minh, An Phu Ward, Thu Duc City, Ho Chi Minh City
Secondary School: Coming Soon

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