



SECONDARY SCHOOL **PARENT & LEARNER**

INFORMATION HANDBOOK **2025 - 2026**



OUR MISSION

BUILDING AN EMPOWERING, LEARNING-FOCUSED COMMUNITY

THE NEXUS WAY

INCLUSION

Nexus learners develop a strong understanding of themselves and a true empathy for others. They benefit from a world-class, learner-centred education that empowers them to discover their passions and achieve personal excellence.

MINDSETS

Nexus learners demonstrate an open and creative mindset that encourages deep inquiry and critical thinking. By investigating concepts, learners develop a growing understanding that enables them to explore interconnected ideas.

INNOVATION

Nexus learners are challenged through authentic, technology-rich and transformative learning experiences. Our innovative learning environments, together with our dynamic approaches to learning, put us at the forefront of global educational practices.

RELATIONSHIPS

Nexus learners thrive through effective learning-focused relationships in an ambitious and collaborative community. A restorative culture of respect and high expectations drives all that we do.



OUR CORE VALUES

being dedicated to a culture of **RESPECTING** and caring for each other
 openness in **EXCELLENCE**
 acting with **COMMUNICATION**
 being **INTEGRITY**
 creating **PASSIONATE** in what we do
 creating **ENJOYABLE** environments

OUR VISION

To **educate the youth of the world** to take their productive place as **leaders in the global community**.



Member of Taylor's Education Group



Foreword

This handbook has been compiled by the school to provide learners and parents with clear information on all aspects of life at the school. There are many important areas addressed here and we therefore urge all parents to read the handbook carefully. Please make every effort to share relevant details with your child.

Welcome Message from the Head of Secondary

Dear Parents and Learners

Thank you for choosing Nexus International School (Singapore). We welcome you to our community and hope this is the start of a long-lasting partnership that supports your child to take an active role in their learning and productive role in the community enabling them to lead in global society in the future.

Nexus is not a selective school. We value learners' talents in academics and different fields and we track individual progress and have strong records of adding value to learners. We look to develop motivated, critical thinkers and collaborators who can apply knowledge to novel situations as the changing world demands. Nexus graduates will not just apply for jobs they will create jobs!

We hope this handbook helps you understand more about the Nexus environment and how we will support your child's journey with us both academically and developmentally. Secondary learners become more independent as they move up through the school and our aim is to help them have a strong sense of identity and self-worth and be happy and successful.

It is well documented that children learn best when their parents are both interested and involved in their school life. At Nexus, we acknowledge the importance of close parent – teacher – learner links and encourage you as parents to be involved completely in the education of your child. This handbook has been written to assist with this and make clear the systems, procedures and expectations of the school. Please read the guide carefully and contribute to your child's success. Please do let us know if there are questions you have that are not answered by this handbook as we are always seeking to improve our communication.

It is my privilege to lead a team of hardworking professional teachers who are using the latest pedagogies and technologies to help your child to learn most effectively. As adults we are always learning and today with metadata studies and neuroscience informing how we learn we are better informed than ever. It is an exciting time to be educating humanity for the future and we are grateful to have you with us.

Best wishes,



Dr Heather Millington

Head of Secondary

millington.h@nexus.edu.sg

Table of Contents

Term Dates 2025 - 2026	7
Management Structure	8
YEAR LEADERS	8
SECONDARY LEARNING AREA LEADERS	9
SECONDARY SENIOR LEADERSHIP TEAM	9
The School Day and Routines - Sample Timetable	10
GETTING TO SCHOOL	10
BREAK AND LUNCH	11
HAZE OR ADVERSE WEATHER	11
COLLECTION	11
PICK UP BY SCHOOL REQUEST	11
AFTER-SCHOOL ACTIVITIES	12
Attendance and Punctuality	12
TAKING CHILDREN OUT OF SCHOOL	13
PUNCTUALITY	13
ATTENDANCE AND EXAMINATION ENTRY	13
Getting Ready For School	13
TIMETABLE	13
1:1 APPLE DEVICE SCHEME	14
USE OF COMPUTERS, TABLETS AND MOBILE PHONES	14
UNIFORM AND APPEARANCE	14
PHE AND SWIMMING LESSONS	15
HOUSE SYSTEM	15
VALUABLES	15
Curriculum	15
SECONDARY SCHOOL CURRICULUM	15
YEARS SEVEN, EIGHT AND NINE	16
FOUNDATION PROGRAMME - TIER 4	17
YEARS TEN AND ELEVEN	18
YEARS TWELVE AND THIRTEEN	19
POINTS TO NOTE ON THE CONDITIONS FOR DIPLOMA AWARDS	21
TEXTBOOKS	21
Learning Support (LS) and English as an Additional Language (EAL)	22
WHAT IS OUR COMMITMENT TO INCLUSIVE LEARNING?	22
HOW DO WE PROVIDE COLLABORATIVE SUPPORT?	22
HOW DO I SEEK SUPPORT FOR MY CHILD?	23
ENGAGEMENT WITH LEARNING	23
Assessment and Reporting	23
LIVE FEEDBACK AND REPORTS	24
OVERVIEW OF SECONDARY REPORTING	25
LEARNING CONFERENCES	25
Home Learning in the Secondary School	25
Learning Resource Hub	28

LOST LIBRARY BOOKS	28
Pastoral Care and Guidance	29
SAFEGUARDING	29
TUTOR GROUPS	29
YEAR LEADERS	30
ASSEMBLIES	30
UNIVERSITY AND CAREERS GUIDANCE	30
COUNSELLING SERVICES	30
GUARDIANSHIP COORDINATOR	31
Learner leadership	31
Communication and general guidance	31
COMMUNICATION PROTOCOLS	32
NEWSLETTERS	32
SCHOOL WEBSITE	33
PARENT WORKSHOPS	33
PARENTS / GUARDIANS OUT OF SINGAPORE	33
DATA STORAGE AND PRIVACY	33
CHANGE OF ADDRESS AND OTHER PERSONAL DETAILS	33
NEXUS COMMUNITY GROUP (NCG)	33
REFERENCE REQUESTS	34
LOST PROPERTY	34
BIRTHDAYS	34
PETS	34
PARKING	34
DAY TRIPS	34
COMPULSORY RESIDENTIALS	35
PHOTOGRAPHS	35
YEARBOOK	35
Guidelines for Learners	35
LEARNER CODE OF CONDUCT	35
Health and Safety	39
EVACUATION PROCEDURES	39
SECURITY	39
IDENTIFICATION CARDS	39
SMOKING	39
Medical Matters	39
INFECTION CONTROL GUIDELINES	39
BREAKING THE CHAIN OF INFECTION	40
BUG-BUSTING FOR HEAD LICE	41
MEDICATION	41
The Governance and Management of the School	42
Accreditation and Compliance	43
ACCREDITATIONS	43
VISAS	43
FEE PROTECTION SCHEME (FPS)	43

MEDICAL INSURANCE	44
REFUND POLICY AND WITHDRAWAL POLICY	44
PERSONAL DATA PROTECTION POLICY	44
Management of Feedback, Compliments, Complaints and Grievance	44
WHISTLEBLOWER POLICY	45

Term Dates 2025 - 2026

Term 1	Monday, 11 August 2025 to Friday, 10 October 2025
Term Break	Monday, 13 October 2025 to Friday, 24 October 2025
Public Holidays	Deepavali [#] : Monday, 20 October 2025
School Closure	Staff Professional Learning Day: Monday, 27 October 2025
Term 2	Tuesday, 28 October 2025 to 19 December 2025
Term Break	Monday, 22 December 2025 to Friday, 09 January 2026
	Christmas: Thursday, 25 December 2025
	New Year's Day: Thursday, 01 January 2026
School Closure	Staff Professional Learning Day: Monday, 12 January 2026
Term 3	Tuesday, 13 January 2026 to Friday, 27 March 2026
Term break	Monday, 30 March 2026 to Friday, 10 April 2026
Public Holidays	Lunar New Year: Tuesday, 17 February to Wednesday, 18 February 2026
	Hari Raya Puasa: Friday, 20 March 2026
	Good Friday: Friday, 03 April 2026
School Closure	School Holiday: Monday, 16 February to Friday, 20 February 2026
Term 4	Monday, 13 April 2026 to Friday, 19 June 2026
Term Break	Monday, 22 June 2026 to Friday, 07 August 2026
Public Holidays	Labour Day: Friday, 01 May 2026
	Hari Raya Haji: Wednesday, 27 May 2026
	Vesak Day: Monday, 01 June 2026

[#] Deepavali subject to change depending on Hindu Almanac

School Year and Public Holidays

Regular calendar updates are published in the Newsletter and on the school website. Event details are as accurate as possible but please note that on occasion there may be some adjustments, so please review important dates regularly. We encourage families to come to school and support their children in their various activities.

The [Events Calendar](#) can be found on the Parent Zone of the school website.

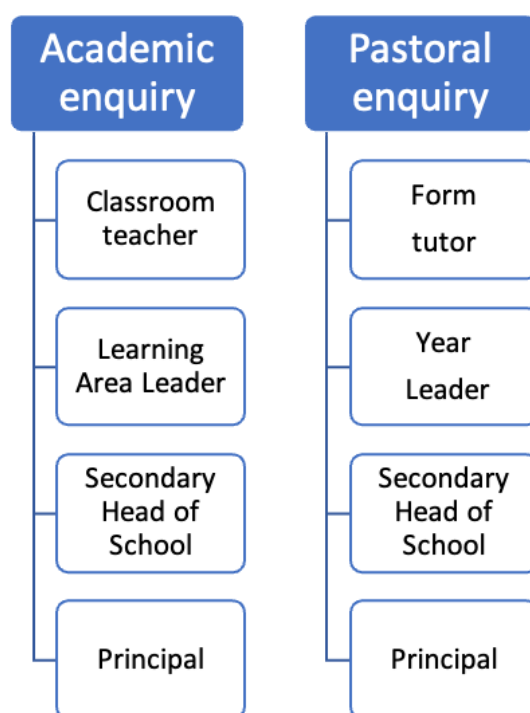
Management Structure

The Principal, Head of Secondary and Deputy Heads of School manage the Secondary School.

Learning Area Leaders have responsibility for curriculum subject areas.

Year Leaders are responsible for all children in their part of the school.

In most situations, the initial point of contact for parents and learners for subject or academic inquiries should be the learner's subject teacher. Pastoral or wellbeing inquiries should be directed to the Form Tutor in the first instance. Should questions remain after initial inquiries, parents and learners are invited to follow the contact chain shown below. Please refer to "Communication Protocols".



YEAR LEADERS

Sarah Baldock	Year 7 Leader	baldock.s@nexus.edu.sg
Steven Williams	Year 8 Leader	williams.s@nexus.edu.sg
Frank Carter	Year 9 Leader	carter.f@nexus.edu.sg
Henry Le Jeune	Year 10 Leader	lejeune.h@nexus.edu.sg
Nicola Harte	Year 11 Leader	harte.n@nexus.edu.sg
Graeme Massey	Year 12 Leader	massey.g@nexus.edu.sg
Jim Bevan	Year 13 Leader	bevan.j@nexus.edu.sg

SECONDARY LEARNING AREA LEADERS

Learning Area	Learning Area Leader	Email
Art	Shannon Herpes	herpes.s@nexus.edu.sg
English as an Additional Language	Sarah Quezada	quezada.s@nexus.edu.sg
Business and Economics	Alec Armstrong	armstrong.a@nexus.edu.sg
Chinese	Darcy Duan	duan.d@nexus.edu.sg
Computer Science	Hemangi Ahire	ahire.h@nexus.edu.sg
Design	Kerry Hacking	hacking.k@nexus.edu.sg
Drama	Kim Bennett	bennett.k@nexus.edu.sg
English	Kate Ellicott	ellicott.k@nexus.edu.sg
European Languages	Julien Menet	menet.j@nexus.edu.sg
Individuals and Societies (History, Geography, Global Perspectives)	Elise Piercy	piercy.e@nexus.edu.sg
Mathematics	James Cairns	cairns.j@nexus.edu.sg
Music	Clare Lambert	lambert.c@nexus.edu.sg
Physical and Health Education	Lauren Fallows	fallows.l@nexus.edu.sg
Science	Chanelle Parker	parker.c@nexus.edu.sg

SECONDARY SENIOR LEADERSHIP TEAM

Dr. Heather Millington	Head of Secondary School	millington.h@nexus.edu.sg
Duncan Shiel	Deputy Head of Secondary School	shiel.d@nexus.edu.sg
Stephanie Hughes	Deputy Head of Secondary School	hughes.s@nexus.edu.sg
Kate Ellicott	Assistant Head of Secondary (Teaching & Learning)	ellicott.k@nexus.edu.sg

The School Day and Routines - Sample Timetable

Secondary			
		Monday-Thursday	Friday
M O R N I N G	08:00 - 08:20	Arrival	
	08:20 - 08:40	Reflection Time	
	08:40 - 09:40	Science	Music
	09:40 - 09:45	Movement	
	09:45 - 10:45	Maths	English
	10:45 - 11:15	Break	Break
	11:15 - 12:15	Humanities	LOTE
A F T E R N O O N	12:15 - 12:20	Movement	
	12:20 - 01:20	LOTE	Science
	01:20 - 01:50	Lunch	Lunch
	01:50 - 02:20		PHSE
	02:20 - 03:20	Art	02:20 - Dismissal
		03:20 - Dismissal	

GETTING TO SCHOOL

Buses are provided by an [external provider](#) and learners must be registered in advance. Buses will pick up and drop off at the designated pick up points at the times stated and parents are required to ensure that they are on time. Bus drivers are not normally permitted to wait beyond the scheduled departure time as this can result in other learners being late to school.

Alternatively, learners can make their own way if parents / guardians agree. The nearest MRT stations are Aljunied and Mattar. Many public buses come nearer to the school and are more convenient.

The campus officially opens at 8.00am. Learners are welcome to participate in supervised activities before school and IBDP learners may enter the common room from 7.40am.

MORNING ARRIVAL

- Learners are expected to arrive at school for 8.00am.
- Learners make their way to Learning Hubs once on campus.
- Learners should not enter the classroom unless the teacher is there.
- Tutor time starts promptly at 8.20am
- Registers are taken by 8.30am. An automatic SMS message will be sent to parents and guardians of learners whose absence is unexplained by 9.30 am
- Learners arriving after 8.20am are deemed to be late and should register at Learner Services

BREAK AND LUNCH

Secondary learners can eat in the cafeteria, Eco cafe or in designated outdoor areas only. They may play in designated outdoor areas. The Learning Resource Hub is available for quiet study. Learners may then use the same recreation spaces as at morning break but they may also play in the Sports Hall when available to their year.

Nexus International School (Singapore) aims to be a healthy eating school and we ask that parents help us to achieve this. The cafeteria is run by an external provider. Learners can bring a snack from home, or buy one from the cafeteria. IBDP learners may also use the Eco cafe. Snacks should ideally consist of a variety of fruits and vegetables. Items such as chocolate, biscuits, crisps and cakes should be discouraged as everyday snacks. Chewing gum and bubble gum are not allowed at school. We also request that learners do not bring in sweets or candy either. Learners are monitored in the cafeteria and the Eco cafe and are expected to sit whilst they are eating and behave appropriately. They are also expected to tidy up after themselves.

Water is available all the time and learners can fill up their water bottles from our filtered fountains.

HAZE OR ADVERSE WEATHER

In Singapore, a haze may descend as a result of crop burning. When this or adverse weather occurs, arrangements are made to open up air-conditioned spaces such as the MPH for break or lunch.

COLLECTION

Learners should make their way home promptly at 3.20pm on Monday to Thursday and at 2:20pm on Friday if not participating in an after-school activity. Please make sure the bus companies have been informed of any changes of plans so as not to delay transportation.

PICK UP BY SCHOOL REQUEST

Parents/guardians may sometimes be asked by the school to collect their child if there are concerns. This is to ensure the child returns home safely and requires adult supervision to do so.

AFTER-SCHOOL ACTIVITIES

A range of co-curricular activities are on offer most afternoons from 3.30pm to 4.25pm. Nexus International School (Singapore) staff, parents and other members of the community run the activities, which are designed to support the holistic development of our learners. Activities may change by season. [Information on current after-school activities](#) is distributed separately from this handbook each term.

If you are interested in offering an activity we would love to hear from you.

Learners attending after-school activities must exit the campus promptly after their conclusion.

Attendance and Punctuality

The teaching days are full and intensive and provide essential learning opportunities. It is therefore important for attendance to be as near to 100% as possible. We ask for your support in achieving this. We reserve the right to withhold future contracts or withdraw student passes in cases where attendance is poor. Anything less than 90% is considered poor attendance and we ask that you do not take learners on holiday during term time.

Should your child/ward be unable to attend classes please phone or email (absence@nexus.edu.sg) to let us know that they will be absent. Student Pass holders need to explain all absences and must provide documentation. Please send a medical certificate for medical absences. Any physical documentation should be submitted to Learner Services.

While we understand that for some absences due to illness, a medical certificate obtained through online consultation is preferable, there are circumstances in which the learner must attend an in-person consultation. This includes absences:

- From a formal assessment. The certificate must explicitly state that the learner is unfit to complete the assessment or examination (including trial examinations)
- From a school trip
- In the days immediately preceding and following a school holiday
- When a learner has an absence rate greater than 5%

All medical certificates (MCs) must be delivered either electronically or in hard copy directly to Learner Service by the parents or guardians.

If your child is ill you must keep them at home. A child with a high temperature, diarrhoea or sickness should not be at school.

At Nexus International School (Singapore) we teach until the very end of term. It is in your son or daughter's interest to complete each term.

Learners who are holding a Student's Pass issued by the Immigration and Checkpoints Authority (ICA) must have their attendance reported to ICA by the school, if their class attendance falls under 90% every month. Student Pass holders must ensure there are no more than 7 days consecutive absence.

Please note external examinations for Year Eleven and Year Thirteen cannot be changed by the school. These examinations sometimes occur on public holidays or in the school holidays so please check the examination schedule before booking travel or activities.

TAKING CHILDREN OUT OF SCHOOL

Parents may need to request leave for their children for a variety of reasons. These might include medical appointments, bereavement, competitions, visa or passport-related appointments and significant family occasions. The school grants most reasonable requests provided the [Learner Leave Application Form](#) has been submitted **at least three days** in advance. If you wish to take your children out of school during the day we must receive advance notice so that we can make security aware. In the interest of safeguarding, Security will not allow you or another person to take your child off site during the day if they have not been informed.

PUNCTUALITY

Arriving on time to school is essential for learners, many universities and references ask for this. The day begins at 8.20am so the ideal time to arrive is between 8.00am and 8.10am. Learners arriving after 8.20am will be marked as late. Please help your child to be on time. After 8.20am entrance to the school can only be made through the guardhouse entrance. Late learners should register at Learner Services. An SMS message will be sent to parents and guardians of learners whose absence is unexplained at 9.30 am

ATTENDANCE AND EXAMINATION ENTRY

If over the duration of a two year IGCSE or IBDP course attendance drops below 80% it may be deemed by the curriculum coordinator and school leadership team that the learner has not completed enough of the course to be entered for the final examination. For each course we offer there are required hours of instruction and attendance below 80% would mean a learner has not met these hours. In those cases it may be deemed inappropriate to enter the learner. The importance of attendance is also stated in the school terms and conditions.

The school will issue termly notices to learners who fall below this threshold and attendance to date will also be published on termly reports. If parents are concerned about low attendance they are encouraged to discuss the matter with the tutor or the relevant Head of Year as soon as possible.

Getting Ready For School

TIMETABLE

All learners are given a timetable showing subjects, times and rooms. This can be seen online and secondary learners should become increasingly responsible for their own organisation. The timetable is also pushed through to Google Calendars for convenience.

1:1 APPLE DEVICE SCHEME

All learners in Years 7 to 13 are expected to have their own Apple device containing school-developed image and software. Please refer to the [Approved Device List](#) and [IT Use Code of Conduct](#) for further information. Devices need to be set up by our IT team before learners start school. Learners should ensure they charge their device before school and carry their charger with them in school in case it is needed.

USE OF COMPUTERS, TABLETS AND MOBILE PHONES

Learners make good use of their Apple Devices in lessons and we expect them to use break and lunchtime to eat and socialise. Therefore use of IT devices is not permitted in school (including the cafeteria and L6 terrace) at snack time and lunchtime. Learners wishing to work can go to the Learning Resource Hub.

Children should not need to use mobile phones whilst at school and parents must appreciate that learners cannot communicate with them during lessons. Wifi in school is readily available and there is no need for learners to use phone data to connect to the internet. We provide cyber security on our network and ask that learners use our wifi for this reason. If a parent sends in a phone for any reason then it is the responsibility of the learner and the school will not be responsible for the loss or damage of mobile phones in the school. Teachers may confiscate mobile phones that are being used inappropriately. These will be passed to Learner Services for collection at the end of the day.

Devices are for learning and we recommend that parents check what learners are accessing at regular intervals. There is a lot of useful information for parents supporting their children with technology [here](#). Secondary learners need to take responsibility for themselves and their learning and they should make a point of checking Canvas and their emails regularly.

UNIFORM AND APPEARANCE

Learners should remember they represent themselves and the school when wearing the uniform. The uniform is simple and easy to maintain and should be worn correctly at all times unless otherwise indicated. All clothing should be clearly named. The uniform is available to purchase from [our suppliers](#) (details available from Learner Services). Each learner should have the following:

- School polo shirt and trousers or shorts for boys. (The beige shorts should no longer be worn).
- School polo shirt and trousers or culottes for girls. (The beige shorts/skorts should no longer be worn).
- Appropriate closed-toe outdoor footwear. The school cannot accept responsibility for any injuries caused by the use of inappropriate footwear. For example Crocs and slippers/sliders are not appropriate for school.
- Sun hats are optional but we advise learners to wear a hat when out in the sun.
- House T-shirt is required for House events
- Facial jewellery such as nose rings and eyebrow piercings are not permitted, all other jewellery should be discreet and safe for a school environment.
- Any existing tattoos should be covered up at school. 18 is the minimum age for tattooing in Singapore.

- A Nexus Hoodie (other events hoodies are not permitted as uniform but may be worn in the club or activity the learner is involved in).
- Makeup and nail polish should be kept to a minimum

Learners should dress modestly and appropriately for the school environment on non-uniform or dress up days. It is parents and guardians responsibility to check learners are suitably dressed.

PHE AND SWIMMING LESSONS

PHE lessons are part of your child's curriculum from Years 7 to 11; although not assessed in Year 10 and 11, lessons contribute to a well rounded, healthy lifestyle and we expect all learners to take part.

For PHE, learners should wear the full PHE kit with appropriate running shoes. For hygiene reasons learners should change at school before and after their lessons. Learners should remove jewellery, bring a water bottle and wear a hat and sunscreen if outside. The school has no responsibility for safekeeping valuables.

Swimming is part of the core curriculum for Years 7 to 9 and all learners are expected to participate. Swimming lessons are taught and supervised by trained staff. A swimming cap should be worn for all learners. Learners should wear a 'sun safe' swimming costume and bring a towel.

A Medical Certificate (MC) is required for any medical/injury excusals from lessons and an email/note from a parent or guardian is required to explain other absences e.g. menstruation during swimming units. By following the mantra of 'sick or fit bring your kit', we can often find a non-physical role for a learner such as coach, referee or providing feedback that allows them to take part.

HOUSE SYSTEM

All learners are allocated to a House. They will stay in the same House during their time at the school. Siblings are usually placed in the same House. The Houses will be the organizing entity for whole-school initiatives and events including competitive events such as sports day and swim fest.

VALUABLES

Learners are discouraged from bringing valuables to school. This includes cash, electronic devices (except their iPad or laptop) and jewellery. The school has no responsibility for safekeeping valuables.

Curriculum

SECONDARY SCHOOL CURRICULUM

The Nexus International School (Singapore) mission, vision and values provide a foundation for the curriculum. All learners at Nexus experience a broad and balanced curriculum. NISS core values and the IB learner profile are embedded across the whole Secondary School.

Year 7	Year 8	Year 9	Year 10 & 11	Year 12 & 13
MYP	MYP	MYP	IGCSE	IBDP
Foundation Programme	Foundation Programme			

YEARS SEVEN, EIGHT AND NINE

Nexus learners study a three year International Baccalaureate Middle Years Programme (MYP). Teaching and learning in the MYP is framed by inquiry, action and reflection. Or more simply asking, doing and thinking. Each topic is concept-driven and set within a global context. Specific curriculum booklets and policies are in the Parent Zone of the school website under Secondary downloads.

The MYP framework has 8 equally weighted subject groups and learners are given equal time for each of the groups in the timetable.

Subject group	Subjects taught at Nexus
Arts	Visual Art, Drama, Music
Design	Design and Technology
Individuals and Societies	History and Geography
Language Acquisition	Spanish, French or Mandarin
Language and Literature	English or Mandarin
Mathematics	Mathematics
Physical and Health Education	Physical and Health Education
Sciences	Science

Each subject group has its own assessment criteria and achievements are shared through live reporting in Canvas (the learning platform). Summary reports are available twice a year to show progress in each subject against a CAT 4 predicted grade that is unique to your child.

Learners will finish the MYP in Year 9 with the Community Project.

The Community Project is completed over an extended period of time and is a significant piece of self-directed inquiry, driven by the learners' own interests and creativity. It is an opportunity to consolidate and celebrate learning. During the project, learners are expected to demonstrate learning by:

- Investigating

- Planning
- Taking action
- Reflecting

The project should be a sustained inquiry into a need within the community. Learners will need to communicate effectively in a variety of situations and demonstrate responsible action. The final outcome will be in the form of a presentation and exhibition. The Community Project is assessed using criteria prescribed by the International Baccalaureate Organisation (IBO). These criteria cover Investigating, Planning, Taking Action and Reflecting. Each criterion is marked out of 8, with 8 showing the student has achieved the highest level. A supervising teacher is appointed to each learner completing the Community Project. The supervising teacher provides guidance and feedback on the process and completion of the project and ensures the project is safe to carry out. Supervising teachers will carry out standardisation exercises to ensure projects and learners are assessed fairly. Marks will be shared with learners.

Our interactive and collaborative approach to teaching allows our learners to become intellectually curious and fulfil the IBO Learner Profile in an academically rigorous context.

For more information on the MYP look [here](#)

FOUNDATION PROGRAMME - TIER 4

The Foundation Programme is an immersive English programme for learners who are starting to learn English. It focuses on the Academic and Social language needed for the learners to be successfully integrated into the mainstream. The programme includes different subjects and learners move between specialist teachers.

MYP Tier 4 (Foundation programme)

29% in mainstream

Immersive English taught by EAL			Discrete	Mainstream		
English	Science	I&S	PHE	Maths	Arts	Tutor / PSHE
20 hours	6 hours	5 hours	4 hours	6 hours	6 hours	2 hours

For more information on the Foundation Programme, please refer to the Foundation Programme Curriculum booklet available on the [Parent Zone](#) on our website.

For learners who are still learning English but are not beginners we offer two further tiers of support with the aim of moving learners through the programme into mainstream.

MYP Tier 3 (Intensive English programme)

63% in mainstream

Intensive English taught by EAL			Mainstream					
English	LOTE	I&S	PHE	Maths	Science	Design	Arts	Tutor / PSHE
iEn	ELA	il&S	6 hours	6 hours	6 hours	5 hours	6 hours	2 hours
6 hours	6 hours	6 hours						

MYP Tier 2 (Additional English programme)

88% in mainstream

Intensive English taught by EAL	Mainstream							
LOTE	English	I&S	PHE	Maths	Science	Design	Arts	Tutor / PSHE
ELA	6 hours	6 hours	6 hours	6 hours	6 hours	5 hours	6 hours	2 hours
6 hours								

Please contact our Learning Area Leader for EAL if you have any queries

.....
 Sarah Quezada

.....
 Learning Area Leader - EAL

.....
quezada.s@nexus.edu.sg

YEARS TEN AND ELEVEN

Year 10 & 11 learners study a two year programme to gain International General Certificates in Secondary Education (IGCSE). Learners need a good command of written and spoken English to be successful in IGCSE. The IGCSE programmes are externally assessed at the end of the two years and lead to qualifications in individual subjects. Final exams are taken in May and June of Year 11 and any coursework components are usually submitted by March of the examination year. Nexus offers IGCSEs through Cambridge Assessment International Education (CAIE) and Edexcel. Exam dates are set by the awarding bodies and cannot be changed by the school. Please note these may fall on public holidays or during school holidays in June.

A good set of IGCSE qualifications support learners going to universities or colleges as they provide evidence of academic performance that has been externally validated. Nexus has a flexible approach to the number of IGCSEs taken. It is far better to take less and achieve good grades than to do many and achieve average grades.

Nexus recommends most learners take five core subjects and three electives. However, we recognise our learners as individuals and are always willing to work with learners and families to offer the most suitable programme for the individual. We will support elite athletes by matching their curriculum needs to their training needs.

Core subjects				
Mathematics	English	Science	Language Acquisition (Chinese, French, Spanish)	Global Perspectives

In addition to the core subjects, learners can select three further subjects from Art, Business Studies, Computer Science, Design, Drama, Economics, Geography, History, Music, Physical Education, Further Pure Maths and Triple Science. Learners will also have non-examined lessons to support their physical and social and emotional wellbeing. Learners are taught by subject specialists in small classes in modern facilities. Where possible the curriculum is enriched by involving external speakers and off-campus visits. In addition to this, we offer selected learners space in our Bilingual and Multilingual programme to support their academic English skills.

CAIE and Edexcel are equal in standing and use different grading systems for IGCSE:

CAIE	A*	A	B	C	D	E	F	G	U	
EdExcel	9	8	7	6	5	4	3	2	1	U

Grades of 4 or C and above are considered passes and learners should aim for a minimum of five passes to continue on to the next level of study. For more information on IGCSE please look [here](#).

For learners who need support to build their academic English we offer the following support programme.

IGCSE Tier 3 (Intensive English programme)

70% in mainstream

Intensive English taught by EAL in place of options			Mainstream						
IELTS	English for academic purposes	English for academic purposes	English	Global Perspectives	Maths	Science	LOTE	PHE	Tutor / PSHE
5 hours	5 hours	5 hours	7 hours	4 hours	5 hours	9 hours	5 hours	2 hours	2 hours

The aim of this programme is to prepare learners for IBDP and to be able to write a 4000 word extended essay. Please note that the IELTS qualification is recognised by many universities and a pass of 6 or more shows a language level proficiency suitable for tertiary study.

YEARS TWELVE AND THIRTEEN

The International Baccalaureate Diploma Programme (IBDP) is one of the world's leading pre-university programmes. It is recognised by top universities around the world for its academic rigour and its development of the competencies and mindsets needed to be successful. Learners

must have a very good command of written and spoken English to be successful in the IBDP at Nexus.

Nexus Learners study towards either the full International Baccalaureate Diploma Programme (IBDP) or take parts of the programme as Diploma Courses. Learners are taught by subject specialists and IBDP classes are capped at 16. These small classes enable learners to achieve academic success in a supportive and nurturing learning environment. Teachers are experienced professionals who participate in IBO training and in some cases examine and lead teams in their subjects. Nexus graduates have been supported to achieve the maximum 45 points and to gain places in Ivy League or equivalent universities.

The IB Diploma consists of six curriculum subjects and three core subjects (Theory of Knowledge, Extended Essay and Creativity, Activity, Service). The curriculum subjects are split into six groups – in general terms learners must take one subject from each of the first five groups and one additional subject from group six or elsewhere. There are some exceptions to this and these are shown below. Most subjects are offered at Higher Level (HL) and Standard Level (SL). Learners must choose three HL and three SL subjects. All learners take the three core subjects.

Group 1	Group 2	Group 3
Chinese A Language & Literature HL / SL English A Language & Literature HL/ SL School supported self-taught Language & Literature SL	Chinese B HL / SL English B HL / SL French B HL / SL Spanish B HL / SL Spanish ab initio SL	Business Management HL / SL Economics HL / SL Environmental Systems & Societies SL Geography HL / SL History HL / SL Psychology HL / SL
Group 4	Group 5	Group 6
Biology HL / SL Chemistry HL / SL Computer Science HL / SL Environmental Systems & Societies HL / SL Physics HL / SL Sports Exercise Health Science HL / SL	Mathematics Analysis and Approaches HL / SL Mathematics Analysis and Interpretations SL	Music HL / SL Theatre Arts HL / SL Visual Arts HL / SL

* Environmental Systems and Societies is a cross-disciplinary subject which means if you choose this subject it meets the requirements of both a Group Three and a Group Four subject in one choice.

For an overview of the IBDP please look [here](#).

Over two years, IBDP learners study six subjects from different subject groups, with the following core components:

Theory Of Knowledge (TOK)

Through an exhibition and essay, learners are tested on their critical thinking; learners must support, analyse and critique a theory, discussing how it translates to the real world.

The Extended Essay (EE)

Learners produce a 4,000 word independent research piece on a topic of their choice; preparing them well for practical undergraduate research. Each Nexus learner is supported by an individual supervisor throughout the process with regular reflection points being a mandatory part of the process.

Creativity, Activity, Service (CAS)

Learners go beyond the classroom to grow mentally, socially, and creatively. CAS aims to encourage learners to show initiative, demonstrate skills such as collaboration, problem-solving and decision making, preparing them for life beyond education by encouraging them to reflect and learn about themselves as they step outside their comfort zone and try new things. At Nexus we give learners a choice of three different trips in Year 12 to support the CAS journey. Learners must meet the CAS requirements to be awarded a diploma.

Please contact our IBDP Coordinator if you have any queries

Vicky Holdcroft

IBDP Coordinator

holdcroft.v@nexus.edu.sg

We are always willing to work with learners and families to offer the most suitable programme for the individual. We support elite athletes by matching their curriculum needs to their training needs and can offer a three year Diploma Programme to those who need it.

The whole school follows the philosophy of the International Baccalaureate Learner Profile and Approaches to Learning and the spirit of IB is developed from PYP and throughout Years 7 to 13.

POINTS TO NOTE ON THE CONDITIONS FOR DIPLOMA AWARDS

For candidates to be awarded a diploma by the IB they:

- Cannot score grade 1 in any subject
- Must meet the CAS requirements
- Must attain better than an E for their TOK and Extended Essay.
- Cannot score more than two grade 2 in any subjects
- Must score 12 or more in their three higher level subjects
- Must score 9 or more in their three standard level subjects
- Must score at least 24 points out of the possible 45

TEXTBOOKS

Teachers will draw on a variety of resources when teaching a course in Years 7 to 9. There are no prescribed textbooks: if required, a text will be supplied by the school. Examined courses in Y10 and above do have textbooks. Textbooks at IGCSE and IB can provide extra detail and examples around the learning which help to reinforce the concepts being studied. Guidance around the textbooks needed will be shared in advance. Please note courses taught do change and the textbooks required are updated accordingly each year to reflect this.

Learning Support (LS) and English as an Additional Language (EAL)

WHAT IS OUR COMMITMENT TO INCLUSIVE LEARNING?

At Nexus International School (Singapore), we're committed to creating an inclusive and empowering learning environment where every learner can thrive. We achieve this through our Multi-tiered System of Support (MTSS), which offers equitable opportunities and personalised assistance. We use a data-driven process, including assessments and classroom performance, to determine tier placements, reviewing and adjusting them each semester to ensure support always matches our learners' evolving needs and progress.

WHAT ARE OUR SUPPORT TIERS FOR LEARNERS?

At Nexus, we categorise support into different "Tiers" for learners with identified needs / Special Educational Needs (SEN). These tiers help us provide the right level of collaborative support to ensure every learner thrives. We review each learner's tier placement regularly to ensure they are always receiving the most appropriate and effective support for their evolving needs.

- **Tier 1 Learners:** These are learners whose individual learning needs can mostly be met by their regular classroom teachers, often with a little guidance from our inclusion team. This tier also includes learners who might have potential individual learning needs that have not yet been fully assessed, or those with additional English language needs that can be accommodated in their mainstream classes.
- **Tier 2 Learners:** For these learners, individual needs have been assessed and require more support than what can typically be provided by regular classroom teachers alone. The extra help from our inclusion team aims to ensure these learners can fully access all mainstream formal and informal learning opportunities. If a learner has additional English language needs, they receive dedicated English language support.
- **Tier 3 Learners:** These learners have significant individual needs that require intensive support beyond what is offered in Tier 2. Our goal for Tier 3 learners is to provide comprehensive support so they can access, or work towards accessing the mainstream curriculum. For those with additional English language needs, this means extensive extra English language support.

HOW DO WE PROVIDE COLLABORATIVE SUPPORT?

Our approach to support is highly collaborative, to ensure a unified approach to maximise each learner's potential:

- **Learning Support Teachers** play a key role in identifying learning challenges and providing tailored support. They work with learners to set goals, offer resources, and address emotional well-being. Crucially, they also build a transparent dialogue among learners, classroom teachers, and parents to openly discuss concerns and celebrate progress.
- **Learners** are encouraged to take ownership of their education by actively participating, communicating their needs, collaborating with teachers and parents, using agreed strategies, reflecting on their progress, and supporting their peers.
- **Parents** are vital partners, expected to communicate and collaborate actively with their children and teachers, sharing insights into their child's strengths, challenges, and background, and supporting agreed-upon strategies at school and home.

HOW DO I SEEK SUPPORT FOR MY CHILD?

The subject teacher is responsible for the teaching and learning of all learners in their class. If you think that your child needs support from either Learning Support or the EAL department, please approach the subject teacher or form tutor to discuss your concerns in the first instance. Sharing any external assessments or reports is incredibly important as this allows us to work in partnership to benefit your child. Concessions in external examinations can only be requested with official supporting documentation. Should you require teacher input for an external assessment, please allow our Learning Support team to coordinate this.

Please contact our Learning Support Coordinator if you have any queries

Aisha Balani

Learning Support Coordinator

balani.a@nexus.edu.sg

ENGAGEMENT WITH LEARNING

The school's [Engagement and Behaviour Policy](#) supports an environment which gives teachers their right to teach and learners their right to learn without interference. Nexus International School (Singapore) believes in teachers working proactively with learners to solve behavioural problems in a creative, supportive and non-threatening manner. We place emphasis on teaching learners the importance of personal responsibility.

We are an International School with a very diverse school community; respect is the key to success for everyone at school. When things go wrong we employ the techniques of Restorative Practice to bring people back together again and work out a suitable way forward for all concerned.

We expect that all members of the Nexus International School (Singapore) community will:

- Respect all other members of the school community
- Respect their own and others' belongings (including the school's)
- Always try to do their best and allow others to do their best
- Work and play in a kind and thoughtful way

Assessment and Reporting

Our ambition is for learners to own their own progress.

Over time, learners should develop clear and sophisticated understandings of how they learn best and how they can evaluate the effectiveness of their learning.

Assessment is carried out for two main purposes – assessment of learning and assessment for learning.

Assessment for learning is ongoing and diagnostic. Its goal is to provide teachers and learners with ongoing data about the learner's readiness for further learning. When we assess for learning, we are gathering information about learning that informs teaching and helps learners to go deeper in their

learning. Assessment for learning is used to modify the content and process of teaching to improve learning. The main audiences for data gathered for this purpose are the teacher and the learner. Assessment for learning may involve self-assessment, peer assessment and teacher assessment practices and includes well researched and evidence based techniques that benefit learning.

Assessment of learning is to provide data on where a learner is at that point in time. For transparency, all summative assessment briefs and feedback given will be shared through Canvas. Summative assessment provides a snapshot of progress against a specific set of criteria at that moment in time. The outcome of this does not define who a child is as a learner but where they are in their learning journey.

Assessment of learning should be looked at against the learner's individual CAT 4 indicator to see if the learner is progressing as they should.

To understand more about the teacher and your child's role in assessment please refer to our [Assessment policy](#).

LIVE FEEDBACK AND REPORTS

The Secondary School is using live feedback to learners via Canvas. There will be at least one detailed piece of feedback per subject per term for each learner. This will clearly identify what the learner needs to work on and should be used as constructive criticism.

The subject teachers will keep parents and guardians informed of any issues related to their child's progress. Recognitions can be seen in the Parent Portal and show how the learner has made a positive contribution. These are referenced against the Learner Profile. Concerns will be shared by phone call, email or face to face meeting. Progress reports will also appear through the Parent Portal and emails will be sent to say that these are available.

For MYP we report criteria levels against the rubric as they happen. An indicative MYP grade is calculated from the four criteria in semester one and then the final MYP grade for the year is calculated at the end of semester two. Please see the relevant [curriculum booklet](#) for more information and please note the demand increases as the criteria change between Y7 and Y8. Reading fluency and mathematical ability is also tested twice a year in Y7-Y9. The outcomes of these will be shared with learners and their families.

For learners in Year 10 to Year 13 we issue termly reports. IGCSE grades and IB grades are reported and reflect the level the learner is working at using the appropriate reporting framework. Please see the relevant [curriculum booklet](#) for more information.

All learners are tracked against their personal CAT 4 data. CAT4 scores are an indicator of how a learner should be performing and are based on a large sample of international learners with a similar profile. Nexus aims to personalise tracking of individual learners' progress rather than expect whole cohorts to achieve the same level. This data does not limit the attainment of any learner and is used to initiate conversations around capabilities and guide learners as to how they are progressing.

OVERVIEW OF SECONDARY REPORTING

	Term 1	Term 2	Term 3	Term 4
MYP	New Group Reading Test	MYP indicative grade report	New Group Reading Test	MYP grade report
	Progress Test in Mathematics		Progress Test in Mathematics	
	Learning conference		Learning conference	
IGCSE Y10	Learning conference Term 1 report	Term 2 report	Learning conference Term 3 report	Trial exam report Term 4 report
IGCSE Y11			Trial exam report Learning conference Term 3 report	IGCSE result - August
IBDP Y12	Learning conference Term 1 report	Term 2 report	Learning conference Term 3 report	Trial exam report Term 4 report
IBDP Y13			Trial exam report Learning conference Term 3 report	"IBDP result - July"

LEARNING CONFERENCES

There are two formal opportunities for parents to meet teachers each year. One in semester one and the other in semester two. To accommodate the number of different learners secondary teachers see, we run these for an evening and during the following day. The conferences are curriculum focused and provide an opportunity for a three-way discussion between learners, teachers and parents/guardians. The focus is on progress and engagement in each subject. Staff may request an appointment with a family before appointments officially open. Parents will be invited to make appointments through a digital platform.

Home Learning in the Secondary School

WHY DO WE HAVE HOME LEARNING?

Home learning is a valuable tool for consolidating knowledge and [establishing positive learning routines](#).

Home learning is meaningful because it provides learners with:

- Consolidation to foster subject knowledge & confidence;
- Inquiry and investigative opportunities to deepen and extend knowledge;
- An opportunity to reflect meaningfully on their learning;
- Vital practice of approaches to learning skills, such as self-management and organisational skills.

The amount of home learning is not fixed and will increase as the learner moves up the school to meet the demands of each curriculum. There is an expectation that, with teacher guidance, secondary learners will become more independent and autonomous as they progress through the school.

In additional home learning set by teachers, we also expect all learners to read every day for approximately 20 to 30 minutes. This remains a crucial element of developing literacy skills and intellectual curiosity. Teachers will provide suggested reading lists throughout the academic year.

WHAT DOES HOME LEARNING LOOK LIKE?

Home learning is shared with learners and parents through our Learning Management System (LMS). Home learning does not always have to be written or completed online, and subject areas will select activities that best support the curriculum goals.

Home learning instructions will include:

- Clear task expectations;
- Instructions which are scaffolded to make tasks accessible to all learners, ensuring independent engagement with the assigned tasks;
- Resources for support.

Digital Tools for Consolidation

Many subjects will use what we call "Synaptic Strengthening Tools" as part of home learning. These are a suite of digital resources designed to optimise the learning process. They empower educators with real-time insights to identify misconceptions early, inform planning, and monitor engagement, ultimately fostering deeper understanding and ensuring every learner can reach their full potential.

Our digital tools serve to:

- **Identify misconceptions** early and refine our teaching accordingly;
- **Inform planning** with real-time insights into learner progress;
- **Monitor engagement** to ensure all learners are actively participating.

Nexus learners are encouraged to take ownership of their learning, to learn how to learn, and to implement approaches to learning that support their educational process. As such, learners are expected to complete assignments on time; even more importantly, they are expected to communicate with their teachers if they ever have difficulty meeting a deadline. At Nexus, we believe it is important that young people learn to advocate for themselves and communicate challenges they may face with their teachers before a deadline.

For learners in Year 10 and above, there is an expectation that they are proactive catching up on work missed due to absence. This will typically be an email to the teacher.

HOW MUCH HOME LEARNING SHOULD I EXPECT?

Middle Years Programme

Year	Subjects assigning Home Learning	Time Per Subject Per Week	Timeframe
Years 7-8	- Language and Literature - Language Acquisition - Mathematics - Science - Individuals and Societies	30-50 minutes	Learners will have one week to complete any home learning assignment
Year 9		40-60 minutes	

IGCSE

To reflect the different amount of time required for each subject, home learning will be set in proportion to the time spent learning in class. Typically, learners should expect to receive up to 15 minutes of home learning for each hour of class time. On balance, this should equate to around one hour of home learning per evening.

- **Expectations:**

- Learners will be given at least 48 hours to complete any assigned home learning;
- Typically, no single task should take more than 45 minutes;
- Except for coursework, home learning will be collected during lessons.

Revision and Review: In addition to completing specific home learning tasks, learners should also independently regularly review and revise content from the courses they are studying. Learners will be supported to develop individual, independent learning routines.

IB DP

Independent home learning is an important part of the IBDP. Teachers will set tasks as required. Learners who are successful at IBDP regularly review their notes and read around the topics studied.

- **Expectations:**

- Learners will be given at least 48 hours to complete the assigned home learning;
- Except for coursework (IAs, EEs), home learning will be collected during lessons.
- Work should be authentic and AI should only be used to generate ideas not to complete tasks.

Revision and Review: In addition to completing specific home learning tasks, learners should also independently regularly review and revise content from the courses they are studying. Learners will be supported to develop individual, independent learning routines.

HOW CAN PARENTS SUPPORT HOME LEARNING?

Home learning is most effective when it feels purposeful, calm, and manageable—both for the learner and the family.

Learners are encouraged to develop a habit of **focused attention** and **effort** during home learning time.

Parents are encouraged to support their child by:

- Providing an effective study space within your home;
- Ensure minimal distractions;
- Create a routine - Set up a regular time and a distraction-free space for study;
- Help your child understand what's expected of them and review their assigned work;
- Ensure your child completes all their work independently. It should never be plagiarised or done by an adult;
- Have your child talk through the home learning they have been assigned;
 - These questions may help promote reflection in home learning:
 - What's your plan for getting home learning done today?
 - Which pieces of home learning do you think might be tricky?
 - Where could you look or who could you ask for support with this task?

WHAT SHOULD I DO IF MY CHILD IS OVERWHEMED WITH HOME LEARNING?

- **Focus on learning, not just tasks:** Discuss what your child is learning, not just the assignments. Even if your child is not able to complete the task there is always value in discussing learning.
- **Communicate struggles:** If your child is experiencing difficulty, please inform the class teacher so they can further investigate and provide support.

Learning Resource Hub

The Secondary Learning Resource Hub (Library) has a well resourced print and online collection. Our online databases can be accessed 24/7 on and off campus. Learners have the opportunity to borrow four library books at a time for a period of two weeks. Learners will receive an automatic notification when a library book is overdue. To renew a book, learners just need to inform the library staff.

There is a qualified teacher librarian who collaborates with classroom teachers to support learning, student research and digital literacy. Research skills are taught to help our learners efficiently navigate and evaluate information. Effective research skills empower learners to locate credible sources, analyse data and make informed opinions. These skills are essential for critical thinking and decision making in and out of the classroom.

We welcome parent volunteers to assist with Book Week and other special events. Should you wish to assist in this way, please contact the library staff.

Library books borrowed by learners need to be returned two weeks before the end of the academic year or two weeks before their last day.

LOST LIBRARY BOOKS

Books should be returned in the same condition as when borrowed. Lost books should be reported to the library staff. They will then locate the name, author and ISBN number of the lost book and send the information home. Parents/guardians are kindly requested to provide a copy of any lost book. If this is not feasible, a replacement fee must be paid. The fee varies depending on the type of book that has been lost.

Pastoral Care and Guidance

Children's intellectual and personal growth are inextricably linked. Learners need to feel safe and supported in order to learn. Learners are deliberately placed in small tutor groups to support their social and emotional development. Nexus International School (Singapore) is committed to the safety and wellbeing of our children and families. Nexus endorses the Convention on the Rights of the Child, which Singapore ratified on 11 December 2008, and establishes a clear policy and guidelines to protect our learners from maltreatment by any person or persons who come in contact with them in any environment.

SAFEGUARDING

Safeguarding is our responsibility to our community to keep people safe from harm or damage using appropriate measures. Every school designates specific adults to be the safeguarding leads and these are the people who deal with issues when somebody is at risk of harm or damage either from themselves or others. They then follow guidelines to help those involved. Nexus consults the Sector Specific Screening Guide and Child Abuse Reporting Guide issued by the Ministry of Social & Family Development when dealing with safeguarding issues and has a duty to report specific issues directly to the authorities. At times it may be necessary for a family to keep a child at home until an external assessment has been completed and shared with school.

Nexus follows the Taylors group Safeguarding Policy which can be found [here](#)

We want learners to feel safe and it is important to us that they share anything that makes them feel uncomfortable or unsafe. You cannot learn effectively if you feel uncomfortable or unsafe. We introduced [Speak Up](#) as a way for learners to share concerns about their own or somebody else's safety or wellbeing. It is there to support learners to share any concerns they have in a private and confidential way and only goes to the Designated Safeguarding Leads (DSLs).

TUTOR GROUPS

All learners belong to a tutor group. Tutor groups are small groups of similar age learners who meet each morning as a check in. Each tutor group has a Form Tutor who in most cases is also a subject teacher. The tutor is the first point of contact for parents regarding any pastoral issues. Any curriculum queries should be directed to subject teachers.

The role of the tutor is integral to supporting the learner. They show a genuine interest in the learner as a person. Taking a holistic view, they will support the learners in their tutor group by providing academic coaching and pastoral guidance. Tutors should maintain open and timely communication between learners, staff, parents and guardians and use restorative practice to help the learner resolve issues they are having. Tutors meet learners in their tutor group each morning and Year Leaders direct these sessions to help learners develop socially and emotionally and feel part of the community.

There is a comprehensive programme to support the social and emotional wellbeing of learners that runs alongside the subject curriculum. The model for delivery varies and there is dedicated time each week for this. In some cases there will be drop down days and assemblies in addition to the discrete lessons. Many aspects of the subject curriculum support the holistic development of our learners.

YEAR LEADERS

Year Leaders are responsible for all children in their part of the school

Sarah Baldock	Year 7 Leader	baldock.s@nexus.edu.sg
Steven Williams	Year 8 Leader	williams.s@nexus.edu.sg
Frank Carter	Year 9 Leader	carter.f@nexus.edu.sg
Henry Le Jeune	Year 10 Leader	lejeune.h@nexus.edu.sg
Nicola Harte	Year 11 Leader	harte.n@nexus.edu.sg
Graeme Massey	Years 12 Leader	massey.g@nexus.edu.sg
Jim Bevan	Year 13 Leader	bevan.j@nexus.edu.sg

The Year Leader directs a team of Form Tutors to ensure that your child is well supported to fulfil their potential, both inside and outside of the classroom.

ASSEMBLIES

Assemblies for the Secondary School are rotated between year groups on Fridays. Assemblies provide opportunities to promote wellbeing and enhance the sense of community and celebrate success. Sometimes the whole Secondary School will be invited and on other occasions, just one or two phases will attend. Parents will be invited to assemblies as appropriate.

UNIVERSITY AND CAREERS GUIDANCE

Nexus offers a comprehensive University Guidance Programme. Learners and families receive support from Y10 upwards. In Y12 and above, families receive 1:1 support from careers counsellors to explore a range of university options across the globe. Using the latest software we use learners' skill sets, ambitions and academic profiles to match them with courses. We have a proven track record of helping learners achieve offers in their country of choice and are able to support learners with their personal statements and the entire application process.

COUNSELLING SERVICES

Nexus employs full time Counsellors. Learners can self-refer or peer-refer or be referred by staff when some personal social and emotional support is needed. Parents can also request this support for their child by contacting the form tutor. Our counselling team is an integral part of the school and provides proactive character development programmes as well as social-emotional counselling. The Counsellors can offer confidential counselling for learners and advise families who are experiencing challenges with a child. Our counsellors are bilingual and can support learners who feel more comfortable discussing any issues in Chinese. Our Counsellors also make appropriate referrals to outside agencies and specialists.

GUARDIANSHIP COORDINATOR

Nexus employs a teacher who has significant release time to be able to support learners living away from family and their guardians. The guardianship coordinator is there to help guardians understand their responsibilities to their ward and to ensure learners under guardianship are supported. Our current coordinator is bilingual and can converse in English and Mandarin. A comprehensive guardian handbook is available.

Gabby Zhou

Guardianship Coordinator

zhou.g@nexus.edu.sg

LEARNER LEADERSHIP

Learners can step forward and take on leadership roles in one of five key areas: Sports, Arts, Curriculum, Learner Voice or Wellbeing & Values. Each strand includes an element of service, allowing learners to contribute positively to the school community.

These opportunities are advertised through the Learner Bulletin and are open to all secondary learners, regardless of year group. Learners can choose projects that fit around their commitments, ensuring flexibility.

Lead Learners play an active role in shaping the school by:

Supporting staff recruitment

Contributing to strategic decisions

Assisting with the general operations of the school

Additionally, learners will have the chance to collaborate with teachers, Learning Area Leads and the Senior Leadership Team, developing valuable skills that are highly regarded by universities and colleges. Becoming a Lead Learner is an excellent way to build leadership experience, make a difference, and enhance future opportunities.

Michael Hayes

Learner Leadership Coordinator

hayes.m@nexus.edu.sg

Communication and general guidance

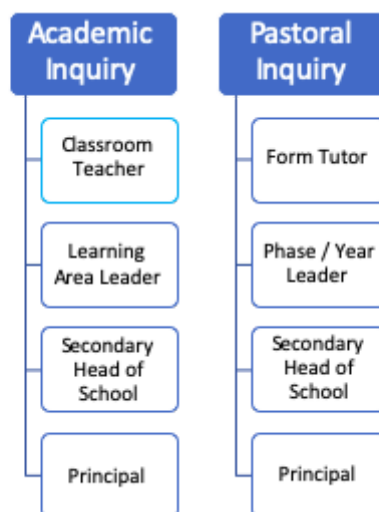
Communication between home and school is of vital importance to the development and progress of your child. Please make sure we have accurate and up to date contact information at all times. Parents and learners must be aware of the expectations of the school program. Likewise, it is very important for us to be informed if there is any change in the home situation or if your child is showing signs of any unhappiness at home. Any change can have an effect on a child's wellbeing and teachers are well equipped to help the children in times of stress. Please make an appointment to speak with us if you are concerned about any aspect of your child's progress. We can only deal with what we know about.

It is your responsibility to check the various communication channels regularly.

COMMUNICATION PROTOCOLS

For more general inquiries regarding events, calendar, logistics and access to systems please contact [Learner Services](#).

For specific academic and pastoral inquiries please follow this process:



1. If you email a teacher directly please make the subject line clear and indicate who you are the parent or guardian of
2. If you wish to speak to a teacher on the phone, please leave a message with the school receptionist. The teacher will then phone back at a convenient time
3. The school will attempt to reply to all correspondence in a timely fashion.
4. If you wish to speak to a teacher face to face, please telephone the school and make an appointment with the required teacher,
5. If you wish to visit a classroom, you must make a prior appointment with the teacher concerned

NEWSLETTERS

Newsletters are our main method of communication and include administrative, calendar and academic and pastoral information. They are emailed weekly to all families, keeping you updated with what is happening at school.

It is essential that you read the Newsletter as it includes notices of upcoming events as well as reports on recent activities. We make a conscious effort not to overwhelm you with lots of emails, so the Newsletter will be an important source for relevant information on events.

SCHOOL WEBSITE

Please check the school website regularly as this will be used for notifying you of policies and procedures and advertising current and upcoming events. The address is www.nexus.edu.sg The Parent Zone - Downloads - Secondary contains a lot of useful information.

Similarly, the Nexus [Facebook page](#) is followed by most of our families

PARENT WORKSHOPS

Since opening in 2011, Nexus has offered [Parent Workshops](#) to bring the community together. Please sign up for any that interest you.

PARENTS / GUARDIANS OUT OF SINGAPORE

If both parents are planning to be out of Singapore, a guardian must be appointed by you. It is essential that the school is informed and provided with details of your guardian's address and telephone number in case of an emergency. Only learners of Year Nine and above may live full-time with a legally appointed Guardian.

DATA STORAGE AND PRIVACY

The school maintains a database that contains a wide range of data about your child and family. This data is collected only to support the educational progress of your child and is not shared with any other organisation or agency. You may ask to see your own data at any time.

Nexus International School (Singapore) is committed to complying with the Singapore Personal Data Protection Act (PDPA) 2012 in protecting learners and parents' personal information that has been processed by the School. For more information please refer to the [Personal Data Protection Policy and Privacy Policy](#) on our website.

CHANGE OF ADDRESS AND OTHER PERSONAL DETAILS

It is vital that the school is made aware of any change of address, telephone numbers (personal or office) and medical information. Failure to inform the school could lead to delays in times of emergency. The school carries out regular checks for accuracy but it is your responsibility to advise us of any changes. Please contact Learner Services.

NEXUS COMMUNITY GROUP (NCG)

The purpose of the Nexus Community Group (NCG) is to support the school and have a positive impact on the community. The NCG meets on a regular basis, both formally and informally. To find out more please go to <https://ncg.nexus.edu.sg/home> . Near the beginning of each year, there will be an AGM where a committee is voted in. One parent from each Year Group is also asked to be the

year representative and to coordinate help required for any class activities, e.g. trips and class events.

REFERENCE REQUESTS

Parents **should not** approach subject teachers for learner references. Nexus offers to complete closed references only. These must be sent by the new school directly to Nexus and should be directed to references.secondarylearners@nexus.edu.sg. References are confidential and are not routinely shared with parents.

LOST PROPERTY

Lost property which is named correctly is quickly returned to learners. Unnamed lost property is placed in the 'Lost Property' box located in the Learner Services. Long stay unclaimed items which are unnamed are usually given to charity.

BIRTHDAYS

Birthday cakes are allowed in school at the discretion of the class teacher and at a time when disruption to the curriculum is minimal. We do not allow parties and/or entertainment such as magicians, clowns etc. as this cuts down on our learning time.

PETS

Unless specifically arranged in advance by a teacher, no pets of any kind are allowed on school premises.

PARKING

When parking or waiting in the car park drivers are asked NOT to leave the engines running. Under the Singapore Environmental Protection and Management (Vehicular Emissions) Regulations, it is an offence to leave the engine of a motor vehicle running when it is stationary for reasons other than traffic conditions. Court fines for this offence can be up to \$5,000.

DAY TRIPS

To facilitate the delivery of the curriculum learners at all year levels may take part in pre-planned field trips or excursions. Parents will be informed about these well in advance, permission slips will be required for all such excursions and where necessary the payment of transportation and entry fees will be required in advance of the trip taking place.

COMPULSORY RESIDENTIALS

With the exception of Years 11 and 13, each year group undertakes one residential trip. These overnight trips are planned to enhance and support the curriculum. They are compulsory and every child is expected to attend. There is an additional cost for these trips.

PHOTOGRAPHS

From time to time, photographs or video clips of our learners may be published to our website or Facebook page or used in publications such as our Yearbook as outlined in our Terms and Conditions.

When visiting the school for performances and events, we understand that you will want to take photographs and videos of your children. However, for the protection of our learners, these photos/videos must be for personal use only and must not be shared with anyone other than family and close contacts. Images or videos taken at school must not be provided to the press or uploaded to the internet, including sharing on social media. Nexus does not accept liability for families who do not abide by this requirement.

YEARBOOK

The school publishes a Yearbook at the end of each year.

Guidelines for Learners

LEARNER CODE OF CONDUCT

Nexus International School (Singapore) is a learning community. Everyone has a part to play in ensuring that we can all meet our responsibilities and enjoy our rights. As part of the community learners and families have agreed to the [Nexus Terms and Conditions](#).

Learners at Nexus Singapore are expected to exercise an appropriate degree of self-discipline in their words and actions, respect the authority of all staff, resolve conflicts in a constructive manner, respect the persons and property of fellow learners and the school, conduct themselves with honesty, and report concerns to a member of staff

Learners are expected to show the highest characteristics of citizenship and sportsmanship at all times and in all places involving school activities. Learners are reminded that whether they are spectators or participants, in or out of uniform, they represent not only themselves but their school, parents and community as well. Any improper action may bring discredit to the entire community.

At the start of the school year, each form teacher will create essential agreements with learners. All essential agreements will be referred to on a regular basis.

RIGHTS AND RESPONSIBILITIES

Nexus International School views its core RECIPE values of Respect, Excellence, Communication, Integrity, Passion and Enjoyment as being integral to the daily life of all members of the school community. Every member of Nexus International School has the right and the responsibility to fully participate in an educational learning environment that is safe, supportive and inclusive to promote positive educational outcomes. The Learner Engagement policy acts as a guide to support the aims of the school and has been developed in consultation with learners and staff. Schools are about teaching and learning in academic and social contexts. To ensure that learning is optimised and the school environment is safe we need to help those whose engagement in the learning process is unacceptable to learn appropriate social skills.

We use the principles of Restorative Practice to promote positive engagement with learning.

Domain	It is our RESPONSIBILITY to	We all have the RIGHT to
Respect	- Be respectful of other people's backgrounds, characteristics, beliefs, and property - Show empathy for other people's feelings, respond kindly, and ensure everybody feels welcome - Refrain from physical, verbal and cyberbullying, threats or intimidation (including texting, chat programs, Facebook, Google Meet etc).	- Feel valued, safe and supported - Be treated with respect regardless of our backgrounds, characteristics, and beliefs - Be included, feel welcome - Not be bullied, threatened or intimidated (physically, verbally and/or with the use of communication technology)
Excellence	- Demonstrate positive learning behaviours - Take ownership of our learning - Be prepared, aware and involved in our learning - Set learning goals to improve our learning - Cooperate with others to achieve personal, and school goals - Provide timely communication - Respond positively to suggestions about our learning	- Achieve our full potential - Effective learning and effective teaching - Learn individually and collectively - Effective and timely communication - Learn without disturbance - Develop for our future
Communication	- Speak politely and respectfully to each other - Make our interactions with others inclusive, being respectful and acceptant of individual differences	- Be spoken to politely and with respect - Receive empathetic communication that accounts for our individuality - Be heard and considered

	Afford others the opportunity to share their ideas, thoughts and feelings	
Integrity	- Be honest - Take ownership of our actions - Participate in timely restorative practice and peer mediation to resolve conflict - Support others; seek help and act when I see a need	- Feel that we can trust others and take comments at face value - Be part of a supportive community that takes responsibility of actions - Be supported in conflict resolution - Receive support when I need it
Passion	- Be respectful of other people's interests and passions - Celebrate individual and team achievements	- Be happy at school - Pursue my personal interests and passions free from social pressure - Be recognised for individual and team achievements and that these be celebrated by the community
Enjoyable Environment	- Keep all our classrooms and play areas free from litter - Look after all equipment and seek permission when using the equipment of others - Report damage to equipment and the physical environment - Dress appropriately when at school and travelling to and from school	- Be proud of our School - A pleasant, clean and well maintained school and grounds - Be able to bring equipment for learning without fear of theft or damage

Parents can support learners to meet expectations by:

- Making every effort to provide for the mental, emotional and physical needs of the learner
- Teaching the child to pay attention and obey rules
- Assuring their child attends school regularly and reporting and explaining absences and tardiness to Learner Services
- Being sure the child is appropriately dressed at school and for school-related activities
- Supporting school personnel in enforcing expectations
- Participating in meaningful conferences with school personnel regarding the child's progress, behaviour or general welfare
- Discussing report cards and school assignments with the child
- Bringing to the attention of school personnel any problem or condition that may relate to the child's education or wellbeing
- Supplying all records required for enrolment. The information provided must be true and complete – any violation will result in the child losing his place at the school
- Signing the Student Contract acknowledging they are aware of the terms and conditions and expectations regards parent and learner behaviour

Parent Teacher Conference Regarding the Learner

A positive relationship between parents and school personnel will enhance a learner's achievement. If there are serious concerns about a learner it is essential that these concerns are shared in an open and constructive way to support positive learning outcomes. School personnel will communicate and work closely with parents in an effort to improve academic performance and/or establish workable solutions to learner engagement problems.

Conferences may be held at the request of the parent or school personnel when:

- Problems arise relating to a learner's academic achievement
- The learner engagement does not meet expectations
- There are excessive absences or tardiness
- There are safeguarding concerns

Procedure

In case of violations of the Terms and Conditions, discipline will be administered in order to correct disruptive behaviours, to protect other learners, school employees, or properly, and/or to maintain a positive learning environment. Discipline shall be administered fairly and equitably and based on a careful assessment of the circumstances of each case such as:

- The seriousness of the offence
- The learner's age
- The frequency of misconduct
- The learner's attitude
- The potential effect of the misconduct on the school environment

In-school suspension results in a learner being removed from lessons to work in isolation with separate breaks and lunch away from peers.

Jurisdiction

The School has jurisdiction over its learners during the regular school day and while going to and from school on school transportation, including any activity during the school day on school grounds, attendance at any school-related activity, regardless of time or location, and any school-related misconduct.

Abiding By the Law

Every learner is expected to abide by Singapore laws. Violation of Singapore laws shall constitute a violation of the Learner Code of Conduct and appropriate discretionary or mandatory disciplinary measures will be imposed. The School will involve external agencies as necessary. It is important to be aware that the minimum age of criminal responsibility in Singapore is 10 years of age and that there are strictly enforced legal ages for drinking alcohol, smoking and sexual activity. Singapore has retained capital punishment and ignorance of law is not accepted as a defence.

Health and Safety

We endeavour to provide an environment that is physically and emotionally safe for all learners. If you have questions or comments about issues of health and safety, please contact the Head of Operations or the Principal.

EVACUATION PROCEDURES

Fire notices are posted in all classrooms. There are regular fire evacuation and lockdown drills and the process is reviewed regularly by asking staff and learners for feedback.

SECURITY

All parents are reminded that the following procedures exist at the school for the safety of all. Security Guards are unable to exercise flexibility and any failure to adhere to the procedures could result in a parent being refused access to the school premises.

IDENTIFICATION CARDS

- School ID cards: All parents and designated drivers/domestic helpers are required to wear their ID card upon entering the school. Registration for the ID card can be made via this [link](#)
- Parents who forget to bring their ID card must register at the security gate and present a suitable alternative ID which should include a photo (i.e. passport, driver's licence). They will then be issued with a Visitor's Pass
- Drivers/domestic helpers who regularly accompany learners to and from school must be registered with the school and be issued with an ID card. Unregistered drivers/domestic helpers will not be permitted to enter the school grounds beyond the carpark
- Parents or drivers who transport their children to school must register the car's IU number using this [link](#) to gain access through the gantry

SMOKING

The entire school campus is a designated smoke-free zone. This also applies to drivers of vehicles.

Medical Matters

Nexus International School (Singapore) has a First Aid Centre with on-site school nurses, who are well qualified to deal with any medical issues and who aim to be proactive in all medical matters.

INFECTION CONTROL GUIDELINES

In order to reduce the spread of infection within school and to close family members, please monitor your child for any symptoms of illness and follow the Infection Control Policy stated below. Please do not send your child to school if she/he has any of the following symptoms:

- Fever (37.6 C or above) Please ensure your child is fever free **without medication** for 24 hours prior to returning to school.
- Diarrhoea – 24 hours after last episode
- Vomiting – 24 hours after last episode
- Persistent cough
- Heavy nasal discharge
- Sore throat
- Red eyes (particularly with discharge)
- Rash
- Wounds with discharge (infected insect bite, excessive fluid discharge from wound area)

Consider keeping your child at home if she/he is particularly tired. You will be contacted to collect your child if she/he has any of the above symptoms or if the medical team feels that your child is unwell. When returning to school, please ensure all wounds are covered with a dressing.

BREAKING THE CHAIN OF INFECTION

There are a number of strategies that Nexus International School (Singapore) employs to reduce the spread of infection amongst our community. Breaking the chain of infection is more successfully achieved when Learners, Parents and School staff work in collaboration with each other.

Within the school the practice of good hand hygiene through hand washing and use of alcohol based hand rubs is widely encouraged. Learners are taught correct hand washing techniques in classrooms, and both verbal and visual reminders are given to assist good practice. Parents are in prime place to reinforce good hygiene practices within the home.

Cleaning within the school is at a good standard and meets both Singapore and international recommendations of daily cleaning in classrooms, with termly deep cleaning, and as required. Standards of hygiene within the canteen are monitored closely by both the school and the National Environment Agency, with whom the catering company is registered. This includes all members of the canteen staff attending compulsory training on food handling and hygiene, and has achieved 'Bizsafe' recognition for their high standards. Singapore is a hot and humid environment where insects and rodents thrive if left unchecked. Frequent monitoring and implementation of pest control procedures within the school grounds are in place to reduce the risk of vector-borne diseases.

Prevention of illness is important in all age groups, but particularly with young people. Immunisation is an effective method of reducing the incidence of contagious illnesses within school age children. Immunisation records are requested from all parents when learners are admitted to the school. Learners attending the school come from a wide number of nationalities, and immunisation schedules differ between countries. The large variety of vaccine schedules may have an impact on 'herd immunity' within the school population. Vulnerable people such as those with respiratory and cardiac conditions may be at greater risk from some communicable diseases. It is important to note that vaccinations for Diphtheria and Measles are compulsory by law in Singapore. If you would like advice on the vaccination schedule for Singapore, please see either your Family Doctor or the School Nurses who will be pleased to assist you.

A number of infectious diseases share similar symptoms, for example; a rash may present in Chicken Pox, Hand Foot and Mouth Disease (HFMD), Scarlet Fever, Impetigo, Typhoid and non-specified viral

infections. Fever can be present in any bacterial or viral conditions including Chicken Pox, Influenza, Typhoid and Scarlet fever. Diarrhoea and vomiting are frequently seen in Influenza, Typhoid and Gastroenteritis. The symptoms described in the infection control guidelines are frequently seen in a number of different conditions. Parents are requested to keep sick children at home; to reduce the spread of infection, and aid recovery from illness.

If a child becomes ill or is hurt at school, the school nurse and if necessary a member of the management team, will determine whether the child is in need of medical treatment. In all cases the parents will be called and are expected to collect the child if requested. If the school is unable for whatever reason to contact a parent/guardian, the school may arrange for the child to be taken to a medical facility for the purposes of examining the child and providing specialist treatment. Parents undertake to bear all expenses incurred by such action.

BUG-BUSTING FOR HEAD LICE

The Bug-Busting Method is a systematic approach to the eradication of head lice. All learners, parents and guardians are encouraged to adhere to the guidelines as stated below. We strongly encourage the 'Bug-Busting' method to be undertaken on each child every week, and form part of the normal routine.

- On identification of head lice at home, please give treatment to your child and ensure all live lice are removed. Learners may return to school when free of live lice.
- Please inform the school of head lice infestation on your child.
- If a learner is in school at the time of identification of head lice, parents will be contacted to collect the child and administer treatment before returning to school.
- On returning to school after head lice infestation, please ensure your child is checked by the School Nurse before entering the classroom.

Weekly Bug-Busting Procedure:

1. Wash hair and rinse as normal. Apply a good quantity of hair conditioner to wet hair, ensuring coverage from root to tip.
2. Comb the hair with a normal comb to untangle hair strands.
3. Part hair in small sections to check for live lice and eggs. If head lice **are detected proceed to step 4**. If head lice **are not detected**, rinse hair and dry as normal. Repeat 'Bug-Busting' method in 7 days.
4. With conditioner in place, comb through hair methodically with head lice comb, held at approximately 45° angle to head. Ensure the teeth of the comb touch the scalp. Wipe comb after every stroke.
5. Rinse hair and dry as normal
6. Repeat procedure every fourth day for 2 weeks, to ensure eradication of adult and newly hatched lice.

When eradication is complete, return to weekly Bug-Busting method.

MEDICATION

All parents and guardians of learners with allergies and long term conditions which may require medication during the school day are requested to deliver appropriate medicine to the First Aid Centre. Individual medicines will be securely stored, and administered as required. All parents are

requested to complete a written consent form, which is renewed annually, at the beginning of each academic year.

Primary Years learners with short term conditions that require medicine to be given during the school day; parents/guardians are requested to deliver the medicine directly to the First Aid Centre and complete a consent form prior to medicine administration. Medicine must be in its original packaging as given by the clinic or pharmacist. The School Nurses reserve the right to refuse administration of medicine if the form is incomplete, medicine is out of date, or non-standard medicine is requested to be administered, (these include, but are not limited to; Chinese Herbal medicine, Homeopathy and Ayurvedic medicine). No medicine is permitted within Primary Learning Hubs, with the exception of an emergency Epipen. For Primary learners who may require emergency Epipen, the school requests 2 Epipens to be kept within school throughout the academic year. 1 Epipen will be stored in the learners homeroom, 1 Epipen will be stored in the First Aid Centre.

Secondary learners whose parents/guardians consider them competent to self-administer medicines may retain medicine on their person throughout the school day. Learners are requested to only bring medicine which is essential within school hours and limit the quantity to a single day's dose. Parents/guardians of Secondary learners who would prefer medicine to be stored and administered within the First Aid Centre are requested to complete a consent form prior to administration. For Secondary learners who may require an emergency Epipen, the school requests 2 Epipens to be kept within school throughout the academic year. 1 Epipen will be kept with the learner, 1 Epipen will be stored in the First Aid Centre.

The Governance and Management of the School

Nexus International School (Singapore) (herein referred to as "NISS" or "the School") is the second Nexus International School (NIS) campus in the region. The first NIS is located in Putrajaya, Malaysia.

Taylor's Education Group (TEG) is one of the largest private education groups in Malaysia with 21,000 learners across university, college and schools. With an unsurpassed track record built up over the last six decades, TEG has earned the reputation as the leading private educational provider in the country and offers a breadth of education from preschool to postgraduate courses.

Taylor's University and Taylor's College have both won a number of People's Choice awards over the last decade, as well as numerous recognitions from professional bodies from around the world.

Taylor's Schools has oversight of a number of international schools including Garden International School (GIS), Australian International School Malaysia (AISM), Taylor's International School, Kuala Lumpur and Puchong, Nexus International School Malaysia and Nexus International School (Singapore). These schools cater to learners from early years to Year 13.

Governance of NISS is the responsibility of the School's Board of Directors.

- The Academic Board is responsible for the development of all academic activities of the school. The Board formulates and reviews policies, guidelines and procedures in relation to academic matters and plays an active role in assuring the quality of teaching and research in the School.
- The Examination Board oversees matters related to examinations, assessment of coursework, the integrity of the administration and conduct of examinations.
- The Principal is directly responsible for teaching and learning, staff recruitment and training, and future strategic planning of the school.

- The Principal is assisted by the Heads of Schools, the Deputy Heads and the Programme and Subject Coordinators.

Accreditation and Compliance

ACCREDITATIONS

Nexus International School (Singapore) is an authorised International Baccalaureate (IB) World School for Primary Years Programme (PYP), Middle Years Programme (MYP) and Diploma Programme (DP). It is accredited by the Council of International Schools (CIS) and the Western Association of Schools and Colleges (WASC), and is an approved Cambridge Assessment International Education (CAIE) Centre as well as an approved Edexcel Examination Centre. The school is also recognised as an Apple Distinguished school. In addition, the School is a member of the Athletic Conference of Singapore International Schools (ACSIS).

NISS is registered as a Private Education Institution with the SkillsFuture Singapore (SSG) under the provisions and regulations of the Private Education Act 2009 in Singapore. The registration number is 201009668C. In addition, NISS has obtained an EduTrust award (4-year certification) from SSG. The School's Enhanced Registration Framework (ERF) registration and EduTrust details can be found in the school's profile on SSG's website at www.ssg.gov.sg

VISAS

According to Singapore law, a child cannot study in an international school without a valid pass. Should the pass lapse or is cancelled for any reason (eg: if a parent's employment pass is cancelled due to a change of employment any 'attached' dependent passes are also cancelled. The ICA will normally grant the child a temporary visitor's pass, however, this pass type does not allow the child to study in Singapore. Therefore, **legally they will not be allowed to attend school during this time**. It is the parent/guardian responsibility to ensure that the pass is always up to date and does not lapse.

FEE PROTECTION SCHEME (FPS)

The SkillsFuture Singapore (SSG) requires course fees paid by learners to be protected. Nexus has in place a Fee Protection Scheme (FPS) to protect the paid fees of all learners. The FPS serves to protect the learner's fees in the event that the School is unable to continue operations due to insolvency, and/or regulatory closure. In addition, the FPS protects the learner if the School fails to pay penalties or return fees to the learner arising from judgments made against it by the Singapore courts. Nexus has appointed Lonpac Insurance Bhd, a SSG-appointed service provider, as our FPS insurance provider. Under the FPS insurance scheme, learners' fees are insured by Lonpac Insurance Bhd. In case of events, as stated above, learners will be able to claim their paid fees from Lonpac Insurance Bhd. The Policy certificate can be downloaded from the [School's website](#).

MEDICAL INSURANCE

Our school medical insurance covers for up to \$20,000 in the event of accident or injury when treated in a Singapore Government/Restructured hospital and warded in a 4 bed hospital room. The school's medical insurance policy is available on the school website [here](#).

In Singapore, the Government/Restructured Hospitals are:

- Singapore General Hospital
- Alexandra Hospital
- KK Women's & Children's Hospital
- National University Hospital
- Tan Tock Seng Hospital
- Changi General Hospital
- Khoo Teck Puat Hospital
- Ng Teng Fong General Hospital

If your child is injured, the school will arrange for your child to be taken to the nearest Government/Restructured Hospital, unless you choose a Private or upgraded option or the situation requires the use of a Private Hospital due to its proximity or availability of ambulances.

REFUND POLICY AND WITHDRAWAL POLICY

Please refer to the School's website for the most up-to-date policies and the respective procedures. In addition, these policies are documented in the Student Contract that is signed before the commencement of the course.

PERSONAL DATA PROTECTION POLICY

It is the School's policy to treat all learner data as confidential and strictly for internal use only. The School will use the personal data that it collects only for the purposes indicated. In the event that the School intends to use data provided for other purposes beyond the original intent of data collection, the School will seek the written permission from parents and/or guardians before using the data unless requested by government agencies. Personal data in Singapore is protected under the Personal Data Protection Act 2012. The detailed policy which can be read [here](#). If you have any queries regarding the policy or your personal data, please email the Data Protection Officer: dpo@nexus.edu.sg. Once your child is enrolled, to access, change or cancel your data, please contact learnerservices@nexus.edu.sg, or follow the instructions in the Parent Portal.

Management of Feedback, Compliments, Complaints and Grievance

In line with our Core Value of Openness in Communication, the School has an open door policy and welcomes all feedback, compliments, complaints and grievances from stakeholders. This information is handled in strict confidence.

The School has a closed-loop feedback and complaint/grievance management system to collect feedback, compliments, complaints and grievances in a timely manner and ensure that they are given due consideration and dealt with efficiently.

The School looks upon feedback as an opportunity for continual improvement. We recognise that constructive feedback helps to improve our service delivery.

For complaints or grievances, it is the School's policy to reach a fair and amicable solution. NISS' dispute resolution policy is aligned to the dispute resolution provision in the Private Education Act. In the event that a satisfactory outcome cannot be reached, the dispute can be referred to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through SSG Student Services Centre for mediation. Our aim is to provide prompt and informal resolution of complaints and grievances as they arise and to provide recourse to orderly procedures for them to be addressed and resolved.

As part of the School's effort in striving for continual improvement, all input is recorded in the Feedback Management Report. Information logged includes the nature of the feedback/complaint/grievance, the staff involved, resolution process and time taken to complete the process.

The feedback, complaints and grievances procedure is as follows:

1. Any stakeholder with feedback, complaint or grievance should raise the issue at their earliest opportunity. Feedback, complaints and grievances can be lodged via:
 - Email to feedback@nexus.edu.sg
2. The School will acknowledge receipt of all feedback, complaints and grievances within 2 working days. They will be responded to and addressed within 10 working days.
3. In the event that an amicable outcome cannot be reached, the dispute can be referred to Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through SSG Student Services Centre for mediation.

WHISTLEBLOWER POLICY

Taylor's Education Group (TEG) is committed to promote and maintain high standards of integrity, transparency and accountability as well as good corporate governance in the workplace. Its employees, learners and other stakeholders are encouraged to report or raise concerns on any suspected wrongdoing. Any alleged wrongdoing will be investigated and TEG will protect any party who makes a good faith report of wrongdoing from retaliation. You may refer to this link <http://www.taylorsgroup.org> for further information on this policy.