



RAMKHAMHAENG ADVENT
— INTERNATIONAL SCHOOL —

MICHAEL HALL
GABRIELLELE HALL

**Parent – Student
Boarding Handbook
2023-2024**

1 Soi Ramkhamhaeng 119, Huamark,
Bangkapi Bangkok 10240, Thailand

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INTRODUCTION

Ramkhamhaeng Advent International School (RAIS) is a privately owned Christian school, having classes from Kindergarten to Grade 12 and is located in the greater Bangkok area, in Thailand. The school began in 1999 and is accredited by the Western Association of Schools and Colleges (WASC). American Curriculum is being followed and it prepares students for Advanced Placement (AP) exams.

RAIS runs from Nursery to Grade 12. We have Nursery, Kindergarten, Elementary schools (Grade 1 to 5), Middle School (Grade 6 to 8), and High School (Grade 9 to 12). High School offers five diplomas in the following fields: Communication Arts, Business, Medicine & Engineering, and Computer Science. Students who graduated with the above diplomas have joined prestigious universities here in Thailand and abroad (refer to RAIS website: rais.ac.th).

The school administration has invested in boarding facilities for boys and girls who are 12 years and above. It is open to local and international students. The boarding halls are located adjoining the school campus.

This handbook is intended to provide you with information on the guidelines and operating procedures for living in the dorm. Not everything can be put on paper, but we anticipate that this handbook will provide you with general information concerning boarding here at RAIS.

The procedures and guidelines discussed in this handbook are to help our students stay safe and have a great boarding life experience. Where circumstances may arise in which the school determines that changes are required in these guidelines and procedures, the school reserves the right, at any time, to modify, terminate, rescind, or supplement any of the guidelines, benefits, or procedures set forth in this handbook. Parents and students will receive updated information on the policy changes, which should be kept for your reference.

The policies and procedures are effective from January 1, 2023. The policy will be subject to review on a yearly basis.

School Contact Information

Address	1 Soi Ramkhamhaeng 119, Huamark, Bangkok Bangkok 10240 Thailand
School Telephone Number	02-370-0316 / 02-370-0317
Boarding Hall Telephone Number	02-735-3173
School Line ID	RAIS
Boarding Hall Line ID	Boarding 2023
Email	boarding@rais.ac.th
Website:	www.rais.ac.th

Principal	Mrs. Mary Megan Lartey
Guidance Counselor	Mrs. Nula Hoihnu Mark
Visa Office	Mrs. Hathaichanok Phloenchit
Finance Office	Ms. Punika Khomsunthia
Manager	Mrs. Suvimol Gomasatit
Boarding Parent	Ms. Marsela Pondaagan

For matters pertaining to your son or daughter's well-being, your first contact point is the Housemaster for Michael and Gabrielle Halls. We would like to work closely with our students' parents and involve you in all things related to your child's life here at the boarding.

Welcome to RAIS Boarding

It is the aspiration of RAIS to provide students with a home where kindness, tolerance, courtesy, respect, and trust reign, and to make their stay a meaningful and fun-filled experience. It is our utmost desire to create a home away from home. There are two boarding halls, namely, Michael Hall and Gabrielle Hall. The Michael Hall is a boarding for boys and the Gabrielle Hall is a boarding for girls.

We believe that staying harmoniously in the boarding will promote the habits of respect, tolerance, orderliness, self-control, and eventually develop a well-rounded individual. On this note, we expect every boarding student to be knowledgeable about the contents of this handbook and heartily follow all regulations stipulated herein.

Aside from our understanding teachers, boarding parents will also strive to maintain a close and personal relationship with each boarding student for counseling and meeting learning needs.

RAIS MISSION STATEMENT

Ramkhamhaeng Advent International School (RAIS) is committed to giving each student a quality well-rounded Christian education while emphasizing academic excellence and character development.

BOARDING PRINCIPLES AND PRACTICE

RAIS Boarding aims to provide a safe and quality living environment for students during their academic pursuits at RAIS and to provide opportunities to grow intellectually, socially, morally, physically, and spiritually.

We provide guidance and counselling to prepare students for their future life, excellent accommodation that is comfortable and suited to the needs of boarding according to age and maturity along with privacy, and excellent study, leisure, and recreational facilities with supervision.

OBJECTIVES OF RAIS BOARDING

- To develop students to become more refined individuals through right communication.
- To inspire the boarding residents to live a healthy lifestyle.
- To help students prepare for their university pursuits and to face life.
- To provide activities that develop their intellectual competence and physical prowess.
- To provide an avenue where individual talents, whether academic, sporting, or extracurricular, can flourish.
- To provide opportunities for leadership and teamwork.
- To provide a haven where individuals can live, study, work, relax, and grow with the values of respect, tolerance self-discipline, honesty, and personal responsibility.
- To develop an attitude of cooperation, orderliness, usefulness, and obedience.
- To develop right conduct among boarders by appreciating one's culture and respecting one's beliefs.
- To help the boarders to become global citizens while representing various nationalities and cultures.
- To feel safe.
- To be "home away from home."

EXPECTED SCHOOLWIDE LEARNING RESULTS (ESLRs)

For RAIS students to become independent learners and global citizens with self-discipline, the following interdisciplinary expectations for academic excellence and character development have been established.

Right Communication

1. Articulate effectively and use creative language in spoken and written communication.
2. Use various sources of technology and utilize technical terms in different fields of study.
3. Listen and understand spoken information.
4. Perform for others meaningfully.

Right Thought

1. Critically evaluate significant concepts within a given situation.
2. Apply problem solving skills in real life situations.
3. Create and invent.

Right Attitude

1. Set and achieve personal and collective goals.
2. Be responsible for personal actions.
3. Be cooperative.

Right Conduct

1. Make objective decisions based on sound Christian/moral principles.
2. Respect culturally diverse ideas.
3. Apply appropriate etiquette.

Right Lifestyle

1. Live and let others live a healthy lifestyle.
2. Care and help others care for the environment.
3. Present oneself in a modest, dignified, and appropriate manner.
4. Be individuals with sound mind, body, and spirit.

RAIS SCHOOL YEAR DATES (2023-2024)

*This page is subject to yearly changes

FIRST SEMESTER	
1st Quarter	
August 6 & 7, 2023 August 7 August 8 August 14 October 11 October 12 October 13	Boarders arrive at dorm Boarders orientation at dorm First quarter begins National Holiday Half-day – Boarders may go home Special School holiday (first quarter break) National holiday
2nd Quarter	
October 16 October 23 December 5 December 15 December 15 & 16 December 16, 2023 to January 8, 2024	Second quarter begins Special School holiday National holiday Half-day - Second quarter/ first semester ends All Boarders must leave the dorm Christmas break (Michael Hall closed)
SECOND SEMESTER	
3rd Quarter	
January 7 & 8, 2024 January 9 February 9 February 26 March 13 March 14 & 15	Boarders return to the dorm Third quarter begins Special School holiday National holiday Half-day – Boarders may go home Special School holidays (Third quarter ends)
4th Quarter	
March 18 April 11 & 12 April 12 to 19 April 20 to 21 May 6 May 31 May 31 to June 1 June 1 to 15	Fourth quarter begins Boarders must leave the dorm Songkran holidays Boarders return to the dorm National holiday Half-day - Fourth quarter/ School year ends Boarders must leave the dorm Semester break

SUMMER	
June 15 to 16 June 17 July 19 July 19 to 20	Boarders return (who applied for summer) Summer school begins Summer school ends Boarders must leave the dorm

Dates for the calendar are set the year before and published on the school website and provided to parents. Please adhere to these dates when making holiday and travel arrangements.

RAIS BOARDING POLICIES AND EXPECTATIONS

The RAIS boarding administrative team expects all students to behave in a positive manner towards all boarding parents and other students. The RAIS boarding halls, both Michael and Gabrielle, are open for student application from 12 years of age and above.

All students will undergo entry screening process which may consist of interviews, (both parents and students) background checks, drug screening, and communication skills.

All students will be accepted on a probationary basis for one semester, in which they need to prove themselves in accordance with the RAIS boarding rules, regulations, and procedures. The students are expected to exhibit positive influence and contribution to RAIS Michael and Gabrielle Hall community.

RAIS boarding student will adhere to strict, no tolerance policy for drugs, alcohol, tobacco (includes vaping), violence, and pornography, sexual misconduct.

Failure to follow these policies will result in disciplinary action which include, but is not limited to, loss of privileges/restricted use of electronic devices/ grounding and suspension/expulsion from RAIS boarding.

ACCOMMODATION AND FACILITIES

RAIS boarding, Michael Hall and Gabrielle Hall, have been designed to provide the best facilities where students will learn to be responsible, disciplined, and successful individuals. It is to provide a “*home away from home*” atmosphere. Let us look at our facilities.

MICHAEL HALL

- 2 types of bedrooms
- 2 beds in 1 room with 1 bathroom
- 4 beds in 1 room with 2 bathrooms
- Each student will be allocated with 1 study table and chair, cabinet, bed, pillow safety deposit box for personal belongings.
- Each room will have an attached bathroom.
- Two or four students will share a room with those of a similar age, yet, they have their own personal space including a bed, wardrobe, desk, and storage facilities.
- Students are allocated to rooms based on their age or class.
- It is important to maintain camaraderie with roommates. Trust and friendship are key to a happy stay.
- It is important to be considerate and respectful towards the roommates and other residents.
- At any given time, bedrooms will not be locked due to safety reasons (health/fire hazards).
- Boarding parents will respect student’s privacy and will knock before entering the rooms.
- No guests are allowed into the bedrooms. Parents will need permission to go up.

The Ground Floor

- Kitchen/pantry
- Locker for snacks
- Eating and study lounge
- TV and Library
- Isolation room
- Lobby

The Second Floor

- Entertainment room

The Fifth Floor

- Exercise room (a small gym)

GABRIELLE HALL

2 types of bedrooms:

3 beds in 1 room with 1 bathroom

4 beds in 1 room with 1 bathroom

HOMEWORK/STUDY HALLS/LIBRARY

The boarding house has a hall with tables and chairs where students can quietly sit together to study. Beside the hall, there is a mini library where students can avail of needed books. Study hall time schedules are arranged with boarding parents' supervision and their own guiding rules. All students need to abide by study hall rules.

Compulsory study hall timings are assigned. During study hours, no phone calls or visitors are allowed as study time is crucial to academic success. Professional support and peer tutoring assistance are provided during study hall at the student's request.

SENIOR PRIVILEGES

Various privileges may be granted to senior students of Michael Hall and Gabrielle Hall. Some will be appointed as monitors. Privileges will be granted to boarders who conduct and display an exemplary role model or a positive contributor to the overall activities at the boarding.

LAUNDRY SERVICES

A laundry service is provided to clean boarding students' clothes. All clothe items must be clearly marked with the students' **first name and nickname**. Items that are not marked will not be returned, until the owner confirms it with evidence.

Clothing for washing must be placed in the washing basket provided to each student. The laundry schedule will be set-up by the boarding parents weekly.

CLOTHING AND EQUIPMENT

Bangkok generally has a hot and sunny climate, with seasonal wet and stormy days. For most of the year, lightweight clothing is appropriate; however, it is advisable for students to have a sweatshirt or jacket. School uniform is worn on each school day. For special functions and services, students are expected to be in formal attire. So formal dress is one of the things not to be missed.

After school, casual clothing can be worn. Parents are asked to check that all clothing of their child is appropriate. Any clothing with indecent or offensive prints, texts or graphics should not be brought to school. Clothing that depicts the use of drugs or alcohol are strictly prohibited.

CLOTHING REQUIREMENTS FOR BOARDERS

Please name tag all items.

- 1 duvet, 1 duvet cover, 2 sheet, 1 pillow, 2 pillowcases (if required, the school has a limited quantity of these)
- Complete set school uniforms x 3
- Pathfinder uniform x1
- School PE uniform x 2
- Extra school shirts/blouses x 5 (enough for a change every day)
- School shoes x 1
- Sets of casual clothes (jeans/skirts/shorts/t-shirt/sweatshirt) x 3
- Socks and underpants x 5 (enough for a change every day)
- Set of pajamas x 3
- Casual trainer shoes and one pair of trainer shoes for games/PE
- Bath towel/Hand towel/Face towel x 2
- Slippers/Flip flops/Crocs
- Toothbrush and toiletries (no aerosol deodorants)
- Handkerchiefs (optional) x 5
- Brush and comb x 1

PARENT COMMUNICATION

The RAIS Boarding parents (Michael and Gabrielle Hall) are committed to providing regular communication, on news, updates, and the well-being of each student with their parents/guardians. The team will communicate with parents/guardians on seeking permission of student requests from time to time. The team/boarding parents fully understand that communication may sometimes be difficult when parent resides overseas. However, we encourage parents to maintain frequent communication with us as much as possible, so they can be informed of their child's progress.

VISITORS

The school boarding allows parental visits on the weekdays and weekends. The timing of visits on weekdays is from 15:15-18:00 and for weekends from 9:00-18:00. Parents are allowed up to their child's bedroom, but they must show discretion and consideration to their child's roommates. It would be the best for parents to inform the Housemaster/or Boarding business manager in advance of the visit.

Non-boarding students who want to visit the boarding hall need to seek permission from the boarding parents and leave by 17:00. They are not allowed for meals/snacks provided for boarders. Students that are non-boarders are not allowed in the boarder's room.

BOARDING LEAVE PROCEDURE

A special permission form regarding visits will be sent out at the start of each year. It is expected that parents will email us their updated phone number or any medical needs that their child has. The boarding parents is responsible for the health and safety of each child and attend to their needs keenly. Our first priority is the safety of those in our care, and with a flexible weekend, it is vital that weekend leave procedures are firmly in place and fully understood by boarding parents, parents, and students. There is a considerable administrative responsibility on boarding parents in this regard and all parents and guardians are asked to ensure that weekend leave procedures are followed carefully.

Students will be asked on Thursdays if they plan to go home or anywhere else for the weekend. We must have consent from parents, and the host adults that they are staying with, if students are going to a friends' house for the weekend. Unless permission has been granted by the Housemaster, students are not permitted to leave the Boarding Houses during the week for any reason.

Weekly boarders leave school on Friday and return on Sunday evening/Monday morning. They must sign out and back in with the boarding parent on duty. Please note that boarders should return no later than 21:00 on a Sunday. If they return on Monday, they must be in the boarding hall by 7:05 a.m. ready to leave for school by 7:15 a.m.

It is particularly important to confirm that the boarding student will be under the care of somebody who is at least 25 years old while they are away from the campus. We require a parent letter/email confirming an invitation and a permission slip signed by the host or guardian when they collect the student. This is a vital part of the process and is when you take legal responsibility for the care of that student.

A student who wishes to move out of the boarding, should inform the school 1 semester or quarter in advance. To move out, a student needs a parent confirmation letter that the child will be staying with the parent or a legal guardian. Failure to provide proof, will lead to the student staying in the boarding until such proof is procured.

HEALTH SERVICES

RAIS has two full time nurses who are on campus during school hours and (on call) by telephone after school hours to look at general needs of students.

RAIS is requiring all boarders to have "Health Insurance" either through school or equivalent/more coverage purchase by parents through their agents. RAIS provides accident insurance to all students, however the cost of illness requiring hospitalization and/or medication needs to be covered by this "Health Insurance" and student's parents/guardian.

Students who are sick/unwell will be diagnosed by the school nurse to determine if their condition warrants an absence from class or school. Students who are sick and require rest will not be able to participate in afterschool activities/functions.

Students who are allowed to bring medication from home to the boarding house, but this must be handed in to the boarding parent. The medicine should have a clear label of the student's name and dosage instruction. To safely administer the medication to the student, we need clear instruction. Only EpiPen and asthma related medication will be always kept with the student. All other medications shall be handed to the boarding parent. If students are found with their medication, it will be taken to the school clinic for safekeeping.

In the event that students need hospitalization, RAIS boarding parent will accompany the student to and from the hospital and contact the parents/guardians. If the student needs to

be admitted in the hospital longer than 24 hours, parents must make arrangements to have supervision at the hospital for the child.

Every boarder is required to submit a medical certificate issued by a registered medical practitioner. If a boarder has an ailment that needs special medical attention, or is prone to allergies, parents must provide necessary information to the boarding parents so that efficient and effective medical care can be given.

For events that may involve greater care, time, cost, or risk, we will ask for specific permission from the parents. The policies on school trips such as camps, educational trips, military training, junior and senior programs, are available on request.

DAILY ROUTINE AND SCHEDULES

RAIS boarding daily routines with slight modifications involving emergencies, fieldtrip/shopping trips, and on public holiday schedules. Sport events, community services, shopping trips, and other school calendar events will be as pre-announced and may require students to wake up earlier than usual. During shopping trips students are allowed to dress casually. Students are not allowed back into the boarding hall during school hours. All rooms and students are subject to random checks by RAIS boarding parents at any time.

Daily Routine Schedule (Monday-Friday)

6:15 a.m.	Wakeup call
6:40 - 7:10 a.m.	Breakfast at cafeteria
7:10-7:15 a.m.	School bound
7:15 a.m.	Michael/ Gabrielle Hall doors closed
7:20 a.m.	Flag line up
7:40 a.m.	Classes begin
11:40 a.m. – 1:10 p.m.	Lunch at school (depends on grade level)
2:40 p.m.	Classes end (Monday to Wednesday) (Thursday & Friday ends 2:05 p.m.) Michael/ Gabrielle Hall open
2:05 p.m.	Thursday & Friday school ends
2:40-3:00 p.m.	Report to Boarding Hall (Sign-in) Friday (family pick up) Study time
2:05 p.m.	Michael/ Gabrielle Hall doors open

3:00 – 5:00 p.m.	After school activities (scheduled) Tutorials Mandatory study for MS
5:30 – 6:30 p.m.	Dinner
6:30 – 7:00 p.m.	Assembly
7:00 – 8:30 p.m.	Study (mandatory for all students) Activities
9:00 p.m.	Preparation for bed for MS
10:00 p.m.	Preparation for bed for HS

ACTIVITIES & TRIPS SCHEDULE

The Michael Hall and Gabrielle Hall boarding parents will organize several special trips. Some activities may include going to the museum, malls, outreach, cultural performances, etc. The primary purpose of these excursions is to provide fun, educational and team building experiences.

The boarding parents will provide details of excursions and activities to students, parents, and guardians in advance of the planned event.

Saturday Schedule

8:30 – 9:00 a.m.	Wakeup call (depends on activities)
9:00 – 10:00 a.m.	Breakfast
10:00 – 11:00 a.m.	Assembly
11:00 – 12:00 noon	Free time/Music Separate to different activities
12:30 – 2:00 p.m.	Lunch
2:00 – 5:00 p.m.	Study/Sports
5:30 – 6:15 p.m.	Dinner
6:15 – 7:00 p.m.	Assembly roll call
7:00 – 10:00 p.m.	Free time
10:00 p.m.	Sleep time

Sunday Schedule

8:00 a.m.	Wake-up
8:30 – 9:00 a.m.	Breakfast
9:00 a.m. – 5:00 p.m.	Trip program
11:00 a.m.	Brunch
3:00 p.m.	Activities
5:30 – 6:15 p.m.	Dinner
6:45 p.m.	Attendance/check
9:00 p.m.	Bedtime (MS)
10:00 p.m.	Senior Bedtime (HS)

MEALS/ REFRESHMENTS

Monday to Friday/ Saturday & Sunday

RAIS provides a variety of international and local Thai dishes from our cafeteria and café (RAISSTA). All meals will be taken at our cafeteria. Students with special dietary needs, allergies, and other needs, please inform our boarding parents (Food & Beverages team) about the individual needs.

Both Michael/Gabrielle Halls have a kitchen and pantry where snacks, bread, milk, and fruits are provided.

Occasionally, a student who wants/prefers food delivery (i.e., pizza) needs to arrange for food delivery and the boarding parents must be notified (ask permission). No deliveries after 7:30 p.m.

Monday to Friday

- Purchase food for lunch at school cafeteria
- Breakfast + dinner – school provides

Saturday & Sunday

- Breakfast + Lunch + Dinner - school provides
- On outside trips meals are not included

PTC AND SCHOOL EVENTS

RAIS conducts a Parent Teacher Conference each quarter and receives regular updates from our boarding parents. We encourage parents to meet with our teachers and boarding team to have an up-to-date information about boarding students' academic progress and their well-being in the boarding hall.

RAIS PROGRAMS AND EVENTS

RAIS regularly organizes events according to our calendar. We welcome our parents to attend our programs, games, concerts, and special events throughout the year.

RAIS also conducts leadership camps, career camps, arrange for military training, field trips, outreach, and many other planned events. We will need parents of the boarders to sign all necessary documents permitting their child to attend these events.

MOBILE PHONES, COMPUTER, AND ELECTRONIC DEVICES

Both Michael Hall and Gabrielle Hall will have public computers for use on the ground floor with printers that students can utilize for schoolwork. Internet access in both boarding halls are provided to our students throughout the building. It is a common understanding that computers, tablets, mobile phones, etc. will not be used in any illegal activities (Computer Crime Acts, Cyber bullying). Students are permitted to use their personal devices in the boarding hall provided they comply with the school appropriate use policy. All personal computers and tablets/iPads will be checked regularly and if any literature or electronic materials are found to be inappropriate, or pornographic, the gadgets will be confiscated, and student's parent will be contacted. Our boarding parents will monitor movies/Netflix etc. viewed by students to ensure censorship recommendations are observed. Students are not allowed to watch movies on the school computers nor download it onto any school devices.

There are very strict rules on the use of mobile phones during the day and we urge students to show consideration for other boarders during study time and at bedtime. Excessive use of electronic devices after lights out may warrant confiscation. All students are expected to lock their phones and devices away at bedtime.

SCHOOL FACILITIES USAGE

T.V. and Internet

The boarding living room is furnished with a TV for relaxation and socialization, but during the assigned schedule only. Any boarder who wants to watch movies should ask permission from the boarding parents. The TV programs or movies that can only be watched inside the boarding are English movies since this is the common language.

Incident or violent movies are not allowed to be watched. Watching of movies on TV is not allowed during examination week. This includes activity exam and final exam weeks.

The lobby also has computers with internet access for sending and receiving e-mails and for educational purposes. Computer games are not allowed in the boarding. Permission from the boarding parents must be sought before accessing any websites. Boarding students are only allowed to access conducive sites. The school ICT department will closely monitor the web exploration of every user.

Internet connection is provided in both boarding halls. On weekdays (Monday to Friday), room internet connection is only available from 15:00 to 22:00 and on weekends (Saturdays and Sundays) and other special holidays, connection is available from 8:00 to 22:00. Internet connection is turned off after 22:00.

The boarding students are allowed to use the computers of the computer laboratories and in the library during school hours every day.

Physical Wellness Center

It is said that keeping our bodies at a healthy weight may help us to lower our risk of heart disease and type 2 diabetes. Positive physical health habits can help decrease child stress, lower risk of disease, and increase energy. Moving more and sitting less can have major health benefits. Experts recommend that youth and adults should get at least 150 minutes of moderate physical activity a week. Experts recommend strength training activities for all major muscle groups at least 3 days per week for kids and teens. In line with this, RAIS boarding is encouraging students to get in some physical exercise by walking more and making use of the gym on the 5th floor of the dorm to get in some exercise every day.

CONDUCT AND DISCIPLINE

The main objective of discipline is to develop self-discipline in each student so that he/she might control his/her own conduct both in and out of school, and later as an adult.

RAIS boarding boarders are expected to conduct themselves with self-respect, self-discipline, and with proper manners at all times. It is to be noted that the students will be disciplined for their misconduct regardless of where or when it happens.

Listed below are offenses that the boarding students should not do:

Minor offense	Major offense	Serious offense
1. Using of foul language	1. Repeated commission of minor offense	1. Stealing
2. Disrupting other boarders	2. Violation of computer/mobile phone policy	2. Possession/drinking of alcoholic beverages
3. Entering other rooms without permission	3. Dishonesty, lying	3. Possession and/or using of tobacco/illegal drugs/smoking
4. Eating food/meals/snacks inside the room	4. Leaving the boarding house without permission	4. Possession of dangerous items/substance at school or in the boarding hall
5. Bringing friends/visitors inside the room without permission	5. Arriving in the boarding house after the indicated time	5. Extortion/blackmail
6. Possession, reading of inappropriate material	6. Not going to the intended destination	6. Bullying, harassing other boarders
7. Watching of indecent/inappropriate movies or TV programs	7. Inflicting emotional or physical injuries	7. Misconduct relating to opposite sex
8. Failure to give back the home arrival confirmation form	8. Disrespect to the boarding parents	8. Leaving without permission/skipping the Boarding house
	9. Fighting	

Bullying is treated as a very serious matter and may lead to external suspension or expulsion by the boarding parents. The possession or use of illegal drugs and sexual relationships are very likely to lead to expulsion. The boarding parents may ask parents to withdraw their child from the school if circumstances warrant it.

PROCEDURE FOR COMPLAINTS AND GRIEVANCES:

The school encourages all our parents to present any concern, complaint, or grievance that they may have as early as possible. It gives the opportunity to solve it before it becomes a serious issue.

Parents/Guardians may discuss with the Housemaster or if it is sensitive, they can contact the relevant Head of the School.

PROCEDURE FOR STUDENT PROBLEMS AND COMPLAINTS

Students are given instructions during school counselling sessions about procedures on how they can present their problems and complaints. In the elementary, middle school, and high school, they have counsellors who will listen to their complaints and issues related to their school life and learning.

If it is related only to the boarding, there is a person on duty 24 hours, who can attend to their needs.

If it is a sensitive issue, a student can present it to a relevant school counsellor.

PROPERTY DAMAGES

Any damage to school property should be reported immediately to the boarding parents for safety and damage-control purposes.

- A student who damages boarding property, will be responsible for the repair or replacement cost.
- No nails, pins or paintings should be used on walls unless approved by the boarding parents.
- Student rooms should be kept in the same condition from check-in to check-out, minus the normal wear and tear.

PERSONAL PROPERTY

It is expected that all students will treat each other's personal property with care and respect. The school is not responsible for the loss or damage of student property.

- Lock room doors and windows when students go out.
- Do not share your keys with anyone.
- Store large amounts of cash, very valuable items, or important documents in the boarding hall safe.

EMERGENCY PROCEDURES

During their stay, student will be participating in the fire and evacuation drills. The boarding parents will familiarize the student with the procedures. The drill will be conducted twice a year.

The fire drill is done on different days and at different times. It is also held quickly, quietly, and efficiently, and every practice is treated as if it is a real scenario.

COUNSELLING

The caring environment at the boarding encourages students to talk about their concerns or problems with the boarding parents. There is always a member of boarding parents available for students to voice out their needs or concerns.

TRANSPORTATION AND AIRPORT PICK-UP

Since the Michael and Gabrielle Halls are located on the school campus, students can walk to the school. School is located beside a busy highway and an MRT station, so local transportation is not a problem. The reception office will make arrangements for students to attend school related activities held off-campus. Arrangements can be made at the office to take students to the airport or to receive them from the airport. As some flights are between 11:00 p.m. and 6:00 a.m. it is most helpful to provide us with flight details as early as possible to meet such requests. The school will provide one pick up and drop off or two pick-ups/ two drop offs for free once a year. All other pick-ups and drop offs must be taken care of by the parent or guardian.

RAIS Boarding is open to all students from all walks of life. Our goal is for the success of our students' education in a caring community.