

VINSCHOOL'S PARENT HANDBOOK

MIDDLE & HIGH SCHOOL
2023-2024 ACADEMIC YEAR



Dear Parents,

School, Family, and Society are three pivotal elements impacting educational outcomes. To successfully fulfil our educational goals, we need your companionship and cooperation in each and every activity.

The Parent Handbook you are reading will provide you with the general information about Vinschool's Educational Objectives and Philosophy, Curriculum, Assessment Methods; School Policies and Services; and Communication Channels, in case you have any concerns and need the school's support throughout your child's learning journey.

In the cooperation process, please feel free to communicate with your child's homeroom teacher if you ever have any questions or concerns. If the homeroom teacher is unable to help resolve your problem, you can contact the School Board via this email address: hieutruong@vinschool.edu.vn (for the North) and hieutruong.hcm@vinschool.edu.vn (for the South), or book an appointment with the School Board through the Customer Care Office.

Best regards,

VINSCHOOL MIDDLE & HIGH SCHOOL BOARD OF MANAGEMENT



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I. VISION AND MISSION OF VINSCHOOL EDUCATION SYSTEM

Vision

Vinschool aims to become a Vietnamese education system of the highest international standards.

Mission

Vinschool's mission is to nurture students' talents and skills, transforming students into responsible and success-oriented citizens equipped with necessary qualities and abilities to lead a successful and fulfilling life, contributing to national growth and international integration.





Vinsers' Core Values

Vinschool always emphasises the five core values of Respect – Inquisitiveness – Integrity – Proactiveness – Creativity. These core values are integrated into daily activities for teachers, staff, and students at Vinschool.

Respect

Vinsers always think positively and care about their own and others' feelings, benefits, and safety. They uphold the values of family traditions, Vietnamese culture, and their national identity. They have deep insights into other cultures, religions, and gender identities and are respectful of other people's ideas and actions.

Inquisitiveness

Vinsers are always curious, inquisitive and ready to acquire new skills and knowledge, and actively practise critical thinking by questioning the information presented to them. They value independent learning and have a passion for life-long learning.

Integrity

Vinsers are responsible not only for themselves but also their families and the community at large. They always take responsibility for their actions and keep their promises. They value honesty and have the courage to speak out against what is wrong and stand up for what is right.

Proactiveness

Vinsers are confident and assertive, daring to speak their minds and defend their opinions. They often come up with creative ideas and proactively mobilise resources to realise these ideas. They are highly adaptable and proactive in making new connections, and are a positive impact on their friends and the community. They embrace ambition, passion, and the desire to contribute, and have clear steps in reaching their goals.

Creativity

Vinsers are able to go beyond stereotyped and traditional ideas and rules to create new initiatives, methods, and interpretations that are valuable to themselves and others.

Vinsers' Profile

Vinsers are those who possess the mindset and qualities of global citizens while rooted in the Vietnamese identity, and the capabilities of life-long learners, generational pioneers, and future innovators.

Expectations at Vinschool Middle & High School

With the Vision, Mission and Core Values, Vinschool Middle & High School and its students have established the following expectations:

- The students have the right to expect the school to be a safe environment for them to freely explore themselves, acquire knowledge, and develop their talent.
- The school has high expectations for students' learning and behaviour. Students should proactively set personal development goals and work on achieving them, while also maintaining responsibility for their learning.
- The school's teachers and staff are responsible for helping students develop their knowledge, develop a mature personality, and live a responsible life.
- Parents are children's first and lifelong teachers. Our students' academic success depends much on parents' regular support and cooperation. Therefore, Vinschool hopes to have parent collaboration in all aspects of our students' learning, exploration, and development.



II. GENERAL INFORMATION

School Year Calendar

Vinschool's school year calendar 2023-2024 is divided into 02 terms/semesters:

- Term 1: August 21 – December 22. Students have a term break from December 24-31, 2023
- Term 2: January 3 – May 31, 2024.

The Summer Programme is expected to take place during June, July and August. The schedule is announced annually at the end of the school year.

The school publishes the official school year calendar on its website, so that parents and students can learn about their child's class, exams, events and holiday schedule.

Timetable

A typical school day at Vinschool Middle & High School includes 07 periods, each of which lasts 45 minutes. Students attend school from Monday to Friday (except for: makeup; lessons; additional classes, which are scheduled according to the characteristics of high school; or special occasions, if any). Students spend the first 20 minutes of each day for academic counselling sessions (for high school students), homeroom activities or Character & Life Skills Education (CLISE).

A school day starts at 7.40 a.m and ends at 3.25 p.m. Students should be at school at the latest 07:35 - 05 minutes before class.

Details of the standard timetable for the day are in the table below, and the student's timetable will be communicated to parents by the homeroom teacher.

MONDAY – FRIDAY				
TIME			SHIFT 1	SHIFT 2
MORNING	07.40 - 08.00	20'	Homeroom Period / CLISE	Homeroom Period / CLISE
	08.00 - 08.45	45'	Period 1	Period 1
	08.50 - 09.35	45'	Period 2	Period 2
	09.35 - 09.50	15'	Break	Snack time
	09.55 - 10.40	45'	Period 3	Period 3
	10.45 - 11.30	45'	Period 4	Period 4
NOON	11.35 - 12.00	25'	Lunch time Lunch break	Period 5
	12.00 - 12.20	20'		
	12.20 - 12.45	25'		Lunch time Lunch break
	12.45 - 13.30	45'	Period 5	
AFTERNOON	13.35 - 14.20	45'	Period 6	Period 6
	14.20 - 14.35	15'	Snack time	Break
	14.40 - 15.25	45'	Period 7	Period 7



Events, Festivals, and Holidays

Vinschool organises a variety of events and festivals throughout the school year. In these events, students play a leading role in preparation and organisation, under the guidance of the teacher.

Details about school events, festivals, and special occasions are published in the School Year Calendar here at <https://vinschool.edu.vn/cuoc-song-hoc-duong/lich-nam-hoc/>

Weekends

The school is not open on weekends (Saturday and Sunday), except for makeup days (if any) and events/activities that are announced beforehand.

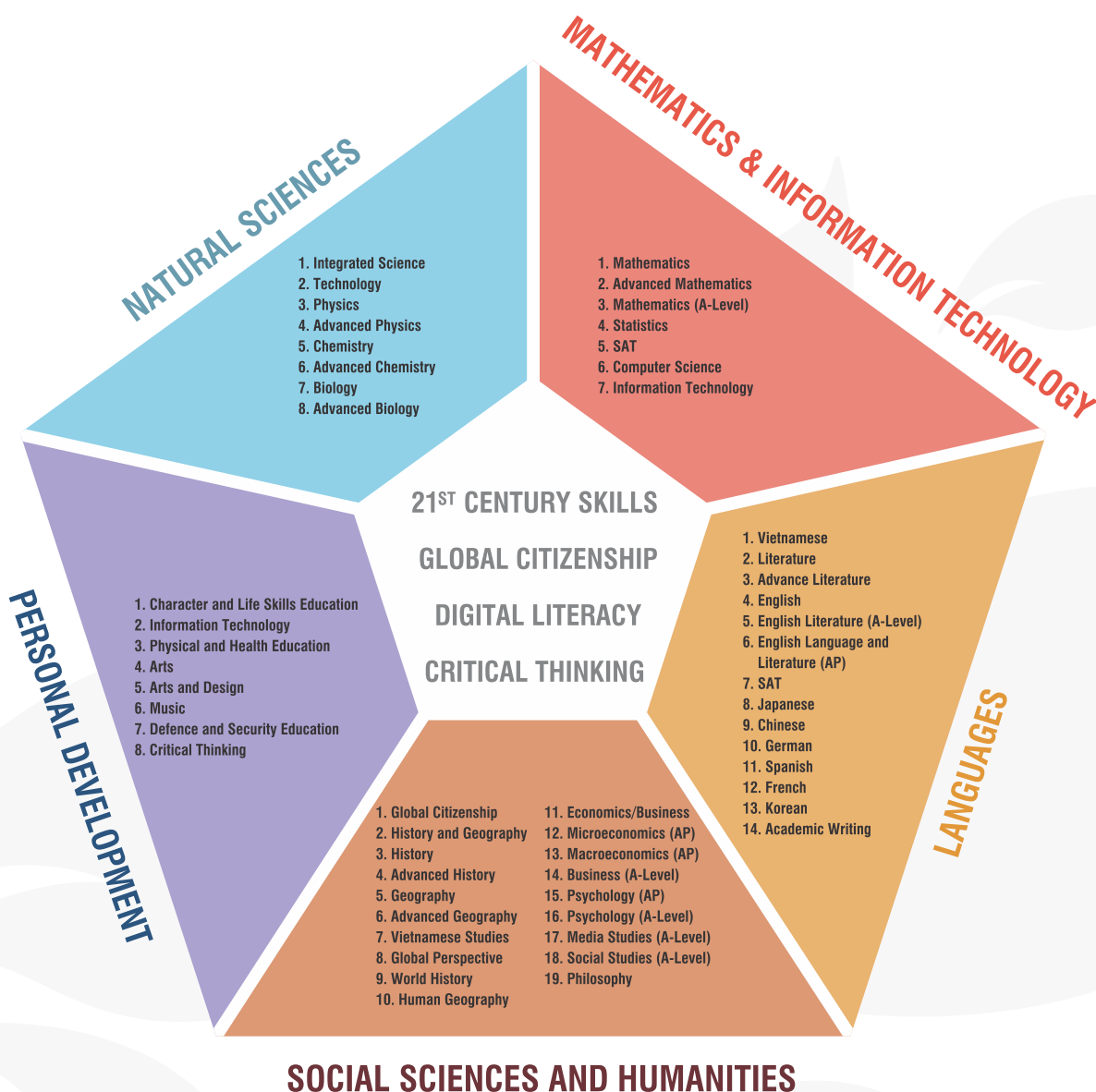


III. VINSCHOOL CURRICULUM MODEL

General Overview of Vinschool's General Academic Programmes

Vinschool's educational programme provides students with the necessary competencies to become global citizens of the 21st Century, with the mindset, bravery, and willingness to adapt to live a happy and successful life, contributing wisdom and talent to the community, in a volatile world.

The subjects at Vinschool are categorised into 5 domains: Languages; Social Sciences and Humanities; Mathematics and Information Technology; Natural Sciences; and Personal Development. Each subject meets the requirements of the programme of the Ministry of Education and Training (MoET) and the outcome standards of prestigious international programmes. Vinschool's students, therefore, have the opportunities to develop subject-specific competencies and be equipped with interdisciplinary competencies such as 21st Century Skills, global citizens' mindset, digital skills, and critical thinking skills. The subjects are taught in a student-centred approach with focus on differentiating teaching and personalising learning, improving students' self-study and self-research ability, and creativity.



Vinschool's Curriculum

Vinschool offers two academic programmes: Standard Programme and Advanced Programme.

Grades 6 to 10: Foundation Building and Comprehensive Development

- Fully meeting the knowledge and skills standards in the General Education Programme of the Ministry of Education and Training, following on from the primary curriculum.
- Comprehensively developing qualities and skills according to international standards through a programme specifically designed for Vinschool, including Global Citizenship Education (GCED), Vietnamese Studies, Character & Life Skills Education (CLISE), Information Communication Technology (ICT), Music, Fine Arts, and Physical Education (PE).
- Developing thinking and working ability in Science and Mathematics through the Cambridge Assessment International Education's Science and Mathematics programmes
- Developing an outstanding English ability through Cambridge Assessment International Education (CAIE)'s English as a Second Language (ESL) programme, so that students can use English effectively both in life and in study and research.
- Students are guided to develop knowledge and skills that are appropriate to their careers and personal capacities.

CURRICULUM OVERVIEW OF GRADES 6-10				
Domain	Subjects	Skills	Curriculum description	
			Standard Program	Advanced Program
Languages	Vietnamese Language / Literature	Information Technology Skills	Vietnamese Ministry of Education and Training (MOET)'s curriculum, supplemented with outcomes following international standards	
	ESL		Cambridge Assessment International Education (CAIE)'s ESL Programme	(CAIE)'s ESL Programme
Social Sciences	History and Geography		MOET's programme	
	Vietnamese Studies		Program designed specifically for Vinsers according to international standards	
	Global Perspectives Global Citizenship Education (GCED) Economics Business Studies		GCED designed specifically for Vinsers according to international standards	CAIE's Global Perspectives / Economics / Business Studies
Natural Sciences	Natural Sciences		CAIE's Coordinated Sciences (Vietnamese edition)	CAIE's Coordinated Sciences
Mathematics & ICT	ICT		CAIE's ICT & Computer Science (Vietnamese edition)	CAIE's ICT and Computer Science
	Mathematics		CAIE's Mathematics (Vietnamese edition)	CAIE's Mathematics
Personal Development	Fine Arts / Art & Design		21st Century Skills	International Fine Arts (Vietnamese edition)
	Music	International Music (Vietnamese edition)		
	Physical Education (PE)	PE (Vietnamese edition)		
	Character & Life Skills Education (CLISE)	CLISE (designed specially for Vinsers according to international standards)		
Black: Programmes taught in Vietnamese Blue: Programmes taught in English				



Grades 11 & 12: In-depth development and preparation for college

- In Grades 11 & 12 the curriculum shifts in depth and intensity with individualised learning paths. Each student has a personalised time-table and an academic counsellor who accompanies them in the process of choosing prospective careers, drawing up a study strategy, applying to universities, and practising metacognitive and self-study skills.
- The academic programme follows the model of a miniature university. In addition to compulsory subjects such as Mathematics, Literature, and English (differentiated according to ability), students can choose subjects according to their career orientation, interests and academic strengths.
- Students have the opportunity to select university-level general courses from more than 50 subjects offered by the school. These subjects offer distinct advantages, including university credit transfer, to Vinschool students as they enter national and international universities.



List of subjects

GRADES 9 & 10			
Subjects for Standard programme only	Subjects for Standard and Advanced programmes		Subjects for Advanced programme only (IGCSE)
<ul style="list-style-type: none"> Maths Physics Chemistry Biology Computer Science ESL Global Citizen Education (GCED) Information Technology History 	<ul style="list-style-type: none"> Literature History Geography Physical Education Fine Arts Music 	<ul style="list-style-type: none"> Vietnamese Study Character and Life Skills Education (CLISE) Defence and Security Education 	<ul style="list-style-type: none"> Maths English Coordinated Science Art & Design Business Studies English Literature Computer Science Global Perspectives Economics
GRADES 11 & 12 Students who choose a Certificate of Completion for the MOET program, are required to take Maths, Literature, English, Physical Education, Defence and Security Education, History, and are able to choose another 2 - 5 subjects.			
Subjects for Standard programme only	Subjects for Standard and Advanced programmes (AS/A-Level)		Subjects for Advanced programme only
<ul style="list-style-type: none"> Basic/Advanced Maths ESL Basic/Advanced Physics Basic/Advanced Chemistry Basic/Advanced Biology Macroeconomics (AP) Microeconomics (AP) Psychology (AP) Philosophy Academic Writing 	<ul style="list-style-type: none"> Basic/Advanced Literature Basic/Advanced History Basic/Advanced Geography Vietnamese study Music/Fine Arts Technology Global Citizenship Education (GCED) Character & Life Skills (CLISE) Citizenship Education Physical Education & Health (PE) Computer Science Defence & Security Education 	<ul style="list-style-type: none"> Artificial Intelligence Critical thinking German Japanese Chinese Spanish Korean French Applied Statistics (AP) World History (AP) Human Geography (AP) SAT English Language and Literature (AP) 	<ul style="list-style-type: none"> A-Level Art & Design A-Level English Literature A-Level Global Perspectives & Research A-Level Maths A-Level Physics A-Level Chemistry A-Level Biology A-Level Economics A-Level Psychology A-Level Media Studies A-Level Computer Science A-Level Business A-Level Sociology

IV. ASSESSMENT & FEEDBACK

General Principles

Vinschool believes that each student is special and unique. Education is a continuous process, and each student has different learning capacities. Therefore, students' progress needs to be assessed continuously throughout their learning journey.

Regular assessment and feedback play a vital role in determining students' learning goals. Assessment activities provide strong evidence of how well students are achieving against the different learning goals, thereby helping teachers and students develop pathways to improve the students' capacities.

Overview

Assessment activities at Vinschool are organised according to the following principles:

- Assessment activities at Vinschool are carried out based on Outcome Standards.
- Assessment activities at Vinschool meet the Ministry of Education and Training (MoET)'s requirements on the number of scores for each subject.
- The summative and formative assessment activities meet the requirements on specific approaches of each subject.
- The summative assessment activities are closely linked to the Outcome Standards or requirements of the programme, and have a clear assessment scope and specification.
- The formative assessment activities are carried out in each lesson, meeting teaching requirements without putting pressure on teachers and students, and creating a positive and proactive student-centred learning environment.
- Assessment activities are professional, objective, transparent, and fair.
- Confidentiality is ensured in the process of preparing and organising the assessment.
- The results of summative and formative assessment activities are fully and timely communicated to students and parents, and analysed and compared for adjustment of teaching and learning activities.

For the Advanced programme:

- At the end of the 8th grade, students will take Cambridge Checkpoint tests, which will be graded by Cambridge Assessment International Education examiners. Each student will receive a detailed report.
- Students will sit: for the International General Certificate of Secondary Education (IGCSE) exams at the end of the 10th grade; Cambridge AS-Level exams at the end of the 11th grade; and Cambridge A-Level exams of the Cambridge Assessment International Education at the end of 12th grade.

Students' progress assessment reports

Vinschool assesses and keeps track of student progress twice a year, at the end of the first and second terms, which is updated on VinschoolOne.

Grading Scale

The subjects within Vinschool's curriculum are graded on different scales, depending on the subject and grade level, which are then converted (if necessary) into a 1-10 grading scale or Pass/Fail grade according to the instructions of the Ministry of Education and Training.



Eligibility Criteria for Standard Students to Transition from Grade 9 to Grade 10

Students are considered eligible to transition to Grade 10, within the Vinschool Education System, if they meet the following requirements:

- Having completed the middle school curriculum as stipulated by the Ministry of Education and Training;
- Meeting all the requirements on physical and mental health requirements (the school does not provide special support services);
- Students' academic performance is assessed as "Good" or above, and their personal conduct is assessed as "Good" or above in all the school years at Vinschool (from the 2020-21 academic year to the end of Term 1 of the 2023-24 academic year);
- Obtaining a passing grade in Vietnamese Studies, Global Citizenship Education (GCED), Character and Life Skills Education (CLISE) in Term 1 of the 2023-24 academic year;
- Academic performance of students taking the Standard Programme at Vinschool: Based on the admission criteria for Grade 10 students, the school will select students from the top down with reference to their scores, until the desired quota is met. The admission score is calculated as follows:

Admission score = 60% of Score 1 + 40% of Score 2

Score 1: The average score of three subjects, specifically Mathematics, Literature, and ESL during middle school, from the 2020-21 school year;

Score 2: The average score of three subjects with the highest results among Physics, Chemistry, Biology, History, Geography, ICT during middle school, from the 2020-21 school year.

The following table is an example of a student's admission score calculated based on the average grade of relevant subjects:

Average score of each subject from the 2020-21 academic year to the end of Term 1 of the 2023-24 academic year		Score 1	Score 2	Admission Score
Mathematics	9.0	60% x (9.0 + 8.0+8.0)/3 = 5	40% x (9.0 + 8.9 + 8.7)/3 = 3.54 - ICT is the subject with the highest result amongst all subjects. - Geography is the subject with the 2 nd highest result amongst all subjects. - History is the subject with the 3 rd highest result amongst all subjects.	5 + 3.54 = 8.54
Physics	8.6			
Chemistry	8.5			
Biology	8.5			
Literature	8.0			
History	8.7			
Geography	8.9			
ICT	9.0			
ESL	8.0			

Note:

- The formula for calculating the Admission Score is applied when the number of students who meet the above criteria, from dot points 1 to 4, is higher than the school's admission quota for 10th grade.
 - Conditional admission offers for the transition from Grade 9 into Grade 10 will be sent to students and parents by the school in January 2024, and will continue to be valid provided that the students maintain a "Good" or better academic result and a "Good" for behaviour in Term 2 of Grade 9.
- Students who receive conditional admission offers to transition to Grade 10, can choose one of the following two options:
- Option 1: Students use the results announced by the school to register and complete the procedure for continuing to grade 10 at Vinschool.
 - Option 2: Students use the results of the middle school graduation exams held by the Department of Education and Training to apply for admission.
 - Admission scores will be announced by Vinschool after the school has received complete guidelines regarding the Grade 10 entrance exams held by the Department of Education and Training
 - Vinschool only admits students into Grade 10 if their scores meet the school's published criteria, and there are still places available when students submit their applications.

V. PROACTIVE LEARNING

Self-Study at School

Objectives:

- Creating opportunities for students to develop their ability to self-study and autonomy in learning.
- Developing students' capacity to search for and process information, develop the ability to draw up, organise and implement personal plans.
- Giving students more time to practise what they have learned in class, consolidate and develop knowledge at a higher thinking level.
- Enabling students to develop appropriate learning strategies on their own.
- High school students have the opportunity and time to study online, learning in conjunction with off-campus programs if available.

Self-study time is arranged according to each student's academic orientation and learning plan.

Students are expected to:

- Comply with the school's general rules and instructions for self-study periods.
- Keep a diary to track their own learning process. Academic counsellors, homeroom teachers and subject teachers check and evaluate the effectiveness of self-study periods, and give students advice to adjust their self-study methods accordingly.

Self-Study at Home

Learning at home may include: completing assignments; practising what students have learned; revising for exams; preparing for new lessons; finishing extended assignments or participating in learning projects. The amount of time required for self-study at home varies, depending on the subject, grade, progress, and motivation of each student. Teachers, when assigning homework, have to ensure that students have a balanced curriculum and are not overwhelmed at the end of a school day. Parents can refer to the table below:

Grade	Recommended Duration
Grades 6-8	10 hours per week
Grades 9-10	15 hours per week
Grades 11-12	Flexible, based on students' goals and teachers' discretion

Students are expected to:

- Draw up a balanced plan for self-study at home. Avoid leaving deadlines to the last minute or distributing time for each subject disproportionately.
- Regularly update the assignment submission deadline for each subject.
- Talk with teachers before deadlines if they have difficulty in completing assignments on time, or discuss with teacher/friends before the deadline, for the best results.
- Complete 100% of the tasks assigned by the teacher before participating in out-of-school programmes.

Personal Electronic Devices

Students are required to bring laptops and tablets to school so they can access LMS, the school's online learning platform, and other platforms/apps for learning purposes. They are also required to strictly conform to the Commitment on Internet Usage and Regulations while using electronic devices at school.

According to scientific research, excessive use of electronic devices can negatively affect psycho-physiological development. Therefore, students are not encouraged to use electronic devices other than for learning purposes. In their spare time, students should read books, play sports and chat face to face with teachers, friends and relatives.



Reading Culture

Reading is the signature culture that the entire Vinschool Education System has aimed to foster from the early days of its establishment.

Students and teachers at Vinschool are encouraged to become Ambassadors for the school's reading culture. All the schools in the system have modern libraries equipped with physical books, e-books, and reading software for students. Each student has a personal account to customise their reading and learning process. Homeroom teachers and subject teachers will have detailed instructions on the requirements and scoring methods for reading activities.

During the school year, the school organises a variety of activities to kindle the passion for reading in each student. Events and competitions such as Book Fair, Book Week, Book Review, Character Transformation, Composition, and Book Publishing are enthusiastically welcomed by students.



Library

To promote active learning throughout the school, Vinschool has made bold investments in library resources, hoping to meet students and teachers' demands for learning and research.

Teachers and librarians will provide instructions to students on study skills in the library and how to choose suitable resources.

Teachers and students can borrow resources/books from the library, and will return them on time so that others can use these resources/books.

For information about the library's policy, catalogue, online database registration, and websites for research activities, students may contact the librarian.



VI. COMPREHENSIVE EDUCATIONAL EXPERIENCES

Extracurricular Activities

Outside of regular classes, students can sign up for extracurricular activities to develop their talents or pursue their personal passions and interests. Clubs are where Vinsers can gather together under the guidance of experts and teachers. Clubs cover a wide range of areas, from Science, English, Skills, Sports to Art. Clubs will be held in blocks in each term. The school will send Club information to students to register at the beginning of September.

Summer Programme

In order to create a meaningful and useful environment for students during summer, Vinschool has designed clubs specifically for students of different age groups. The clubs focus on bringing students interesting activities where they can explore themselves and the world. The Summer Programme often takes place in June and July, which is not in the normal school year. The school will send notices to parents for your child to register, at the end of each school year.



Experiential learning activities

As part of the Education Outside The Classroom (EOTC) programme, Vinschool develops experiential learning plans and learning programmes for students in the classroom. They are opportunities for students to enhance their learning experiences, consolidate and apply their knowledge in real life, while at the same time develop personal qualities and skills such as adaptability, leadership, teamwork and individual work skills. For high school students, a variety of learning experiences will be useful for their college applications.



Community Service

Vinschool aims to build a community service culture throughout the system. Students are encouraged to take initiatives through learning projects linked to communal and charitable activities held regularly throughout the system, which are opportunities for students to:

- Build their sense of civic responsibility and empathy for other people;
- Enhance their understanding of global issues and their role in such issues;
- Access to multi-dimensional perspectives for evaluation and reflection.



Psychological Counselling

Vinschool's School Psychologist's Office (SPO) is responsible for developing and implementing programmes to give mental health support throughout the system. SPO coordinates with teachers, staff and parents to: conduct periodic mental health screening programmes for students; offer support and intervention for students with mental health issues; gives intensive support to students who are diagnosed with or at risk of having mental concerns.

Students with mental health concerns may contact SPO for assistance. Teachers, staff, and parents can request psychological help for students who show signs of mental health problems.

Email: SPO@vinschool.edu.vn

Tel: (+84 4) 3975 333 – Ext. 8653; 8654

SPO is committed to keeping confidential all personal information of the students who receive support from the office. Parents are fully informed about the mental health support provided to their child and their child's progress.



Guiding and improving career experience for students

According to Vinschool's high school programme, the Academic Counselling Office will accompany Vinsers in finding and choosing a career that is suitable for their capacity, interests, family orientation and social development trends. Students have opportunities to participate in career orientation activities such as: Career Day; talk shows about work sectors; experience a possible career through Internship programmes; etc.

Optimising learning path - Increasing opportunities for scholarship applications and winning scholarships

After choosing a suitable career, Vinsers will be supported to: choose the right type of university; the best admission method in which they can promote themselves; and a list of target universities to apply to. Exhibitions of domestic universities, international universities, One Day as a Student Program, etc. give students and parents the most up-to-date enrollment information from universities. Added to this, the Academic Counselling Department continuously works and cooperates with prestigious universities at home and abroad, to bring opportunities to win scholarships and admissions to students, especially gifted students with excellent academic performances.

Equipping students with global citizenship skills

In addition to career orientation and university application support, Vinschool students also have the opportunity to challenge their own abilities through advanced academic programmes such as Advanced Placement (AP), or access to a variety of learning programmes such as SAT, NCUK pre-university preparation programme, helping students prepare their knowledge and skills for university. Academic playgrounds such as Economics forums, Psychology forums, Critical Thinking forums and prestigious international competitions, help equip students with global citizenship skills and make them more confident, successful and happy with their own choices in the future. Throughout the school year, students and parents can participate in periodic mentoring programmes and 1-on-1 personal mentoring, for support and answers to all questions related to career orientation.

Contact of the Academic Counseling Department at Vinschool's high schools.

Email: v.counselor@vinschool.edu.vn

Learning Support

If you realise that your child is experiencing, exhibiting or talking about any difficulties in learning, communication with friends or other relationships, please contact the homeroom teacher or a member of the School Board to find out a suitable support solution. Early detection and action are crucial for timely and effective support, and ignoring or avoiding clear signs can be detrimental to a student's psycho-physiology and mental health.

For talented and potential students, Vinschool will have specialised training programmes and routes to develop their talents.



Vinschool's Gifted and Talented Education (GATE) Center

With the mission of “Incubating quintessence”, Vinschool always considers nurturing talent as a top priority. In order to fulfil such a mission, the GATE Center always upholds the principle of maximising and promoting Vinsers’ talent in the most comprehensive way. Apart from academic performance, GATE Center aims to help Vinsers hone essential skills, creating a solid platform for them to create positive changes for the community and society in the future.

Each student of the GATE Center has a specialised training path, focusing on his/her personal development. They are guided by experts in the fields they pursue. The mindset, creativity and scientific research ability, as well as diverse talents possessed by GATE Center students, have been recognised through prestigious international competitions and outstanding community projects.

Website: <https://www.facebook.com/gate.vinschool>

VII. SCHOOL REGULATIONS

General Regulations

I. For Students

1. Attend school fully and on time;
2. Comply with the school's uniform requirements;
3. Complete assignments; be equipped with school supplies and a laptop to use at school, when requested by teachers;
4. Listen when others are talking, use appropriate volume in communication;
5. Proactively contribute ideas and participate in learning activities;
6. Maintain responsibility and integrity in tests and exams;
7. Uphold general hygiene, dispose of trash in appropriate places, keep seating area and personal locker clean;
8. Preserve school property and conserve class and school resources;
9. Be courteous in actions and words; respect others;
10. Abide by queuing etiquette; follow turn-taking in group activities or in crowded places.
11. Do not bring pets to school

II. For Parents

1. Remind students to comply with school regulations;
2. On school premises, wear a visitor's card; wear appropriate outfits and maintain courtesy in behaviours and conversations with teachers, school staff, and other parents;
3. Do not bring pets to school;
4. Do not take photos or record videos without the permission of the School Board regarding:
 - School areas/locations where filming/photography is forbidden;
 - Faces of other students, teachers, and school staff on school premises without their permission;
5. Do not smoke on school premises. Do not bring weapons, explosives, flammable substances, sharp objects, and addictive substances to school;
6. Do not enter classrooms without the permission of relevant teachers/staff;
7. Collaborate with teachers and the school in educational activities for students;
8. If there are questions or concerns related to the education and care of students at school, please directly contact the homeroom teacher or the School Board for support;
9. Do not spread incorrect and unverified information about the school, teachers, school staff and officials, and students;
10. Do not take any action that negatively impacts the mental and physical health and reputation of teachers, school staff, and students;
11. Do not violate applicable laws and cause negative impacts on the school's reputation, image, and brand;
12. Vinschool always attaches high importance to building relationships between the school and parents. Kind gestures such as inviting Vinschool staff/teachers to participate in activities such as picnics, end of year celebrations, birthday parties, etc. are highly appreciated. However, as Vinschool aims to align with the best international practices, staff/teachers are not encouraged to take part in such activities. Vinschool staff/teachers continually strive to deliver the highest quality and care for their students, and in order to meet the highest professional standards, teachers ask for parents' understanding when an invitation is declined;
13. Pay fees on time according to the school's regulations.
 - * In the event where any of the aforementioned regulations are not followed by a parent and/or student, the school has the right to discontinue educational and academic services to the relevant student.
 - * By enrolling their child at Vinschool Middle and High School, parents agree to abide by the school's regulations.

Equal Opportunity and Diversity in Recruitment of Expatriate Teachers

Vinschool is an education system that follows Ethical Standards with the Equal Employment Opportunities policy. Therefore, the school ensures that there is no discrimination in the recruitment of teachers. Whether a teacher is employed or not depends on his or her qualifications, skills, performance, work experience, and ability to meet Cambridge Teacher Standards.

Those who teach the International Programme at Vinschool all have a Bachelor's degree or higher in pedagogy, international pedagogical certificates, and prior teaching experience. They all have the chance to participate in continuing professional development (CPD) courses to improve their expertise and update educational trends and new teaching methods.

The school expects that parents and students share the responsibility of maintaining a progressive, equitable and diverse learning environment, preventing discrimination from becoming a barrier to equality and inclusion.



Online Learning

In case relevant authorities require a temporary closure of schools or the school's activities are affected by force majeure (events that are unpredictable and irreparable despite all necessary measures being taken), including but not limited to such events as natural disasters or pandemics, the school reserves the right to replace face-to-face learning with online instruction to ensure the safety of all stakeholders.

For students to learn and acquire knowledge effectively, parents are encouraged to cooperate with teachers to guide and remind children to read lesson materials and complete all the assigned tasks before participating in online classes. Parents and students need to learn about and comply with Vinschool's Online Classroom Regulations (<https://bit.ly/onlclassregulations>) to protect students' image by following the Child Protection standards currently applied by Vinschool.

Commitment on Internet Usage

- Students use the school's network system or connection of a computer to the network, do so in accordance with the school's regulations. Students are only allowed to use the default settings on the school's computers or software. Internet use must be appropriate for students' educational purposes.
- Internet connection should only be done through a registered account with a secure password.
- Actions that threaten the school network security or attempt to trespass or alter the network are strictly forbidden.
- Students are responsible for the content of all the emails that they send and receive. As emails can accidentally be forwarded or sent to a wrong address, the content and language of all emails must be appropriate.
- Students may not access chat rooms, Facebook Messenger, or games when using the school network.
- Use of the school's Internet for personal economic, gambling, political or advertising purposes is strictly forbidden.
- Students have to respect the copyright of all materials.
- Use of anonymous messages and constant forwarding of multiple emails are prohibited at Vinschool. The school will strictly punish anyone who ridicules or makes fun of their friends regardless of time and place.
- Use of the Internet to access inappropriate materials such as pornography, racial discrimination, or violence is strictly forbidden.
- Social media groups using the name and image of the school (except for cases under the school's direct management) is forbidden.
- Eligible Internet access throughout the learning process will clearly be specified by competent people.
- Teachers will directly deal with cases where any student violates the school's regulations on Internet and network use. In such cases, the school reserves the right to control or delete any document on the school's network or to manage all the websites that the student accesses.

For further information on the school's cybersafety policy, click here: <https://bit.ly/Antoantrenmoitruongmang>.



Academic Honesty

Integrity is one of Vinsers' core values. All the members of the school community are expected to demonstrate integrity and uprightness in learning.

Academic dishonesty is any action or attempted action that may result in creating an unfair academic advantage for oneself, including but not limited to:

- Plagiarism: copying part or all of someone else's intellectual content and claiming it as one's own, without citing its source. Teachers will regularly use an online plagiarism checker on students' work.
- Cheating: copying someone else's work or intentionally letting someone else copy it; and use of unauthorised materials in tests and exams.
- Posing as author: asking someone else to complete the assignment or claim someone else's as one's own.
- Stealing: stealing test materials; or sharing test materials without the school's consent.
- Fabrication: falsifying data or presenting false information.

Students need to be aware of the seriousness of academic dishonesty. When detecting academic misconduct, the school will notify parents. If the offence is repeated, the student will be suspended from school or exams, or expelled from school, according to the regulations of the school.

Leave of Absence

On the day a child is absent from school, parents should inform the homeroom teacher via mobile phone, VinschoolOne, or email, before 7:40 a.m. A valid reason (e.g. information about the child's conditions if they are sick) should also be provided in the leave request.

If the child is absent from school for no reason, they will be marked "absent without permission" until the school receives a family notification. Parents should therefore notify the school early about their child's absence for ease of monitoring.

Personal Belongings

All students are provided with a locker to store their personal belongings (students have to provide and use their own locks). Students are not encouraged to bring valuables such as mobile phones or music players to school unless instructed by a teacher. If they bring these devices to school, they are only allowed to use the devices before 7:40 am and after the last period of the day.

To ensure safety, the school reserves the right to open students' lockers at any time to check for explosives or addictive substances. Students should not store money or valuables in the changing rooms, their backpacks, or school bags. The school is not responsible for any situations in which safety is threatened due to students' failure to follow regulations on personal belongings, or any losses of personal belongings or money at school.

Appearance, Makeup and Accessories

- Students' hair and attire must be clean and neat.
- Dyed hair and makeup are not allowed at school.
- Nail polish is forbidden at school. Students have to keep their fingernails short and clean.
- Small jewellery is allowed, but valuable jewellery is not encouraged; Students are asked not to wear nose piercings
- Accessories whose images or styles convey messages that support violence, insults, inequality, discrimination, or inappropriate behaviours are forbidden at school.
- Tattoos are also forbidden.

Securing Personal Belongings and Protecting School Property

Please spend some time putting labels on your child's belongings. The school will take all reasonable precautions to ensure the general security of property in its buildings and premises. However, students are required to be responsible for protecting their personal property. They are not allowed to bring personal valuables, large amounts of money or items of sentimental value to school. The school is not responsible for compensating student's personal belongings in the event of loss, misplacement, or damage.

Students are required to have a sense of responsibility for protecting school and class property, including decorations, class supplies, and other items for daily use at school. In case any school property is damaged by a student, parents are responsible for compensation of objects worth 500,000 VND or higher.

Lost and Found

The school has a Lost and Found room, where students' misplaced belongings and items found on school premises are kept. If students misplace their belongings, they can ask the staff of the Student Affairs Office or their homeroom teacher to take them to the Lost and Found room.

Before receiving a misplaced item, students have to describe it and provide information about when and where it is misplaced. Misplaced items which are not claimed before the 10th of each month will be listed by the school staff and used for charitable activities.

VIII. SCHOOL LIFE

Uniform

General Criteria:

All students are required to wear a school uniform, which is a way to express one's school identity and pride to the surrounding community. It is also a necessary outfit when going to school. Students wear uniforms on school days (from Monday to Friday), during field trips, extracurricular learning experiences, and in the school's festivals and events. The uniform includes:

- Girls: short-sleeved polo shirt, long-sleeved polo shirt, khaki skirt, summer sports uniform, hat, tie. For the Northern region, the uniform also includes a long-sleeved polo shirt, winter sports uniform and fleece jacket.
- Boys: short-sleeved polo shirt, long-sleeved polo shirt, khaki shorts, summer sports uniform, hat, tie. For the Northern region, the uniform also includes a long-sleeved polo shirt, long khaki pants, winter sports uniform, and fleece jacket.

Students are required to wear black (including textures, laces and soles) closed-toe and closed-back shoes during every school day. Vinschool hats are also required during PE classes, extracurricular activities and picnics. Each student will prepare a pair of classroom slippers that fit well.

In winter, (Northern) students wear a uniform jacket on top of the uniform shirt, or wear a thermal long-sleeved shirt underneath the uniform shirt. Female students can wear black leggings (no other colours are allowed) underneath their skirt. Female students can wear uniform pants, when the temperature is too low. Male students can wear long uniform pants.

During PE lessons, Northern students wear their winter sports uniform. Students are allowed to wear jackets over their uniform if the weather drops below 15 degrees Celsius (with reference to the Morning Weather Forecast broadcast daily on VTV1).

Parents can order the school uniform for their child online at <https://uniform.vinschool.edu.vn/>.



Student ID Card

Each student is issued a student ID card with their portrait and other service cards such as the school bus card (if they sign up for the school bus service). In case a student loses their ID card, they need to immediately inform the school for issuance of a new one. Parents will have to pay all the fees related to the issuance of the new card (through bank transfer or cash payment at the Admissions Office).

Semi-Boarding Services

Meal Fees

Meal fees for each term include lunch and snack fees, not including breakfast fee. Parents should ensure that students have breakfast before going to school.

Lunch

Vinschool serves lunch to all Middle & High School students. The menus and lunch schedules are updated weekly on VinschoolOne.

Snack

The snack time for students will be either during the morning break (09:35-09:50) or the afternoon break (14:20-14:35), depending on their timetable.

Personal Hygiene

The school encourages students to maintain their oral hygiene after meals. Parents should help their child prepare a small personal hygiene bag consisting of a toothbrush, toothpaste, and a small face towel for use at school. For days with a Physical Education period, students should bring a change of uniform with them, so they will not have a bad smell when studying in the next period.

Outdoor Activities

The school regularly updates the air quality index, which reflects when air pollution levels are too high and unsuitable for outdoor play and physical activity.

All Vinsers are required to wear a hat when going out in the sun. If they do not have hats, they will be allowed to sit in class or stay in the library during outdoor lessons. They are also advised to use sunscreen for extra protection.

Lunch Break and Activities

Students have 70 minutes for lunch and a lunch break at school. During the lunch break, which is after lunch, students can: register to take a nap; or participate in activities such as reading, watching movies, joining student-led clubs or Student Council, visiting the Library, playing sports, or group study. All the function rooms are supervised by school staff to ensure the safety of students.

Drinking Water

The school is equipped with water dispensers in all hallways, the cafeteria, and other functional areas. Students should take their personal water bottles for PE lessons, lunchtime, and other lessons. Parents should prepare a durable and reusable bottle with their child's name on it, and a handle to hang the bottle onto the child's desk and to avoid water spillage onto school supplies.

Arriving at School

The school opens at 7:15 a.m from Monday to Friday. The first period, a compulsory period, starts at 7:40 a.m, features homeroom activities and Character and Life Skills Education (CLISE) lessons. As for high school students, this period is time for them to draw up a plan for the day, including a self-study plan, review previous lessons and prepare for their official lessons.

Departing from School

Classes for Middle & High School students end at 15:25. If students do not take part in events or extracurricular activities held by the school, they must leave the campus before 16:30.

In case a student arrives at school early or stays later than the time specified above, the school cannot arrange enough personnel on duty at all the locations/areas to ensure their safety. Therefore, parents are responsible for ensuring the safety of students during that time. If students have to go to school early or stay at school after class, they can gather in the school yard or the main lounge to minimise safety risks and to ensure that the security staff can provide timely assistance in unexpected situations.

Student Drop-Off and Pick-Up

Parents or guardians are asked to comply with traffic regulations outside the school, and only drop students off at the designated areas in order to minimise traffic jams. Vehicles are allowed neither to be parked in front of the school gate for too long nor block the pedestrian lanes on the sidewalks.

School Bus Service

The school provides an optional bus service depending on the school's capacity and parents' requests. The bus service is only guaranteed if parents have paid the bus fees, and the school is able to arrange suitable bus routes for registered students.

The bus pick-up and drop-off service is provided for either "At Home" or "At Designated Points". For "At Designated Points", the list of scheduled pick-up points for each school is announced and updated on <https://vinschool.edu.vn/> and on the school bus app.

To ensure that the bus service is safe, complies with applicable rules and regulations, and allows students the opportunity to practise independence and discipline, Vinschool requests that parents follow the "Regulations on Use of Bus Service". Please click here for more details: <https://vinschool.edu.vn/en/student-life/bus-service/>.



IX. SCHOOL SAFETY

Child Protection Policy

Vinschool aims to create a positive and safe environment for all Vinsers. Vinschool has an ethical and legal responsibility to prevent and deal with intentional or accidental harm towards children, whether it happens on or outside of the school premises.

For details about Vinschool's child protection policy, click here: <https://bit.ly/Chinh sach baovet reem VSC>

Email: baovehocsinh@vinschool.edu.vn (to notify the school of issues concerning the safety of children)

Anti-Bullying Policy

Vinschool encourages students to report and join hands to prevent school violence/bullying. Vinschool does not accept any form of school violence/bullying.

For details about Vinschool's anti-bullying policy, click here: <https://bit.ly/QĐ chong baoluc batnathoc duong>

Fire Alarm and Emergency Evacuation

In case of fire emergencies, the fire alarm will be activated. The entire school will be evacuated in a rapid but organised fashion. An emergency evacuation map is available in all rooms and halls, and all teachers, staff, and students are required to have it memorised.

There are 2 fire drills and 1 lockdown drill held every year for the entire school to practise emergency evacuation.

Detailed emergency evacuation procedures can be seen here: <https://bit.ly/QĐ xuly sucong hien trong>

Campus Security Control Upon Entry/Exit

The purpose of school entry and exit control is to ensure safety for students and school staff as well as to protect school property.

All parents/guests visiting the school need to have prior appointments. At the school gates, the security staff will check the appointment, hold the parent's or guest's ID card/driver's licence or other personal identification documents, and issue a visitor's card to the parent/guest.

The school requires all parents and guests to comply with the "Vinschool Code of Conduct for Visitors". Please click here for details: <https://bit.ly/Quy tac ung xu VSC>

Reception and Delivery of Items from Parents to Students

Parents can send items for students to the security booth. The school only accepts and delivers personal belongings (blankets, pillows, carpets, sleeping bags, clothes, shoes, water bottles, etc.) and school supplies. Do not send expensive items such as money, jewellery, tablets, smartphones and banned substances according to governmental regulations.

The school reserves the right to refuse to deliver items if the sender fails to prove their identity or relationship to the recipient, or provide authorisation or documentation of guardianship of the student.

For the school to ensure food safety and hygiene, the school requires parents not to bring food/beverages to school for birthday parties/celebrations for students.

Food/beverages prepared by parents for their child needs to be approved by the Principal for an appropriate reason (such as a diet or nutrition requirements due to medical history, etc.). Additionally, food/ beverages must be in their original packing with labels and expiry dates. For homemade food, parents must commit to taking full responsibility if anything happens to the students.

Use of Equipment and Chemicals at School

Students will be instructed on how to use equipment, learning aids and laboratory chemicals in school and classroom in a safe manner. They are not allowed to bring dangerous chemicals to school or to store them. They are required to fully comply with the regulations of the school as well as of the lab and other relevant rooms to ensure the safety of themselves and those around them.

Use of Students/Staff Images Policy

Vinschool reserves the right to use individuals' images, legally, ensuring that it does not cause any negative impact on the honour, dignity and reputation of the individuals. By confirming agreement with the Admission Agreement on VinschoolOne, parents and students agree to let Vinschool use their personal photos for administration and communication purposes (with specific items listed in section B- 1.2 of the document in the link below) regardless of time and platform.

In case parents/students want to restrict/refuse the use of images of themselves, it is necessary to notify the school and related parties in writing. Vinschool only cooperates with reputable partners to produce images and is committed to store images safely.

Parents/guests are allowed to take photos or record videos on school grounds and at school events, except for restricted areas with "No Photography" signs, and special events where shooting is restricted by the school. When taking photos and recording videos at the school events, parents/students should follow all the rules listed in section A-3.2 of the regulations below. The school has the right to refuse or withdraw permission to film or take photos at any time; as well as, the school may initiate legal proceedings in some cases causing serious consequences.

See detailed regulations on production and use of individual images here:

<https://bit.ly/QĐSudunghinhnhENG>

X. SCHOOL HEALTH

Nurse's Office

Students' health is fundamental to academic success. Vinschool has a Nurse's Office and a full-time medical person, to give first aid to students and to deal with all the medical-related cases at school. To ensure the provision of health care services to our students, parents are asked to notify the school in writing, along with medical records (if applicable), if their child has any health problems, allergies, epilepsy, or special needs, which enables teachers and staff to pay special attention and provide timely support to the child. Parents should discuss and update regularly with the medical staff about their child's health problems, including immunisation history, allergies, and pre-existing or new illnesses.

If students feel unwell, they will be taken to the Nurse's Office for examination and treatment. If they are too sick to study, the school will contact their parents to pick up their child at the Nurse's Office.

In case a student has an accident or an unexpected serious illness while at school, the school will take him/her to the nearest medical centre. The school staff will accompany him/her and wait until his/her parents arrive.

Commitment to Providing Information on Students' Health

In "Medical Records", parents will commit to providing full and accurate details about their child's personal and health information as well as their contact information. Parents will also notify the school of any changes in the previously provided information. Inadequate information or failure to promptly update new changes regarding the child's health status may result in the school's admission refusal or discontinuing the student's enrollment (if the situation is beyond the school's control).

Periodic Health Check

Vinsers receive an annual comprehensive health check by doctors from Vinmec International Hospital, or other hospitals in cities/provinces where there is no Vinmec Hospital, and are assessed on criteria from the inter-ministerial health examination guide from the Ministry of Health and Ministry of Education and Training.

Student Health Insurance

To ensure students' safety in and outside of class, and comply with the regulations of the Ministry of Education and Training, the school will purchase and issue mandatory medical insurance cards for students on behalf of their parents. Parents will pay the mandatory insurance fees along with the tuition fees before the beginning of the school year.



Accidents, Illnesses, and Medical Emergencies

Definition

MILD cases	Including headache, cough, fever below 39 degrees Celsius, simple wounds, nosebleeds, and other injuries and illnesses which do not cause serious consequences to the patient's health.
SERIOUS cases	Including (but not limited to) high-grade fever over 39 degrees Celsius, breathing difficulty, severe bleeding, limited mobility but still conscious, second- or third-degree burn, choking but still able to breathe, poisoning, allergies without irritation, dyspnea, cyanosis, etc.
SEVERE cases	Including (but not limited to) heart disease, recurrent asthma leading to dyspnea, fourth- or fifth-degree burn, artery rupture, choking with cyanosis, dyspnea, cardiac arrest, unconsciousness after drowning, and apnea, etc.
Food poisoning	In case there are 2 or more students showing signs of food poisoning.

Treatment

- **For mild cases:** The homeroom teacher informs parents of the situation by telephone. The school nurse tells parents about the child's conditions and the medical treatment that has been provided, and asks if parents want their child to be picked up or remain at school.
- **Medical emergencies for serious and severe cases:** In case severe accidents or illnesses happen at school, the school will attempt to contact the students' parents by any means necessary. Parents are requested to keep the school updated on any changes in their home/company phone number or emergency contact number.

The school will take the student to the nearest hospital that can provide emergency care unless parents specify another hospital or medical facility. The school nurses will accompany the student to the hospital/medical facility and stay with them until their parents arrive.

Commitment to Emergency Response

Parents authorise the school (in cases reasonably believed by the school as emergencies) to seek medical advice and treatment for their child and agree to pay and/or reimburse the school for the costs of medical advice and treatment for their child.

Infectious Diseases

Students with infectious diseases must stay at home and present the school with a health certificate confirming that they have completely recovered and won't cause any infection to others when they return to school.

If a student has a cold, the flu, or other common but infectious diseases, parents can request for the student to stay at home to prevent spreading the infection to other students.

Students experiencing vomiting or diarrhoea must stay and rest at home for 48 hours after their last bout of sickness. If students' body temperature is higher than 37.5 degrees Celsius, students must rest at home for at least 24 hours.

Common infectious diseases, including but not limited to:

- | | | |
|-----------------------------|----------------------------------|-----------------------------|
| 1. Chickenpox | 5. Infectious hepatitis | 9. Covid-19 |
| 2. German measles (Rubella) | 6. Hand, foot, and mouth disease | 10. Avian flu |
| 3. Measles | 7. Impetigo | 11. Viral fever |
| 4. Mumps | 8. Scabies, head lice | 12. Conjunctivitis, Pinkeye |
| | | 13. Others |

Registration for Administration of Medication at School

To ensure safe, effective drug use and avoid drug poisoning as well as the negative effects of drug misuse, parents should be mindful of the rules on the administration of medication and child healthcare at school as follows:

1. The medications administered to children at school must be prescribed by doctors. The school refuses to administer non-prescribed medications or medications without labels, expiration date, or place of manufacture.
2. The school does not accept antibiotics, supplements and functional foods (unless prescribed by a doctor).
3. For medications not requiring a doctor's prescription, the school only accepts medicine syrups, saline nasal drops, and Oresol (oral rehydration solutions).
4. Parents who wish to have medication administered to their child during the school day will register on VinschoolOne before 9 a.m every day and deliver the medication directly to the Nurse's office. If the student takes the school bus, parents can register on VinschoolOne and give it to the bus monitor to forward to the school's nurse.

No Smoking at School

Vinschool is a smoke-free school. The school expects that no students, parents, guests, teachers, and staff to smoke, including e-cigarettes, on school premises at any time.

Exemption of Liability During Physical Activities and Field Trips

The school always strives to ensure the overall safety of its students as well as proper care, careful monitoring and close supervision during various programmes, events, field trips, travels and physical activities (hereinafter referred to as activities) organised or sponsored by the school.

Parents have the right to refuse their child's participation in the above activities if they feel that their child is unwell or perceive the said activities to be unsafe. Parents acknowledge the risks these activities may bring, and accept to take responsibility for risks and injuries of any kind. Parents agree to grant relevant authority to the school, exempt the school from liability, and not to sue the school, as well as its teachers and staff, for any such activities.

Parents are responsible for informing the school about their children's existing medical conditions, and reminding the children to strictly abide by the code of conduct and regulations set forth by the activity supervisor or the school rules.

XI. NUTRITION AT SCHOOL

With the advice and supervision of relevant experts, Vinschool's kitchens always conform to the standards of building a nutritious menu. The school has standards for their kitchens and their operations to ensure that the school's food is always delicious, nutritious, and safe.

Acknowledging the importance of school nutrition, Vinschool's PE programme has a "Healthy Living" component focusing on contents such as choosing healthy foods, diets, and physical development, etc. to help students lead a healthy lifestyle. From this, students can also start forming appropriate future habits and attitudes towards health and nutrition.

Vinschool provides Vinsers with fresh milk at snack time to ensure they obtain enough calcium and micronutrients for height growth. The students' nutritional status is assessed at least once a year and classified according to the standards of the World Health Organization and the National Institute of Nutrition.

The school also changes its menu monthly after collecting students' opinions so that the meals not only meet nutritional needs but also meet the students' inspiration when having meals at the school.

Parents will be notified about their child's nutritional status after every periodic health check, and can therefore work with the school to improve their child's nutrition and health.

XII. COMMUNICATION BETWEEN SCHOOL AND PARENTS

Contact Information

Vinschool believes that regular communication between parents and the school is vital to ensure the best learning experiences for children. Therefore, the school requests detailed updates on the family's home address, email, and phone number, as well as emergency contact information. The school will verify such information at the beginning of the school year. However, if there are any changes to the information, it is recommended that parents notify the school immediately.

Guardians

If parents are not physically present within the locality for 24 (twenty-four) hours or more during their child's school days, parents need to notify the school in writing and provide:

- Phone numbers, including temporary phone numbers, of both the student's father and mother at their work/travel destination/temporary residence; and
- Phone number of the child's guardian during the period of the parents' absence.

The guardian will execute all necessary parental responsibilities related to the education, health and welfare of the student. The guardian must be authorised to sign all papers and documents and make decisions on behalf of the parents. The school expects that all student-related notices sent by the school to the guardian will be delivered or communicated to parents in a timely manner.

VinschoolOne E-Portal

For parents to stay connected with teachers in a convenient way, and at the same time get updated information about their child, the school has created VinschoolOne, a web portal for parents. Relevant information such as general school announcements, class activities, daily learning reports (if any), and weekly comments of the homeroom teacher will be sent to parents through the app.

Website

The school website is the school's official information portal, where parents can find general information about the school, facilities, teachers, curricula, etc.

Parents can check students' timetable and event schedule on the school website to help students prepare school supplies for their classes.

Facebook

Vinschool's Facebook page is where the school shares images and videos of Vinsers or honours those with excellent results in prestigious competitions at home and abroad.

The school takes photos of or records Vinsers' events, and reserves the right to use the images for purposes related to its activities and promotional programmes.

Parents are encouraged to reach out to the School Board if they have any comments, questions, or concerns, and are asked to refrain from posting on social media without complete and accurate information.

Parent – Teacher Conference

The school organises periodic conferences between parents, homeroom teachers, and subject teachers. The conference schedule is noted on the school calendar.

Parents may request an appointment with teachers, the vice principal, or principal at any time by scheduling in advance with the school via Vinschool Admissions & Customer Care Office.

At Vinschool, parent-teacher conferences can be conducted under various formats: whole-school conference, homeroom class conference, one-on-one parent - teacher conference, or student-led conference.

Gifts

The greatest gift to Vinschool teachers and staff is the growth and development of students. On holidays and Lunar New Year, Vinschool teachers and staff are forbidden from accepting flowers, money, gifts from parents and students under any circumstance, except for cards given by students/parent committees.

Questions, Concerns, or Complaints

For more information, parents should first contact the homeroom teacher or subject teacher of their child. If further inquiry is still needed, parents can contact the managing vice principal or the principal of the school. The school board will strive to address any and all parental concerns.

Parents can send a message to the school's principal via the email address: hieutruong@vinschool.edu.vn



Support Channels

1. School Psychologist's Office (SPO):

Tel: (+84 4) 3975 333 – Ext. 8653; 8654

Email: SPO@vinschool.edu.vn

2. School Counseling Office:

Email: v.counselor@vinschool.edu.vn

3. GATE Center:

Email: gate@vinschool.com

4. Child Protection Switchboard

Email: baovehocsinh@vinschool.edu.vn

5. Customer Care Department:

Northern Middle & High Schools:

Vinschool Times City Middle & High School	:	18006511 (select language and dial ext. 210)
Vinschool The Harmony Middle & High School	:	18006511 (select language and dial ext. 211)
Vinschool Metropolis Middle & High School	:	18006511 (select language and dial ext. 214)
Vinschool Thang Long Middle & High School	:	18006511 (select language and dial ext. 215)
Vinschool Ocean Park Middle & High School	:	18006511 (select language and dial ext. 212)
Vinschool Smart City Middle & High School	:	18006511 (select language and dial ext. 215)
Vinschool Imperia Middle & High School	:	18006511 (select language and dial ext. 213)
Vinschool Star City Middle & High School	:	18006511 (select language and dial ext. 236)

Southern Middle & High Schools:

Vinschool Central Park Middle & High School	:	18006511 (select language and dial ext. 219)
Vinschool Golden River Middle & High School	:	18006511 (select language and dial ext. 218)
Vinschool Grand Park Middle & High School	:	18006511 (select language and dial ext.221)

6. Admissions Department

Vinschool Admissions Department in the North:

Vinschool Times City T36 Primary School - Vinhomes Times City, No. 458 Minh Khai Street, Hai Ba Trung District, Hanoi

Tel: 18006511 (select language and dial ext. 1 or 3) or 094 659 1010

Email: info@vinschool.edu.vn

Vinschool Admissions Department in the South:

Vinschool Central Park Primary, Middle & High School, Lot CC2, CC3, Saigon Newport, Vinhomes Central Park, No. 720A Dien Bien Phu Street, Binh Thanh District, Ho Chi Minh City

Tel: 18006511 (select language and dial ext. 2)

Email: info.hcm@vinschool.edu.vn

7. Accounting Department (for support related to financial matters and tuition fees)

Northern Middle & High Schools:

Vinschool Times City Middle & High School	:	18006511 (select language and dial ext. 311)
Vinschool The Harmony Middle & High School	:	18006511 (select language and dial ext. 313)
Vinschool Thang Long Middle & High School	:	18006511 (select language and dial ext. 313)
Vinschool Metropolis Middle & High School	:	18006511 (select language and dial ext. 314)
Vinschool Ocean Park Middle & High School	:	18006511 (select language and dial ext. 311)
Vinschool Smart City Middle & High School	:	18006511 (select language and dial ext. 311)
Vinschool Imperia Middle & High School	:	18006511 (select language and dial ext. 315)
Vinschool Star City Middle & High School	:	18006511 (select language and dial ext. 315)

Southern Middle & High Schools:

Vinschool Central Park Middle & High School	:	18006511 (select language and dial ext. 318)
Vinschool Golden River Middle & High School	:	18006511 (select language and dial ext. 318)
Vinschool Grand Park Middle & High School	:	18006511 (select language and dial ext. 318)

8. Email

Northern Middle & High Schools:

General notifications from Vinschool: info@vinschool.edu.vn

Email address for parents to contact the school board regarding any questions and concerns:

hieutruong@vinschool.edu.vn (these emails will be forwarded to the relevant Vinschool Management Team)

Southern Middle & High Schools:

General notifications from Vinschool: info.hcm@vinschool.edu.vn

Email address for parents to contact the school board regarding any questions and concerns:

hieutruong.hcm@vinschool.edu.vn (these emails will be forwarded to the relevant Vinschool Management Team).

9. Vinschool's Website: <https://vinschool.edu.vn>

10. Vinschool Education System's Facebook page: <https://www.facebook.com/vinschool.vn>

