

**Educating to
Make a Difference**



ISS

INTERNATIONAL SCHOOL
SINGAPORE CAMPUS

ISS Regulations Handbook 2026-2027

Revised August 2026



Introduction

The purpose of this handbook is to provide our community with a clear overview of how ISS International School meets the local requirements and regulations of Singapore's Private Education Act.

As it is important that all members of our community are familiar with these requirements, the handbook will be shared by email and made available on the school website. It complements our Primary School, High School and Staff Handbooks, which provide further information about the policies, procedures and day-to-day practices at ISS.

Should you require any further clarification, please contact one of our Academic Directors.

With best wishes,

Dr. Dharshini Jeremiah
Academic Director,
Teaching and Learning

Ms. Fiona Edwards
Academic Director,
Pastoral

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Attendance Policy

Attendance Policy and Procedures K-12

Regular attendance and punctuality are important for students to keep up with their learning and make good academic progress. ISS monitors student attendance daily and monthly through the Toddle system.

Attendance Requirement

All students are required to maintain a minimum monthly attendance of 90%, including:

- Students holding a Student's Pass
- Students who are not holding a Student's Pass

Students are expected to attend all scheduled lessons and arrive at school and classes on time.

Applying for Leave (PS & HS)

If a student needs to be absent for a planned reason, parents/guardians should apply for leave in advance according to the School's leave application procedure. Leave is subject to approval by the School.

Planned Leave for 1 day	Notify the school through Toddle with a valid reason
Planned Leave for 2 days or more	Request the leave via email and send to Ms Fiona Edwards, Academic Director, at fedwards@iss.edu.sg and copy the Academic Office at academicoffice@iss.edu.sg . The leave is subject to approval.

Absence Due to Illness

If a student is unable to attend school due to illness, parents/guardians should inform the Kampong Teacher and/or Academic Office on the day of absence via Toddle or email.

Where applicable, a valid Medical Certificate (MC) should be submitted to the school via Toddle or email or when the student returns to school.

Supporting Documents

All absences should have a valid reason and, where applicable, supporting documents such as:

- Medical Certificate issued by a registered medical practitioner
- Approved leave application or formal leave notification
- Other relevant supporting documents

An absence without a valid reason or supporting documentation may be recorded as an unauthorised absence and may require follow-up by the School.

Important Information for Student's Pass Holders

Student's Pass holders are required to comply with the School's attendance requirements.

If a Student's Pass holder is absent for 7 consecutive days without a valid reason, the Student's Pass may be cancelled from the 8th day onwards, in accordance with ICA requirements. A notification will be sent to the student's registered email address if the pass is cancelled.

Attendance Monitoring

Teachers record student attendance daily through Toddle. The School also reviews attendance monthly and may contact parents/guardians where there are attendance concerns.

Absences are recorded as authorised or unauthorised for monitoring and follow-up purposes.

Leaving School Early

Students who need to leave school before the end of the school day must follow the School's early departure procedure. Early departures are recorded in the Student Early Departure Log to ensure the School has an accurate record of students who are no longer on campus.

Working Together

Students and parents/guardians are expected to work closely with the School to maintain regular attendance, punctuality and accurate attendance records. Attendance requirements and procedures are also explained during pre-course counselling and student orientation.

Student Assessment

Assessment Philosophy

At ISS International School, assessment is an integral part of learning. Its primary purpose is to improve student achievement by providing meaningful feedback that supports ongoing growth, reflection and future learning.

Assessment helps students, teachers and parents answer three key questions:

- **Where am I going?** – What are the learning goals?
- **How am I progressing?** – What evidence shows my current level of understanding?
- **What are my next steps?** – How can I continue to improve?

ISS is committed to assessment practices that are **valid, reliable, fair and transparent**, while remaining aligned with International Baccalaureate (IB) programme requirements. Assessment is criterion-related, meaning student achievement is measured against published learning objectives and assessment criteria rather than against the performance of other students.

Purpose of Assessment

For Students

Assessment enables students to:

- understand learning goals and success criteria
- demonstrate their knowledge, understanding and skills through a range of assessment tasks
- receive timely feedback to improve future learning
- reflect on their progress through self- and peer-assessment
- develop confidence, independence and ownership of their learning
- set meaningful learning goals and monitor their progress.

For Teachers

Assessment enables teachers to:

- identify students' prior knowledge and learning needs
- monitor progress throughout the learning process
- provide timely and constructive feedback
- plan future learning experiences
- differentiate instruction to meet individual student needs
- evaluate and improve teaching practices.

For Parents and Guardians

Assessment provides parents with:

- regular information about their child's academic progress and development
- opportunities to work in partnership with the school
- information to support future educational planning.

Types of Assessment

ISS uses a balanced range of assessment practices throughout the academic year.

Formative Assessment

Formative assessment occurs throughout learning and is designed to provide feedback that improves student understanding before final judgements are made.

Examples include:

- teacher observations
- quizzes and short tests
- discussions and presentations
- self- and peer-assessment
- reflective journals and portfolios
- practical investigations
- conferences and classroom feedback.

Summative Assessment

Summative assessment occurs at the conclusion of a unit or significant period of learning and evaluates students' achievement against published assessment criteria.

Examples include:

- examinations
- investigations and laboratory reports
- research projects
- essays and written tasks
- performances and exhibitions
- portfolios
- presentations and case studies.

Students receive assessment criteria before completing summative assessment tasks so that expectations for success are clear.

Recording and Reporting

Student progress is communicated regularly throughout the year through:

- ongoing teacher feedback
- published summative assessment results
- student reflection
- parent-teacher or three-way conferences
- semester reports.

Assessment information is shared electronically through the school's learning management system. Teachers aim to provide feedback and return assessed work within **three school weeks** of the scheduled assessment wherever possible.

Assessment Results

ISS has established procedures to ensure assessment results are accurate, consistent and communicated in a timely manner.

- Final examination results are released within **three months** of the completion of the final examination and/or assessment.
- Students must meet the required progression criteria before advancing to the next year level or programme.
- Students must satisfy all programme requirements before receiving any qualification or award.
- Assessment results are reviewed by the Academic and Examination Boards to support programme evaluation and continuous improvement.
- Assessment practices include moderation and quality assurance processes to ensure grading remains fair, valid and reliable.

Assessment Appeals

Students who believe an assessment result or award requires review may submit a written appeal in accordance with the school's Assessment Appeals Procedure.

- Appeals must normally be submitted at least **seven (7) working days** of the release of results.
- Appeal outcomes are communicated within:
 - **four weeks** for ISS internal assessments; or
 - **up to eight weeks** where assessments are administered by an external examination provider.

- All appeal decisions are reviewed through the appropriate academic governance processes to ensure fairness while maintaining the integrity of assessment standards.

Absence During Summative Assessments

Students who are absent from a scheduled summative assessment due to illness should provide a medical certificate within **24 hours** of the assessment to enable an alternative assessment opportunity to be arranged.

Where a student is absent without appropriate documentation, an alternative assessment opportunity may be provided; however, a formal summative grade may not be awarded. Assessment opportunities provided following illness are intended to ensure students can demonstrate their learning rather than to improve an existing grade.

Further Information

Further information about assessment practices, grading, moderation, reporting and appeals is available in the **ISS Assessment Guidelines** document, relevant for all Academic Programmes.

Fee Protection Scheme

Introduction to the Fee Protection Scheme (FPS)

The Fee Protection Scheme (FPS) serves to protect students' fees in the event a private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The Fee Protection Scheme also protects students if the private education institution fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

EduTrust-certified private education institutions are required to adopt the Fee Protection Scheme to provide full protection to all fees paid by their students. All fees refer to all monies paid by the students to be enrolled in a private education institution, excluding the course application fee, agent commission fee (if applicable), miscellaneous fees (non-compulsory and no-standard fee paid only when necessary or where applicable, for example, the re-exam fee or charges for credit card payment etc.) and GST.

ISS Fee Protection Scheme

This is a requisite stipulated by the Skills & Workforce Development Agency (SWDA) for Enhanced Registration Framework (ERF) and EduTrust Certification Schemes under the Private Education Act 2009. The School has, since its registration with the SWDA as a Private Education Institution (PEI), adopted the Fee Protection Scheme (FPS).

ISS International School Pte Ltd has appointed **Liberty Insurance Pte Ltd** to be the FPS provider for our students. The insurance coverage protects the entire course fee.

Fee Protection Under Insurance Scheme

Under the fee insurance, ISS will purchase insurance protection from Liberty Insurance Pte Ltd for students whose fees have been fully paid. The premium is subject to GST and calculated based on 0.6% of the Tuition Fee and Development Fee. The FPS insurance premium is payable by the students and will be billed together in the Tax Invoice for Tuition Fee and Development Fee.

ISS is to ensure that students are advised of the insurance premium. Existing students and parents have received information about this fee in their student contracts. New students and parents will be advised by the Admissions Department upon enrolment. The FPS-G Insurance Certificate can be checked on the school website.

Since the course fee is billed and collected on a **yearly basis**, there will be 2 instalments. As such the FPS insurance premium will also be in 2 instalments.

For more information on FPS, please refer to SWDA's official website (www.swda.gov.sg).

Medical Insurance Coverage

ISS provides medical insurance coverage for hospitalization and related medical treatment for the entire course duration.

The medical insurance coverage provides for

- Annual limit not less than S\$20,000 per student
- 4 bedded government ward
- 24 hours coverage in Singapore and overseas (if student is involved in school-related activities)

Master Certificate of Insurance

Fee Protection Scheme (FPS) Group Insurance

ISS INTERNATIONAL SCHOOL PTE LTD

Policy No. SD25G06012

1 January 2026 to 31 December 2026

We certify that the Policy to which this certificate relates is issued to the above Private Education Institution (PEI) for its students under the Fee Protection Scheme (FPS) Group Insurance administered by SkillsFuture Singapore Agency (SSG)



Ho Toon Wan
Head of Non-Motor

This Certificate of Insurance is subjected to the terms and conditions of the Fee Protection Scheme (FPS) Group Insurance Policy issued by Liberty Insurance Pte Ltd



Student Behaviour Management

ISS aims to promote a holistic approach to student behaviour management with the ultimate aim of supporting students to make good choices in their daily life. Students requiring extra support may be referred to school counsellors or a pastoral care team member for counselling sessions. The "ISS Child Safeguarding Committee" aims to protect and safeguard the interests of all our students so as to ensure that every child is healthy and safe. When the need arises, our school will work with external professional agencies including government agencies. Our student behaviour management procedures differ according to the age of students. Full details of these procedures can be found in relevant school handbooks but are summarised below.

Primary School (PS)

Behavioural Expectations and the 5 Be's

ISS Primary School recognises that self-discipline and the development of responsibility and judgment is a continuous learning process. Teachers structure a consistent and safe environment for children where we all model appropriate and respectful interactions. The *PYP Learner Profile* forms the basis of our behavioural agreements.

We also have a *Code of Conduct* in place in the PS. This is a simple behaviour plan to guide actions and is called the **5 Be's**.

- Be Caring
- Be a Thinker
- Be a Communicator
- Be Principled
- Be Reflective

The 5 Be's Code of Conduct strives for:

- Establishing and maintaining a nurturing, safe, orderly and supportive environment
- Providing a consistent, fair process and structure within which students can learn
- Enabling our students to be safe, respectful, honest and responsible
- Recognising the uniqueness of each student in order to support them in being their best
- Using the PYP Learner Profile to guide our behaviour and actions

In line with our 5 Be's and the Learner Profile Code of Conduct, the belief in our Primary School is that **bullying** behaviour is not acceptable and will not be tolerated. To this end:

- The School Community (students, staff and parents) will work together towards building and maintaining an anti-bullying ethos in the school.
- The school will provide a happy, supportive and safe environment in which everyone can achieve their full potential.
- Students and adults will feel able to report bullying behaviour, confident that they will be listened to and action taken to remedy the situation.
- Students will be valued and respected in the school community.
- Students will be encouraged to become creative, motivated and lifelong learners prepared for an ever-changing global community.

Student exclusions or expulsions are used as a final resort only after all other avenues of resolution have been exhausted. Appeals to an exclusion or expulsion decision may be made following our policy and procedures for disputes.

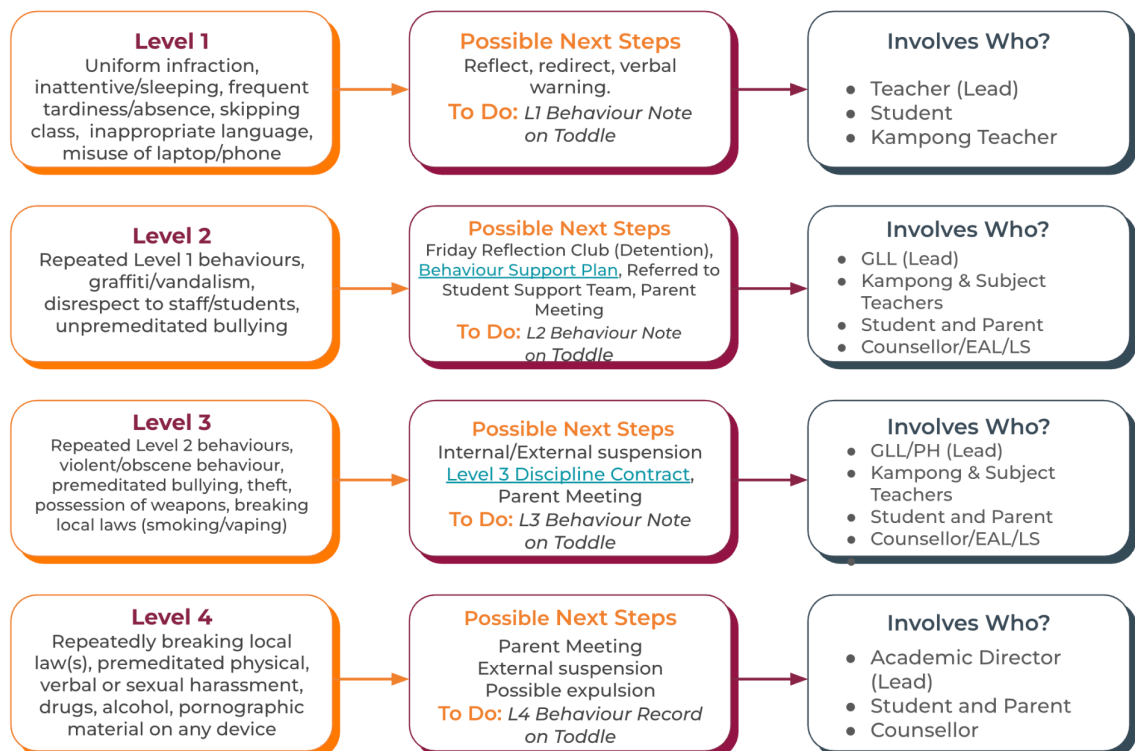
High School (Grades 6-12)

Guidelines:

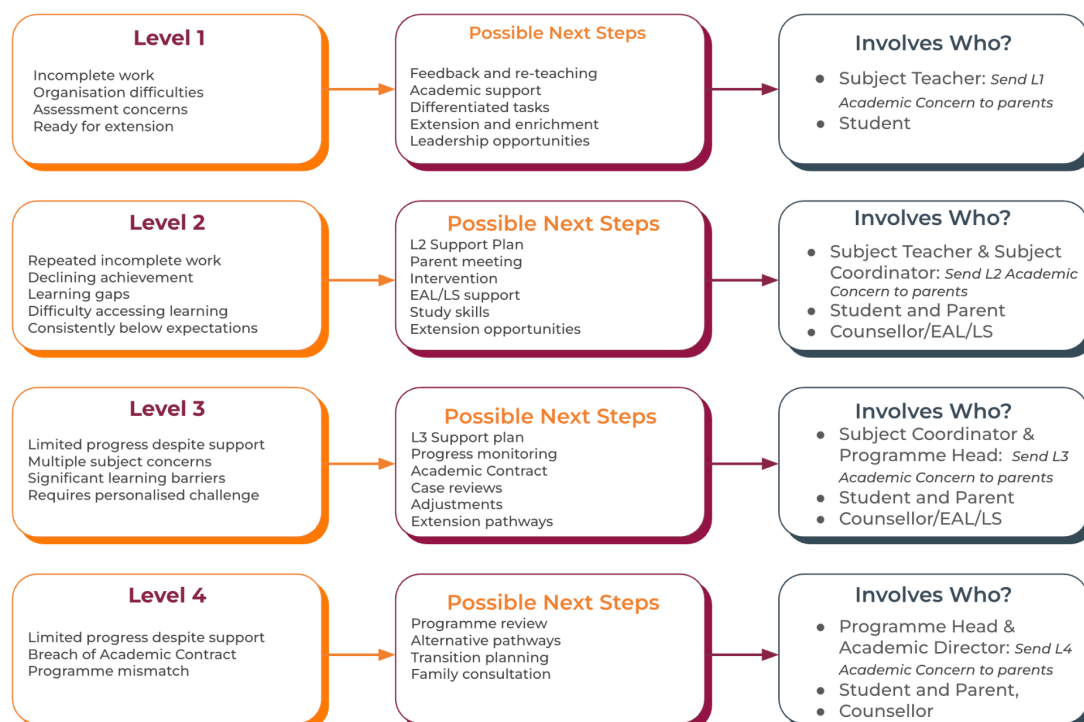
- All students and teachers at ISS International School are to be treated with respect, regardless of gender, age, and nationality.
- All students are to be involved in their own personal discipline. ISS International School seeks to help students to develop appropriate social skills and modes of personal behaviour.
- All ISS students are to be made aware of and abide by:
 1. The school's mission statement
 2. The student behaviour guidelines and expectations
- All students are expected to use common courtesy, good manners and show respect for themselves, their peers and elders.
- All students have the opportunity to propose amendments to the ISS school expectations.
- A clear set of disciplinary steps will be taken to deal with behaviour that is not acceptable. Consequences of behaviours must be understood and will be implemented consistently by teachers. See Behaviour Expectations below.

- The behaviour code is applicable during the school day, coming to and from school on the school buses, on ISS trips and at all events organised by the School.
- Parents will be informed when a student's behaviour is causing serious concern

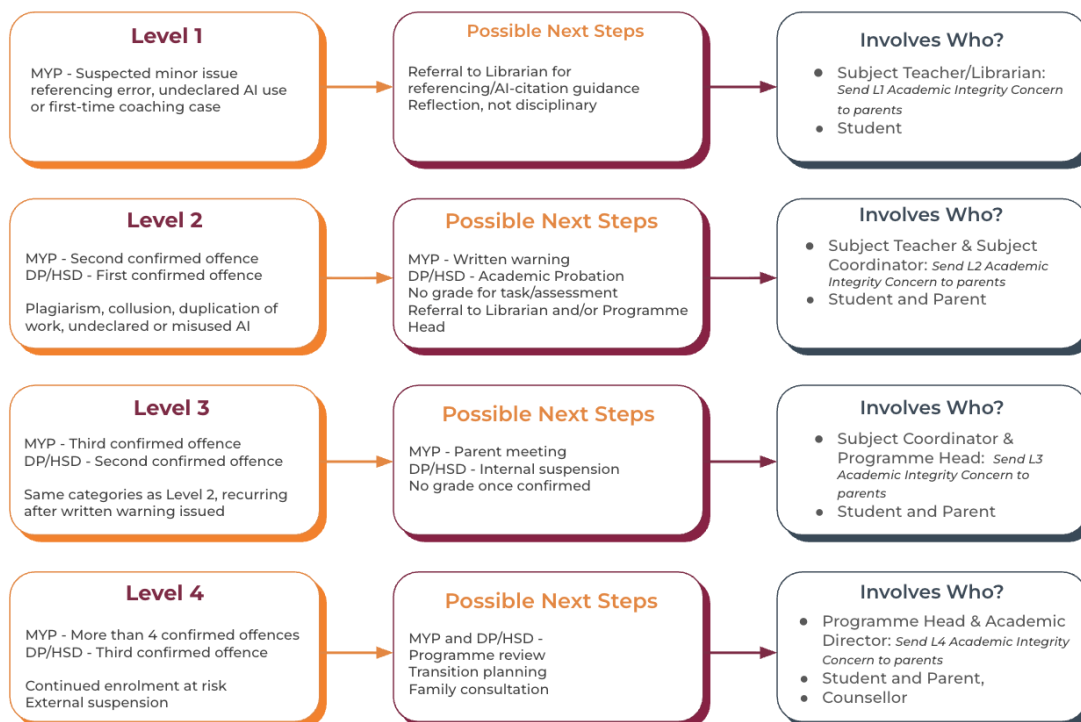
HS Behaviour Intervention Flowchart



HS Academic Concern Intervention Flowchart



HS Academic Integrity Intervention Flowchart



*** Mobile Phones & Headphones**

Students are not permitted to walk around the campus with headphones on and should follow school guidelines for no phone use during school hours (8:00 am - 2:45 pm), unless permitted and supervised by subject teachers as part of their teaching and learning.

Smoking and Vaping

Smoking and vaping are illegal under Singapore law on any school premises. In addition, Singapore's minimum age for smoking is 21. The school may conduct random bag searches.

Local Singapore Law will apply when students travel on school overseas trips.

Taking guidance from local authorities, ISS operates a 'guilty by association' process in reference to smokers/vapers. This means that anyone caught with a smoker/vaper is also assumed guilty.

Drug and/or Alcohol Abuse

High School students in particular should be aware that in Singapore, jail terms, caning and the death penalty are enforced for drug-related offences and the school is obliged to report any such offences to the authorities.

The school may conduct random drug tests, and if required, the school nurse strictly follows protocols as established by the overseas test laboratory for conducting these tests. In some situations, the cost of the drug test may be passed to the family.

Dispute Resolution

The ISS International School has put in place a process on Dispute Resolution to receive and resolve official feedback, complaints and grievances. This is in line with the open and responsive culture that we want to encourage in ISS. The aim of Dispute Resolution is to ensure that all comments from interested parties are given due consideration and dealt with professionally and effectively. The parties offering the comment would also be responded to within a fixed time-frame.

These feedback, complaints and grievances are acceptable via hard copy (letter) or soft copy (email) from students, parents, staff and members of the public. Upon receipt of a formal feedback or grievance, it will be forwarded to the relevant Programme Heads and/or Subject Coordinators to investigate the matter raised. If the matter has impact across faculties or requires the input of the management team, this would be brought up for discussion at the senior management team meetings. Where needed, the Academic Directors will discuss this with the CEO to evaluate the situation and explore possible solutions.

ISS will acknowledge all feedback, complaints and grievances within 3 working days of receipt of the feedback being lodged. They will be addressed and resolved internally at the first instance.

If both parties are unable to come to a resolution, the matter will be referred to the Small Claims Tribunal (SCT) or Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through Skills and Workforce Development Agency (SWDA) for mediation. All feedback and complaints are targeted to be resolved within 21 days.

All input will be filed in a Feedback/Complaints File for central reference. Information to be logged includes the nature of the feedback/complaint, staff involved, resolution process and time taken to complete the process.

All evaluations and feedback will be properly recorded and treated in strictest confidence.

Withdrawal, Deferment & Transfer Policy and Procedures

Course Withdrawal Policy

A course withdrawal means that the student stops studying at ISS and is no longer enrolled with the School.

If a parent/legal guardian wishes to withdraw a student after the course has started:

- Complete and submit the Withdrawal Form.
- The relevant Academic Programme Head may arrange a discussion with the parent/student to understand the reason for withdrawal.
- The withdrawal is subject to approval by the Academic Director or authorised personnel.
- Any outstanding fees must be settled.
- All School property or materials must be returned, where applicable.

After Withdrawal is Approved

ISS will provide written confirmation of the withdrawal. Any applicable refund will be processed according to the School's Refund Policy and Student Contract.

For Student Pass holders, the Student Pass must be surrendered to ISS, where applicable, for cancellation with ICA.

The School aims to complete the withdrawal process within 4 weeks, provided that all required documents have been submitted and any applicable ICA requirements have been completed.

Deferment Policy

ISS does not offer course deferment.

If a student wishes to postpone or temporarily stop their studies, this will be treated as a withdrawal from the School.

If the student wishes to return to ISS at a later date, a new application for admission must be submitted and will be subject to the School's admission requirements and approval.

Transfer Policy

A course transfer means changing from one course to another at ISS while the student remains enrolled with the School.

A course transfer may be recommended by the Academic Department based on the student's academic needs, or requested by the parent/legal guardian. All transfers are subject to the School's review and approval.

How to Request a Course Transfer

Parents/legal guardians are required to:

- Complete and sign the Course Transfer Form.
- Ensure the student meets the admission requirements of the new course.
- Settle any outstanding fees.
- Return any School property, where applicable.

For students under 18 years old, parent/legal guardian consent is required.

After the Transfer is Approved

Once approved:

- The student will remain enrolled with ISS.
- An addendum to the existing Student Contract will be issued with the updated course details.
- The parent/legal guardian must sign the addendum.
- Any applicable fee adjustments or refunds will be handled according to the Student Contract and School's Refund Policy.
- The Fee Protection Scheme (FPS) will be updated where applicable.

Student's Pass Holders

If the course transfer requires a new Student's Pass application, the Registrar Office will submit the application to ICA.

In such cases, the course transfer will be subject to ICA's approval of the new Student's Pass.

For assistance with a course transfer, please contact the Registrar Office.

Withdrawal, Deferment and Transfer Procedures

Parents and guardians should formally notify ISS of all student withdrawals, deferments or course transfer. Upon notification, parents/guardians are required to complete the Student Withdrawal Form, Student Course Transfer Form respectively and any/or other documentation required by the individual school department (such as the **Student Clearance Form**) should be completed prior to the student's final day at ISS.

All materials loaned from the school should be returned and any debts owed need to be returned/settled. Upon completion of the formalities, refunds, if applicable, will be processed within 7 days and subsequently, the student reports and certificates will be released. ISS will update its student database and inform relevant authorities such as the Immigration and Checkpoint Authorities (for Student's Pass holders) and the Fee Protection Scheme provider.

A student holding a Student Pass or Long Term Visit Pass will have to submit a **Student's Pass (STP) Cancellation Form** to ISS before he/she is officially released from the school.

The time frame for the processing course withdrawal or course transfer requests will not be more than 4 weeks. Where refund policy is applicable, refund will be made in not more than 7 days after receipt of withdrawal notice and approval of withdrawal application..

Refund Policy and Procedures

Course Termination and Refund Policy

ISS follows the refund terms set out in the Student Contract. The following is a simple guide to help students and parents understand the key requirements.

When ISS is Unable to Provide or Complete the Course

ISS will notify the student/parent in writing within 3 working days if:

- The course cannot start on the scheduled commencement date.
- The course cannot be completed by the scheduled completion date.
- The course is terminated before completion.
- The student does not meet the course entry or matriculation requirements.
- ICA rejects the student's Student's Pass application.

Where the course cannot start, continue or be completed as planned, ISS will make reasonable efforts to offer alternative study arrangements within 10 working days.

If no suitable alternative arrangement is offered or accepted, the Student Contract may be terminated and the applicable refund will be processed.

Refund by ISS

Depending on the circumstances:

- Full refund – All Course Fees and Miscellaneous Fees paid will be refunded where applicable.
- Partial refund – Where part of the course has already been completed, the refund will be based on the uncompleted portion or duration of the course, whichever is higher.

Applicable refunds will be made within 7 working days of the termination of the Student Contract.

Withdrawal During the Cooling-Off Period

Parents/students may withdraw from the course within the Cooling-Off Period by giving written notice to ISS.

All Course Fees and Miscellaneous Fees paid will be refunded within 7 working days after ISS receives the written notice.

Withdrawal After the Cooling-Off Period

Parents/students may also withdraw at any time before the course completion date by providing written notice to ISS.

Any refund will be calculated according to the refund table in Schedule D of the Student Contract and paid within 7 working days.

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If formal notice of withdrawal** is received:
100%	On or before 2 Apr 2026
50%	More than [60] working days before the Course Commencement Date
0%	[60] working days or less before the Course Commencement Date; Or, after Course Commencement Date, regardless of the reasons for the formal notice.

Important Note

This section provides a simplified overview for easy reference. Please refer to the **Student Contract**, including Schedules D and E, for the full terms and conditions relating to termination and refunds.

Confidentiality and Security Policy

ISS International School is committed to protecting the privacy and security of all student and staff information. Personal data is used only for school-related purposes and is kept confidential.

Students are expected to:

- Respect the privacy of others
- Not share personal or school information without permission
- Use school systems and devices responsibly

The school takes appropriate steps to protect information from unauthorised access or misuse.