



**TAIPEI
EUROPEAN
SCHOOL**

■ ■ For the Attention of TES Parents ■ ■

Taipei European School Foundation

TES Terms and Conditions **with Appendix A-B**

Published on 1st March 2023
Effective from 1st August 2023

Forward

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 and 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 confirmed once the payment of the semester fee is completed as per the deadline set in the School Fee Policy.

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 and enter the Community Portal. Please note: each Section of the school will adhere to the policies and procedures of TES, and there may be certain specific policies for individual Sections.

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1. Mission, Vision and Guiding Statements

As the European School in Taipei, we created 'one School' from three schools: British, French and German, to focus on developing European Culture and Values in order to achieve our shared vision and mission.

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 Graduate Attributes

We strive for each graduate to be:

- Critical Thinkers
- Connectors
- Empathetic
- Global Citizens
- Independent
- Leaders
- Lifelong Learners

1.4 Community Values

We expect each member of our community to exhibit:

- Creativity
- Participation
- Perseverance
- Respect
- Responsibility



1.5 Definition of the High-Quality Learning and Teaching (HQLT)

High Quality Learning and Teaching (HQLT) at our school engages our community of learners in acquiring knowledge, skills and understanding with authentic and aspirational experiences within the school.

TES promotes a broad range of **competencies** and **aptitudes** which are both academic and social-emotional, such as: collaborative skills; creativity; critical thinking; communication; interpersonal; empathy; problem solving; leadership; entrepreneurship; digital and media literacy; and resilience.

HQLT at TES provides a truly holistic experience for our students through the influence of our **Graduate Attributes** and **Community Values**, and by encouraging our learners to have a positive impact, and to make ethical decisions and choices.

1.6 Definition of Global Citizenship

The goal of TES is to prepare students who, as part of a multicultural community, are able to engage with the world through an open mind and meet the demands of a global society. They will recognise the interconnectedness between communities and cultures and demonstrate an awareness of their personal impact on the environment and the well-being of others around them. Through active participation and intercultural understanding TES' global citizens will impact others through local, national, and global action, valuing practices such as harmony, inclusion, global perspectives and worldviews. We actively encourage students to show empathy, recognise differences, challenge stereotypes, and take responsibility for their social and physical environment, thereby helping to shape the future.

2. Fee Policy - Acknowledgement of TES School Fees Policy (NT\$)

Note that fees are adjusted annually and published as soon as they have been determined and approved by the Board of Directors, usually between February and April for the following academic year, which begins in August.

This information is from the TES School Fees Policy, a full and current version of which is available on our website.

2.1

The financial calendar is divided into two semesters (01 August to 31 January and 01 February to 31 July). School fees are payable on this semester basis.

2.2

Students enrolling after the commencement of the semester will be invoiced a prorated fee for School Fees, and EAL, FAL and Learning Support, if applicable. The pro-rata basis for these calculations is set out in the TES School Fees Policy, which is published on the TES Website.

2.3

Parents or legal guardians who sign the TES Terms and Conditions will be 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 in order for a student to enroll for any subsequent semester.

2.4

TES procedures, as related to late payment/non-payment of fees are fully outlined in the TES School Fees Policy - this includes protocols relating to penalty payments or re-registration 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. Re-assessment 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 Admissions or Finance Office 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 31 July of the preceding semester. There will be a 50% refund of School Fees/Language Support Fees for early withdrawal from TES within the month of August at the start of the academic year. After 31 August there will be no refunds.

- **Early Withdrawal for Semester 2**

There will be a refund of 75% of paid Semester 2 School Fees/Language Support Fees for withdrawal from TES before 31 January of the preceding semester. There will be a 50% refund of School Fees/Language Support Fees for early withdrawal from TES within the month of February at the start of the 2nd Semester of the academic year. After 28 February there will be no refunds.

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 upon leaving the school permanently or if in an excess balance of over NT\$5,000.

The Registration Fee and Learning Support Fees are non-refundable. For more details please refer to the TES School Fee Policy published in the Community Portal of the TES Website.

3. The School's Obligations – Educational Matter/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 the entry gate and has a security pass. The security pass must be visibly displayed at all times when on the School premises. Staff are trained to be vigilant for any signs of child neglect, abuse, or harm and will report to the Designated Safeguarding Lead. If concerns are noted, the school may be required to make a report to the relevant government authority as well as carrying out an investigation to ensure the child is safe and protected.

3.3 Health and Safety

The School has nursing stations that provide first aid and support to students on both campuses. The procedures on how this support service is implemented are outlined in the "Policy for Student Injury and Illness" that can be found in the Community Portal of the TES Website. All details of procedures related to contagious illness are also available on the Community Portal of the TES Website.

Matters relating to safety are directed through the 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 judgement 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 various means, such as grades, written report comments, which may or may not include grade, and parent-teacher consultation meetings.

3.6 Reports and References

Information supplied to parents and other organisations as permitted, concerning the progress and character of students, examination predictions of results, or advice on 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 programmes will be conditional upon a satisfactory record of the student's behaviour and attitude to learning, as well as attaining minimum academic entry requirements, for example through iGCSE or equivalent examinations for the respective national education systems. Please refer to the IB Diploma and IB CP Admissions Policy and Procedures, as well as any French or German Section requirements, on the TES Website.

3.8 School-Parent Cooperation

In order to fulfil 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 or parents 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 and evaluation be advised.

3.10 Student Re-enrolment/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 Section, is: demonstrably not benefiting from continuing education at TES; has a poor record of attendance with no valid reason; has engaged in conduct which is detrimental to the School; whose parent(s) has engaged in conduct which is not consistent with a positive and constructive relationship between the School and the family; or behaviour which is disruptive to the School community.

4. Patents' Obligations

4.1 Student Health Disclosure

It is a condition of your child 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 updates from parents are not made or communicated, then any important or urgent communication subsequently missed is the responsibility of the parent. Should there be any problem updating this platform please inform the Admissions department for assistance.

4.4 Maintaining International Passport Status

Parents or legal guardians are required to ensure that the international passport status of their child(ren), which is legally required by the government for students to be enrolled at TES, 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 (the 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 legal guardians unless there is a legal instruction, such as a custody order, to the contrary.

4.6 Notification of Absence

The Head of Section (via school processes) must be informed of any reason for your child’s absence from school. Leave during term time 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 still on campus 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 of a place at the School.

4.9 One to One Device Provision

Parents shall adhere to Section-specific 1:1 Programme requirements for students’ electronic devices, such as iPads or laptops, to ensure that their child/ren can participate fully in all instructional activities. Details are published in Section Handbooks.

5. Photos and Image 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 usually 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, parents should 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 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

Please see the "Authorisation and Consent Acknowledgement" at the end of the TES Terms and Conditions - Appendix A.

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; family members and status; education history; company/organization; 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 (Appendix B) relating to Data Protection, located in the Community Portal of the TES Website.

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 TES Website.

7.2

The School has a legal obligation to follow the requirements of the government of Taiwan, including, but not limited to, the 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 name and contact of the Designated Safeguarding Lead 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 Safeguarding Lead will initiate the School procedures and this, in turn, may require reporting to the authorities.

7.4

All staff in the School have received, and continue to receive, safeguarding and child protection training to ensure appropriate vigilance, and any required action, is understood and maintained.

7.5

The need for confidentiality in cases involving child protection 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 in order to ensure you:

- 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 harmonious, safe and secure school environment, the School **does not** tolerate:

- Disruptive behaviour which interferes, or threatens to interfere, with the school operations both on and off campus.
- Loud or offensive language, swearing, cursing, or displays of temper.
- Threatening actual bodily harm to any member of the school community.
- Sending abusive or threatening messages in any form to the School or its community.
- 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 or member of the school community. Nothing should be posted on external social media unless consent has been given from all parties involved.
- Defamatory, offensive, or derogatory comments regarding the School or any of any members of the School community on any form of media, such as social media, messaging groups, print media, etc. Social Media and messaging groups are not a legitimate platform for discussing matters in relation to the School. Any concerns should be raised through official school channels, incorporating the Section or TES Leadership.
- The use of physical aggression towards another adult or child, which includes physically punishing your own child or chastising someone else's child.
- Smoking, vaping and consumption of alcohol or drugs on school campuses or external activities and trips.

8.3

All members of the School community have a right to expect that their school is a safe and secure place. If the Civility Code is violated by any member of the school community then there may be consequences affecting access to campuses or even legal action.

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, but not be limited to, such events as: fire; flood; typhoon; earthquake; 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 the guidelines or notifications of the appropriate competent authority in 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 may 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 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 the continuance of educational services, including but not limited to remote learning, wherever possible.

9.5

Under adverse health or pandemic conditions, the closure, either fully or partially, of the School may be required. Under such circumstances the School will implement such measures so as to provide the continuance of educational services wherever possible.

10. Communications

10.1

Communications are sent by the School to the digital, or occasionally physical, addresses indicated in the School's records. The parent contact details **must** be provided and updated through the PowerSchool platform. All school communications will be sent to parents and legal guardians registered on the PowerSchool platform.

10.2

Email communication is the primary form of contact from the School. It is essential that changes are made on the PowerSchool Parent platform to update the database, as required. Failure or delay in updating parent contact information will lead to non-receipt of important school communications and potential subsequent issues. Please note, informing a teacher, secretary, or other staff member of a change in contact information doesn't constitute official change of details unless the change is made on the PowerSchool account directly by the parent or via written communications with the Admissions department.

10.3

All relevant TES policies and procedures relating to the School are available to view on the Community Portal of the TES Website or via communications with the Admissions department. 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. As part of the general operation and management of the School, all policies are reviewed periodically and amended as required.

11. Student Services

11.1

Student Services refer to transportation, cafeteria, CCAs, uniform and Summer School services which are optional and consequently not part of the compulsory school fees invoicing process.

11.2

Transportation, cafeteria, CCAs, uniform and Summer School fees are invoiced via the Activity Ordering System (AOS) or Cafeteria Ordering System (COS).

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.

Appendix A

Authorisation and Consent to use Photographs and Images

- I acknowledge that I have been given sufficient time to review this letter.
- I grant Taipei European School (“TES”) permission to take photographs and/or video (“images”) of my child and his/her work. I grant permission to TES to use and retouch the images of my child or his/her work resulting from the photography/video filming, and any reproductions or adaptations of the images for informational, promotional, or other educational purposes to help achieve the school’s aims. Such use includes the display, distribution, publication, presentation, transmission or other use of images taken for use in materials that include, but may not be limited to, printed materials such as brochures, newsletters, videos, and digital images used on TES’s website, social media pages, press releases, and other media coverage.
- I deny permission for the use of images of my child.

Please note: TES holds many school-wide events in which parents take photographs and video of their children. The school cannot guarantee that such pictures will not include your child and not be included in social media postings of other parents.

(If you wish for your child’s image to not be included in the Yearbook, a parent-only publication, then you should advise Sections in addition to this Consent permission form.)

Name of Student		Section	
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Name of Parent	
Relationship to Child	
Signature/Date	

Name of Parent	
Relationship to Child	
Signature/Date	

(The signature of both parents or legal guardians are required, unless a single-parent family)

Appendix B

TES Privacy Policy

The secrecy and protection of the personal data entrusted to TES is extremely important. TES strives to manage personal data in a responsible manner and according to the provisions of the Personal Data Protection Act (PDPA) of Taiwan (R.O.C) and other applicable standards.

It is necessary for TES to process and store certain personal data to carry out its academic mission and serve its community. TES recognises the legal requirements and its responsibility to its community to ensure privacy and security through the implementation of robust policies and practices that safeguard personal data.

This Privacy Policy is provided with the purpose of giving you full power and control over your personal data and ensuring your informed consent to the processing and storage of your personal data.

Therefore, please read the following information thoroughly before you submit any personal data to TES. This Privacy Policy will be available for you at all times on the TES website. The validity of the Privacy Policy shall extend to any subsequent amendments published on the TES website. If you have any questions or concerns about TES policies for processing and storage of personal data, please contact the CEO office.

The requirements and protections mandated by the PDPA may be referenced through the Ministry of Justice at <http://www.moj.gov.tw> and the National Development Commission at <https://www.ndc.gov.tw>.

The TES Privacy Policy reports on the 5 areas of data protection below - for applicants, students, and alumni. The full policy is available on the TES website.

I. WHY DOES TES PROCESS YOUR PERSONAL DATA? ON WHAT LEGAL BASIS?

II. WHAT DATA ARE PROCESSED? BY WHAT MEANS?

III. HOW IS DATA PROTECTED?

IV. YOUR RIGHTS UNDER THE PDPA

V. OPTIONAL PROVISION OF PERSONAL DATA

A data subject (or his/her parents or legal guardian) may exercise the following data subject rights against TES by contacting the CEO office. TES will comply with the request to exercise

the following rights, unless the request falls into an exception under the PDPA (such as otherwise provided for under the applicable law).

ACKNOWLEDGMENT

We have been given sufficient time to review this letter and understand TES's Privacy Policy. We acknowledge and agree that Taipei European School and above parties are entitled to collect, process, store, and use our personal information in connection with our child(ren)'s education and school life. We acknowledge and agree that TES may within the Specific Purpose to provide the Family Personal Information to any third party.

Name of Student		Section	
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Name of Parent	
Relationship to Child	
Signature/Date	

Name of Parent	
Relationship to Child	
Signature/Date	

(The signature of both parents or legal guardians are required, unless a single-parent family)