

TAIPEI EUROPEAN SCHOOL FOUNDATION

# TES Terms and Conditions

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## Foreword

Welcome back to Taipei European School for a new academic year. It is a pleasure to have your children continue in our student body and you, as parents, continue to be in our school community. This TES Terms and Conditions booklet aims to clarify all the key areas of interaction and support between the school and yourselves and will help you to be fully informed of the educational service that your child will receive from the school, as well as the school's expectations of your child as a student and you as a member of the school community.

The TES Terms and Conditions form part of the acceptance of the school place and all parents joining and continuing with the school are expected to have read them carefully, understand them fully. PowerSchool is the platform by which you can update the student/family information - please login to update any changed information. School places are continued once the payment of the semester fee are completed as per the set School Fee Policy deadline.

This Terms and Conditions document is updated annually to recognise adjustments to procedures and policies implemented by the school during the past year. If you have read this document previously, we would recommend going through it again on an annual basis to be up to date on present procedures and policies.

The TES Terms and Conditions are a summary of TES policies, but do not supersede those individual TES policies and procedures, and the school will follow the specific policy related to any given situation. As part of the general operation and management of the school, all policies are reviewed periodically and amended as the needs of the school and/or the students require.

Key related school policies will be listed for ease of reference to parents. To access these policies, parents should visit the TES Website Parent Portal. Please note: each Section of the school will adhere to the policies and procedures of TES, but due to certain differences in the curricula of the individual Sections, there may be some additional procedures within the Section and the signing of this contract also agrees to adhere to those.

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# 1 | Mission, Vision and Guiding Statements

## 1.1 Mission

Through world class curricula, Taipei European School cultivates lifelong learners and responsible global citizens who are ready to rise to the challenges of the future. We nurture independence, embrace diversity, and encourage all to “do well by doing good”. We embrace holistic education programmes that value academic accomplishment while prioritising the social and emotional wellbeing of each learner.

## 1.2 Vision

To be a flourishing, multilingual and multicultural community of lifelong learners that embraces independence, curiosity and empathy to make a positive difference in local, national and global environments.

## 1.3 Core Values

The school expects that we

- Strive for excellence in all that we do
- Encourage the development of the whole person
- Sustain a strong ethos that emphasizes students’ welfare and their personal, social and emotional development
- Encourage students to pursue their natural curiosity thereby developing enquiring and challenging minds and enhancing their critical thinking and preparation for lifelong learning
- Promote good citizenship through a concern and compassion for social, global and environmental issues
- Respect and celebrate the multicultural environment of our school which enriches our community and our learning
- Develop the potential of each member of our school community
- Maintain a strong partnership between our school, parents and the community

## 1.4 Graduate Attributes

We strive for each graduate to be

- A Lifelong Learner
- A Critical Thinker
- Independent
- Empathetic
- Socially Responsible
- Interculturally Aware
- Globally Minded

## 1.5 Community Values

We expect each member of our community to exhibit

- Respect
- Participation
- Responsibility
- Creativity
- Perseverance

## 2 | Fees Policy - Acknowledgement of TES School Fees Policy (NT\$)

Note that fees are adjusted annually and published as soon as they have been determined, usually between February and April for the following academic year.

This information is from the TES School Fees Policy, a full and current version of which is available on our website. Please note that fees may be adjusted at the discretion of the Board of Directors, and that the TES School Fees Policy is updated periodically.

- 2.1 The financial calendar is divided into two semesters (1 August – 31 January & 1 February – 31 July) and school fees are payable on a semester basis.**
- 2.2** Students enrolling after the commencement of the semester will be invoiced a pro-rated fee for School Fees, EAL, FAL & Learning Support. The pro-rata basis for these calculations is set out in the fees policy, which is published on the TES website.
- 2.3** Parents, or individuals who sign the TES Terms and Conditions, will be jointly liable for ensuring that all school fees are paid by the due dates. TES reserves the right to refuse or cancel enrolment of a student if the fees remain unpaid after the due date for payment on the invoice. All accounts must be clear to allow a student to enrol for any subsequent semester.
- 2.4** TES procedures, as relate to late payment/non-payment of fees are fully outlined in the TES School Fees Policy, this includes protocols relating to penalty payments or reregistration fee payments, etc...
- 2.5** Families receive a discount on School Fees per semester if they have more than one child in school (see current fee structure).
- 2.6** There is a curriculum language requirement for all sections. Parents of all students who are assessed as requiring Language Support will be notified and charged the requisite amount. Reassessment takes place on a regular basis, and fees may be amended accordingly. If applicable, Language Support/ Learning Support and payment of related fees are requirements of continued enrolment in school.

**2.7** All refund requests must be made in writing and received by the Director of Admissions and Marketing before the following deadlines:

- **Early Withdrawal for Semester 1**

There will be a refund of 75% of all paid Semester 1 School Fees/Language Support Fees for withdrawal from TES between 01 June and 31 July (inclusive) of the preceding semester. There will be a 50% refund of School Fees/Language Support Fees for early withdrawal from TES within the first calendar month (August) from the start of any school fiscal year (August 1).

- **Early Withdrawal for Semester 2**

There will be a refund of 75% of all paid Semester 2 School Fees/Language Support Fees for withdrawal from TES between 18 December and 31 January (inclusive) of the preceding semester. There will be a 50% refund of School Fees/Language Support Fees for early withdrawal from TES within the first calendar month (February) from the start of the 2<sup>nd</sup> Semester ( 1 February) of any school year.

- No refund of School Fees/Language Support Fees will be made beyond these two specified periods for Semesters 1 and 2.
- Money parents pay into their Cafeteria/Activities Online Account (COS/AOS) can only be refunded on leaving the school or if excess balance of over NT\$5,000.
- Note: the Registration Fee and Learning Support Fees are non-refundable. The date after which Transport Fees may be refundable, is as per the announced schedule by the Student Services Department.

## **3 | The School's Obligations - Educational Matters/ Duty of Care**

**3.1 Duty of Care :** While your child remains a student of the school, we undertake to exercise reasonable skill and care in respect to his or her education and welfare. This obligation will apply during school and at other times when your child is permitted to be on school premises or is participating in activities organised by the school.

**3.2 Child Safeguarding and Protection :** The school takes great care to ensure that anyone who is present in the school at the time children are in class or on the premises, is checked at security and has a security pass. The security pass must be worn when on the school premises. Staff are trained in vigilance for any signs of child neglect, abuse, or harm and will report to the Child Protection Officer. If concerns are noted, the school will make a report to the government agency and carry out an investigation to ensure the child is safe and protected.

**3.3 Health and Safety :** The school has a nursing department that provides first aid support to students on both campuses. The procedures on how this is implemented are outlined in the "Policy for Student Injury and Illness" that can be found on the Parent Portal of the website. All details of procedures related to contagious illness are also available on the Parent Portal of the website. Matters relating to safety are directed through the Risk Management Team and Campus Incident Management Teams, which consists of the leaders of all Sections and Administration.

- 3.4 Organisation of the Curriculum :** TES reserves the right to organise the curriculum and its delivery in a way which, in the professional judgment of the Section Head, is most appropriate to the school community as a whole. If parents have specific requirements or concerns regarding any aspect of their child's education or progress, they should contact the student's teacher(s) or other appropriate member of Section staff as soon as possible, or contact the Head in the case of a serious concern.
- 3.5 Progress Reports :** The School shall monitor student's progress and report regularly to parents by means of grades, full written reports, and parent meetings.
- 3.6 Reports and References :** Information supplied to parents and others concerning the progress and character of students, and about examinations, further education, and career prospects, as well as any references shall be given conscientiously and with all due care and skill but otherwise without liability on the part of the school.
- 3.7 Moving up the School :** Subject to these Terms and Conditions, the school undertakes to accept your child as a student of the school. However, if your child is accepted until the end of his or her secondary schooling, entry to the High School International Baccalaureate programme will be conditional upon both a satisfactory record of behaviour and you child attaining the minimum academic entry requirements at iGCSE or equivalent examinations for the respective national education system. Please refer to the IB Diploma Admissions Policy and Procedures on the website.
- 3.8 School-Parent Cooperation :** In order to fulfill our obligations, we need your cooperation, including but not limited to: fulfilling your own obligations under these Terms and Conditions; encouraging your child in his or her studies and giving appropriate support at home; keeping the school informed of matters which affect your child; maintaining a courteous and constructive relationship with school staff; providing cooperation and assistance to the school to ensure (as far as reasonable, appropriate and/or necessary) that you child can participate and benefit from the school's provision of education.
- 3.9 Accessing the Curriculum :** Should there be any concerns from the school regarding a child's ability to access the curriculum, the school will initiate discussion with the parent about options available. The parents shall cooperate with the school should any specialist assessment be advised.
- 3.10 Student Re-enrollment / Expulsion :** The School reserves the right to dismiss any student or to deny re-enrollment to any student, who, in the judgement of the Head of School, is not making satisfactory progress, has a poor record of attendance with no reason, has engaged in conduct which is detrimental to the School, or whose parent(s) has engaged in conduct which is not consistent with a positive and constructive relationship between the School and the family or which is disruptive to the School community.

## 4 | Parents' Obligations

- 4.1 Student Health Disclosure :** It is a condition of your child's joining the school that you complete and submit to the school a completed "Student Health Information" form. You undertake to inform the school of any health, mental health or medical condition, disability, or allergy that your child has or subsequently develops, whether long-term or short-term, including any infections. If the school so requires (due to a health risk, either presented by your child to others or presented to your child by others, or by reason of a virus, pandemic, epidemic, or other health risk), you undertake to keep your child at home and not permit him/her to return to the school until such time as the health risk has gone. In such circumstances we shall endeavour to continue providing education to your child remotely (including, for example, by sending you/your child work assignments electronically or by post).
- 4.2 Notifying the School :** You undertake to inform the school of any situations where special arrangements may be needed in relation to your child.
- 4.3 Notifying the School of Changes in Student/Family Data :** It is the parents' responsibility to update all personal contact information in their PowerSchool account, data must be accurate and up-to-date in order for the school to maintain communication with all parents. If this is not communicated, then any important or urgent communication missed is the responsibility of the parent. Should there be any problem updating this platform please inform admissions for assistance.
- 4.4 Maintaining International Passport Status :** Parents/guardians are required to ensure that international passport status, legally required for study by the government, be renewed in plenty of time to avoid expiration. This must be communicated to the Admissions Department in order to update our database and collect a copy of the passport (original must be supplied for viewing if requested). Should the international passport status lapse then the continued enrolment in the school will not be possible under Taiwanese regulations.
- 4.5 Authority :** The school is entitled to treat any instruction, authority, request, or prohibition received from any person who has signed the "TES Terms and Conditions" as having been given on behalf of both parents or all such persons.
- 4.6 Notification of Absence :** The Head (via school processes) must be informed of any reason for your child's absence from school. Leave can only be taken with the school's permission.
- 4.7 Supervision and Welfare :** We cannot accept any responsibility for the welfare of your child while off the school premises unless he/she is taking part in a school activity or otherwise under supervision of a member of the school staff. After school, all children of primary age must be supervised directly by a parent or guardian, or be in an organised CCA where supervision is available by a staff member or authorised CCA provider.
- 4.8 Information about Special Educational Needs :** Parents shall notify the Admissions Department on the OpenApply admissions form if a child has any diagnosed or suspected specialised learning requirements. Parents should provide the school with copies of all written reports and other relevant information. The intention is to put learning plans into action that will allow all children to get the benefit from what we are able to offer as a school. Failure to disclose pre-known conditions may result in the withdrawal from the school.



## 5 | Photo and Images Consent

- 5.1 Photographs and/or video (“images”) of students are frequently taken in class or during outside activities. There are instances when we use these images for a range of purposes, such as assessment, celebrating achievement, or for publicity. We use images in a variety of publications, on our website, and other online social media platforms. On occasion, we also make video recordings for class activities and school events for promotion, assessment, or other educational use.
- 5.2 Group images of children will typically be labelled by association (i.e. by class or year group). Images will not typically be labelled in a way which allows students to be specifically identified by name, except for some exceptions such as the published School Yearbook.
- 5.3 TES recognises the rights of families to film and/or take photographs at specific and approved school events. Where filming is not permitted, parents will be advised accordingly at the event. When considering how to share these images, please be mindful of the privacy of other children included in the images by not widely disseminating the images without their permission. We also encourage families to be mindful of only photographing children in appropriate dress to avoid privacy and cultural issues and to reduce the risk of images being used inappropriately. Students and parents are reminded to respect the integrity of the school and its community at all times.
- 5.4 Images taken by the school are taken exclusively for the school’s use and are to be used exclusively for informational or promotional purposes of TES and its related sections.
- 5.5 The School takes appropriate technical and organisational security measures to ensure that images of students held by the School are kept securely on School systems, and protected from loss or misuse. The School will take reasonable steps to ensure that members of staff only have access to images of students held by the School where it is necessary for them to do so.

Professional photographers and the media are accompanied at all times by a member of staff when on School premises. The School uses only reputable professional photographers and makes every effort to ensure that any images of students are held by them securely, responsibly and in accordance with the School’s instructions.

- 5.6 As an existing parent of the school, the ‘Authorisation and Consent Acknowledgement’, which was signed upon your child(ren)’s entry, continues to be applied. Should you wish to adjust the consent option please contact the admissions office.

## 6 | Data Protection

- 6.1** For various purposes in connection with our students' education and school life, we collect, process, and use personal information (including, but not limited to, name, photo, date of birth, country of birth, gender, nationality, ARC/VISA/ID number, passport number, marital status, family members, education history, company/organisation, occupation, address, email, contact information, health information and other information) from you and your child(ren). Please see the TES Privacy Policy for full details relating to Data Protection, located on the website Parent Portal.

## 7 | Child Protection

- 7.1** TES takes all matters related to Child Protection and Safeguarding very seriously. As such, there is a Child Protection and Safeguarding Procedures Policy available on the website.
- 7.2** The school has a legal obligation to follow the requirements of the government of Taiwan, including but not limited to Gender Equity Education Act for Campus Safety and Disaster Event Reporting.
- 7.3** All staff employed at TES must report suspected incidents of child abuse and/or neglect. The Designated Lead on Child Protection is posted clearly around the school. Should you have any concerns related to Child Protection or Child Safety please also contact this person. This Designated Lead on Child Protection will initiate the school procedures and this will initiate governmental procedures.
- 7.4** All staff in the school have received and continue to receive training in this area to ensure appropriate vigilance is maintained.
- 7.5** The need for confidentiality in cases involving child protect is recognised.

## 8 | Parent Code of Conduct

- 8.1** The code of conduct for parents and any visitors to the school is that of mutual respect for school staff and children:
- Demonstrate in your own behaviour that all members of the school community should be treated with respect.
  - Correct your own child's behaviour, especially where it could lead to conflict.
  - Approach school staff to help resolve issues.
  - Avoid using staff as threats to admonish children.

**8.2** The Civility Code - In order to support a peaceful and safe school environment, the school does not tolerate:

- Disruptive behaviour which interferes or threatens to interfere with the operations of a classroom, office, or other area of school grounds.
- Loud or offensive language, swearing, cursing, or displaying temper.
- Threatening to do actual bodily harm to a member of the school staff, visitor, parent/carer, or student.
- Sending abusive or threatening emails, text/voicemail/phone messages, or other written communication.
- Inappropriate use of cameras/mobiles for recording purposes. No recording device may be used other than to record your own child without the consent of the school/another child's parent. Do not post anything on an outside social media site unless consent has been received.
- Defamatory, offensive, or derogatory comments regarding the school or any of the students/parents/staff at the school on any social media sites or messaging groups. Social Media and messaging groups are not a platform for discussing matters in relation to the school, if concerns are held these should be voiced through school channels, communicating through to Section Leadership and or TES Leadership.
- The use of physical aggression towards another adult or child. This includes physically punishing your own child on school premises—the school does not tolerate the use of physical aggression toward another adult or child.
- Chastising someone else's child.
- Smoking or consuming alcohol or drugs on school property.

**8.3** All members of the school community have a right to expect that their school is a safe place. If the civility code is broken, e.g. a parent's behaviour is unreasonable etc. (as per 8.2), permission for them to be on the school premises may be withdrawn.

## 9 | Force Majeure

- 9.1** An event beyond the reasonable control of the parties to this agreement is a Force Majeure Event and shall include such events as fire, flood, typhoon, war, riot, civil unrest, act of terrorism, outbreak of epidemic or pandemic of disease, failure of utility service or transportation.
- 9.2** The school will follow Taipei City Government guidelines or notifications on these situations. The school will communicate to parents directly any actions which are to be taken in the case of a Force Majeure Event.
- 9.3** If either party to this agreement is prevented from or delayed in carrying out its obligations under this agreement by a Force Majeure Event, that party shall immediately notify the other in writing and shall be excused from performing those obligations while the Force Majeure Event continues.

- 9.4** Provided that the school has acted reasonably and prudently to prevent and/or minimise the effect of the Force Majeure, the school will have no liability in respect of the non-performance of its obligation if they are prevented or delayed from doing so during the continuance of the Force Majeure Event. The school shall endeavour to provide educational services (including providing appropriate educational services remotely) in case of such an event.
- 9.5** Under Covid-19 or other Pandemic conditions, the closure of the school may be required for health and safety reasons, under such circumstances the school will implement its distance learning provision. Details of the Distance Learning provisions are available on the Community Portal for reference.

## **10** | **Communications**

- 10.1** Communications (including notices) will be sent by the school to the address shown in its records (provided by the parent through the PowerSchool platform which enables parents to update their data periodically, or by contacting Admissions to inform of changes to PowerSchool data). Unless other arrangements are agreed between us, we shall be entitled to treat any communication from the school to any person who has signed this TES Terms and Conditions as having been made to both or all such persons.
- 10.2** The school sends all general notices by email, as it the primary form of contact for the school, to the nominated main contact for the child. It is essential any changes are made on the PowerSchool Parent platform which updates the database. Failure to do this is the responsibility of the parent and any subsequent issues arising from the failure to receive school communications and take the appropriate action, is that of the parent. (Please note: informing a teacher, secretary, or other staff member of a change doesn't constitute official change of details unless the change is made on the PowerSchool account directly by the parent or via communications with admissions.)
- 10.3** All TES policies and procedures relating to students are available to view on the TES website Community Portal or via communications with admissions. It is understood that by signing the TES Terms and Conditions and joining the school that parents accept these. These TES Terms and Conditions are a summary of TES policies, but do not supersede individual TES policies and procedures, and the school will follow the specific policy related to any given situation. As part of the general operation and management of the school, all policies are reviewed periodically and amended as the needs of the school or its students require.

## 11 | Student Services

- 11.1 Student services refer to transportation, cafeteria, CCAs, and Summer School services which are optional and consequently not part of the compulsory school fees invoicing process.
- 11.2 Transportation, cafeteria, CCAs and Summer School fees are invoiced via the AOS/COS online ordering systems.
- 11.3 These services have their own Policy and Regulation guides, e.g. Bus Charter, CCA Charter. By joining the service and paying the service fees, you are agreeing to abide by all these policies and regulations.

## 12 | Governing Law and Court

Should there be any dispute arising out of these terms and conditions, TES and the parent or individuals who are signatories to the Terms and Conditions agree to resolve the matter in good faith. Unless an alternative Court of First Instance is agreed upon by both parties, the parent or individuals agree that the related dispute will be governed by the laws of the Republic of China, and the Court of First Instance is the Taipei District Court.

