

# ISSR

## PARENTS HANDBOOK

*We Are One, But We Are Many*

## OUR VISION

*We aim to inspire our students to be  
lifelong learners and responsible  
global citizens.*



### High School

### Primary School

### Follow us on social media



### Find us on Google Maps

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issr.edu.kh



issr cambodia



issr secondary  
issr primary



issr high school  
issr primary school



High School



Primary School

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# WHY ISSR?

## WHY SHOULD I CHOOSE ISSR FOR MY CHILD?

Before you enrol your child at a school, ask them what qualification your child will have when they graduate.



- Will that qualification be accepted at most universities around the world?
- Will your child sit for examinations that are standardised and graded by a world famous, internationally recognised and accepted academic authority?
- Will your child be accepted into a course in an English language country without having to sit for an English language test?

### If that school cannot answer "YES" to these questions,

- Your choice should only be ISSR. As a "Cambridge International School" students at ISSR sit for internationally regulated and controlled examinations set by "Cambridge International Education".
- As part of the world famous University of Cambridge in England, they offer a globally trusted framework for education from age 3 to 19.
- For your child's future, ask these questions before making one of the most important decisions in your child's life.



Locate the closest Cambridge Schools in your area by visiting the official Cambridge website

<https://www.cambridgeinternational.org/why-choose-us/find-a-cambridge-school/>

# WHAT IS CAMBRIDGE INTERNATIONAL EDUCATION?

Cambridge International Education, part of the University of Cambridge, offers a comprehensive educational pathway for students aged 3-19.



Cambridge International School

Cambridge Early Years	Cambridge Primary	Cambridge Lower Secondary	Cambridge Upper Secondary	Cambridge Advanced
<b>Age 3+</b> A play-based programme, with: <ul style="list-style-type: none"> <li>• a holistic curriculum</li> <li>• engaging resources</li> <li>• support to measure progress</li> </ul>	<b>Age 5+</b> <ul style="list-style-type: none"> <li>• Clear, adaptable curriculum</li> <li>• Flexible assessment options</li> <li>• Support and resources</li> <li>• Insight to understand potential</li> </ul>	<b>Age 11+</b> <ul style="list-style-type: none"> <li>• Clear, adaptable curriculum</li> <li>• Flexible assessment options</li> <li>• Support and resources</li> <li>• Insight to predict performance</li> </ul>	<b>Age 14+</b> <ul style="list-style-type: none"> <li>• Broad, adaptable curriculum</li> <li>• Fair, valid, reliable assessment</li> <li>• Support and resources</li> <li>• Insight to optimise achievement</li> </ul>	<b>Age 16+</b> <ul style="list-style-type: none"> <li>• In-depth, adaptable curriculum</li> <li>• Fair, valid, reliable assessment</li> <li>• Support and resources</li> <li>• Insight to predict performance</li> </ul>
6 curriculum areas including Personal, social and emotional development	10+ subjects including English, Mathematics and Science	10+ subjects including English, Mathematics and Science	Cambridge IGCSE™: 70+ subjects Cambridge O Level: 40+ subjects Cambridge ICE	Cambridge International AS & A Level: 50+ subjects Cambridge AICE, Cambridge IPQ

Learn More About Cambridge International Education

<https://www.cambridgeinternational.org/>



# ABOUT ISSR

**We believe that education is more than just academic excellence. It is also about developing the whole person, with a clear and valued vision and mission.**

## Our Vision

We aim to inspire our students to be lifelong learners and responsible global citizens.

## Our Mission

- To value diversity and foster respect, care and support among our students.
- To help our learners appreciate their own and others' unique qualities, interests and talents.

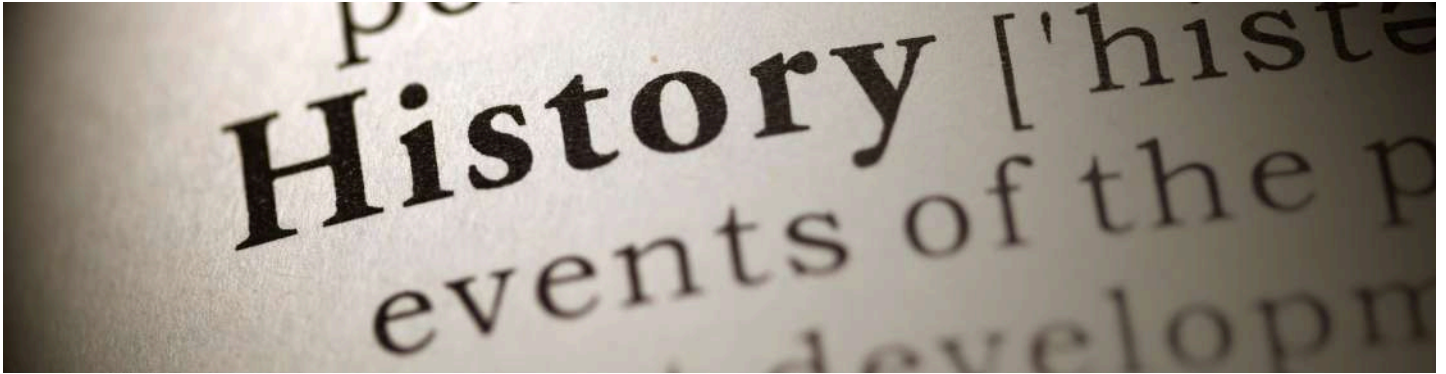
**At ISSR, we prioritise the following fundamental values in our community.**

- **Respect:**
  - Our international school is a place where students from all over the world come together. We believe in treating each other with respect every day.
- **Responsibility:**
  - We are dedicated to molding the future of our students, recognising the profound impact we have on their forthcoming endeavors.
- **Leadership:**
  - We are guided by empathy, inspiration, and motivation, our leadership team understands the pivotal role they play in nurturing the potential of our students.
- **Teamwork:**
  - Our school's moto, "We are one, but we are many" reflects our commitment to collaboration. Though we come from diverse backgrounds, we unite to pursue a common educational mission at ISSR.
- **Opportunity:**
  - At ISSR, a world of opportunities awaits our students. They are encouraged to actively contribute ideas that they believe will enhance the school experience.
- **Environment:**
  - We instill in our students the importance of nurturing nature and the community. We believe that appreciating and preserving the environment enriches life, and we empower our students to take the lead in this vital responsibility.

Learn More About ISSR: <https://www.iss.edu.kh>

# OUR BACKGROUND

ISSR is an independent International School in Siem Reap, Cambodia. The ISSR High School was established in August 2011 in central Siem Reap, following the success of the ISSR Primary School which was established in 2007. We are a rapidly growing school with a deserved reputation as one of the best educational institutions in Siem Reap, and the only institution currently offering AS and A Level courses for Year 12 and Year 13 students. ISSR's students represent over 15 nationalities.



ISSR believes that the diversity of its student body is one of its greatest strengths, supporting the school's mission to prepare students to be responsible and informed world citizens. With 60% of our pupils being local and the other 40% coming from a wide range of countries across Europe, Asia, Africa, and the Americas, our school offers a global learning environment. We are conveniently located at the end of Salakamreuk Rd., near the Ring Road, making us easily accessible.





# OUR CURRENT FACILITY

Our school has 33 classrooms, most of which are equipped with networked computers and data projectors. There is a modern ICT facility, as well as science laboratories, music room and art studio. All of the school buildings have a wireless network and students engage in the use of technology in their lessons. There is a 25m covered swimming pool, volleyball and basketball courts, and a grass playing field.

## HIGH SCHOOL CAMPUS



## NEW BUILDING PROJECT UNDERWAY

The new High School building will be essentially the same as Primary School building, except that it will have an extra floor and a much more usable underground basement. The top floor will be an Assembly Hall. There will be 20 to 30 new classrooms including 3 dedicated Examinations rooms, new print room, new large conference room, staff lunch room and a First Aid room, and a new, larger and better equipped Science lab.

















# OUR STAFFING & SAFE RECRUITMENT

At ISSR, we care deeply about the well-being and safety of our students. We want to create a positive and supportive learning environment for them. That's why we have high standards and expectations for our staff and volunteers.

Anyone who wants to work or volunteer at ISSR must follow our code of conduct and share our commitment to safeguarding and promoting the welfare of children and young people. We also have a strict and fair recruitment process that involves checking the background, qualifications, and references of all applicants. We do this to make sure that we only hire or accept people who are suitable and trustworthy.

All new staff and volunteers receive training on how to protect and support our students. They also agree to undergo any additional checks and procedures that our policy requires. By joining ISSR, they become part of our community and our mission to value diversity and foster respect, care and support among our students.

The International School of Siem Reap is staffed with dedicated, skilled and committed teachers, ensuring a quality education for your child. The teaching staff in the High School are fully qualified subject specific teachers, with either a first degree in Education or in a related professional discipline with additional pedagogic qualifications and are proficient English speakers with relevant Cambridge curriculum experience. Our staff members are from all over the world and provide an international flavour to the school.

 <b>Dr. David</b> Principal	 <b>Dr. Chris</b> Vice Principal	 <b>Mr. Dale</b> SLT	 <b>Ms. Annvinn</b> Exams Officer	 <b>Ms. Fatima</b> Chemistry	 <b>Mr. Tony</b> Maths & Physics
 <b>Mr. Keith</b> Humanities	 <b>Mr. Ray</b> Music	 <b>Ms. Lee-Anne</b> English	 <b>Ms. Sylvie</b> French	 <b>Ms. Shannan</b> Art	 <b>Ms. Ella</b> Maths
		 <b>Mr. Zinzan</b> P.E	 <b>Mr. Pan</b> Chinses		



# OUR CURRICULUM

The teaching of the Cambridge International Education curriculum, ensures the social and intellectual development of each individual student. Thus, by the end of a student's schooling, we can provide internationally recognised academic qualifications, preparing ISSR's students for further study in all international universities around the world.

The majority of our students are full-time, i.e., they pursue an international curriculum in its entirety. We also have a small number of part-time students who study the core international curriculum in addition to following the Khmer National Curriculum.



## KEY STAGE EXPLANATION

**ISSR High School is divided into three Key Stages in accordance with the UK secondary school structure:**

- **Key Stage Three: Year 7 - 9**
  - End of Year 9: CIE (Cambridge International Education) Checkpoint Examinations in English, English Second Language, Mathematics and Science
- **Key Stage Four: Year 10 – 11**
  - CIE IGCSE (International General Certificate of Secondary Education) Examinations in all examinable subjects (core and extended)
- **Key Stage Five: Year 12 - 13**
  - End of Year 12: CIE AS Level Examinations
  - End of Year 13: CIE AS and A Level Examinations

Learn More About Cambridge International Education Curriculum

<https://www.cambridgeinternational.org/programmes-and-qualifications/>

# ISSR SECONDARY SCHOOL PATHWAY

A quality educational programme is given to our students. Lessons are fully in accordance with the Cambridge International Education (CIE) for Year 7 to Year 9 (KS3) – Checkpoint, Year 10 to Year 11 (IGCSE) and Year 12 to Year 13 (AS/A Level).

## Key Stage 3: Age 11+ | Three Years (Year 7 - Year 9)

- Full-Time: 35 Lessons/week | Part-Time: 20 Lessons/week
- Key Stage Three: number of lessons allocated to each subject per week.



Cambridge International School

### Following the Cambridge Lower Secondary Curriculum

Clear, adaptable curriculum  
Flexible assessment options  
Support and resources  
Insight to predict performance

- Y7-Y9 Core Curriculum:
  - English Language/ESL
  - Mathematics
  - Science
  - Computer Science
  - Physical Education/Swimming
  - ECA
- Y7-Y9 Core Curriculum plus:
  - English
  - Mathematics
  - Sciences
  - Computer Science/Digital
  - French/Chinese
  - Humanities (Geography & History)
  - Art & Design
  - Global Perspective
  - PSHE
  - Physical Education/Swimming
  - ECA

## Key Stage 4: Age 14+ | Two Years (Year 10 - Year 11)

- Full-Time: 35 Lessons/week | Part-Time: 20 Lessons/week
- Pupils take eight subjects for the IGCSE. Whilst most of our students are full-time i.e. they pursue the international curriculum in its entirety, a small number of part-time students only study the core of the international curriculum and one of the Options, in addition to following the Khmer National Curriculum.



Cambridge International School

### Following the Cambridge Upper Secondary Curriculum

Broad, adaptable curriculum  
Fair, valid, reliable assessment  
Support and resources  
Insight to optimise achievement

- Y10 Core Curriculum:
  - English Language/ESL
  - Mathematics
  - Co-ordinated Sciences
  - Business Studies
  - Physical Education/Swimming
  - ECA
- Y10 Core Curriculum plus:
  - English Language/ESL
  - Mathematics
  - Co-ordinated Sciences
  - Business Studies
  - English Literature
  - History/French/Chinese
  - Global Perspective/Geography
  - Art & Design/Computer Science
  - Physical Education/Swimming
  - ECA
- Y11 Core Curriculum:
  - English Language/ESL
  - Mathematics
  - Physics/Biology/Chemistry
  - Business Studies/Geography
  - Physical Education/Swimming
  - ECA
- Y11 Core Curriculum plus:
  - English Language/ESL
  - Mathematics
  - Physics/Biology/Chemistry
  - Business Studies/Geography
  - History/French/Chinese
  - Global Perspective
  - Art & Design/Computer Science
  - Physical Education/Swimming
  - ECA



# ISSR SECONDARY SCHOOL PATHWAY

## Key Stage 5: Age 16+ | Two Years (Year 12 - Year 13)

- Full-Time: 35 Lessons/week | Part-Time: 20 Lessons/week
- The subjects offered at AS/A Level vary dependent upon students' choices. Students take three AS subjects with an optional 4th in Year 12. After the AS level exams, they often drop one subject, and continue the other three through to Year 13 to complete their A-levels the following subject are currently being offered:



Cambridge International School

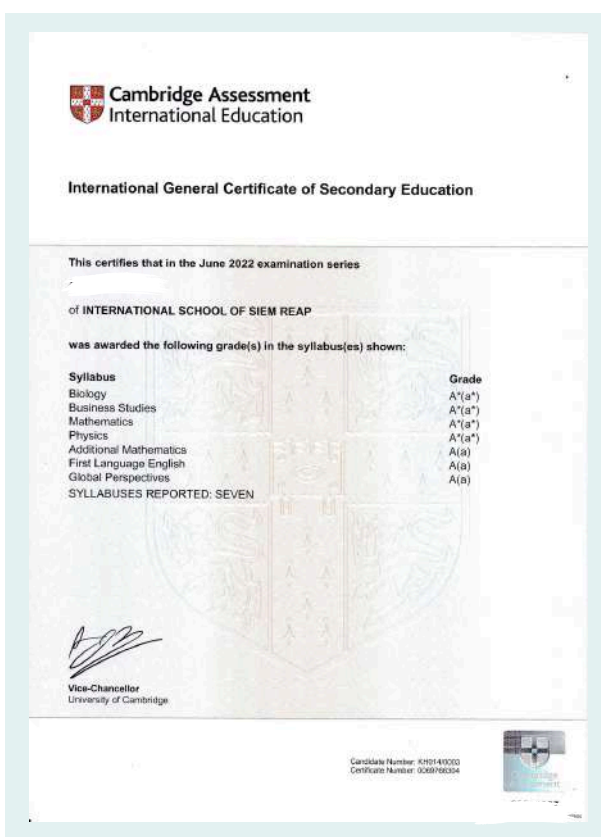
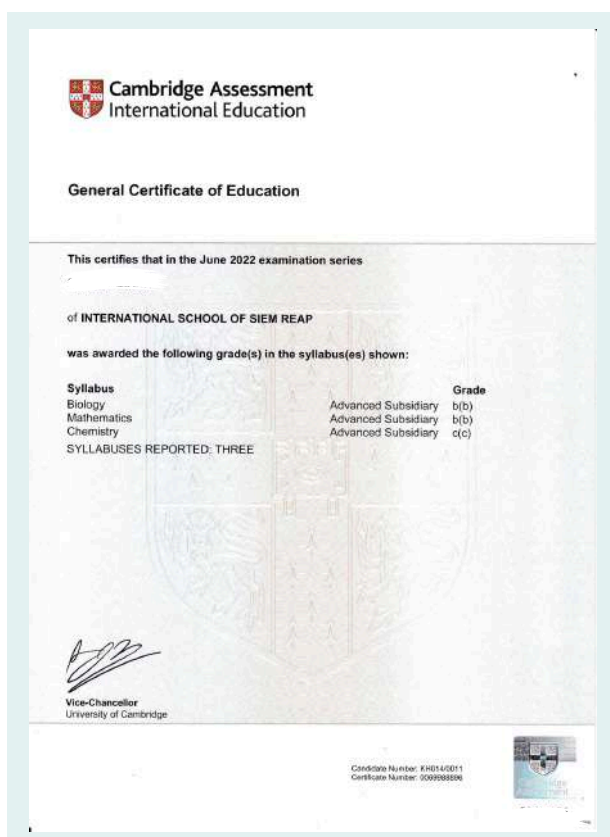
### Following the Cambridge Advance Curriculum

In-depth, adaptable curriculum  
Fair, valid, reliable assessment  
Support and resources  
Insight to predict performance

### AS/A Level Curriculum:

- Geography
- Business
- Mathematics
- Biology
- Chemistry
- Physics
- Critical Thinking
- English

Official Cambridge certificates and recognition for the Cambridge Lower Secondary Year 9 Checkpoint tests, IGCSEs at the end of Year 11 and AS and A Level at the end of Year 12 and Year 13 will be provided to each student upon completion of each course.



# EXAM SERIES AT ISSR

At ISSR, we strictly adhere to Cambridge guidelines for exam preparation. We have appointed a certified Cambridge Exams officer to ensure that all exams are well-organised and fair for every candidate. There are three types of exams at ISSR: Internal Exams, often referred to as Progress Assessments, Mock Exams (trial exams), and the most crucial, Cambridge Exams (Checkpoint, IGCSE & A Levels).



## Internal Exam: Progress Assessment

This type of exam is prepared by the subject teacher. The teacher calculates the students' performance using formative assessment methods and term assessments. All data is recorded in the school's educational system, EduPage, and parents receive a generated progress report detailing their child's academic performance. Progress Assessment is a proportion of the total score, collected from class assignments, attendance, group projects, quizzes, and behavior. Students are expected to meet all criteria to achieve a good grade. Although Progress Assessments are scheduled on the Academic Calendar, there are occasions when teachers may request timetable adjustments to meet other requirements.

## Internal Exam: Mock Exams

Mock exams are trial exams treated as real exams. The purpose of giving mock exams is to help students familiarize themselves with the material, timing, and types of questions they will encounter in the real exams. They also enable teachers to assess students' understanding and readiness for the final exams, identifying areas where students may need additional support or revision. Teachers can use the results as feedback for students and parents, guiding their study and revision strategies. Additionally, taking mock exams is crucial for teaching staff and invigilators to receive feedback from the Exams Officer on what to expect during the real exams. Moreover, mock exams can help reduce exam anxiety and build confidence by providing a realistic practice environment.

**External Exam: Cambridge International Exams** are global assessments in which ISSR students participate, joining over 10,000 schools worldwide. The exam materials are prepared by Cambridge International Center. Only accredited schools recognised by the Cambridge Committee are permitted to host these exams. Cambridge often conducts surprise visits during exam seasons to oversee the exam practices and ensure adherence to Cambridge Standards.

### • Cambridge Checkpoint Year 9

- The Cambridge Checkpoint exams are designed to evaluate learners at the conclusion of their lower secondary education. These exams offer a thorough assessment of students' strengths and weaknesses in key subjects such as English, mathematics, and science. The Checkpoint Exams are typically held in April.

### • Cambridge IGCSE Year 11

- The Cambridge International General Certificate of Secondary Education (IGCSE) is designed to prepare students for further education after finishing Y11, such as Cambridge International AS and A Levels, as well as other progression routes. The IGCSE Exam are usually conducted from April until June.

### • Cambridge AS Year 12 & A Levels Year 13

- The Cambridge International AS & A Levels are subject-based qualifications typically taken in the final two years of high school. It is part of the Cambridge Advanced stage and is designed to prepare students for university education and other higher education pathways. The A Levels Exam June Series are typically held from April through June.



# ISSR CHECKPOINT RESULTS

➤➤➤ **MAY 2024 SERIES**

*Congratulations*



**TEKSING**  
Outstanding Results in  
English, Maths & Science



**ANLY**  
Outstanding Results in  
English, Maths & Science



**PANHAREACH**  
Outstanding Results in  
English, Maths & Science



**MONINEATH**  
Outstanding Results in  
English



**ERVIN**  
Outstanding Results in  
English & Science



**MICHAELA**  
Outstanding Results in  
English & Science



**ANGELA**  
Outstanding Results in  
English



**MENGHONG**  
Outstanding Results in  
Science



**RATANAC**  
Outstanding Results in  
Maths



**MINSEO**  
Outstanding Results in  
English

# ISSR ACADEMIC ACHIEVEMENTS IGCSE RESULT



**A huge congratulations to our ISSR year 11 students who achieved 17A\* and 21As in the Cambridge International IGCSE exams 2023 June series.**

This is a phenomenal result that shows the student's excellence, commitment and passion for learning. The Cambridge International IGCSE exams are highly regarded and challenging qualifications that test students' abilities in a wide range of subjects. They are taken by millions of students worldwide every year and open many opportunities for further education and career development.

## OUTSTANDING PERFORMANCE IN CAMBRIDGE IGCSE EXAMS JUNE 2023 SERIES



**Amane**  
Excellent Result (A\*) in Business Study, Co-Science, English, French, Global Perspective, and Maths.



**Manika**  
Excellent Result (A\*) in Co-Science, Chinese, Global Perspective, and Maths.



**Seoyoung**  
Excellent Result (A\*) in Chinese, Global Perspective, and Maths.



**Mayuri**  
Excellent Result (A\*) in Chinese



**Yuhai**  
Excellent Result (A\*) in Chinese



**Maiya**  
Excellent Result (A\*) in French



**Jing Jing**  
Excellent Result (A\*) in Chinese



# ISSR SAFEGUARDING

## WHAT IS SAFEGUARDING?

Safeguarding involves implementing policies, procedures, training, and appointing appropriate personnel to minimize the risk of abuse and address concerns effectively when they arise. ISSR is deeply committed to safeguarding and promoting the welfare of children at risk. This policy outlines our core safeguarding principles.

The ISSR Child Protection policy outlines our core safeguarding principles. These are:

- It is the school's responsibility to safeguard and promote the welfare of children
- Children who are and feel safe make more successful learners
- The school community will be involved in policy development and review
- The policies will be reviewed every two years, unless an incident or new legislation or guidance suggests the need for an earlier date of review.

We recognise our moral and statutory responsibility to safeguard and promote the welfare of all children. We endeavour to provide a safe and welcoming environment where children are respected and valued. We are alert to the signs of abuse and neglect and follow our procedures to ensure that children receive effective support, protection and justice.



## ISSR SAFEGUARDING PRINCIPLES

The school will ensure that the welfare of children is given paramount consideration when developing and delivering all school activities:

- All children, regardless of age, gender, ability, culture, race, language, religion or sexual identity, have equal rights to protection
- All staff have an equal responsibility to act on any suspicion or disclosure that may suggest a child is at risk of harm in accordance with this guidance
- All pupils and staff involved in child protection issues will receive appropriate support from the senior leadership of the school who will follow the ISSR policy guidance in doing so.

# OPPORTUNITIES AT ISSR

Another important part of the all-round education of students is the development of leadership skills. Cultivating these skills is essential for preparing students to take on future roles of responsibility and influence. There is a wide variety of activities used to develop young future leaders. These include:

- **School Representative Council (SRC):** Serving on the SRC allows students to represent their peers, voice concerns, and contribute to school governance. This role helps them develop skills in communication, negotiation, and decision-making.
- **ECA Model United Nations (MUN):** Participating in MUN provides students with a platform to engage in debates, understand global issues, and develop diplomacy skills. It fosters critical thinking, public speaking, and teamwork.
- **House Captains:** As house captains, students lead their house teams in various school activities and competitions. This role enhances their leadership, organizational, and motivational skills.
- **ECA Leaders:** Extracurricular Activity (ECA) leaders take charge of organizing and managing various clubs and activities. This responsibility helps them develop planning, coordination, and leadership abilities.
- **Master of Ceremony Team:** Being part of the master of ceremony team involves hosting school events and assemblies. This role improves their public speaking, confidence, and event management skills.
- **Event Interpreters:** Acting as event interpreters, students assist in translating and facilitating communication during school events. This role enhances their language skills, cultural awareness, and adaptability.
- **Event Organizers:** Students who organize events gain experience in planning, logistics, and teamwork. This role helps them develop project management, problem-solving, and leadership skills.
- **Community Service/Volunteer Programme:** Participating in community service or volunteer programs allows students to contribute to society and develop empathy, social responsibility, and leadership skills.
- **Cultural Presentation Assemblies:** Involvement in cultural presentation assemblies provides students with opportunities to showcase their talents, celebrate diversity, and develop organizational and leadership skills.

These activities collectively contribute to the holistic development of students, equipping them with the necessary skills to become effective and compassionate leaders in the future.





# ISSR IS A QUALIFIED EDUCATIONAL AGENT COUNSELLOR (QEAC)

## WHAT IS QEAC?

A Qualified Education Agent Counsellor (QEAC) is a professional who has completed industry-recommended training, typically through the Education Agent Training Course (EATC) offered by ICEF Academy or PIER Australia. These counsellors play a crucial role in guiding and referring students to educational institutions, particularly in Australia.

To become a QEAC, one must pass the EATC exam, which covers various aspects of the Australian education system and student recruitment processes. This certification ensures that the counsellor is knowledgeable and capable of providing accurate and effective advice to students seeking to study abroad.

## WHY IT IS IMPORTANT TO BE PART OF QEAC?

At ISSR, we are committed to providing the best support for our students' educational journeys. We believe that our qualification in the Qualified Education Agent Counsellor (QEAC) programme significantly enhances our understanding of the application process for studying abroad. This expertise allows us to offer comprehensive assistance to students as they navigate their academic futures beyond Cambodia.

With the knowledgeable support of ISSR, students receive personalised guidance, ensuring they take confident steps towards their educational goals. Our dedicated team is always available to consult with students and parents about their aspirations, whether they are considering colleges or universities. We encourage open communication and are here to help at any stage of the application process.



Moreover, ISSR extends its support to students and their families who are planning to study in Australia. We provide assistance with the visa application process and help prepare all necessary documents, completely free of charge. Our goal is to make this transition as smooth and stress-free as possible, allowing students to focus on their studies and future success.

We are proud to be a part of your child's educational journey and are here to support them every step of the way.

Learn More About Qualified Agent Councilors

<https://www.icef.com/academy/qualified-education-agent-counsellors-qeacs-list/>

# SCHOOL RULES AND POLICIES

All parents are requested to make themselves aware of the school policies that apply in the day-to-day life of their son / daughter. These school policies cover all aspects of the educational provision as well as broader managerial issues. They inform and protect all members of our school community. Policies can be viewed in the school office at any time. The main school Policies directly affecting parents and students are outlined on the following pages.

## ATTENDANCE

All students are expected to attend the full school term each year. This routine ensures good progress for your child's education. The school calendar is printed in this handbook and also available on our website: <https://issr.edu.kh/secondary/about-us/calendar/> or from Administration. Should any unforeseen calendar changes occur, parents will be informed by email, letter and on the school's website.

## INSURANCE

All pupils, teachers and staff at ISSR have been covered by a group accident insurance policy for injury in the school grounds and during school excursions. (This insurance is not for students' illnesses while attending ISSR). There is no additional charge to parents for this coverage, which becomes active once initial fees have been paid.



## HELMETS

Students arriving to school on motos or bicycles must wear a safety helmet by Cambodian Law. If an accident occurs whilst commuting to and from school, and helmets are not worn, students are not covered by the ISSR insurance policy.

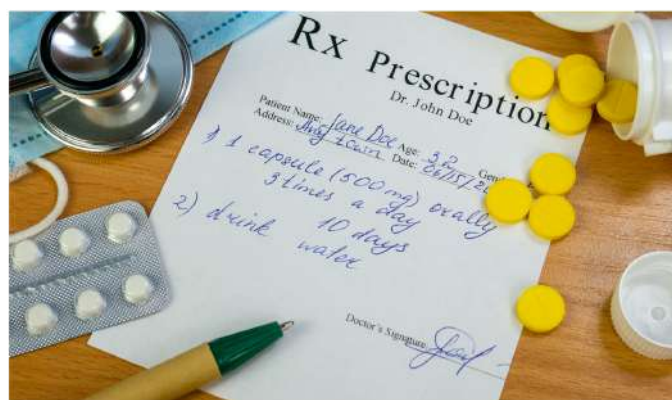


# MEDICATION

If a student becomes unwell during the school day, the school will contact the parents concerned and the student will be taken home by school personnel when parents are not free to arrange for a pick-up themselves. This will incur a small cost to parents. For students with an ailment that does not otherwise prevent their presence in school, ISSR cannot take responsibility for administering medicine. However, an arrangement can be discussed on a case-by-case basis.

Students may not have any medicine at school. If they need to take medicine during the school day, the medicine must be given to the office with a note explaining what time and how much medicine should be taken. Students may go to the office at the proper time to get their medication and take it.

Parents are responsible for updating their son / daughter's vaccinations each year and should inform the school administration whenever there is a change of status regarding such vaccinations.





# MOBILE PHONES AND ELECTRONIC DEVICES

## Policy Aim:

The aim of this policy is to help students use their phones in a healthy and responsible way, both inside and outside of lessons. The school will also provide PSHE lessons to cover this topic and educate students about the benefits and risks of phone use.

This policy applies to all students in the school, except for those in Years 12 and 13, who are permitted to use their phones in their study room for educational purposes only.



## Years 7 to 11:

- Students in Years 7 to 11 are not allowed to use their phones outside of lessons unless they have permission from a teacher or staff member. The only exception is for checking their timetable as they leave the previous class.
- We encourage students to use computers for completing assignments, as using phones on school premises can disrupt academic performance.

## Confiscation Procedure:

- If a student is seen using their phone outside of lessons without permission, the phone will be confiscated for the rest of the day.
- The student will have to take their phone to the front desk and sign it in. They can collect it at the end of the day and sign it out when the confiscation period ended.
- The Operations Manager, Officer Staff, and supervision teachers are authorized to confiscate a student's phone and bring it to the Senior Leadership Team to determine the scale of misconduct.
- All incidents will be recorded in the logbook. If a student repeatedly breaks this rule, it will be considered serious misconduct, and a meeting between the parents and the Principal will be arranged.

## In the Classroom:

- The teacher is responsible for controlling phone use in the classroom. Students should put away their devices when not required.
- If the teacher allows phone use for a specific purpose, such as research or homework, students should follow the instructions and only use their phones for that purpose. However, we encourage students to use computers for research rather than mobile phones during class.
- If a student is observed not following instructions, they will be asked to take their phone to the front desk, and the confiscation procedure will apply.

# UNIFORMS

Wearing a school uniform is crucial for promoting equality, enhancing focus, fostering school pride and unity, improving safety, encouraging discipline, and saving time and money. By standardising attire, we aim to create an inclusive and distraction-free learning environment where all pupils can thrive academically and socially.



The ISSR school uniform (royal blue polo shirt with logo), which can be purchased from the office, but students must also adhere to the following:

- Loose-fitting black, dark grey or navy-blue long trousers or shorts below the knees.
- If female students wish to wear skirts, that is acceptable provided they are of one of the listed colours, are loose-fitting and extend to the knees.
- Light blue denim is not permitted. However, denim jeans of a dark colour, preferably black, dark grey or navy are acceptable. Any clothing that is ripped or displays any form of logo is not acceptable.
- Sandals, flip-flops, high heeled shoes or open-toed shoes are not to be worn by the students.
- Students are expected to wear the school PE kit for PE lessons and Sports and Games. The same footwear rule as itemised in above applies. Students are required to wear suitable sports shoes for activities.
- Students may wear one wristwatch, one simple ring of a size deemed not to pose a risk in laboratories, workshops or any other area of the school, or which poses a risk to other people.
- No make-up; no coloured contact lenses; no nail varnish; no visible tattoos.
- Girls may have one pair of small, simple, stud earrings of a size deemed not to pose a risk in laboratories, workshops or any other area of the school.
- Girls may wear one simple bracelet of a size deemed not to pose a risk in laboratories, workshops or any other area of the school.
- Teachers of Science, Art and Design and Physical Education, and, where relevant, other teachers may instruct a student to remove an item of jewellery if the teacher considers that the item could pose any risk.
- If a student does not wear their blue polo shirt to school, they must provide a valid reason to their Tutor.
- Respectable natural hairstyles with no / minimum colouring.
- When on expeditions (including field trips), school uniforms must be worn unless instructed otherwise by the teacher in charge.
- When attending school for examinations, school uniforms must be worn unless instructed otherwise by the teacher in charge.
- Parents will be contacted by telephone or email if there are recurring issues with uniform and / or appearance in general.



# LATENESS

The current ISSR High School student daily schedule is from 07:50-16:00 for full-time students and 07:50-1700 for part-time students. All students have a 10-minute form period from 07:50-08:00 every morning where they meet with their tutor. Attendance is taken by the teacher on EduPage and students not in attendance by 8:00 will be marked as absent for that period. All students receive an ID card which is used to register their attendance when they arrive at school and monitor when they exit the school at the end of the school day or for sport and field trips. ISSR High School students must adhere to the following:

- Arrive at ISSR before 07:50 and register on the system.
- Be in their form room between 07:50.
- Students will be marked late if they arrive after 07:50, which will be indicated on their reports.
- If a student arrives after 07:50 they must first report to the School Office to explain the reason for their lateness.
- Students then log in using the card reader situated in the office area. The late arrival will be automatically recorded on the registration system.
- Parents must phone the school office if their son / daughter is going to be late for school owing, for example, to doctor's appointments, bad traffic, accidents and exceptional circumstances.
- Parents will be contacted by telephone or email if their son /daughter is late twice or more in the same week.
- If lateness is a recurring problem, a meeting between the Principal, the tutor, student and parents will be arranged.





# ABSENCE

It is integral to a student's education that they attend school on a regular basis and the ISSR High School students must adhere to the following procedures if absent from school or if they go home before school ends:

- If a student is sick, parents use EduPage to inform the school office before 07:50 so that the Administrative staff can inform the respective teachers and make any additional arrangements.
- If the student takes the school bus the administrative staff should be informed earlier so that transport delays can be prevented.
- When phoning the school office, parents must explain why their son / daughter is absent and when they will be returning to school.

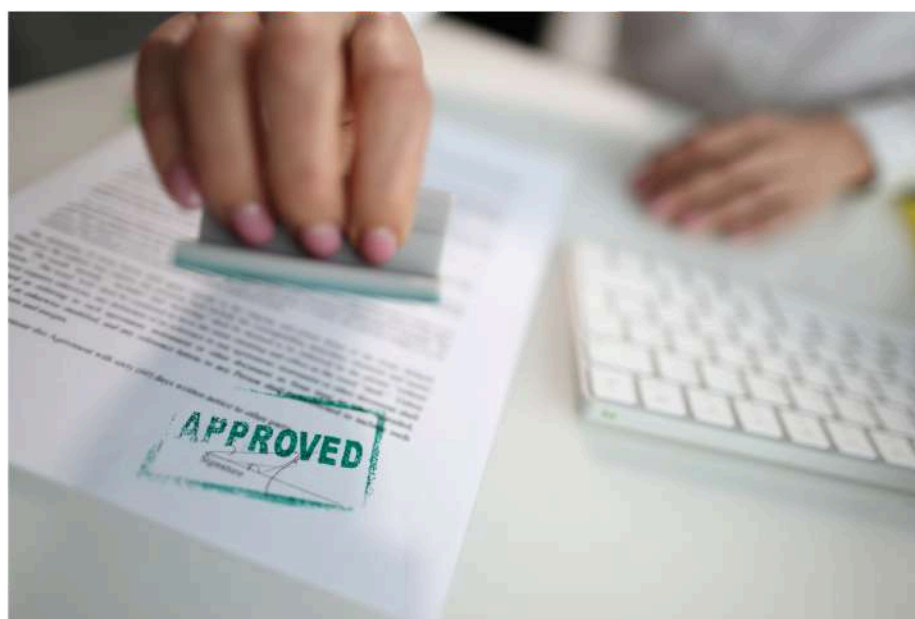


- With regards to absences during the school day, parents must inform the office in advance, providing details such as when their son / daughter will need to leave the school premises, when they will return and the purpose of their absence.
- If a student is going to have a prolonged or planned absence from school, parents must inform the school office in advance, providing details such as when she/he will be absent, the date of return and the purpose of their absence.
- If a student is sick during the school day, it will be at the discretion of the teacher as to whether to send him/her home. The parents will be duly informed of any situations such as this.
- Students are not allowed to phone their parents during the school day to request the parents to allow them to go home early.
- Parents will be contacted if there are recurring problems with their son/daughter's attendance by telephone or email.
- For health and safety and child protection reasons, students should not phone the office to explain an absence; that is the role of the parents or guardian.

# AUTHORISED AND UNAUTHORISED ABSENCES

There is a difference between authorised and unauthorised absences.

- Absences for the following reasons will be considered authorised:
  - Illness
  - Family emergencies
  - Religious observances
- If a note or letter is not provided, such absences will be considered unauthorised.
- A pattern of unauthorised absences will necessitate a conference with parents.
- For planned absences, we strongly request that parents plan vacations to coincide with school holidays. We request advance written notification of vacations and other planned absences that are to occur during term time.
- If a prolonged absence from school is anticipated, parents are invited to make an appointment with the relevant teachers in advance to receive the planned assignments and schedule of work.
- Upon return to school, the student must present an absence slip signed by a parent or guardian. If the excuse is related to sickness, a medical certificate (sick leave) is required.



# COMPLAINTS AGAINST TEACHERS

## THE FORMAL PROCEDURE PRINCIPLES

At every stage of the formal procedure, the handling of complaints will adhere to the following principles:

- **Non-adversarial:** Ensuring a cooperative and respectful approach.
- **Swift:** Addressing complaints promptly within agreed time limits.
- **Fair:** Conducting independent investigations when necessary to ensure impartiality.
- **Confidential:** Maintaining the privacy of all parties involved.

### INFORMAL COMPLAINT

You can contact the school if you are unhappy about something. We will try to fix it quickly and listen to what you want. We will answer you in 15 school days or less. We can talk to you or write to you. We will keep a record of your complaint. If we need more time, we will tell you why and when we will reply. We will also tell you what to do next if you are still not happy. If your complaint is about a teacher or someone else in charge, or if the Principal thinks it is serious, we may skip this stage and go to the next one.



### FORMAL COMPLAINT

You can write to the Principal if you are not happy with the answer from the teacher or person who looked into your complaint. Or if the Principal thinks your complaint is serious, they may skip the first stage and investigate it themselves. You should write what you want to happen because of your complaint. You should do this within 10 school days after you got the first answer. We will reply to you in 2 school days or less and tell you when we will finish looking into your complaint. This should be within 20 school days or less. If we need more time, we will tell you why and when.



The Principal may meet with you to talk about your complaint. You can bring a friend or someone else to help you. The Principal will also talk to anyone else who is involved in your complaint. We will keep a record of everything. We will try to solve your complaint quickly and fairly. The Principal will write to you with the result of the investigation and what we will do next. If your complaint is about the Principal or they have already been involved, we may send your complaint to the Directors at the next stage. The Directors may ask someone else from the school who is not involved to help them with the investigation.



Complaint about the Principal's investigation If the complainant thinks the Principal's decision is irrational or unreasonable, they can write a complaint to the Directors within 5 school days. The Directors will investigate the evidence and may interview the complainant, the Principal and relevant staff. They will not question any students. They will inform the complainant and the Principal of the outcome in writing within 20 school days. A decision is irrational if it is so unreasonable that no sensible person could have made it.



# FIELD TRIP

The purpose of field trips is to provide students with learning opportunities that extend beyond the classroom and enhance their academic, cultural and social development.



## POLICIES AND PROCEDURE

- All field trips must be approved by the Principal at least two weeks in advance and have a clear educational rationale.
- Parents must be informed of the details of the field trip and give their written consent for their child to participate.
- A risk assessment must be conducted for each field trip and appropriate safety measures must be implemented to reduce the risks.
- The adult-child ratio for field trips depends on the age and nature of the activity, but as a general guide, it should be one adult for every 10-12 pupils aged 10 or above. All field trips must include admin/local staff.
- The group leader and other supervisors must monitor the group at all times and ensure that students follow the rules and expectations of the field trip.
- The mode of transport for field trips may vary, but students must always behave safely and responsibly while travelling.
- Students with special educational or medical needs should be included in field trips as much as possible, as long as their safety and well-being can be guaranteed. The group leader should consult with the parents and the Principal to make suitable arrangements for these students.
- Students should wear school uniform or appropriate clothing for field trips, unless otherwise specified by the group leader.
- The group leader should have contingency plans for emergencies or changes of plan and communicate them to the parents and the Principal if necessary.

# ENROLMENT

Enrolment of any new student is initially based on an applicant's age, and every new student wishing to enrol at ISSR will have to complete assessments in English, Mathematics and Science to determine whether they will be accepted.

It is ISSR's policy not to place a student in a Year Group more than one year below their prospective age range – this is to ensure that students receive a high standard and socially cohesive education. In certain exceptional circumstances a student may be placed one year above the prospective age range although this is at the discretion of the Principal and based upon the student's academic background.

# REQUIREMENTS

- School reports
- Three passport-sized photos (3x4 cm) of each of the following: the child, the mother, the father, and the nanny
- Passport copy of the child
- Birth certificate
- Vaccination record



# FEES AND REFUNDS

- **Key Stage Discount:** Get 50% off when you move from Key Stage 1 to 2 or from Key Stage 2 to 3.
- **ELS Charge:** New students need ELS assessment. ELS classes are extra if required.
- **Payment Options:** Pay full amount and save 5% or pay in two installments.
- **Enrollment Fee:** One-time payment per key stage, including Foundation Stage.
- **Annual Fee:** Nursery class stationery and consumables start from Aug-2023.
- **Refunds:** No full refunds. Partial refunds apply if you withdraw before school starts:
  - Tuition Fee: Full refund
  - Stationery and Consumable: 50% refund
  - Registration Fee: No refund
  - Enrollment Fee: No refund
- **Returning Students:** Treated as new applicants unless agreed otherwise.
- **VAT Note:** If VAT applies to school fees, it will be added.
- **Cambridge Exams:** Cost recovery policy for CAIE fees.
- **Checkpoint tests:** \$200 for year 9 students.
- **Checkpoint tests:** \$150 for year 6 students.
- **IGCSE or A-Level exams:** \$120 each (\$150 for double award subjects).

# ACADEMIC YEAR

The school year has four terms and two semesters.

Semester 1	Semester 2
<b>Term One</b> <b>Start:</b> Monday 12th August 2024 <b>End:</b> Friday 25th October 2024	<b>Term Three</b> <b>Start:</b> Monday 27th January 2025 <b>End:</b> Friday 11th April 2025
<b>Term Two</b> <b>Start:</b> Monday 28th October 2024 <b>End:</b> Friday 24th January 2025	<b>Term Four</b> <b>Start:</b> Monday 21st April 2025 <b>End:</b> Friday 20th June 2025

# SCHOOL DAY

The school day for all students begins at 7:50 am. Students need to arrive and register using the card system before 7:50 am otherwise they will be marked late. Repeated lateness may result in after school detentions.

- School hours: All classes start at 8:05 am. There is a morning break of 15 minutes and a 50-minute lunch break.
- The length of lessons is 55 minutes. This is to facilitate activities prior to the start of lunch thereby ensuring that the School is all-inclusive in terms of full-time and part-time students.
- For full-time students, classes finish at 4:00 pm and for part-time students who study the Khmer National Curriculum, classes finish at 5:00 pm.



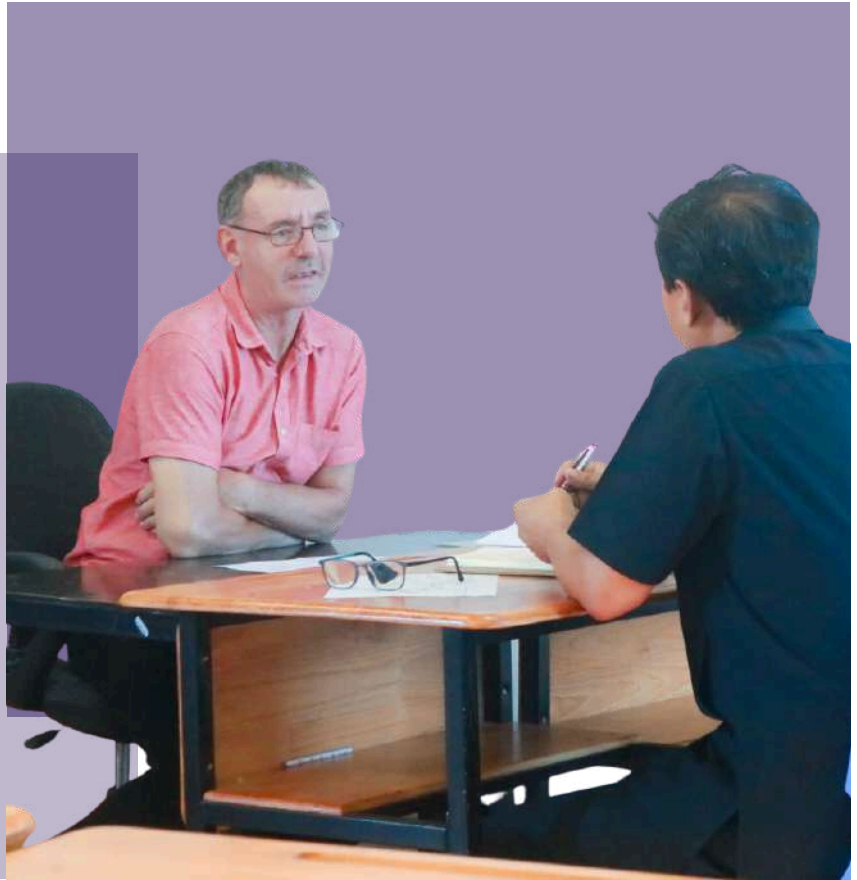


For students studying in KS3 and IGCSE, classes will not exceed 25. Students, and AS/A2 Level classes will not exceed 20 students per subject. WE will not establish a subject for less than 4 students unless the teacher agrees to do the extra time. Should the school receive more applications for a year group which is at full capacity, those applicants will be placed on a waiting list for that particular class providing the enrolment paperwork has been completed. Once a place for a student is made available, the place will only be held if the registration fee has been paid. Priority will be given to applicants whose sibling(s) is/are already enrolled at ISSR.



# ACADEMIC QUERIES

For routine matters relating to academic progress and classroom activity, parents should bring their concerns to the attention of the classroom teacher. Parents are asked to make an appointment outside of classroom time. This can be done over the telephone with the office or in person before or after the tuition times. If for any reason it is felt that concerns have been insufficiently addressed an appointment may then be made via the office to speak to the Principal.



Parents are not permitted to enter classrooms during the school day for this or other purposes without prior appointment with the class teacher, or without being accompanied by a member of the administration or teaching staff. For all other questions not specifically of an academic nature please make an appointment to speak to the Principal or administration.





# REPORTS AND PARENTS MEETINGS

## HOW TO GET YOUR CHILDREN'S REPORT

### Report Schedule for 2024-2025

Each year, we issue two full End of Semester reports-S1 & S2 Official Report (End of Term 2 and Term 4) and for Term 1 and T 3 reports are available on Edupage. We also finalise four end of term reports on EduPage. Additionally, we hold three parents' meetings throughout the academic year. The schedule is provided in the Academic Calendar 2024-2025: <https://issr.edu.kh/secondary/about-us/calendar/>.

## PARENTS MEETINGS SCHEDULE FOR 2024-2025

- i Meet & Greet:** Friday 16th August 2024
- i 1st Meetings:** Monday 04th - Wednesday 06th November 2024
- i 2nd Meetings:** Tuesday 14th - Thursday 16th January 2025
- i 3rd Meetings:** Tuesday 01st - Wednesday 03rd April 2025

Parents will get a notification letter from school about the meeting: they need to fill the reply slip and indicate their preferred appointment time. Parents can also find information regarding the meeting on school social media; reminder, website, and the school academic calendar. The school admin will contact parents to arrange the meeting slots.





# AWARDS

## TYPE OF AWARDS

ISSR values the achievements and efforts of its students and rewards them with various awards throughout the year. These awards are based on academic performance, personal growth, and involvement in the school community. The awards are as follows:



- The Attainment Award is given to students who have achieved excellent results in a range of subjects each semester. This award recognises the students' mastery of the curriculum and their dedication to learning.
- The Progress Award recognises those students who are determined to succeed in subjects that they find challenging. This award acknowledges the students' improvement and resilience in overcoming difficulties and reaching their goals.
- The Special Merit Award records the gratitude of ISSR towards those students who have made a significant contribution to the extra-curricular life of the School during the academic year. This award celebrates the students' talents, leadership, and service in various activities such as sports, arts, clubs, and events.



# EXTRA-CURRICULAR PROVISION



## ECAS AT HIGH SCHOOL CAMPUS



Alongside a strong academic focus within the school is the explicit intention to develop individual talents and strengths so that each child has the opportunity to be successful. To ensure this occurs, a wide range of activities is organised which aids physical development and the exploration of interests as well as providing opportunities for experiencing the thrill of challenge and competition, the spirit of teamwork and a sense of accomplishment.

## TYPE OF ECAS

The school provides a rich extra-curricular programme. The Extra-Curricular Activities (ECAs) programme is compulsory for all students. Students are required to choose an activity from a range of options. ECAs are varied and students can choose different ECAs each semester. Our ECAs include art, sports, leadership, digital skills, critical thinking, music, dancing, debating, languages, photography, content creation, drama, and more. Whether the students want to express their creativity, challenge their mind, improve their fitness, or explore new cultures, they will find something that suits them among our ECAs.



# HIGH SCHOOL EVENTS

## SAVE THE DATE

DATE	EVENT	NOTES
16/08/2024	Parent Meeting & Greet	Introducing New Staff and Greeting All Parents.
11/2/2024	ISSR Annual School Fair	Charity Activities for Raising Funds Donated to Children's Hospitals.
20/12/2024	Christmas Concert	Collective Performances from Both Campuses.
4-5/02/2025	School Photos	Memorable Class and whole school Photo Shoots
21/03/2025	Swimming Gala	Annual Swimming competition
23/5/2025	High School Sports Day	Annual Houses Competition.
14/06/2025	Graduation Ceremony	Graduation Ceremony for Year 6, Year 11, and Year 13.
20/06/2025	End of Year School Concert	Joint Performances from Both Campuses & School Updates.



For more information and updates, we will send letters to parents if permission is required. For general information, please follow our communication channels or refer to our academic calendar for 2024-2025.



# ISSR AND COMMUNITY

At ISSR, we believe that fostering a strong connection between our students and the community is crucial for their overall development. By engaging with the community, students enhance their social skills and gain a deeper understanding of the importance of giving back. We actively encourage our students to participate in various volunteer programs both on and off campus, allowing them to acquire knowledge and experience beyond the classroom.

Our volunteer programs encompass a wide range of activities, including:

- **Animal Charity Work:** Assisting local animal shelters and rescue organizations.
- **Book Drives:** Organizing fundraising events to support children's hospitals.
- **School Charity Fairs:** Hosting events to raise funds for various causes.
- **Community Clean-Up:** Picking up trash and beautifying the town.
- **Supporting Remote Schools:** Providing aid and resources to schools in remote areas.
- **Collaborating with NGOs:** Partnering with non-governmental organizations in Siem Reap to support various community initiatives.

Through these diverse programs, our students not only contribute positively to society but also develop a sense of responsibility and empathy. We are committed to nurturing well-rounded individuals who are prepared to make a meaningful impact in the world.









# ISSR HIGH SCHOOL

# PARENTS

# HANDBOOK

We are one, but we are many



## High School

## Primary School

## Follow us on social media



## Find us on Google Maps

✉ adminhs@issr.edu.kh

☎ +855 98 87 87 82

📍 #51 Salakamreuk St., Tropeang Treng village, Salakamreuk, Siem Reap, Cambodia.

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High School



Primary School