



Parent Handbook

Welcome to our students and their families!

It gives us great pleasure to officially welcome you and your child to the vibrant learning community of Golden Oak Private School. Golden Oak Private School is a licenced English-Language Cambridge International School in Agios Athanasios, Limassol, Cyprus. The information on the following pages contains **important information** about operations, policies and procedures for the school year 2026-2027.

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Induction Morning for New Kindergarten Students:

We will have a “meet and greet” morning on **Monday 7th September** from **9:00 am to 11.00 am** for new **students aged 3**. The school will contact parents to ensure that they attend at specific times in small groups so the children can receive quality attention from the teaching staff and get used to the new school environment without too many distractions.

The First Day of School for New Students:

The first official day of school for everyone is Monday 8th September. On this first day, between 7.30 and 8.30 am, the parents of NEW students will be able to enter the school campus and walk their child to their classroom. After 8.30 am however, all parents must leave the campus to allow our teachers to start getting acquainted with their new students and for the children to officially start their school day as planned.

If you require a personal meeting with the principal or class teacher to discuss any learning differences that your child has, please contact our administrators, and they will arrange a private meeting for you and the class teacher before school opens.

OPERATING MONTHS

KINDERGARTEN & PRE-SCHOOL both run from **SEPTEMBER** to **JULY**

PRIMARY SCHOOL runs from **SEPTEMBER** until **JUNE**

- Students are expected to attend school for the specific months that are outlined
- Summer School is available until the end of August for whoever requests it

OPERATING HOURS

KINDERGARTEN & PRE-SCHOOL: **7.30 am - 16.30 pm** (students can register for the sports club until **17.30**)

PRIMARY SCHOOL: **7.30 am - 15.30 pm** (Students can register for the sports club until **17.30**)

- The after-school sports club costs **€150 for 1 hour and €200 for 2 hours**



WHO TO CONTACT

➤ **Parent-Teacher App: Class Dojo.**

All school notifications are sent through the ClassDojo App (please only use the free version of this app and do not be fooled into paying for any upgrades). It is each parent's responsibility to check the app for updates and notices. This is where you will also see photos/videos of your children. We encourage parent-teacher communication for daily queries through the app. If a child will arrive late to school, is absent, or must leave early, please contact the teachers directly on this app. The app is open from 7.00 am to 4.30 pm for the **Kindergarten and Pre-school**. For the **Primary school**, the app is open from 7.00 am to 3.30 pm daily. Teachers check the app twice a day at designated times, so for anything urgent please contact the school administrators on the school phone. The app is closed on weekends.

➤ **School Administrators**

Administrators are there to help you as best they can throughout the year. They can be contacted by phone or email for documentation and certificates for immigration, or for any information you require. You should email the administrators for any changes needed, such as lunch additions/cancelations, and other such matters. You can make any necessary cash payments at the office and then the finance department will email you the receipts soon afterwards. You must also contact the administrators if someone other than a parent will be picking up your child from school. Please note, apart from parents, we do not allow anyone else to pick up your child unless the parents have pre-authorized this. The administrators will also be the ones to contact you if your child is sick or hurt at school and you are required to pick up your child as soon as possible thereafter. Urgent messages for teachers can also be sent through the administrators. If you arrive and the parking gate is locked, you will have to call the administrators to open for you. Please see the appropriate telephone numbers below.

Kindergarten/Preschool Administrator: Mrs. Arune Antoniou 94335309 preschool@goldenoakcyprus.com

Primary School Administrator: Mrs. Karolina Hadjicharalampous 96458699 admin@goldenoakcyprus.com

➤ **School Principals**

Our school principals can both be contacted through the ClassDojo app if you have any problems or concerns and they are responsible to investigate any issues that may occur during the school day. They will handle all of your concerns with confidentiality and care, and will report back to you with solutions and/or an analysis of every situation that is brought to their attention. Messages for each principal can also be sent through the respective administrators in case of urgency and parents are always welcome to book an appointment with the respective principals if needed.

Kindergarten & Preschool Principal: Ms. Toulia Geogiadou

Primary School Principal: Mrs. Deanna Tsikkou



School Calendar 2026-2027

7 th September (9:00 am - 11:00 am)	Adaptation Morning (Kindergarten Classes Only)
8 th September	First Day of School for all classes
1 st October	CLOSED – Cyprus Independence Day
28 th October	CLOSED – Oxi Day
2 nd –6 th November	CLOSED – Mid-Term Holiday for all school
18 th December	Last Day of School (closing 1:00pm)
21 st December-8 th January	CLOSED – Christmas Holidays
11 th January	School Re-Opens
30 th January	CLOSED – Day of Greek Letters
22 nd –26 th February	CLOSED – Mid-Term Holiday for all school
15 th March	CLOSED – Green Monday
25 th March	CLOSED – Greek Independence Day
1 st April	CLOSED – Cyprus National Day
23 rd April	Last Day of School (closing 1:00pm)
26 th April – 7 th May	CLOSED – Easter Holidays
10 th May	School Re-Opens
10 th June	CLOSED – Analipseos/Pentacost
18 th June	Last Day of Primary School (closing 1:00pm)
21 st June	CLOSED – Holy Spirit (Katakismos)
23 rd July	Last Day of Pre-School (closing 1:00pm)

Please note that:

- Kindergarten/Pre-School finishes at the end of **July** (**July is compulsory**). Kindly note that the Reception Class Graduation Ceremony usually takes place at the beginning of July for those who will be proceeding to Primary school the following year. Preschool Summer School is available in August.
- Primary School finishes at the end of **June**. Primary Summer School is available in July & August.
- School holidays, early/untimely departures, and/or absences do **NOT** affect the payment of tuition fees – the fees are standard payments that must be made in full every term.



Drop off & Pick up times (protocol for entering the school premises)

School gates will always be closed, apart from the specified drop off and pick up times

Strict Drop off Times

Every morning, the children should be dropped off at the main gate **between 7.30 am and 8.30 am**. Apart from the first day of school, for safety reasons, parents are **NOT** allowed to enter the school premises without an appointment or invitation. We require all children to arrive by 8.30 am because our daily program always starts at 8.30 am. The gate will close at 8.30 am, so if a parent is running late, please send a message to the teachers so they can expect you later (otherwise there will be no one at the gate to greet your child). Please note that **no students will be allowed to come to school after 9.00 am**, as our parking gates will be locked and no one will be at the gate to open for you.

Absences

The teachers take a register every morning, ticking off which children have arrived at school. Kindly note that the expected attendance rate for our students is set at 95%. If a child is sick, please message the teachers on the Class Dojo App to inform them that the child will not come to school that day and also please state the reason for the absence – we need to keep other parents informed if there is a virus going around a specific class.

Pick up

Kindergarten & Pre-School: There are 2 official pick-up times during the day: **12.30-13.30** or **15.30-16.30**. From 9.00 am when the parking gates close, these are the only 2 official times that gates re-open.

Primary School: The two pick-up times are 2.00 pm (for children not attending homework club) or 3.00-3.30 pm (for children attending homework club or other clubs)

If you need to pick up your child at another time for any reason, please inform us by sending a message the school administrators.

The Adaptation/Transition Period – children aged 2 & 3 only

Adapting to a new school smoothly is very important, especially for young children aged 3. For children above the age of 4 the adjustment period is usually much easier because they are older and it is easier for them to separate from their parents. Therefore, for children below the age of 4, we recommend a transitional period which will last for approximately 1 week or more depending on the child of course.

An adaptation period occurs for the benefit and welfare of the child. The point of this period is for us to gain the child's trust gradually so as to not overwhelm them. Therefore, we kindly request that you cooperate with us during this time with patience and understanding. Our official adaptation period lasts for 1 week (if the child adapts easily) or up to 3 weeks. Therefore, we ask that you accommodate your work schedule accordingly for this.

Children who will go through our adaptation process are:

- Children aged 3 years old

Please consult the Pre-school principal for an individually-planned smooth transition process for your child.

DAY 1: a parent will need to bring the child into the school at 8:30 am (or the scheduled slot you will be given), walk the child to his/her teacher and say that they need to go and get something from the car and that they will return in a few minutes. A swift exit is necessary on day 1 – do not linger, as this makes children cry more. The maximum stay for the child on day 1 is one hour (maybe less, depending on the child's emotional state). This routine is done so as not to overwhelm the child on the first day. The point of this is for the child to leave school happy on the first day.

Remaining 4 Days: If the child was happy on the first day when left alone at school, then the parent will repeat the same routine as day 1, but the child's day will be extended by 30 mins or an hour (always depending on the emotional state of the child) until the child is fully comfortable and happy at school. Please note that some children adapt faster than others, so we are flexible as to how long they will stay at school until they are ready to attend a full day, as per their normal timetable.



GOLDEN OAK

PRIVATE SCHOOL

For the second week our policy is to act upon the behaviour of the child. If your child is happy to stay all day, then they are welcome to. If your child, however, is overly distressed, then we call you to pick them up earlier. Our teachers hug the children and show them care, love and attention if they are crying or distressed and they will only call you if the child is crying unconsolably.

However, if you believe your child is fully independent, then you may decide to leave your child for the full day earlier than planned. Please discuss your thoughts with the principal or class teacher. However, bear in mind that if a child cries excessively and asks for his/her parents during the first week of adjustment, the class teacher will always call you. Each child adapts to school differently and the teachers will try to help each child adapt.

Advice for drop off in the morning

Smile, show your child that you feel confident that they are in a good environment. This will make your child feel the same way. Even if a child is crying as you enter the school (which sometimes does happen during the transition stage or on difficult mornings) you must still smile at the child and say goodbye in a happy way. Give them a kiss and a hug and leave swiftly without returning, even if you hear them crying. Please note that children do not typically cry for long after you leave - our teachers are there to quickly distract them with hugs, activities and games. It is very important during this adaptation period to trust and listen to your child's teacher – everything done is for the benefit of your child – even if it is difficult for you personally as a parent.

When bringing your child to school, do not leave too fast but do not stay too long either. Leaving too fast may cause panic for your child and lingering may lead to stirred up emotions. A member of staff is always here to advise you. Do not leave without saying Goodbye but do not prolong Goodbyes: Leaving while your child's back is turned is never a good idea. It can cause insecurities that are often difficult for the child to recover from quickly. You need to help your child understand that there is nothing wrong with goodbyes - remain cheerful and relaxed so that they feel that too! Let them know you love them and that you will always come back.

NAP TIME (Kindergarten Class Only)

An Afternoon nap is available only for **children aged 3**. Naps are optional, so please confirm with your class teachers on the Class Dojo App if your child will be sleeping at lunch time or not. If your child will be sleeping at school, please send us your own bed linen every Monday (always label your bed linen). You need to bring in 2 flat sheets only. We will return the bed linen to you every Friday for washing. The bed linen should be cot-sized. For children who do not wear diapers, if your child still occasionally pees while sleeping, please provide us with a waterproof sheet as well as extra bed linen.



School Fee Payments

School fees are always pre-paid. You can pay in cash, via bank transfer, or via JCC.

For Kindergarten and Pre-School students, three annual instalments are due. You will be sent 3 invoices for payment, dividing the annual fee into three instalments. Term 1 covers September-November, Term 2 covers December-March, and Term 3 covers April-July. The term payment is due by the 1st day of each term in advance. Parents receive termly invoices via email a week before the beginning of each term (however, sometime the emails from our finance department end up in Spam/Junk Mail so please check this file and identify the sender as "safe").

For Primary students, three annual instalments are due. You will be sent 3 invoices for payment, dividing the annual fee into three instalments. Term 1 covers September-November, Term 2 covers December-February, and Term 3 covers March-June. The term payment is due by the 1st day of each term in advance. Parents receive termly invoices via email a week before the beginning of each term (however, sometime the emails from our finance department end up in Spam/Junk Mail so please check this file and identify the sender as "safe").

Important Notes:

- **Failure to pay the fees on time**, without speaking to or consulting the school in advance, leads to the risk of your child losing their spot to another child that is on the waiting list.
- **Failure to attend the first day of school**, without informing the school in advance, leads to the risk of your child losing their spot to another child that is on the waiting list.
- **All payments made to the school are NON REFUNDABLE**, so please be sure before you make any payments.

Online Payments:

When parents pay online, either through JCC or Bank Transfer, the full name of the student should be written in the comments, as well as the correct invoice number for correct payment allocation.

Cash Payments

Cash payments are accepted at the school office

Non-Refundable Payments

All registration fees, tuition fees and other payments made to the school are non-refundable, regardless of whether the applicant is accepted, withdraws their application, leaves earlier than the end of the academic year, is expelled and/or cancels their registration for any reason. These fees cover administrative costs and are not contingent upon enrolment or attendance.

SCHOOL BANK TRANSFER DETAILS





SCHOOL FEES / ADDITIONAL MONTHLY COSTS

Tuition Invoices are emailed to parents 1 week before their due date (please check your junk mail/spam folder in case the invoice ends up in there occasionally).

KINDERGARTEN (Ages 3)

Kindergarten

The annual tuition of €6,050 is charged in 3 termly invoices, which cover a total period of 11 months

- Additional fees are required for the hot lunch, specialist subjects and school trips at least twice a year

PRE-SCHOOL (Ages 4 & 5)

Pre-Reception Class

The annual tuition of €6,600 is charged in 3 termly invoices, which cover a total period of 11 months

Reception Class

- Additional fees are required for the hot lunch, specialist subjects and school trips at least twice a year

PRIMARY SCHOOL (Ages 6+)

Grade 1 €7100 / ANNUALLY

Grade 4 €7700 / ANNUALLY

Grade 2 €7300 / ANNUALLY

Grade 5 €8000 / ANNUALLY

Grade 3 €7500 / ANNUALLY

Grade 6 € 8300 / ANNUALLY

- Annual Fees are paid in 3 instalments (August, December, March)

- Additional fees are required for the hot lunch, specialist subjects and school trips at least twice a year

Extra Monthly Costs (Optional):

€120 / Month for the hot lunch that is served between 12.00-1.00 to all students, except children with severe allergies who will not be eating at school. This fee must be paid in advance termly (along with the school fees). Everyone has lunch ordered for them UNLESS a parent informs us in advance that they do not require the hot lunch.

€150 / Month for extended day (1 hour) available until 17.30 pm

€200 / Month for extended day (2 hours) available until 17.30 pm

€185 / Month for 2-way bus service.

Specialist Lessons/Clubs by external professionals will be offered throughout the year at an additional cost only to the parents who would like their children to be part of this group. It will be optional, not compulsory. Information about Specialist Lessons will be sent to parents in September and they will all start in October.

Financial Terms and Conditions (detailed terms and conditions are outlined at the end of this document):

- Kindergarten + Pre-school students: school runs from September until July – even if a child is absent for long periods of time or leaves school earlier in the year, parents are still expected to pay their termly fees normally.
- Primary students: school runs from September until June – Parents are expected to keep their child in school for the entire 10 months – even if a child is absent for long periods of time or leaves school earlier in the year, parents are still expected to pay their termly fees normally.
- All school fees must be pre-paid per term, regardless of absences. Failure to pay school fees on time, without consulting to the school in advance, means that students run the risk of losing their spot to another child on the waiting list and/or may face legal action.
- School trips, hot lunches, special events, photoshoots, or additional clubs that are not part of our school's daily program will have an additional cost (all of which will be optional).



Discounts:

- Siblings receive a 3% discount on their tuition fees
- No other discounts are offered.

Registration & Re-Registration Procedure

Completing the registration procedure

To complete a child's registration, the following must be complete:

- Submit a registration form
- Pay the **non-refundable** annual registration fee and deposit fee
- Provide a copy of:
 - (1) Birth Certificate
 - (2) Health certificate of the child (by a paediatrician) to state that the child is healthy enough to attend school.

If someone has registered their child but has not provided one of the above 2 documents, please email it to us at admin@goldenoakcyprus.com and we will print the missing document to add to your child's file before school opens in September.

Health Certificate

Before attending the 1st day of school, all parents must provide the school with a letter from their child's pediatrician, stating that the child is healthy and can attend school. Please do not provide us with a vaccination record – this is not a requirement by the Ministry of Education in Cyprus at this present time.

Re-registration for the next academic year:

Our registrations for new students usually open in January every year due to the high demand for admission. Priority for registration will always be given to our currently registered students and their siblings who are of the appropriate age. In December, all parents will be asked if they wish to re-register their children for the next academic year. Further details will be given in December every year for re-registration to secure a child's spot for the new academic year. In January, the school starts to open registrations for new students, so it is imperative to complete this process early enough to avoid disappointment.

Non-Refundable Fees

All registration fees, tuition fees and other payments made to the school are non-refundable, regardless of whether the applicant is accepted, withdraws their application, leaves earlier than the end of the academic year, is expelled and/or cancels their registration for any reason. These fees cover administrative costs and are not contingent upon enrolment or attendance.

Summer School registration

Priority for registration will always be given to our currently registered students and their siblings who are of school age. We will inform you of the dates for pre-payment closer to the time.

School Bus Service

Please contact the school administrators to fill out the bus form. The bus has central pick up spots in each area and aims to pick up and drop off your child as close to your house as possible. Please note that the bus service is run privately by the bus company, and not by the school. However, always inform the school of changes that you make with the bus company regarding drop offs and pick ups. The bus company telephone number is 99062500.



Special Education Department

Special Educational Needs (SEN) Department

At Golden Oak Private School, we are committed to providing an inclusive, caring, and supportive learning environment where every child is valued and encouraged to reach their full potential. Our SEN Department works closely with teachers, parents, and external professionals to ensure that children with additional needs receive appropriate support. Our special education team comprises of a psychologist, occupational therapist, speech therapist and special education teacher.

Identification of Needs

Children's progress is monitored through ongoing observations and assessments by class teachers and the SEN team. If concerns arise regarding a child's learning, communication, behaviour, social, emotional, or physical development, parents will be informed and invited to discuss the observations and possible next steps.

SEN Support

Support may include:

- Classroom observations/interventions by the SEN team.
- Small-group intervention sessions, where appropriate.
- Differentiated teaching strategies and classroom accommodations where possible.
- Guidance and support for teachers to meet individual learning needs.
- Individual Education Plans (where applicable), reviewed regularly.

Working in Partnership with Parents

Parents play an essential role in their child's development. We encourage open communication and regular meetings to discuss progress, share concerns, and review support strategies. Parents are expected to inform the school of any diagnoses, assessments, or reports relevant to their child's needs.

External Professionals

Where appropriate, the school may recommend further assessment or support from external professionals, such as Educational Psychologists, Speech and Language Therapists, Occupational Therapists, or Paediatricians. Recommendations are made in the child's best interests to ensure they receive the support they need.

Learning Support Assistants (LSAs)

Some children may require additional one-to-one support to access the curriculum safely and successfully. Where the school or an external professional recommends the provision of a Learning Support Assistant (LSA), parents may be required to arrange and fund this support in accordance with the school's policies. The school reserves the right to determine whether a child can safely attend without the recommended level of support.



Communication and Confidentiality

Information regarding a child's additional needs is treated with sensitivity and confidentiality and is shared only with staff directly involved in supporting the child. Parents will be kept informed of significant developments and progress.

Admissions and Continued Placement

Golden Oak Private School welcomes children with a range of learning needs where the school can provide appropriate support within its available resources. Admission and continued placement are subject to the school's ability to meet the child's educational, social, emotional, behavioural, and safety needs. Where a child's needs significantly exceed the support the school can reasonably provide, or where the safety and wellbeing of the child, other children, or staff cannot be adequately maintained, the school reserves the right to review the child's placement and, where necessary, recommend a more appropriate educational setting.

Food & Meals at school

Parents are responsible to provide breakfast snacks and afternoon snacks for their children in a labelled lunch box. We request that each child has **at least 1 fruit** in their bag daily, as we encourage nutritious eating. Please note that the school does NOT have a student fridge. The school will undertake to provide a hot lunch for the students (at an additional cost).

Breakfast:

There are 2 breakfast snack times in the morning. The first is between 7.30-8.30 am. If a child arrives at school at 8.30 am, they will **not** be able to eat their breakfast at school (the child must eat breakfast at home instead) because our academic schedule begins at exactly 8.30 am. For children who arrive during breakfast time, they must have their breakfast in their school bag. There are no plates/spoons within the classroom, and there is no kitchen/sink/fridge or storage space for cereals inside the classrooms either, so parents must have their child's breakfast fully prepared with all the necessary cutlery inside their school bag. Try to avoid putting liquids (like milk) in your child's school bag. Please consider dry foods for your child's breakfast. Fruit should be washed and cut at home (grapes, in particular, should be cut down the middle because whole grapes are a choking hazard for children of all ages). The second breakfast snack time is usually at 10.00 am.

Lunch:

Catering hot Lunch is usually served between 12.00-1.00 daily (depending on the child's class). This is a hot meal, with a typical mediterranean cuisine, that is served to the children at school (at an additional cost) **UNLESS** a parents informs the school that they do not require the hot lunch. Children with severe allergies that the caterers can't cater for (for example, gluten/celiac) are **NOT** given a hot lunch, so parents must provide their own lunch. Our lunch menu will be sent to parents when it is finalised.

- No pork is served at school.

Afternoon Snack:

For children who stay full day, please pack an additional snack in their bag that they can eat around 2.30 pm. Again, try to avoid putting liquids (like milk) in your child's school bag. Please consider dry foods for your child's afternoon snack. Fruit should be washed and cut at home (grapes, in particular, should be cut at home – whole grapes are a choking hazard for children of all ages).



Food Allergies / Special dietary requirements

Parents must inform the school immediately about any food allergies or special dietary requirements, if they have not already done so (there is a section on the application form that parents should have already filled out for allergies). If we feel that we cannot tailor our lunch menu to meet the dietary needs of our students, we will request that parents provide their own lunch for their child.

Our Meal-Time Etiquette

- Kindergarten teachers remain close to the children and discreetly help them wherever needed.
- Hand-washing before and after meals is compulsory / Appropriate table manners are taught.
- Children usually help to set/clear the table during meal times.
- Children are encouraged to eat all the different types of food included in the school lunch menu.
- We don't force any child to eat if he/she doesn't want to, especially during the first few weeks.

At our school we do NOT accept:

- chocolate milk / chocolates / sweet biscuits / sugary snacks / sweets / candy
- nuts (choking hazard) / crisps/chips

Healthy breakfast / snacks to send to school are:

- Cereals (except chocolate flavoured) without milk if possible
- Oatmeal
- Hard boiled eggs
- Cereal bars (which contain a wealth of nutrients found in oats, nuts, sesame, honey and dried fruit)
- Yoghurt (check the sugar content)
- Cut pieces of fruit / Fruit juices
- Sandwiches
- Carrot sticks and hummus/ guacamole
- Tortillas (whole wheat tortillas that you can fill with either a little peanut butter and jam, or honey and a little butter, or veggies, avocado, turkey, and low-fat cheese).
- Cut pieces of vegetables or cheese sticks
- Whole-grain crackers and nut-based butter

Please provide the school with an epi-pen if your child has severe allergies that may cause severe reactions.



Hot Lunch Menu

- Vegetarian meals available upon request.
- If your child has **food allergies**, the caterers will provide them with an alternative option as long as the allergy is one that they can cater for.
- Side dishes are served separately from the main dish

WEEK 1

WEEK 2

WEEK 3:

WEEK 4:

Note: Menu Alterations may occur if a specific meal is unpopular with the majority of students



Health and Safety Rules / Sickness Policy

The health and safety of all our children and staff is our top priority. We have a strict sickness policy and do not accept children at school if they show signs of sickness (we want to protect the other children within the class as much as possible) – please be aware that the school will call you to pick up your child if we notice any form of sickness (in such cases, picking up your child is compulsory) – sick children are immediately isolated from their peers in the administrator's office until a parent can pick them up. If a child has any type of sickness symptom, then the child cannot return to school until it has been clear of symptoms for at least 24 hours with a doctor's note stating the child is not contagious – in cases where a teacher suspects a specific virus (even if the parents disagree with the visual diagnosis) a doctor's note is required before the child can return to school. We are also very aware of the need for a healthy and hygienic environment in the classroom and playground. Hand washing is taught and monitored, and care is always taken with disinfecting surfaces like tables, toys, door handles etc. If your child shows signs of illness, please do not send him/her to school. This is to minimize the risk of other children or adults becoming sick as well. Sickness is recorded as an excused absence.

Please turn to the next page to understand when children will be sent home from school due to sickness symptoms.

When children should stay home from school:

Children must stay home if they have symptoms of possibly contagious or serious illnesses that they might spread to other children, including:

- Fever or chills
- Conjunctivitis
- Cough / Sore Throat
- Shortness of breath or difficulty breathing
- Unusual Fatigue or Headaches
- Muscle or body aches
- Congestion or runny nose (specifically greenish-yellow mucus)
- Nausea or vomiting
- Diarrhoea
- Infectious rashes
- Infectious viruses/bacterial infections



When children will be sent home from school:

Our school staff serves as the link between parents and children. When a child complains of illness, it is the responsibility of the school to note and communicate common symptoms, such as fever, vomiting, and diarrhea to parents. The school is not allowed by law to diagnose specific illnesses, and we are not equipped to care for an ill or injured student for an indefinite amount of time. Parents are responsible for picking up their child in a timely manner once notified by the school. If the parents are unable to come themselves to pick up their child, then they must inform the school who they are allowing to act on their behalf to pick up their child.

Colds/Viruses: Keep children home if they have a coloured nasal discharge, fever, bad cough, headache, nausea, unusual rash, vomiting or if the child is too tired or too uncomfortable to function at school.

Cough: A child needs to remain home if he/she has a dry/productive persistent, barking and hacking cough or is unable to practice respiratory etiquette (turning away from others and covering their mouth) and proper hand washing.

Fever/Chills: Children must be fever free for 24 hours (without the aid of a fever-reducing medicine), before returning to school.

Head lice: Parents are responsible for monitoring their children for head lice. Please notify the school and grade level teacher if your child has head lice. If signs of lice are observed at school (itchy scalp, frequently scratching, redness behind the neck or ears), the school will have to do a discrete examination of the child's hair. If the school confirms head lice is present, we will contact the child's parents to collect him/her.

Conjunctivitis: Children whose eyes are red or pink, and who have eye pain and reddened eyelids, with white or yellow eye discharge or eyelids matted after sleep may have Purulent Conjunctivitis. They should not be in school until they have been examined and treated. A Medical Note stating that the condition is not contagious or has been properly treated is required to return. Children with pink eyes who have a clear drainage and no fever, no eye pain, and no eyelid redness do not need to be kept home.

Medication in school: Please note that the school does not have the authority to administer any medication to children at school – therefore keep children home if they need to be given medication.

Returning to School After Sickness: If the child has been home sick for any of the above mentioned illnesses, or anything more severe (like chickenpox, measles, covid, influenza A, gastroenteritis) then they must be cleared by a doctor and free from symptoms for 24 hours without medication. The school requires that you present a doctor's note for re-submission to the school after illness. This is done to protect all of the other children and staff as well.

Siblings of Sick Students: siblings that attend our school should also stay home if their other sibling has a serious illness such as covid, gastro, influenza A/B, chickenpox, measles etc.

Note:

Always **inform** the school **if your child will be absent** from school (either because of sickness or another reason). This is important as the Ministry of Education has a strict absence information policy and schools are obliged to know when and why their students are absent.



Toilet Training

Children should be fully **toilet trained** and not wear diapers to attend the school.

A teacher will always be near the bathroom when a child goes to the toilet in case of any emergencies. Please provide extra clothes and underwear for your children, in case of toilet accidents.

A child is considered toilet trained when he or she can complete the following steps unassisted:

- Know when he/she needs to use the bathroom
- Alert the teacher or get to the bathroom on his/her own
- Know how to get his/her trousers and underpants off and on
- Clean his/her own private parts with paper
- Put all toilet paper in the bin
- Flush the toilet
- Wash their hands

We understand that young children have occasional accidents, particularly during transition times, such as when a child begins school. A child who has had an accident needs to know when he/she has had an accident, alert the teacher, be able to clean him/herself and be able to change his/her own clothes with minimal assistance. The school does not keep extra clothing and parents are responsible for providing spare clothing that the child may need throughout the day.

If staff have reason to believe a child is not completely toilet trained, the teacher will arrange to discuss the matter with parents to find a solution. The teachers will help parents to toilet-train their young children if necessary.



Packing your child's school bag & pencil case

KINDERGARTEN & PRE-SCHOOL

Items that ALL children need in their bag for school every day:

All school bags must be A4 sized at least, to fit an A4 folder inside.

Items that should be brought to school daily are as follows:

- A reusable water bottle (labelled clearly with your child's name) filled with drinking water (the class teacher will refill the water bottle as needed). Children are encouraged to drink water whenever they need to. Big water bottles are readily available for children to refill their own bottles.
- A Lunch box with breakfast & healthy afternoon snacks. We place an emphasis on healthy food and drink. Please speak to your child's teacher should you have any questions or concerns about your child's eating habits at school.
- For children under the age of 5, 2 extra sets of clothes, including underwear and socks (to be replaced as needed)
- A fully stocked pencil case (sharing is still prohibited). The pencil case will remain at school. Please label all of your child's things. The pencil case should be labelled and it will be left at school – teachers will inform you when something runs out. Each child should have the following labelled items in their pencil case and school bag:

- 1) **3 HB pencils**
- 2) **1 packet of thick colouring pencils**
- 3) **1 packet of coloured felt tip pens**
- 4) **2 thick erasers**
- 5) **2 pencil sharpeners for thick pencils**
- 6) **1 pair of safety scissors**
- 7) **1 small ruler**
- 8) **1 UHU glue stick**
- 9) **1 set of paint brushes**
- 10) **1 apron (to be worn when painting)**
- 11) **2 A4 envelope folders to store classwork and homework worksheets**
- 12) **1 packet of wet wipes**
- 13) **1 small hand sanitiser**

- **Note:** all school work books and text books are provided by the school and stay at school. Parents do not need to purchase text books.

Sunscreen / Insect Repellent:

Please apply sunscreen before your child comes to school. If your child is susceptible to insect bites, please apply insect repellent before they come to school in the morning, as our school is surrounded by nature. If you wish to leave sunscreen or insect repellent in their bag for re-application, please label this clearly with your child's name and inform the teacher. If your child has any allergies to insects or bees, please inform the school, as we are in an area surrounded by nature.

Note: Please do NOT bring personal items or toys from home. It is easy for these to get lost and this can cause distress. If your child has difficulty leaving a very special item at home, please talk to the class teacher. Personal items and toys will be confiscated if seen and returned to parents at home-time.

A kind reminder that phones, smartwatches, and other technological items are not permitted at school.



Packing your child's school bag & pencil case

PRIMARY SCHOOL

Items that ALL children need in their bag for school every day:

All school bags must be big enough to fit books and folders inside.

Items that should be brought to school daily are as follows:

- A reusable water bottle (labelled clearly with your child's name) filled with drinking water (the class teacher will refill the water bottle as needed). Children are encouraged to drink water whenever they need to. Big water bottles are readily available for children to refill their own bottles.
- A Lunch box with breakfast & healthy afternoon snacks. We place an emphasis on healthy food and drink. Please speak to your child's teacher should you have any questions or concerns about your child's eating habits at school.
- A fully stocked pencil case (sharing is still prohibited). Please label all of your child's things and re-stock the pencil case every so often. Pencils must be sharpened at home, so that students can be ready for the next day. Each child should have the following labelled items in their pencil case and school bag:

1. **A 6-pack of HB pencils**
2. **1 packet of colouring pencils**
3. **1 packet of coloured felt tip pens**
4. **2 erasers**
5. **2 'closed' pencil sharpeners**
6. **1 pair of safety scissors**
7. **1 small ruler**
8. **1 long ruler**
9. **1 UHU glue stick**
10. **1 set of paint brushes**
11. **10 A4 sized note books**
12. **1 A4 sized music note book**
13. **4 A4 envelope folders to store classwork and homework worksheets**
14. **1 A2 envelope folder for their ART work**
15. **1 recorder** (a musical instrument that looks like a flute)
16. **1 packet of wet wipes**
17. **1 small hand sanitiser**

- **Note:** all school text books are provided by the school. Parents do not need to purchase text books.

Sunscreen / Insect Repellent:

Please apply sunscreen before your child comes to school. If your child is susceptible to insect bites, please apply insect repellent before they come to school in the morning, as our school is surrounded by nature. If you wish to leave sunscreen or insect repellent in their bag for re-application, please label this clearly with your child's name and inform the teacher. If your child has any allergies to insects or bees, please inform the school, as we are in an area surrounded by nature.

Note:

Please do NOT bring personal items or toys from home. It is easy for these to get lost or broken and cause unnecessary disputes between students. If your child has difficulty leaving a very special item at home, please talk to the class teacher. Personal items and toys will be confiscated if seen and returned to parents at home-time.

A kind reminder that phones, smartwatches, and other technological items are not permitted at school.



School Clothing

There is no school uniform this academic year (though a uniform will be introduced in the future). The children are expected to wear comfortable, sensible clothing at school. Clothing should be comfortable keeping in mind that children will be involved in play which may be messy. On days where children have PE or sports clubs, they should wear suitable footwear for safety and stability, such as sneakers/trainers/runners. Something warmer to wear in the air-conditioned classroom is also recommended. **Please label all items and check periodically for your child's missing items.**

Birthdays at school

We understand that birthdays are a special day and that your child might like to celebrate with classmates.

Therefore, we allow parents to bring in "paper" birthday cakes (not real cakes) as long as they have spoken to the class teacher in advance. We cannot allow normal cakes anymore, because we have children with multiple allergies.

Each "paper" cake must have a minimum of 30 pieces. This number does not reflect the amount of students, but it is necessary to have extra pieces in case of any accidents. You understand children may lose a piece or damage a piece and we want to be able to replace those pieces to avoid anyone feeling left out. Parents are not allowed to bring anything else to school apart from a paper cake (no party gifts, balloons or piñatas).

Please note that birthday party invitations can only be distributed at school if the entire class is being invited. Please do not ask the teacher or any other staff member to help you locate a few children's parents. We are **very strict** with birthday invitation distribution because we don't want to contribute to any child feeling excluded.

Inclusion

We are an inclusive school, which means your child may come into contact with students with varying developmental levels and abilities. Please speak to the children at home about being kind and considerate when they encounter a child that seems different. The teachers will of course do their best to encourage all children to be kind and considerate. No form of bullying or exclusion is tolerated at school. Please note that it is a school requirement for students to have a personal assistant if their needs outweigh what can be offered by the class teachers. The principal will inform parents when this is the case.



Homework

Homework:

Pre-Reception & Reception Children will be given a small piece of homework only every Friday, which must be returned to school every Monday. Homework will not be given on other days, as the children will complete all of their work at school with their teacher. Homework is compulsory, as it builds good work ethic for the future and reinforces key skills taught each week.

Primary School Homework is compulsory. Children will be given homework twice a week. Once on Tuesday and once on Friday. The rest of the days, the homework will be done at school with their class teacher. If, however, children leave early on days when we run homework club at school, then the children must complete their homework at home with their parents. Please understand that it is the responsibility of every parent to ensure that homework is completed for the smooth and continued progress of each child.

Class Dojo App Communication

All parents MUST download this app (only the free version is used by the school so please do not select the 'paid' functions). This app is the only method of communication and information-sharing between the school staff and parents. It is parents' responsibility to check this app daily, or to have notifications open on this app.

ClassDojo group for communication:

We will add parents of each class to a ClassDojo group and share information and photos/videos of the children (except the children whose parents have not signed the form for photo/video permission). You will receive the link to join your child's class via email just before school starts.

Communication with parents is very important for us:

The teachers and management staff will often see you at the gate in the morning. Teachers are in constant communication with parents throughout the school year. If there is ever a problem or concern, feel free to contact the principal or the administrators directly. Parents can call the administrators to request a meeting or to have a teacher contact them. They cannot request to speak to a teacher at the gate, where sensitive topics can be discussed within earshot of other parents or children, nor is a parent allowed to gain access to the class under false pretenses to speak to a teacher. Contact with teachers is encouraged to resolve any issues, but the correct channels must be followed at all times.

Telegram, Facebook Page & Instagram Pages:

We publish a lot of different videos/photos on our Telegram/Facebook/Instagram Pages. Parents enjoy watching our weekly videos, especially when we have themed-events or guests.

Reports/Parent-Teacher Meetings

Reports & Parent-Teacher Meetings:

Twice a year, parents receive progress reports and have online parent-teacher meetings. For students that may be struggling, you will also be given ideas as to how you can support your child's learning at home. Reports are sent in January and at the end of the school year. The purpose of the report is to help parents understand their child's strengths and weaknesses and to work as a team with their teachers for future improvement.



Student Behaviour, Bullying & Discipline

First and foremost, our school does not tolerate bullying behaviour and try to stop it immediately if they notice it. We do emotional intelligence/empathy activities throughout the year to deter the possibility of bullying. We teach our students to be kind and polite to both adults and children. One of the great benefits of the Montessori approach is that children have the opportunity to learn how to behave in a social situation. Staff maintain an ethos of positive guidance at all times. Here are some techniques that we use when dealing with challenging behaviour:

- Positive intervention and distraction
- Positive Reinforcement: Star Award System
- Modelling good behaviour
- Practising social skills through drama and role play
- Talking things through
- Time-in (with adult) to calm down and reflect on behaviour
- Practising acceptable behaviour but giving no attention to unacceptable behaviour

Positive Behaviour Management is a vital component in helping Our school to achieve its aims and values. Our Promoting Positive Behaviour policy also provides our students with the boundaries and rules that they need in order to fulfil their potential and contribute to the wellbeing of others. Discipline is essential to good learning situations. The general aim of our school is to provide an atmosphere of mutual respect and collective responsibility. Students, parents and teachers all have an important part to play in achieving this atmosphere. The rules of the school are of a common-sense nature, bearing in mind the interest and safety of all concerned. We take a positive approach to promote responsible behaviour. We recognise and praise good behaviour, effort and application of Positive Reinforcement through the use of a start system, certificates, stickers, public display etc.

Evaluations have shown that promoting positive behaviour and attitudes do have a significant impact on students' social skills and behaviour, but this doesn't happen overnight. Parents will always be informed about challenging behaviour and the teachers will work with the parents to help the child in question.

Behaviour Management Protocols and School Expectations

At our school, we believe every child deserves a safe, respectful, and supportive environment where they can thrive academically, socially, and emotionally. Our behaviour guidance practices focus on teaching rather than punishing, promoting responsibility, empathy, and positive choices.

1. Positive Reinforcement

We use reward systems in all classrooms to celebrate positive behaviour, effort, and kindness. Teachers may use the "Star of the Week" system or adopt another consistent approach tailored to their classroom community. The goal is always to recognize and encourage children's positive contributions.

2. Bullying Prevention

We are committed to creating a bullying-free environment. This includes:

- Age-appropriate anti-bullying programs and workshops.
- Vigilant supervision, especially during breaktimes when bullying is most likely to occur.
- Prompt investigation and resolution of any reported incidents.



3. Discipline Policy

Our school has clear behaviour expectations that are regularly communicated to children and families. These expectations are supported with visible reminders throughout the school (e.g., posters) and consistently reinforced by all staff.

School Rules for Students

The following expectations are taught and reinforced in all classrooms. We encourage families to review them at home to promote consistency and understanding.

1. Be Kind and Respectful

- Treat everyone with kindness, respect, and empathy.
- No bullying, teasing, or any form of harmful behaviour.
- Celebrate each other's successes and support your peers.

2. Listen and Follow Directions

- Pay attention when a teacher or peer is speaking.
- Follow instructions the first time.
- Ask for help respectfully if unsure.

3. Use Indoor Voices

- Speak calmly and quietly inside the building.
- Save loud voices for appropriate times, like performances or group activities.

4. Raise Your Hand in Class

- Wait your turn to speak during class discussions.
- Do not call out; raising your hand helps maintain a calm and respectful environment.

5. Take Care of the Classroom and Belongings

- Clean up after yourself.
- Handle all materials and school property with care.
- Keep personal belongings organised.

6. Stay in Your Seat

- Remain seated during lessons unless given permission to move.
- Respect others' personal space.

7. Follow Playground and Outdoor Safety Rules

- Play safely and cooperatively with others.
- Take turns and share playground equipment.
- Follow adult instructions and report any concerns.

8. Be Honest

- Always tell the truth and take responsibility for your actions. Mistakes are learning opportunities.



9. Use Good Manners

- Use polite words like “please,” “thank you,” and “excuse me.”
- Show respect to peers and adults alike.

10. Be Safe

- Keep hands and feet to yourself.
- Use all equipment safely and appropriately.
- Let an adult know if someone is hurt or in danger.

11. Ask Permission to Touch Others

- Always ask before initiating physical contact.
- Respect others' personal boundaries and choices.

12. Toilet Rules

- Ask for permission to leave the room for the toilet.
- Use the facilities respectfully and hygienically.
- Report any issues to a staff member.

13. No Abuse of Any Kind

- Physical or verbal abuse is never acceptable.
- Speak up if you or someone else is being hurt.
- We encourage kindness, not cruelty.

14. No Damage to Property

- Treat all school property with care and respect.
- Do not vandalize or intentionally damage school materials.
- Report any accidental damage immediately and take responsibility.

These expectations are taught with empathy, reinforced consistently, and paired with restorative practices when issues arise. We appreciate your support in reinforcing these values at home. Together, we help every child feel safe, valued, and ready to learn.

Expectations from students include:

1. **Dignity & Respect for All:** A clear expectation that students treat peers, staff, and visitors with kindness, respect and politeness, regardless of background, identity, or ability.
2. **Zero Tolerance for Harassment:** Bullying, cyberbullying, discrimination, and bad language/gestures and hate speech is strictly forbidden.
3. **Physical and Emotional Safety:** An emphasis on resolving conflicts through dialogue and mediation rather than intimidation or physical force. Hurting themselves or others in any way is considered a major offence. Violence, verbal abuse, and threats of any kind towards staff or peers are considered major offences.
4. **Classroom conduct:** Students are expected to stay seated at all times, unless given permission by the teacher to leave their seats, and should listen to instructions at all times to ensure everyone's learning needs are fully met. Disruptions or silly behaviour in class are not tolerated.
5. **Breaktime conduct:** Students are expected to play safely and respect the right of others to sit safely to eat their snacks. No physical violence is tolerated.
6. **Bathroom conduct:** Respect the school bathrooms and do not damage them. Never throw water or soap in the bathrooms. Bathrooms are solely for toilet needs and handwashing. They are not places to hide, play or run.



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7. **School trips:** Students are expected to follow all the normal school rules.
8. **Bus usage:** Stay seated with your seat belt on at all times. Students follow the same rules of respect and politeness as they would at school.
9. **Honesty:** Students are required to be honest and truthful in all their dealings at school. Theft & cheating are strictly forbidden.
10. **School Uniform/Dress Code:** Sports shoes must be worn on PE days and for Sport clubs. When dressing for school, clothing is expected to be comfortable and suitable for outdoor activities. When a school uniform is available, students are expected to wear it correctly and appropriately.
11. **Personal Items & Technology:** Students are prohibited from bringing personal items that are not required for their academic lesson to school. Students are also prohibited from bringing electronic devices to school, such as phones, smart glasses or smart watches. Any necessary personal items (such as stationary) should be clearly labelled. The school is not liable for any lost property that the students may incur, as the responsibility to label and correctly store their property is theirs alone. The School is not liable for loss or damage to personal property, or for indirect or consequential losses.
12. **Stewardship:** Students are expected to take care of their own property, school property, facilities, and the local environment. Damage caused to school property, another child's property or the local environment is the direct liability of the parents of the child.
13. **Accountability & Growth Mindset:** Encouraging students to own their mistakes and participate in restorative processes. Focusing on how a student can make amends for their actions rather than just serving a penalty. Providing opportunities for students to learn from their choices so that behavioral incidents become "teachable moments."
14. **No substances at school:** Alcohol, drugs and tabaco/vaping products are prohibited at school.

These school rules are put in place to ensure the safety and emotional well-being of all of the students and staff withing our school community, ensuring that everyone has the opportunity to excel.



Behaviour Guidance and Disciplinary Procedures

At our school, we believe that discipline is not about punishment — it's about learning, emotional growth, and building respectful relationships. Our approach supports children in understanding their emotions, learning self-regulation, and making better choices.

Indoor Behaviour Procedures

- **Verbal Warnings:** A teacher gives up to two reminders to redirect inappropriate behavior.
- **Seating Change:** If needed, a child may be moved to a different seat to help reduce distractions.
- **Time-In:** A child may spend quiet time with a teacher to reflect and calm down. This supportive approach helps children express emotions and understand their actions.
- **Withdrawal of Privileges:** For example, missing a few minutes of playtime. The child is told why, how long it will last, and what behavior is expected moving forward. We make sure this does not interfere with essential learning tools or cultural needs.
- **Temporary Removal from Class:** If a child's actions disrupt others' learning or create safety concerns, they may be asked to complete their work under supervision elsewhere.
- **School Counsellor Involvement**
When needed, the school counsellor will assess the behavioural patterns of a child and support them in their quest for improvement
- **Principal Involvement:** Used for serious or repeated behaviors. If needed, the principal comes to the classroom to help de-escalate the situation. Parents are always informed when this happens.
- **Suspension/Expulsion**
This only occurs as a last resort, when every other means has been exhausted

Outdoor Behaviour Procedures

- **One Verbal Warning:** Only one reminder is given outdoors due to safety risks.
- **Time-In:** Similar to the indoor version — the child is supported in calming down and reflecting on their behavior and the safety rules.
- **Principal Involvement:** Used for unsafe or repeated behavior. Safety is our top priority.

Communication with Parents

We always inform parents when:

- A child has had more than one time-in session during the day
- Privileges are withdrawn
- A child is removed from class
- The principal is involved

We work closely with families to ensure every child feels supported and valued while learning to manage their emotions and behavior in a safe, respectful way.



Persistent Behavioural issues

Our school councilor is always involved in persistent behavioural situations. However, in cases where students cause damage to school property or have repeated offences or persistent behavioural issues, they will be asked to visit the school principal and our school councillor to discuss this issue. Parents will always be informed if a student has reached the stage of repeated offences and an individualised discipline plan will be drawn up to stop the disruptive behaviour (and parents will be expected to step in as well at this stage). If the student continues to display negative behaviour and disrupts the learning of other students, then the principal will then decide on the appropriate action. In cases where parents refuse to get involved and/or everything has been done to rectify the bad behaviour but it has been unsuccessful and/or the mental or physical safety of the other students is being compromised, then the child may be expelled (based, of course, on the severity of the issue).

For students with persistent behavioural issues, teachers make a daily report. Here the teacher makes notes on the child's performance and development. Each week, the child's daily report has to be signed by parents to keep them informed. Through correct school-home communication it is possible to stamp out any persistent behavioural issues.

STUDENT CODE OF CONDUCT

We encourage all students to be well-behaved and empathetic, thereby keeping everyone around them safe and happy. Failure to do so is considered a school offence. While attending school during regular hours or during school-sponsored activities, students are expected to follow these basic rules, procedures, and expectations:

1. Your first priority at school is to learn without distractions that interfere with or are counter-intuitive to that mission.
2. Be polite and respectful to those around you, including students, teachers, administrators, support staff, and visitors.
3. Follow individual teacher instructions, class rules, and expectations.
4. Be in the assigned place with appropriate materials at the designated time that class begins.
5. Work to the best of your abilities.
6. Take care not to damage school property or the property of others.
7. Wear clothes correctly at all times.
8. Be on time for school to avoid missing lessons or disrupting the others in the class.
9. Keep away from illegal activity in or around the school premises.
10. Keep hands, feet, and objects to yourself to avoid intentionally harming other students.
11. Keep dangerous items that can harm others away from school.
12. Keep your words kind at all times – we do not allow any form of bullying.
13. Use school-appropriate language and behaviour at all times while maintaining friendly and courteous behaviour.
14. Be verbally and physically kind to others, avoiding any form of fighting inside or outside the school premises.
15. Help to stop bullying. If you see someone being bullied, intervene by telling them to stop or immediately report it to school personnel.
16. Keep focused and avoid distractions or distracting behaviour. Give every other student the opportunity to maximize their potential. Encourage your fellow students. Never discourage anyone.
17. Attend school promptly every day – limit lateness and absences as much as possible. If a student is absent, he/she is responsible to catch up on missed work. School attendance and participation in class are an essential part of the educational process. Regular attendance at school is necessary for student success. Furthermore, it allows students to achieve the maximum possible benefits from their educational experience. All students are encouraged to be present and prompt. School attendance is the responsibility of both parents and students.

- Please note, **smart watches** and other technological devices are strictly **forbidden** at school.



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ATTENDANCE POLICY

The Ministry of Education has enforced a strict policy for the tracking of student absences and the school must be informed in advance of the absence, as well as the reason of each absence. Our school considers an attendance level of 95% to be the minimum target level, unless health/safety reasons are the cause of absence. All absences must be excused by the parents via the school app or through the school administrator. Parents have a responsibility for absent children to catch up on all missed work.



School Growth - Secondary School

The Secondary School for children aged 12+ will open in September 2029.

School Curriculum/Syllabus

Starting from Reception and all the way through Primary school, the students follow the Cambridge International Curriculum. Our school is one of the many certified Cambridge International Schools around the world. At its core is the British Curriculum, but it is internationalised for students who don't live in the UK and is incredibly child-centred. Younger students complete a pre-Cambridge Early Years developmental program that focuses on their fine motor development (including pencil control), gross motor development, personal and social skills development, imaginative growth and verbal communication development.

Safety Drills

Safety protocols are in place and safety drills occur in preparation for emergencies. Mainly fire-safety drills take priority, as Cyprus in general is prone to wild-fires in the hotter months.

Parent Volunteers & Involvement

Parent volunteers are always welcome to assist with school events. The school plans events every year (such as the Christmas Fair) and parents are asked to volunteer to help at these events any way they can. This adds to the amazing school spirit, as teachers, students and parents all work together and have a great time in the process. Events and volunteer opportunities will be communicated to parents closer to the time.



GOLDEN OAK

PRIVATE SCHOOL

Golden Oak Private School is a licenced English-Language Cambridge International School in Agios Athanasios, Limassol, Cyprus. The following Terms & Conditions form the legally binding agreement between the School and Parents/Guardians upon registration. This document (plus the referenced policies & parent handbook) constitutes the full agreement between the School and Parents/Legal Guardians upon enrollment. The same terms and conditions apply for all sections of the school, from Kindergarten through to Preschool, Primary School and Secondary School.

Terms & Conditions

1. Introduction and Legal Framework

- **Binding Agreement:** These Terms and Conditions constitute a legally binding contract between the School and the Parents/Legal Guardians signing the Registration Form. These Terms & Conditions, together with the Registration Form, constitute a legally binding contract between Golden Oak Private School and the Parents/Legal Guardians. By signing the registration form (whether in ink or electronically), parents/guardians agree to follow the school's terms and conditions.
- **Joint and Several Liability:** Both parents/guardians are required to sign the Registration Form, therefore their financial and legal obligations under this contract are joint and several.
- **Regulatory Compliance:** This contract is governed by and construed in accordance with the applicable laws of the jurisdiction of the Republic of Cyprus and the local Ministry of Education. Any disputes shall be subject to the exclusive jurisdiction of the Courts of Limassol.
- **Electronic Signatures:** For parents registering through the online registration form, electronic signatures are legally binding and equivalent to wet ink on paper. This is what it means to accept via Zoho CRM.
- **Admissions Process:** To register, Parents must submit the registration form (with both parent signatures required on the form, with the exception of sole custody or widowhood) along with the child's birth certificate. Upon being offered a place, an invoice will be issued with the registration fee and deposit for your child's year of entry. The registration fee includes your child's textbooks and insurance costs, and the deposit is deducted from the final invoice of the academic year (Term 3). This will hold your child's place until the Term 1 invoice is due, to re-affirm your child's attendance in September. The registration fee is an annual charge for parents during the re-registration process, which takes place every January. If a parent cancels their reserved spot for any reason, it must be noted that these payments are non-refundable.
- **Fee Structure & Additional Costs:** Please refer to the Financial Agreement document on the registration form, or the fee structure document on the school website.
- **Class Placement:** All class placements are based on the age requirements of the Ministry of Education in Cyprus - with a minor exception available for children attending English schools abroad.
- **Educational Structure:** The school follows the Cambridge International Curriculum - all assessments and homework activities are compulsory for Reception Class students and older. Official assessments and reports are issued twice a year (December-January & June-July) for all classes.
- **Operating Months per section:** The Kindergarten & Preschool academic year runs from September to July, while the Primary School and Secondary School academic year runs from September to June. All operating months are compulsory and payable in full, regardless of potential early holiday departures.
- **Mental Health & Wellbeing:** The school has a full time psychologist on the school premises to observe and support those in need to the best of his capabilities. Parents are always informed when a referral is made to the school counsellor for an observation and potential intervention.
- **School Insurance:** As part of a child's registration fee, the school purchases annual accident insurance for each registered child and it covers a standard amount of euros per year of attendance for any medical bill incurred due to an incident at school. On rare occasions when medical expenses or future treatments may exceed the allocated annual amount, parents are liable for the remainder of the costs. The School's liability is limited to the amount covered by its insurance policies.
- **Parking Lot Disclaimer:** Parents and visitors use the school parking lot at their own risk. The school accepts no liability for any damage to vehicles, theft of personal belongings, or any other loss, injury or incident that may occur in the parking area. Drivers are responsible for the safe parking of their vehicles and parents/guardians are solely responsible for supervising their children at all times while in the parking area.
- **School Termination Rights:** The school reserves the right to terminate enrollment without refunds due to any non-compliance with policies, health/safety risks, behavioural issues, and/or false information given.
- **Updates:** The school reserves the right to update its terms & conditions whenever necessary with reasonable notice.



- **Registration and Electronic Acceptance:** Parents/Guardians complete the registration process through Zoho

Forms, Zoho Signature, and Zoho CRM. By submitting the registration form, checking the relevant boxes, and applying an electronic signature, parents confirm that they have read, understood, and fully accept these Terms & Conditions. They also confirm that all information and documents provided are true, accurate, and complete. Electronic signatures and digital acceptances are legally binding under EU law and the regulations of the Cyprus Ministry of Education. Any false or misleading information may result in the withdrawal of the offer of a place or termination of enrolment without a refund.

2. Fees, Penalties, and Financial Obligations

- **Payment Deadlines:** Invoices are issued on a termly basis, covering the total annual tuition in a total of 3 invoices. All tuition fees must be paid on or before the first day of the relevant term, as per the deadline on all invoices. Failure to pay on time, and without prior agreement with the school finance department, lead to the risk of a child losing their spot. If any parent has difficulty meeting a payment deadline for any reason, they must contact the school administrators to liaise on their behalf with the finance department for an alternate payment date.
- **Payment Invoices:** Termly invoices are issued 3 times per year (not monthly), to cover the annual tuition of each child. The Kindergarten and Preschool have a compulsory 11-month academic year (September-July), while the Primary school and Secondary school have a compulsory 10-month academic year (September-June). Termly payments cover the entire period and must be paid in full, regardless of early holidays or absences.
- **Term 1 Invoice:** The Term 1 invoice is usually emailed to all parents by 10th July every year. It is then due for payment by 10th August (rather than 1st September). Complete payment is required to re-affirm your child's place for September. Failure to pay, or to contact the school administrators, by this due date may lead to assumptions of spot withdrawal and may result in the place being offered to another child.
- **Payment Methods:** Online Payment methods are outlined at the bottom of each school invoice, for parental convenience.
- **Fee increases:** The school reserves the right to alter or increase school fees for the new academic year, publishing the new fees on its website at least 2 months before the start of the new academic year.
- **First Day of School:** If your child will be arriving later than the official start date, please inform the school in advance. Failure to show up on the first day of school (without prior notice) may lead to assumptions of spot withdrawal and may result in the place being offered to another child.
- **The Parent Handbook:** Every new academic year, the parent handbook is updated and emailed to parents in August. It has the finalised school calendar, along with preparatory information such as the list of school stationary/supplies needed per class and the revised school lunch menu. A sample parent handbook is always available on the school website as well.
- **Absences:** Student Absences and/or school holidays (as outlined on the school calendar or by government regulations) do not affect the tuition payments and invoices must still be paid in full.
- **Late Payment Penalties:** The School reserves the right to charge interest on late balances at a rate of 3%, calculated daily.
- **Enrolment Suspension:** The School may suspend a Student from attending classes or school activities, or withhold school reports or certificates, if fees remain unpaid for more than 14 days without an authorized and approved payment plan by the school management.
- **Fees in Lieu of Notice:** If a Parent fails to provide a full term's written notice of withdrawal, they must immediately pay one full term's fees as compensation.
- **Non-Refundable Fees:** Registration fees, deposits, tuition payments and all other payments made to the school are strictly non-refundable. Deposits are adjusted against the final term's invoice only. Untimely withdrawal does not alter this financial obligation.
- **Force Majeure:** In the unlikely event of operations being affected by events beyond the school's control, fees are still payable in full and remote teaching may take place where possible. The School shall not be liable for any failure or delay in performance caused by events beyond its reasonable control (including but not limited to war, natural disasters, pandemics, government restrictions, or strikes). Fees remain payable in full during such periods.
- **Limitation of Liability:** The School takes all reasonable steps to ensure the safety and wellbeing of students while they are under its care. However, the School's liability is limited to the exercise of reasonable duty of care. The School shall not be held liable for any loss, injury, or damage that occurs beyond the scope of its reasonable duty of care, or which results from circumstances outside its reasonable control. Parents accept that participation in school activities, including breaktimes, sports, excursions, bus usage, and after-school programmes, inherently carries a level of risk.



3. Strict Withdrawal and Notice Periods

- **Written Notice Requirement:** Parents must provide one full term's advance written notice to the school finance department directly, before withdrawing the Student from school. Written notice should be sent directly to info@goldenoakcyprus.com. Parents are financially liable for any remaining tuition fees for the remainder of the academic year if a full term's notice is not given before withdrawal.
- **Kindergarten & Preschool Only:** July is a compulsory school month in the school's academic calendar, therefore whether or not a child is due to continue the following academic year or not, the parent is obligated to pay for this month in the Term 3 invoice (as it is a compulsory part of Term 3), regardless of the possibility of leaving early for summer holidays.
- **Supplemental Changes:** The one-term written notice period applies if a Parent wishes to cancel a supplemental paid service, such as school lunches or clubs. Written notice should be sent directly to info@goldenoakcyprus.com.
- **Bus Transport:** The school bus is provided by a private bus company, so all payments and communication for this service is done directly between the company itself and the parents/guardians. The school holds no authority or liability over the bus operations.

4. Code of Conduct, Discipline, and Sanctions

- **School Rules:** Students must comply with the School's Behaviour Policy, Anti-Bullying Policy, Dress Code, and Academic Integrity Policy at all times. Respect and Inclusivity are at the core of our school's behavioural policy, as our school has a culture of mutual respect. School rules are in place to foster a safe, inclusive, and growth-oriented community, and balances personal responsibility with collective well-being.

Key aspects include:

1. **Dignity & Respect for All:** A clear expectation that students treat peers, staff, and visitors with kindness, respect and politeness, regardless of background, identity, or ability.
2. **Zero Tolerance for Harassment:** Bullying, cyberbullying, discrimination, and bad language/gestures and hate speech is strictly forbidden.
3. **Physical and Emotional Safety:** An emphasis on resolving conflicts through dialogue and mediation rather than intimidation or physical force. Hurting themselves or others in any way is considered a major offence. Violence, verbal abuse, and threats of any kind towards staff or peers are considered major offences.
4. **Classroom conduct:** Students are expected to stay seated at all times, unless given permission by the teacher to leave their seats, and should listen to instructions at all times to ensure everyone's learning needs are fully met. Disruptions or silly behaviour in class are not tolerated.
5. **Breaktime conduct:** Students are expected to play safely and respect the right of others to sit safely to eat their snacks. No physical violence is tolerated.
6. **Bathroom conduct:** Resepect the school bathrooms and do not damage them. Never throw water or soap in the bathrooms. Bathrooms are solely for toilet needs and handwashing. They are not places to hide, play or run.
7. **School trips:** Students are expected to follow all the normal school rules.
8. **Bus usage:** Stay seated with your seat belt on at all times. Students follow the same rules of respect and politeness as they would at school.
9. **Honesty:** Students are required to be honest and truthful in all their dealings at school. Theft & cheating are strictly forbidden.
10. **School Uniform/Dress Code:** Sports shoes must be worn on PE days and for Sport clubs. When dressing for school, clothing is expected to be comfortable and suitable for outdoor activities. When a school uniform is available, students are expected to wear it correctly and appropriately.
11. **Personal Items & Technology:** Students are prohibited from bringing personal items that are not required for their academic lesson to school. Students are also prohibited from bringing electronic devices to school, such as phones, smart glasses or smart watches. Any necessary personal items (such as stationary) should be clearly labelled. The school is not liable for any lost property that the students may incur, as the responsibility to label and correctly store their property is theirs alone. The School is not liable for loss or damage to personal property, or for indirect or consequential losses.
12. **Stewardship:** Students are expected to take care of their own property, school property, facilities, and the local environment. Damage caused to school property, another child's property or the local environment is the direct liability of the parents of the child.



13. Accountability & Growth Mindset: Encouraging students to own their mistakes and participate in restorative processes. Focusing on how a student can make amends for their actions rather than just serving a penalty. Providing opportunities for students to learn from their choices so that behavioral incidents become "teachable moments."

14. No substances at school: Alcohol, drugs and tabaco/vaping products are prohibited at school.

- **Authority to Sanction:** The Principal holds absolute discretion to discipline, suspend, or permanently expel a Student for serious breaches of discipline, bullying, reputation damage, or criminal behavior. A reasonable warning system applies in such cases.
- **No Refund on Expulsion:** If a Student is suspended or expelled, no fees (paid or due) for that term will be refunded, waived, or prorated.
- **Parental Behavior:** Parents must adhere to the school's polite and supportive behavioural expectations while on school property. The School reserves the right to ban parental access to the school premises (or even terminate this agreement immediately and completely) if a Parent behaves in an abusive, threatening, or uncooperative manner toward School staff.
- **Parent Accountability:** The school values positive partnership between teachers and parents for the benefit of the children. The school views persistent or serious breaches of its code of conduct—such as aggressive behaviour, harassment, undermining staff members, making malicious allegations, or posting derogatory comments online—very seriously. Responses may range from formal warnings to the complete removal of a student from the school with no refund.
- **School Communication:** Interactions with staff should be polite, reasonable, and directed through appropriate channels: either through the school app or via email to the administration department or school principal. Parents are asked to respect staff working hours and avoid duplicating correspondence.
- **Professional Trust:** Parents should respect the professional judgment of staff regarding disciplinary policies, classroom groupings, and academic assessments.
- **Complaints/Appeals Procedure:** Any serious complaints, appeals and/or investigation requests should be taken to the school principal directly via email. The principal of each school treats the complaint or request anonymously and performs a discreet investigation, before presenting the results to the parent in question and altering anything that may need to be altered for the benefit of the students.

5. Attendance, Health, and Safeguarding

- **Compulsory Attendance:** Students must attend all scheduled classes, assemblies, and official school events unless prevented by illness or injury. The Kindergarten and Preschool have a compulsory 11-month academic year, while the Primary school and Secondary school have a compulsory 10-month academic year. Students are required to attend school for all the compulsory months and parents are required to pay for all school months.
- **Unauthorised Absence:** The expectation by the Cyprus Ministry of Education is a 95% attendance rate for each child - too many absences, be they period absences or full day absences, leave the child at risk of failing the academic year. Therefore, family holidays should not be booked during school time. Any exceptional leave of absence must be requested in writing and approved in advance by the school Principal. Families must adhere to term dates and school timings to minimise disruption, and holiday plans should not conflict with the school calendar. Moreover, student absences do not affect school payments in any way.
- **Truthful Declarations:** Parents must disclose all known physical, mental, or behavioral health conditions, severe allergies, and required medications prior to enrolment. Parents must provide accurate, timely information regarding their child's health, wellbeing, special educational needs, or any legal/personal matters that may impact school life. Under normal circumstances, giving medication to children is not practiced at school, though emergency allergy medication should be brought to school by the parents of the child with clear instructions from their pediatrician in case they are needed in an emergency. A separate medication should be signed by the parents at school if this is a necessity.
- **Special Educational Needs:** If a student has special educational needs that are either diagnosed by an external relevant professional, the parents will receive a recommendation for the child to receive differentiated assessments or to be part of the Special Education Department, which will support the child's needs as best it can. If the school counsellor suspects possible special educational needs that have not been primarily diagnosed, he will recommend parents to seek a professional evaluation from an external specialist before offering the assistance of the school SEN services to the child in question.



- **LSA requirement:** In cases where the school deems it necessary for a child's safety and/or academic development, it is the parents' responsibility to provide a personal LSA (learning support assistant) for their child. LSAs are obligated to take full responsibility for their student's overall well-being and must be next to their student for the entire duration of their time at school. LSAs are required to follow correct behaviour and school rules at all times while on school premises. The school reserves the right to expel an LSA for poor behaviour while on school premises. The LSA contract that is signed between the School, LSA, and the child's parents clearly outline LSA expectations.
- **Student Support & Expectations:** Parents are expected to support their child's education by ensuring punctuality and encouraging studies at home when required. Homework is compulsory from Reception class onwards. Regular assessments and reports are issued to inform parents of a child's overall progress (in all classes). If a child appears to be struggling with any aspect of the curriculum or behavioural policies at any time, it is expected that parents will respond positively to teacher requests for assistance and support the teacher in rectifying anything that needs to be rectified.
- **Parent Updates:** It is the parents' responsibility to remain updated on all events/deadlines through the school app. Parents must maintain open communication at all times with their teachers through this app, and this app should be used to communicate about a child's possible struggles if needed. The teachers may post photos or videos for parents once a week on the app, to show some of the main highlights of the week (this is done mainly with the younger students in Kindergarten and Pre-Reception class).
- **Drop off / Pick Up:** Parents are expected to drop off their children on time every day, by 8.30 am. Punctual arrival is mandatory and parents must inform the school in advance if a child will arrive late for any reason. Pick up times should also be adhered to (as per the school finishing time).
- **School Access:** Parents/Guests are not allowed to enter the school premises without permission from the Principal. Only authorised persons may enter the school premises at any time.
- **Extra Services:** Extra services are optional and available at an additional cost. These services include ordering a hot lunch, joining clubs, joining the after-school program, taking the bus service, ordering school photographs, and special events.
- **Sickness Policy:** The school has a strict sickness policy to limit the spread of viruses. Parents are obliged to pick up their child immediately if a child displays sickness symptoms of any kind while at school. The child cannot return to school until they have been without symptoms and without medication for at least 24 hours. In cases where a contagious sickness is identified, a doctor's note is required prior to return.
- **Emergency Treatment:** Parents authorize the School to administer immediate first aid when needed (such as for bumps/bruises/cuts) and consent to the school calling an ambulance in an absolute emergency, especially if the Parent cannot be reached or arrive in a timely manner.
- **Safeguarding Compliance:** The School will comply with its statutory child protection duties, including reporting relevant disclosures to local authorities without parental consent if there is reasonable reasons to do so, as mandated by law.

6. International Student and Visa Compliance (If Applicable)

- **Visa Maintenance:** International Students must hold and maintain a valid visa for the duration of enrolment. The school will provide a registration letter for the registered child if needed for their visa applications.
- **Government Reporting:** The School is legally obligated to report any serious concerns to the Ministry of Education or Social Services if required and to answer any questions by government officials if required.

Data Protection and GDPR Compliance

- **EU GDPR Regulations:** The School processes all personal data in strict compliance with the EU General Data Protection Regulation (GDPR) and the Cyprus Data Protection Law (Law 125(I)/2018). Data is used only for educational, administrative, and safeguarding purposes.
- **Consent and Usage:** Personal data, academic records, and medical files are processed solely for educational, administrative, and safeguarding purposes. The school is obligated to answer questions by formal organisations or government organisations or the Ministry of Education if required.
- **Media Consent:** Media consent (photos/videos for social media/website/marketing) is managed via a separate, explicit consent form signed by at least one parent. The private school app, which only parents and staff have access to, does not require a media consent form to be signed.
- **Social Media & Staff:** Professional boundaries are upheld at all times. Staff are forbidden from forming social media friendships with Students and/or Parents and Guardians.