



**Charter  
International School**

# PRIMARY

## FAMILY HANDBOOK 25-26

*'Charter International School is a student-centred, inclusive school in which the staff work hard to meet the many and varied needs of students and to listen to student views'*

*CIS/WASC Feb '25*



# A WELCOME FROM THE HEAD OF SCHOOL



## Mr. Neil Elrick

A warm welcome to the new Charter school year. Whether you are new to the school or your children have been with us for a while we hope that they will thrive with their new teachers, love coming to school each day and are excited by what they are learning.

Everyone at Charter is important! This means every student is well known by their teachers, valued for who they are and their achievements celebrated. We provide a supportive environment in which students will develop an excitement about learning for its own sake, which will serve them well through the rest of their lives. We expect students to gradually become more and more independent as they progress through the school and the Secondary curriculum is structured to help them develop the skills and mindsets to not only succeed academically, but socially and emotionally as well. Our teachers work hard to ensure that at all stages our students will learn both factual and debatable knowledge, and perhaps more importantly, how to distinguish between the two. They will be encouraged to make connections to other ideas they have learnt; to work both independently and collaboratively and how to communicate their ideas effectively. In addition, they will be given opportunities to develop their leadership skills and to learn through being of service to their communities. We want students to take risks, learn from their mistakes and think critically about the world around them.

I would like to emphasise that some of the best learning happens outside of the classroom: on the sports field, on the stage, in the playground or in any other of the many ECAs we offer. There is lots of evidence that shows that taking part in these activities, far from detracting from academic success, actually adds to it. So please do encourage your children to take part in as many activities as possible.

This handbook is your guide to the school. Although we have tried to make it as comprehensive as possible, it is not possible to put every single piece of information in one booklet. If you are unsure about something please do contact us. We are always happy to help. If it is about teaching and learning please contact your child's class/form teacher if it is more of an admin question, then contact the school office. Contacting the right people allows us to respond more quickly to a concern you may have. Alternatively, the School's website contains lots of information and what you are looking for might well be there. Have a great Charter year!

Neil Elrick - Head of School

# A WELCOME FROM THE HEAD OF PRIMARY



Mrs. Julie Kelly

Whether you are joining our Charter family for the first time or have been with us for years, I warmly welcome you to the new school year. We hope your child arrives each day excited, curious, and ready to embrace new friendships, challenges, and opportunities to grow.

At Charter, every child matters and every child is known. Our teachers take time to understand each student—what makes them smile, what sparks their curiosity, and how best to support them both academically and emotionally. We want all our students to feel safe, valued, and part of a caring community where they are encouraged to take risks with their learning, ask questions, and develop the confidence to be themselves.

We believe true learning happens when children feel a strong sense of belonging. It's through this connection that they feel brave enough to try new things, make mistakes, and learn from them. Our classrooms are nurturing spaces where friendships grow, ideas are shared, and every voice is heard.

As your child progresses through school, we aim to help them grow not just in knowledge but in independence, resilience, and empathy. Alongside academic learning, we nurture essential life skills—critical thinking, teamwork, creativity, and self-reflection. Our teachers create meaningful opportunities for students to connect ideas, explore perspectives, and communicate effectively.

Learning doesn't stop at the classroom door. Some of the most joyful and memorable moments happen on educational visits, in the playground, on stage, or during one of our many after-school clubs. These experiences build confidence, spark new passions, and strengthen friendships.

This Parent Handbook is here to help guide you through school life. If you're unsure about anything, please reach out—we're always here to help. For learning or wellbeing matters, your child's class teacher or form teacher is the best contact. For administrative questions, our school office team is happy to assist. Our school website is also a useful source of information.

We're excited to share this year with you and your child. Together, let's make it a year full of growth, discovery, and joyful learning.

Julie Kelly - Head of Primary



'It is clear that the leadership and teaching staff centre the curriculum around the needs of students at Charter International School.'

CIS/WASC Feb '25

## **Becoming Part of Your School Community**

At Charter International School, we want you to feel connected to your child's school life and to feel part of the Charter community. Parents are warmly encouraged to volunteer at school events and participate in community activities. Additionally, there is a Parent Representative on the School Board who can bring forward any concerns or suggestions you may have.

Extensive research shows that when parents are actively involved in their child's education, it has a positive impact on both well-being and academic achievement. The more you engage with your child's learning journey, the stronger your connection will be with the school, helping your child feel that Charter is truly their home away from home.

As a school committed to continuous improvement, we also welcome your ideas, feedback, and expertise. Parents often bring valuable perspectives and resources that enrich our school community. By working together, we can continue to provide a high-quality education and a safe, supportive environment where your children—our students—can thrive and enjoy their learning.

### **Charter International School: Internationalism**

At Charter, International Mindedness is the active development of knowledge and understanding of the values and cultures of diverse communities, as well as valuing and appreciating one's own sense of cultural identity and individuality. This includes Global Citizenship which is the development of world-mindedness through fostering an awareness of, and a sense of responsibility for, global issues.

# OUR GUIDING STATEMENTS

At the core of all that we do is the Charter Guiding Statements and our School-wide Learner Outcomes.

**Vision:** Charter International School strives to provide high-quality education to enable all students to achieve their full potential.

**Mission:** Charter International School provides an international education in a safe, nurturing environment. The school develops students holistically, to become independent, active, self-motivated learners. Our students will become responsible citizens who are internationally minded, critical thinkers, effective communicators and academically successful.

**School-wide Learner Outcomes:** We aim for our students to be:

#### **Responsible Citizens who can:**

- look after their physical, mental and social well-being
- act with integrity, honesty and compassion
- make positive contributions to their communities and environment
- manage their time to ensure that they have a balanced and purposeful life

#### **Internationally Minded who can:**

- accept and embrace diversity
- understand the complexity of local and global issues
- take an active interest in world events and ways in which they can make a positive contribution

#### **Critical Thinkers who Can:**

- actively question and reflect on their own understanding
- think beyond the obvious
- evaluate the reliability of information use a variety of strategies to solve problems and make informed decisions

#### **Effective Communicators who can:**

- communicate clearly and confidently in more than one language
- share ideas in a variety of different ways
- collaborate effectively whilst respecting different points of view

#### **Academically Successful so they can:**

- develop their full potential in all aspects of school life
- are enthusiastic, inquisitive and independent learners
- develop resilience and adaptability to be successful in their learning
- graduate with internationally recognised qualifications which enable them to attend universities around the world

# GENERAL INFORMATION

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## **The Structure of the School Day**

Helping children develop positive work habits is an important part of their education, and arriving at school on time is a key life skill that sets them up for future success. Being punctual teaches responsibility, organisation, and respect for others' time. It ensures students have a calm and settled start to their day, giving them the chance to connect with friends, listen to important announcements, and engage fully with their learning right from the start. Consistent punctuality also builds a sense of routine and readiness, supporting both academic progress and emotional well-being.

### **Years 1-6**

07.30 School Gates Open

08.00 – 08.10 Registration

08.10 – 09.00 Period 1

09.00 – 09.50 Period 2

09.50 – 10.10 Morning Break (Snack provided)

10.10 – 11.00 Period 3

11.00 – 11.50 Period 4

11.50 – 12.40 Lunch (Year 6 students have Canteen access from 12.15)

12.40 – 13.30 Period 5

13.30 – 14.20 Period 6

14.20 – 14.45 Period 7 (Y1-2)

14.20 – 15.10 Period 7 (Y3-6)

## **Class Teacher**

The class teacher is the first point of contact for both you and your child. They are a key person in your child's school life. In the morning, they will register students and throughout the Primary school, they will be their main teacher. Very quickly, the class teacher will get to know the students in their group as individuals, which allows them to guide and support each student. This might be in terms of organisation, helping them overcome academic difficulties or through pastoral support as they navigate the difficulties of growing up. It could simply be boosting their confidence and encouraging them to be the best they can be or to take risks and try new things.

## **Communication**

We firmly believe that education works best as a partnership between home and school, and we warmly welcome both positive and constructive feedback from parents. Our team prides itself on being open, approachable, and committed to working closely with you.

However, as you can imagine, the busy nature of school life means that teachers and staff are often engaged with teaching and other responsibilities throughout the day. For this reason, we kindly ask that parents make an appointment if they wish to meet with us.

If you have any questions or concerns about your child's education, your first point of contact should be your child's class teacher. The easiest way to arrange a meeting is by sending them an email. Teacher email addresses can be found on our school website.

With few exceptions, email communication at Charter is generally effective; however, occasional misunderstandings or errors can occur, which we strive to prevent. To support clear and respectful communication between home and school, we have developed the following guidelines for parents and carers regarding the use of email correspondence.

- Emails are a great way to share brief updates from home or ask quick questions. For more detailed conversations about your child's progress, we encourage arranging a face-to-face meeting or phone call with the teacher, as these allow for a fuller and more personal discussion.
- If there's a topic that needs more time or explanation, please don't hesitate to book an appointment with the teacher.
- While teachers may not always be able to respond to emails immediately due to their busy schedules, they will do their best to acknowledge your message within 24 hours if a full response will take longer, usually within 48 to 72 hours. Please understand that email exchanges are not expected outside of working hours or on weekends.
- We kindly ask that all email communication remains polite and respectful. To keep communication clear and focused, please use the cc and bcc fields only when absolutely necessary. This helps avoid over-communication and ensures the main recipient receives your message directly.

As a busy school, we do send letters home regularly to keep you informed of all that is happening in the school. In order to be as environmentally responsible as we can, we send the letters via email, so please do check your email each day for communication from school. In addition, our LINE account will notify you that we have sent a letter.

In addition, you can follow us on [facebook](#), [Instagram](#) and [LinkedIn](#). News and other updates are also posted on our [website](#). Finally, once a fortnight, on a Friday, we publish a detailed newsletter outlining all the amazing things that happen in the school. The link to it will be emailed to you and posted on our social media accounts. Please share this far and wide on your own social media networks.

The common language of the school is English. Whilst we will endeavour to help translate, that may not be possible, especially at events like parents' evenings.

We aim to inform you of events at least two weeks in advance to give you time to plan your calendars. Sometimes changes do occur at the last minute through other schools altering their plans or the weather, we do our best to minimise these changes.

### **Parent Coffee Mornings**

Throughout the year, we warmly invite parents to join our Parent Coffee Mornings, where we explore a variety of topics related to the Charter curriculum and other aspects of school life. Some sessions are open to the whole school community, while others are tailored for specific Year Groups. These gatherings are usually held at the start of the day, making it convenient to attend while dropping off your children. We look forward to welcoming you and sharing insights to support your child's learning journey

### **Parents on Campus**

Our top priority is ensuring that all students feel safe, secure, and happy while at school. To help us maintain this environment, we kindly ask all parents to follow our 'Parents on Campus' policy when visiting the school. We expect all members of our school community, including parents, to treat each other with kindness, courtesy, and respect. If you ever have a concern involving another child, we ask that you do not address the child directly. Instead, please bring the matter to the attention of a member of our school staff who will help resolve the situation appropriately.

Thank you for your support in helping us create a positive and welcoming environment for everyone.

### **Special Events**

We love having parents involved in school life and believe that your participation helps strengthen our learning community. Throughout the year, there are many opportunities for you to get involved—from attending assemblies, concerts, and shows to volunteering at special events. We'll keep you informed of upcoming opportunities through the parent portal or by contacting you directly.

Your support and involvement make a real difference, and we look forward to working together to enrich our students' school experience.

# ATTENDANCE & ABSENCE FROM SCHOOL

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If your child is unable to attend school for any reason, we kindly ask that you contact both the school reception ([reception@charter.ac.th](mailto:reception@charter.ac.th)) and your child's class teacher on each morning of their absence. This helps us ensure every child's safety by making sure both home and school know where they are.

If both parents or guardians will be away from Bangkok while your child remains here, please inform the school in writing. We ask that you provide the names and contact details of the temporary guardian(s), along with the dates they will be responsible for your child. Having up-to-date contact information is essential in case of an emergency.

**Authorised Absence** - Once we are informed of the reason for a student's absence, the school will review and determine whether it qualifies as an authorised absence. As our school calendar is published well in advance, we kindly ask families to plan holidays outside of term time wherever possible.

While medical appointments or significant one-off events are generally considered valid reasons for absence, family holidays during term time are unlikely to be authorised.

To help us support your child's learning and well-being, please contact the class teacher as early as possible to inform them of the planned absence, the reason, and your child's expected return date. Thank you for your understanding and cooperation.

**Illness** - If your child is unwell, then the best place for them is at home, where they can fully recover and recuperate. Please do not send your child to school if they are unwell, as this only spreads germs and viruses and leads to other students becoming ill.

**Late to School** - Families arriving later than 8.00 should report first to the school receptionist in the front office and get a late slip to present to their teacher to show they have been registered as being present. This is so we immediately have an up-to-date record of who is on campus.

We kindly ask all families to make every effort to arrive on time each day. Punctuality helps children start their day calmly, settle into routines, and feel fully prepared for learning. Arriving promptly supports your child's confidence and ensures they don't miss important instructions or opportunities to connect with classmates. Thank you for helping us create a smooth and positive start to the day for everyone.

# ASSESSMENT AND REPORTING

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As experienced educators, we continuously assess our students in a variety of ways throughout each lesson. This may include observing levels of engagement, noting who is actively participating in discussions, and reviewing the quality of learning they produce. Assessment does not always need to take the form of a formal test—every interaction, observation, and piece of learning provides valuable insight into student learning and understanding.

The main objectives of assessment are:

- Give students the opportunity to demonstrate their knowledge, understanding, and skills.
- Help students understand the standards they are working towards and identify their next steps for improvement.
- Enable teachers to plan learning that meets the needs of each student.
- Provide parents with clear information and next steps to support their child's learning.
- Offer school leaders valuable insight into the effectiveness of teaching and learning across the school.

Primary teachers assess student achievements against a set of criteria guided by the English National Curriculum as well as the International Primary Curriculum (IPC) statements relevant to the particular age group. Over time, the teacher builds a detailed and accurate picture of each child's strengths and where they need to focus to improve. Formal assessments take place in Maths and English approximately every 8 weeks and teachers use a range of techniques to assess student Knowledge, Skills and Understandings within the International Primary Curriculum units.

## Reporting

Written reports are provided at the end of Term 1 and again at the end of the academic year. These reports serve as a summative assessment of your child's progress. They include:

- An attainment grade:  
**T** = Working Towards Expectations  
**M** = Meeting Expectations  
**E** = Exceeding Expectations

- An effort grade (on a scale of 1 to 5, with 5 being the highest)
- Child-friendly targets for further improvement
- A personal statement describing your child's progress in relation to our Schoolwide Learner Outcomes
- Information about your child's attendance and punctuality

### **Parent-Teacher Conferences**

These are held twice a year, once in Term 1 and again in Term 2. These conferences provide an important opportunity for face-to-face conversations with your child's teachers. During the meetings, you will receive feedback on your child's academic progress, learning habits, social development, and overall well-being at school.

# **BIRTHDAYS & CATERING**

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## **Birthdays**

In Primary Years, we are happy to celebrate any student's birthday in school. The date and time must be agreed with the class teacher. The class teacher must also be informed in advance if you will be sending a cake or pizza etc. Please be aware of the need to **avoid nuts** in cakes so all can take part.

## **Catering**

Our own Charter catering staff supply our school snacks and lunches. Students are provided with milk and a light snack or fruit during the morning break time whilst at lunchtime there is a selection of Thai and international dishes. As we aim to encourage healthy eating, we ask parents not to give children sweets or other unhealthy snacks to bring to school.

# **CAR PARK, PICK UP & DROP OFF**

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Parking for parents, staff and visitors is provided at the front of the school. **All drivers should drive extremely carefully and slowly in the car park at all times.** Please follow the directions of our guards and other staff directing traffic. Our number one priority is the safety of students and all instructions are given with that goal in mind.

Please note that parking is at the driver's own risk. The school accepts no responsibility for any damage to, or theft from, vehicles while in the school car park.

### **Morning Drop-Off**

Staff are not on duty before 7:30am. Any student arriving earlier must wait in the entrance foyer and be accompanied by a parent, guardian, or an older sibling in secondary school.

Students should arrive between 7:30am and 7:55am. Please ensure your child is dropped off on time and not after the start of lessons. To make drop-off as smooth as possible, students should be ready to exit the car quickly.

Arrivals after 7:55am will be marked late and students must obtain a *late arrival card* from the school receptionist to give to their class teacher.

### **Collection of Children**

Please be on time to collect your children from school. For younger students especially, it can be distressing when their friends have left and they are still waiting. It also places an additional burden on staff to supervise them outside of normal hours.

- **Years 1 & 2** – School ends at 2:45pm. Students will be brought to the fountain collection point.
- **Years 3–6** – School ends at 3:10pm. Students will be brought to the fountain collection point.
- **ECA Days** – If attending an ECA (After School Club), collection is at 4:00pm.

Please ensure your Pick-Up card is clearly displayed in the front window of your car.

### **Sibling Arrangements**

- **Early Years + Year 1 or 2:** The older sibling will be brought to the Early Years classroom for collection.
- **Early Years + Year 3–6:** Please collect your Early Years child from their classroom first, then join the road system to collect your KS2 child at 3:10pm (or 4:00pm if they have an ECA).

### **School Bus Students**

Students who use the school bus service are collected from the Early Years Building by a bus monitor. At no time will a teacher or assistant release a student to an unknown person without a valid Charter ID, unless the Director or Divisional Head has signed a Student Release Form.

### **Early Collection (Before the End of the School Day)**

We understand there may be occasions when your child needs to leave school early—for example, for an urgent medical appointment. Please inform the Charter Receptionist and your child's class teacher in advance. The class teacher will ensure your child is brought safely to the Receptionist Area at the agreed time.

Early collection will not be permitted for external activities such as tutoring or music lessons. These should be arranged outside of school hours to avoid disruption to learning and dismissal routines.

### **Late Collection**

If you need to collect your child after the usual dismissal time, please notify the Charter Receptionist and your child's class teacher as early as possible. This will help us make the necessary arrangements to ensure your child's safety and well-being while they wait.

# **DATA PROTECTION**

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Keeping personal data safe is very important to us and we ensure that data is only accessible by or shared with those who have a legitimate educational or welfare reason to access it. Charter will not share any information about another parent's child.

Charter is committed to ensuring that its policies and procedures are aligned to national and international Data Protection criteria. The Thai PDPA (Personal Data Protection Act) came into force in June 2022, and to ensure that we comply with this Charter has appointed its own Data Protection Office who works with an international data protection company. Further information about Charter's Data Protection and Privacy policies can be found on the website. **Any question about data protection can be direction the Data Protection Officer, Khun Golf (dpo@charter.ac.th)**

# **EDUCATIONAL VISITS (SCHOOL TRIPS)**

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School trips, of all kinds, help develop the whole child and foster independence, curiosity and enthusiasm for learning. These are great experiences for our students and it provides them with great memories and enhances their learning back in school. Before we take students on any off-campus visit a rigorous set of procedures must be completed to ensure the safety of all students.

Please note that if the school does not receive all necessary paperwork within the timeframe requested, then your child will not be allowed to go on the trip and alternative arrangements will be made for them to learn in school. This will be dependent on the age and stage of the student and their individual circumstances.

Where money is being collected for an educational visit it should all be paid to the School Accountant/Cashier who will keep a record of who has paid and provide a receipt.

Where money is being collected for an educational visit it should all be paid to the School Accountant/Cashier who will keep a record of who has paid and provide a receipt.

# EMERGENCY PROCEDURES

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The school has emergency procedures in place to evacuate the buildings in case of a fire or other emergency situations. All rooms have instructions posted inside them and regular drills take place to ensure that students and staff are familiar with these instructions. All people on campus at the time of an emergency are required to follow the instructions from staff without hesitation. We also practise lockdown procedures in the event of an intruder on the school campus

In addition, we have procedures in place to leave the campus in an emergency situation, if advised to do so by the authorities.

# EMERGENCY SCHOOL CLOSURE POLICY

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The school will follow government directives regarding school closure.

- In other circumstances which may require school to be closed, the Head of School will make a judgement of the situation and work in consultation with the Thai Director to decide whether the school should be closed.
- Parents will be notified in a variety of ways including SMS, email and the School's website. Updates about the closure and when school will reopen will be sent out by the same methods.

Every effort will be made to continue the learning of students during this time, with some modifications made to reflect the differences in remote learning. More detail can be found in the school's policy section of the website.

## **Fee Payments During School Closure:**

1. In line with Ministry of Education and OPEC guidelines, Charter provides on-line learning for students of all years on the scheduled term days when school is closed by government order.
2. The fee for both online and in school learning are charged at the same rate.
4. Parents may not defer the school fee, or part of the school fee, to the next term.
5. Charter will credit parents with the costs of snacks and lunches on any days of closure at the rate of 100 baht per day. The total amount credited will be deducted from the next term's fee.

# ENGLISH LANGUAGE ENVIRONMENT

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At Charter International School, we value and respect each student's native language and cultural background. We recognise that a strong first language is the foundation for overall academic success, even when learning primarily takes place in English. At the same time, we are committed to fostering a supportive English language environment that helps every student develop confidence and fluency in using English for both learning and social interaction.

To promote inclusion and ensure that all students can participate fully in class discussions and group activities, we ask that English is used during all lessons, except in Thai and Mandarin classes. With students from many different nationalities, English serves as our shared language, helping everyone feel included and able to contribute.

## ENGLISH LANGUAGE SUPPORT (ELS)

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The aim of our English Language Support (ELS) programme is to help students develop their English language skills as quickly and effectively as possible, so they can fully access learning and thrive in the mainstream classroom.

ELS is available for students in Years 1 to 9 who require additional support with English. As part of the admissions process, each potential student sits an English assessment with our ELS teacher to help us understand their language needs.

Where possible, English language support takes place within the mainstream classroom. We believe that exposure to high-quality language, peer interaction, and access to rich classroom experiences are essential for effective language acquisition. Our Inclusion Team work closely with class teachers to scaffold learning, build vocabulary, and support students to engage confidently with the curriculum.

From time to time, students may be withdrawn for short, focused sessions targeting specific language goals. These sessions are time-limited, measurable, and based on individual needs.

# HEALTH CARE

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## **General information**

The school has a full time nurse located in the sick bay on the ground floor of the Secondary building.

Each student will be given a Health Information Form at the time of enrolment, and these are required to be updated regularly (as a minimum at the start of each new academic year.). This information is kept securely in a separate part of the schools Management Information System.

It is very important that we have the name and number of at least one person who can be contacted in case of an emergency. It is the parent/guardian's responsibility to notify the school if any of the telephone numbers change. The school cannot be held responsible in cases where a parent cannot be reached because an incorrect or invalid telephone number has been provided.

If a child becomes ill during the school day, we will telephone a parent/guardian to request that the child be taken home. In the event of a serious illness or accident parents will be informed by telephone immediately.

## **Medication**

If a child requires prescribed medication during school hours, parents should contact the nurse directly, via the form on the website. Other members of staff are not allowed to give medication to students under any circumstances. The nurse cannot give a child any medication at school without written parental approval.

## **When to keep children at home**

If you feel your child is not well enough to fully participate in all aspects of the school day—including lessons, after-school activities, educational visits, PE, and swimming—we respectfully ask that you keep them at home until they are ready to return.

Parents/guardians must always keep a child at home if the child contracts a contagious disease such as influenza, chicken pox, red eye etc. If this is the case they must also contact the nurse so that other families can be notified and the disease contained.

We understand that deciding whether your child is too unwell for school can be challenging, especially early in the morning when symptoms may not be fully developed. It's not always easy to predict whether they will improve or feel worse as the day progresses.

If your child frequently complains of feeling unwell and often asks to stay home, it may be helpful to consider whether there could be an underlying reason—sometimes children may avoid school for emotional or social reasons. If you are ever unsure or concerned, please don't hesitate to reach out to us. We're here to support both you and your child, and we are happy to help you work through any concerns you may have.

# HOME LEARNING

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We believe in developing the whole child, and we know that creative activities, sports, relaxation, and a good night's sleep are just as important for your child's growth and academic success. At Charter, we aim to find a healthy balance between home learning expectations and giving students the time and space they need to relax, explore their interests, and enjoy family life.

The amount of home learning will gradually increase as students move through the primary years. Class teachers will share the weekly schedule and provide clear instructions. Activities will mainly focus on practising and consolidating key skills learned in class—such as times tables, spelling, and daily reading.

**Years 1 to 3:** Home Learning is usually set via Seesaw

**Years 4 to 6:** Home Learning is usually set via Google Classroom

## **Recommended time spent on a home learning task:**

- Years 1 and 2 10-15 minutes (as well as daily reading)
- Years 3 and 4 15-20 minutes (as well as daily reading)
- Years 5 and 6 20-30 minutes (as well as daily reading)

When home Learning is set, students are expected to complete home learning on time, to the best of their ability.

## **Plagiarism/Academic Honesty**

All learning presented by students should be their own and not that of others. Students should not copy from other students nor should they submit work that has been completed with tutors etc. claiming that it is their own. Data downloaded or copied and pasted from the internet should not be passed off as the student's own for any purpose. It is important they say where the information came from. To not do this is known as plagiarism.

It is vital that teachers get an accurate picture of what a student can and cannot do so that they can give support and guidance on how to improve.

# HOUSE SYSTEM

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Our House System is a much-loved part of school life at Charter, helping to create a strong sense of belonging and community for our students. From a young age, children feel inspired and proud to be part of their House, building friendships across year groups and developing teamwork, leadership, and school spirit.

Through fun challenges, events, and celebrations, the House System encourages students, staff, and even parents to come together in friendly competition. It's also a wonderful way for students to discover new interests, showcase hidden talents, and build confidence—all while feeling part of something special.

There are three different houses named after Thai islands: **Phuket, Lanta and Samet**

**House Allocation** - Every student and member of staff is allocated to one of three houses on entry to the school. Family members are allocated to the same house. We endeavour to keep the houses balanced in terms of total numbers, gender and student ages. In Early Years a student's house allocation is simply used to help organise teams for the two main events of the year – Sports Day and Swimming Gala.

It creates a positive and engaging school culture, as students are motivated to earn points and compete with other Houses. It also promotes a sense of community and belonging, as students work together towards a common goal. House Points also serve as a tool for character development, encouraging positive behaviour, responsibility, and teamwork.

# CLASS MIXING

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At Charter, students are placed into a class and remain with the same group for two years. This allows them to build strong friendships, develop a sense of belonging, and grow together as a team. Classes are then carefully mixed every two years to give children the opportunity to make new connections, work with different peers, and continue developing their social skills in a supportive environment.

# LOST AND FOUND

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All found items are put in the lost and found basket next to the security guards desk at the front of the school. To help avoid losing items, please label all belongings with your child's name.

# EQUAL OPPORTUNITIES

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At Charter International School, we are committed to promoting equal opportunities for all staff and students, regardless of cultural background, religion, gender, or any other differences. We actively challenge stereotypes and encourage every individual to develop a positive self-image while respecting and valuing the identities of others. Any form of prejudice or discrimination is not tolerated within our school community.

All subjects and options within the school's curriculum should be available to all. All students have the right to an appropriate share of their teacher's time and attention and have equitable access to resources and the use of the school grounds.

## INFORMATION TECHNOLOGY

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**Student Contracts:** At the start of each year, students and parents from Year 1 up to Year 13 are required to sign an ICT users agreement. Any violations of this agreement may mean the withdrawal of the student's right to use IT devices in school

**BYOL (Bring Your Own Laptop)** Students from Year 6 upwards are required to bring their own laptop for use in school. This is granted under the rules set down in the ICT users' contract signed at the start of the year. Teachers monitor that the students are only using their laptops for their school-related learning.

## MOBILE PHONES

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For our Primary Years students, mobile phones and similar devices—including smartwatches—are not allowed at school. If a student does bring one, it will be kept safe and returned at the end of the school day.

# PHOTOGRAPHS OF STUDENTS

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In order to keep our students safe online, we ensure that any photographs taken in school are done so in a responsible way:

- Photographs or videos may only be taken for personal use.
- Photographs or videos should only be taken of events such as assemblies, drama, sports and other such school occasions and not of teachers or students outside of these events.
- Never name or tag someone else's child in a picture or social media post.
- We strongly advise against tagging and naming your own child in pictures or other social media posts.
- Parents should only take photos and videos when their child is the main subject of the picture.
- When taking pictures or filming an event parents must be aware of those around them.
- Students may only take photos with the explicit permission of a teacher.

## **Photographs taken by school for publication**

Charter ensures that we have permission to include pictures of our students in our publicity materials. At the start of each school year we ask for your permission to publish pictures of your children involved in school events.

- We will only use the first name of the student in a picture as a basic safeguarding measure
- If a picture contains more than 6 students then it will be considered a picture of a group and the school will not seek permission to publish

Parents have the right to withdraw their permission at any time, and the school will make every reasonable effort to remove any pictures for which permission has been withdrawn.

# PHYSICAL EDUCATION AND SWIMMING

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One of Charter's stated aims is to develop students holistically and we endeavour to teach them to look after their physical, mental and social well-being. Physical Education and swimming are both important and compulsory parts of the curriculum and students are therefore expected to participate in all lessons.

If a child is well enough to attend school, they will be expected to join in these lessons. If your child cannot participate in these lessons for medical reasons, please send a doctor's note. Please ensure that your child comes to school with the appropriate equipment for these lessons.

## PROHIBITED ITEMS

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We expect parents and students to exercise common sense. Just because something is not specifically listed here does not mean it is appropriate to bring it to school.

For example, prohibited items include:

- Alcohol
- Matches, cigarette lighters, firecrackers
- Tobacco - *including e-cigarettes*
- Weapons (guns, knives, catapults etc.) this includes replica weapons
- Drugs and drug related items - *unless medically prescribed in which case they should be given to the nurse immediately on arrival at school*

The following items are also not permitted in school:

- Chewing gum
- Jewellery - *except stud earrings which must be covered in PE activities, and small items of religious significance*
- Mobile phones or 'smart' watches in Primary (see 'Mobile Phones' section).

The school accepts no responsibility for any damage or theft of any of the above items brought to school.

# REWARDS AND CONSEQUENCES

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## **Behaviour for Learning Expectations**

At the start of the year, class and specialist teachers work with students to set clear expectations for behaviour and learning, ensuring everyone understands and feels supported. When challenges arise, we focus on restorative conversations and suitable consequences to help students understand the impact of their choices and to guide them towards positive solutions. When appropriate, parents are kept informed.

## **Rewards**

All classes in Primary award a Star of the Week certificate to deserving students. This is usually linked to our School-wide Learner Outcomes (SLOs). Students can also earn House Points for personifying the SLOs. When a student collects 50 or 100 House Points and so on a certificate is presented to them in an assembly as recognition of their achievement. These certificates are highly valued by the students.

## **Consequences**

In dealing with issues of general inappropriate behaviour, the teacher will endeavour to seek the cause and help the student/s reflect on their behaviour accordingly. In most situations, this is sufficient for the child to learn from their mistake and move on. However, if poor behaviour choices continue and a pattern of low level behaviour forms then a suitable consequence is given and parents will be informed.

For severe forms of misbehaviour (such as stealing, bullying or deliberate vandalism) more immediate action will be taken in consultation with the Head of Primary/Head of School (as appropriate).

# THE CHARTER STUDENT CHARTER

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At Charter we work side by side to fulfil our Mission, Vision and Schoolwide Learner Outcomes. In addition there are other beliefs and tenets that help us to achieve this.

A Charter Student:

- works hard to achieve their full potential and encourages and supports others to do the same.
- takes full advantage of the wide range of opportunities available in school and challenges themselves to broaden their skills and experiences.
- shows the traits of a responsible student by being punctual, prepared for lessons and actively involved in their learning.
- understands that we are all different and unique, and treats all members of the Charter community with respect.
- thinks about how their actions will be seen by, and affect, others and consciously avoid actions that may exclude, harm or upset others.
- respects the school environment, school property and the property of others.
- understands that rules are in place to keep us all safe and respects and follows them.

# SECURITY

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Security guards are on site 24/7 to ensure no unauthorised visitors are allowed to enter the school. All visitors must sign in and pick up a badge at the entry gate identifying them as a visitor. All visitors must sign out and return their badge upon departure. Staff and parents/guardians should wear their Charter photo ID card with them at all times whilst on campus.

Primary students may only leave school premises when collected by a designated adult with a Charter International School ID card. Please ensure you bring your identity card when collecting your child you will be required to show identification. In the event that the identity card is left at home or misplaced, the person collecting the student will have to fill in a release form and produce some photo identification such as a driving license etc. If the person is someone unfamiliar to school staff and the school has not been previously notified by parents, a phone call to the parents will be necessary in order to release the child.

The main gates to the school are closed during school hours.

# SMOKING

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Smoking is not allowed on campus, this rule applies to all students, parents, staff and visitors alike.

# THAI CULTURE & ENVIRONMENT

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The Thai elements of our curriculum hold a very special place in school life. For our Thai students, it's important to stay connected to their own language and cultural heritage. For our non-Thai students, learning about the language and traditions of the country they live in helps deepen their understanding and appreciation of Thai culture.

Throughout the year, we celebrate several important Thai festivals and ceremonies, such as Wai Kru—a day when students show gratitude and respect to their teachers—and Songkran, the joyful Buddhist New Year and water festival held each April. Parents are warmly invited to join us for these events, and on these occasions, you may be encouraged to wear traditional Thai clothing to help make the day even more meaningful and festive.

## TUTORING

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Charter International School does not allow its teachers to enter into any private arrangement to teach students currently enrolled in the school. Teaching assistants are allowed to tutor students registered at Charter, but may not tutor the child in the school campus, or tutor a child from the class(es) where they work.

## UNIFORM

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Wearing the school uniform is an important part of helping our students feel a sense of belonging and pride in being part of the Charter community. Uniforms are compulsory on regular school days, except for designated 'non-uniform' days or special occasions.

All required uniform items are available from our school shop. To help prevent lost items, we kindly ask that all clothing is clearly labelled with your child's name.

School Uniform	PE Kit	Swimming Kit
<ul style="list-style-type: none"> <li>• Blue skirt</li> <li>• Blue short trousers</li> <li>• Blue shirt</li> <li>• Black shoes or mainly black trainers</li> <li>• School hat</li> <li>• Charter school jumper - <i>optional</i></li> </ul>	<ul style="list-style-type: none"> <li>• Charter PE shirt and shorts</li> <li>• Hat - <i>for outside activities</i></li> <li>• Trainers - <i>any colour</i></li> <li>• Water bottle</li> </ul>	<ul style="list-style-type: none"> <li>• Charter swimming suit</li> <li>• Towel</li> <li>• Goggles</li> <li>• Swimming hat - <i>compulsory for long hair</i></li> </ul>

On PE days students can wear their PE kit to school and remain in their kit for the day.

### Jewellery

On health and safety grounds we do not allow students to wear large items of jewellery to school. The exceptions to this rule are ear-ring studs in pierced ears, and small objects of religious significance. We ask the students either to remove these objects during PE and swimming, or to cover them with a plaster.

### Hair

We kindly ask that students with long hair have it tied back or kept away from their face and eyes to help them focus comfortably on their learning. We also appreciate your support in keeping hair accessories simple and avoiding unnatural hair colours, as this helps us maintain a sense of focus and consistency across the school, ensuring that students can concentrate fully on their learning without unnecessary distractions.

We kindly ask all parents to support our school uniform policy. We appreciate your important role in helping children come to school dressed appropriately and prepared for an active and engaging day of learning.

# VISAS

It is the parent's / guardian's responsibility to check with the Thai immigration authorities about the current regulations regarding their child's education and residence status in Thailand. If requested, the school's Government Liaison Officer will help parents / guardians with the preparation of documents related to a student's enrolment in school.

**Please note that parents / guardians are responsible for all expenses related to each child's immigration / visa status in Thailand.**

# TUITION AND FEE

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## **Late Charge**

A penalty will be applied to any late payments. This charge is calculated daily based on a pro-rated rate equivalent to 18% per annum of the annual tuition fee.

## **Damage/Loss Deposit**

This deposit is held to cover any loss of or damage to school property. It will be forfeited if one term's written notice of withdrawal is not provided. If no such losses or damages occur, the deposit will be fully refunded upon the student's official departure from the school.

## **Fee Payment and Enrolment Confirmation**

To confirm continued enrolment for the upcoming academic year, all payments must be completed in accordance with Policy 3.1: Tuition and Fees by the specified deadline. Failure to comply will be considered a decision not to re-enrol, and the school reserves the right to offer the place to another applicant.

# (EXTREME) WEATHER

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At certain times of the year in Thailand it can get very hot. At others the levels of pollution and the air quality are poor. It is neither sensible nor safe to over-exert children under these conditions.

We have an extreme weather policy that limits both the time outside and the types of activities that are appropriate at times of high temperature or poor air quality.

Air Quality is monitored in real time on the school campus and this is checked regularly. If you wish to monitor this yourself, you can do that through this [link](#). In addition, the air conditioning units in all classroom and indoor areas are fitted with 3M Filtrete-Air Cleaning Filters. These remove an even finer level than PM2.5, being able to remove 0.1-micron particles, thus making sure that all air circulated in the classroom is filtered.

# AIR QUALITY INDEX. LEVELS AND GUIDANCE:

Charter uses this [APP IQAir](#) to monitor Air Pollution.

PM2.5 Level ( $\mu\text{g}/\text{m}^3$ )	Category	Measures and Guidelines
0 - 9	Good	<ul style="list-style-type: none"><li>• Normal outdoor activities can proceed without any restrictions</li></ul>
10 - 35	Moderate	<ul style="list-style-type: none"><li>• Normal activities for most students</li><li>• Outdoor activities time is reduced to 15-minute bursts for sensitive groups.</li></ul>
36 - 50	Unhealthy for Sensitive Groups	<ul style="list-style-type: none"><li>• Reduce outdoor activity time for all students to 15-minute bursts</li><li>• Cancel any outdoor activities for sensitive groups.</li></ul>
51 - 90	Unhealthy	<ul style="list-style-type: none"><li>• Limit outdoor activities for all students to a maximum of 15 minutes (KS2 and SEC)</li><li>• Early Years and KS1: Cancel all outdoor activities</li><li>• Sensitive groups stay indoors in air-filtered areas; symptoms are closely monitored</li></ul>
91 +	Very Unhealthy	<ul style="list-style-type: none"><li>• Everyone stay indoors</li></ul>



Scan QR code to open **APP IQAir**

# EXTREME HEAT INDEX. LEVELS AND GUIDANCE:

The following procedures use Heat Index readings, not ambient temperature readings. All temperature and humidity readings are taken directly from the ['WeatherBug' App/Website](#) to check the outside temperature and humidity.

Heat index	School Procedures
< 27	Normal
27-32	<ul style="list-style-type: none"> <li>• The school will provide adequate water supply at all teaching stations.</li> <li>• Students take water bottles to and from areas of learning with reminders to refill</li> <li>• Staff encourage students to apply sunscreen before school, bring their own if needed, and be reminded by staff to use it before outdoor activities.</li> <li>• All EY and Primary students must wear hats for break, lunch, PE lessons.</li> <li>• All athletes and students must bring water bottles to training and PE classes.</li> <li>• Mandatory regular water breaks</li> <li>• Where possible, spend rest periods and direct teaching moments in shade provided around facilities.</li> <li>• Students who wish to take a break should do so at any time</li> <li>• Staff will monitor students carefully when outside.</li> </ul>
33-40	<ul style="list-style-type: none"> <li>• During competitive and training matches, students should be rotated out on a regular basis.</li> <li>• Modify training and/or games to allow for regular hydration and rest.</li> <li>• Staff will be mindful of those students who present a higher risk of suffering from heat-related illnesses and provide these students opportunities to take a less-active part in the lesson.</li> <li>• Staff should brief students of increased heat illness and associated risk.</li> <li>• Students showing signs and symptoms of heat-related illness should withdraw from the activity and be escorted to the nurse.</li> <li>• Mandatory regular water breaks and rest periods.</li> <li>• Lessons take place in shade as much as possible.</li> <li>• Early Years have reduced time outside (no more than 25 minutes) and take time to have a water break</li> </ul>
41-44	<p><b>All actions as per Heat Index Ratings under 41 degrees. Additionally:</b></p> <ul style="list-style-type: none"> <li>• Early Years and Primary: Low intensity (non-energetic) outside activities - play in the shade</li> </ul>
45+	<p>All actions as per Heat Index Ratings under 44 degrees</p> <ul style="list-style-type: none"> <li>• Early Years and Primary: All activities move indoors, including PE lessons, outdoor learning, morning break, lunchtime play and ECAs</li> <li>• All Secondary Students: Outside activities with high physical exertion should be moved to shaded areas or indoors including PE lessons, outdoor learning, morning break, lunchtime play and ECAs. Maximum duration of exposure in this temperature is one hour with a water break every 5 minutes. In shaded areas, water breaks every 15 minutes.</li> </ul>

# CONTACT US

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Ms. Sairung	Primary Librarian	primary_librarian@charter.ac.th

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Ms. Mint	Receptionist/School Secretary	0	receptionist@charter.ac.th
Mr. Joey	Network Manager	165	it_support@charter.ac.th
Mr. Bank	IT Support Officer	165	it_officer@charter.ac.th
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**School phone:** 02-726 8283-4

**Reception:** 085-376-0006

**Finance department:** 084-6967450

**Admissions:** 063-082 1098

# RAISING CONCERNS AND COMPLAINTS

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At Charter International School, we are committed to providing high-quality education in a safe and supportive environment. We value open communication with families and welcome feedback that helps us continue to improve.

If you have a concern or complaint, we encourage you to raise it as early as possible. Most issues can be resolved informally by speaking with your child's teacher or the relevant staff member.

If the matter remains unresolved or is more serious, you may submit a written complaint to the Head of Primary or Head of Secondary. The school will investigate and respond in a timely and respectful manner.

In cases involving serious concerns (such as mistreatment, discrimination, or unresolved issues), complaints may be escalated to the Head of School. If the issue is not resolved after all internal school channels have been followed, it may then be referred to the School Board.

Our full Complaint Policy is available upon request and includes clear procedures for each stage. All complaints are handled confidentially and in the best interests of the student.

We are here to listen, support, and work together with you for the success and well-being of every child.