



**PARENTS' HANDBOOK**  
**2018-2019 SESSION**

Dear Parents,

Welcome to Heritage International School.

We are delighted to meet you and are honoured to have your child or children register at our school.

Kindly take time to go through **Heritage International School Parents' Handbook 2018-2019** in order to familiarize yourselves better with the core values, procedures and regulations as practised by us.

Warm Regards,

Heritage International School

## **PREAMBLE**

### **SECTION 1 – GENERAL INFORMATION**

#### **1. ABOUT THE SCHOOL**

**Name and status:** Instituția Privată Liceul Școala Internațională Heritage or Heritage International School (Heritage) is a private learning institution which is registered with the Ministry of Education and the Ministry of Justice of the Republic of Moldova IDNO 1017620003396 and is an approved Cambridge school.

**Founders:** Mrs. Natalia Cecetova and Mr. Sinan Bora

**Governance Model:** The school is governed by an Advisory Board

**Location:** MD 2062, Dacia 45A, Chisinau, Republic of Moldova

**Contacts:** Tel: +373 (0)22022210 Mob: +373(0)62022210

**Website:** [www.heritage.md](http://www.heritage.md) e-mail: [info@heritage.md](mailto:info@heritage.md)

**Skype:** Heritage International School

#### **2. CORE VALUES**

##### **A. Heritage International School Mission and Vision**

###### **Our Belief:**

Heritage International School is founded on the belief that all children have the right to a relevant, inclusive and holistic education, which will help to awaken each child's critical thinking, emotional intelligence and self-expression, preparing such a child to make meaningful contributions to the world.

###### **Our Approach:**

At Heritage we create a safe, supportive and stimulating learning environment, where all learners are treated with care and respect. Our leadership recognizes the importance of understanding, upholding and respect for each family's cultural heritage, and encourages parent involvement in the educational process of their children. Heritage tailors learning to the needs of each child with the help of highly-qualified and professional staff, prioritizing intellectual, emotional, social, physical, and moral development. We equip our learners with skills to set realistic goals, meet challenges ahead of them and aspire to high standards of performance and behaviour. Heritage aligns Moldovan educational standards with an internationally accredited curriculum promoting the pursuit of educational qualifications through learning English in combination with Romanian and Russian which results in the upbringing of individuals who are culturally aware and internationally minded.

###### **Our Vision:**

The vision of Heritage International School is the development of the whole child and the creation of individuals who are life-long learners, socially and emotionally balanced, and who have the intellectual, physical and moral ability to be independent, responsible and actively contributing members of society. Such individuals will embrace the principles of high self-

esteem and integrity, working together and supporting one another so that to become visionaries and leaders in order to make lasting and positive contributions to the world.

**B. Principles guiding the operation of Heritage International School:**

- i. Respect
- ii. Fairness
- iii. Equity
- iv. Transparency
- v. Accountability
- vi. Sustainability
- vii. Social Responsibility

**C. The dispositions of Heritage learners**

Heritage makes deliberate efforts by supporting a learning environment where the development of the following dispositions in line with the International Primary Curriculum (IPC) will be promoted with the help of the whole staff, the parents and the active involvement by the learners:

- i. Adaptability
- ii. Communication
- iii. Co-operation
- iv. Enquiry
- v. Morality
- vi. Resilience
- vii. Respect
- viii. Thoughtfulness

**D. In addition, we strive to develop some specific attributes in our learners which are necessary for success in graduating through Cambridge International and further in life. Heritage learners strive to be:**

- i. Confident
- ii. Responsible
- iii. Reflective
- iv. Innovative
- v. Engaged

**3. OUR FACILITIES**

Heritage International School is situated on an area of 1.4 ha. The total school building area covers 7 500 square meters. The facilities include:

Classrooms

Laboratories (Chemistry, Physics and Natural Sciences)

Computer Rooms

Language rooms

Music Hall

Art Studio

Library  
Sports Hall  
Choreographic Hall  
School Canteen with a modern ordering and payment system  
Sick Bay  
STEM studio  
Recreational Area with playground  
Robotics Lab (LEGO Education)

The facilities include a swimming pool the completion of which is planned for the second phase in the development of the institution.

#### **4. STAFFING**

Heritage International School comprises of academic and non-academic staff. Heritage operates the model of home tutors (Class Teachers). In classes 1 to 4 one home tutor, who is a native speaker of Romanian or Russian is in charge of the class. This teacher is supported by the English Language Learning Specialist (ELLS) who will be involved in the acquisition of language skills in English.

In the higher classes learners are supported by subject teachers who facilitate the knowledge and skill acquisition of various courses. Both local and expatriate teachers are engaged in the process.

External facilitators are invited to support the learners' participation in extra-curricular activities such as academic, sport and the arts.

Non-academic staff comprises of the members working in the administration, security, catering and cleaning departments.

All staff members are compliant with **Heritage International School Child Protection Policy**.

**SECTION 2 – LEARNING IN HERITAGE INTERNATIONAL SCHOOL, 2018-2019**

**1. HERITAGE INTERNATIONAL SCHOOL CLASS PLACEMENT**

Moldova	Heritage				British System	American System
	Section/ Curriculum Pathway	Class	Age	Exam		
					Key stage 1 Year 1	Kindergarten
					Key stage 1 Year 2	Primary School Grade 1
Primary School Class 1	<b>Primary Section/ International Primary Curriculum framework (IPC) &amp; Cambridge Primary Checkpoint</b>	1	7		Key stage 1 Year 3	Primary School Grade 2
Primary School Class 2		2	8		Key stage 2 Year 4	Primary School Grade 3
Primary School Class 3		3	9		Key stage 2 Year 5	Primary School Grade 4
Primary School Class 4		4	10	<i>National Exams</i>	Key stage 2 Year 6	Primary School Grade 5
Gymnasium Class 5	<b>Cambridge Secondary School 1</b>	5	11	<b>*Cambridge Checkpoint Primary (optional)</b>	Key stage 3 Year 7	Middle School Grade 6
Gymnasium Class 6		6	12		Key stage 3 Year 8	Middle School Grade 7
Gymnasium Class 7		7	13		Key stage 3 Year 9	Middle School Grade 8
Gymnasium Class 8	<b>Cambridge Secondary School 2</b>	8	14	<b>**Checkpoint 1 (mandatory)</b>	Key stage 4 Year 10	High School Grade 9
Gymnasium Class 9		9	15	<i>National Exams</i>	Key stage 4 Year 11	High School Grade 10
Lyceum Class 10	<b>Cambridge Advanced</b>	10	16	<b>***Cambridge IGCSE (optional)</b>	Key stage 5 Year 12	High School Grade 11
Lyceum Class 11		11	17		Key stage 5 Year 13	High School Grade 12
Lyceum Class 12	<b>Cambridge Advanced</b>	12	18	<b>**** Cambridge International A Level (optional) <i>National Exams BAC</i></b>	University/c ollege/ further education	Undergraduate programs

\*to be aged 11 at time of Exam

\*\*to be aged 14 at time of Exam

\*\*\* to be aged 16 at time of Exam

\*\*\*\* to be aged 18 at time of Exam

## **2. ADMISSION AND FEES**

### **a. Timing**

- The admission calendar for 2018/2019 academic session starts on 1st April, 2018 at the Admission Office.
- Pupils could be admitted all through the school year.

### **b. Admission**

A starter pack folder is provided to all parents intending to pursue admission into Heritage International School. This pack includes all sets of documents and information as regards the school policies and practices.

#### Placement Test

Academic Placement Test, set by the school, is required for learners entering classes 2 to 8. The latter comprises two tests in language (Russian or Romanian) and Mathematics for the previous completed class of studies. The minimum pass mark for admission is 7, 00 in each test – the language and in Mathematics. If an applicant does not meet the minimum requirement in academics, admission may be declined. The Placement Test is taken before Provisional Admission is offered.

#### English Language Assessment

A reasonable proficiency in English is required. Heritage has adopted the widely acceptable and detailed World-class Instructional Design and Assessment Model (WIDA) <https://www.wida.us/assessment/MODEL/> which assesses the learner's specific skills in listening, reading, writing and speaking.

Students will be assessed to determine their language comprehension and proficiency level if English is not their first language. The minimum entry score at WIDA entry test is not less than 3 in Speaking & Listening and in Reading, and not less than 2.5 in Writing for learners who have learnt English previously.

Students who come from a different language background with no English will not be denied admission and will receive language development support through the Intensive English Unit until their proficiency level will meet the expectations of the programme. Such learners will take a placement test in Mathematics only.

#### Entry to Class 1

Applicants should provide Report on physical, socio-emotional, cognitive, language and communication development as well as development of learning capacities and attitudes at the end of the kindergarten prep course (for children attending the preparatory pre-school education institutions). There is an entrance test. After the WIDA test the learner can be offered admission. The Administration of Heritage will take into consideration the results of testing when deciding on enrolment. An interview with the Vice-Director or Director of the School is scheduled.

#### English-Only Pathway

Admission is offered to the English-only pathway to some learners in Heritage. Such learners follow the Cambridge Primary and Cambridge Lower Secondary pathways. These learners will

take the Cambridge Primary Checkpoint and Secondary School 1 Checkpoint exams, which are mandatory. The requirements for the English-only pathway are as follows:

- Learner is a citizen of another country (dual or foreign citizenship)
- Learner does not communicate in Romanian or Russian at home
- Parents waive their child's participation in the national exams in Class 4, Class 9 and BAC in Class 12 (NOTE: this waiver is irreversible)
- Average of WIDA test is required of not less than 4,00 (when learner comes without English background, the exam is excluded)
- The average score of the academic test (Mathematics) is not less than 6,5

### Provisional Admission

Once the Registration Fee (non-refundable, one-time payment for a single admission) payment confirmation and the completed and signed Application Form A (B) have been received, Heritage International School will confirm the pupil's provisional admission in writing via e-mail or a call.

#### **c. List of Required documents for Admission:**

- Application
- A report on the physical, emotional and cognitive development, the manner of communication, the development of learning abilities, compiled at the time of the completion of the preparatory group (for children who attended kindergarten) or the positive reference of the municipal or district commission (for children applying to class 1)
- Original documents from previous school(s) (for children applying to class 2- 8)
- Medical card, issued before the day of application (Direction-extract, Form nr.027/e, approved by MH RM No. 828 at 31.10.2011)- (for children applying to class 1)
- Child's Medical Card –original (for children applying to class 2- 8)
- Child's Immunization Card (for foreign children); when such is not available, kindly fill in \*Form B
- Medical insurance (for foreign pupils)
- Photocopy of Birth Certificate/Passport of Child
- Photocopy of ID document of each parent
- A copy of each parent's Entry Visa stamp on Passport (for foreign pupils)
- Bank Teller of Payment
- Photo (3x4) two (2) pieces of the child and one (1) piece of each parent
- Admission Form A
- In cases of special learning needs, a medical report by the relevant agencies is required

Full admission will be offered only after the academic Placement Test has been successful (a minimum of average of 7,00) and school fees have been paid (according to the Contract).

Heritage International School reserves the right to review the Admission procedures from time to time.

#### d. Tuition Fees and Due Dates

Tuition (includes **Main Educational Programme and Enrichment Programme**) consists of two instalments:

1<sup>st</sup> instalment -50% of annual tuition is due **31.08. 2018**

2<sup>nd</sup> instalment -50% of annual tuition is due **25.12.2018**

**Tier 1** fees will be charged to pupils whose parents or legal representatives are citizens of Republic of Moldova.

**Tier 2** fees will be charged to pupils who are dependents of foreign nationals or temporary residents of Republic of Moldova.

#### School Tuition for Tier 1

Class	Registration Fee	Annual Tuition Tier 1	1 <sup>st</sup> instalment Tier 1	2 <sup>nd</sup> instalment Tier 1
1-8 (Ages 7-14)	250 Euro	5,750 Euro	2,875 Euro	2,875 Euro

#### School Tuition for Tier 2

Class	Registration Fee	Annual Tuition Tier 2	1 <sup>st</sup> instalment Tier 2	2 <sup>nd</sup> instalment Tier 2
1-8 (Ages 7-14)	450 Euro	10,000 Euro	5,000 Euro	5,000 Euro

- Registration fees should be paid according to the Preliminary Agreement.
- Tuition and fee payments must be made on time.
- The family discount for second child of 10% and third child of 15% is applicable.
- Discount of 4% is offered when paying for the whole session.

### 3. THE CURRICULUM

The Curriculum of Heritage International School represents our visionary approach to learning for enduring understanding and character building based on scientifically-proven brain research developed by Fieldwork Education, a leading educational group, based in the United Kingdom <https://www.greatlearning.com/ipc/>.

Presently over 730 schools in 93 countries around the world use the International Primary Curriculum (IPC) produced by Fieldwork Education.

Heritage International School adopted the International Primary Curriculum (IPC) for Primary and part of Gymnasium (Class 1 to Class 5) in a novelty way by blending this curriculum with the Moldovan curriculum.



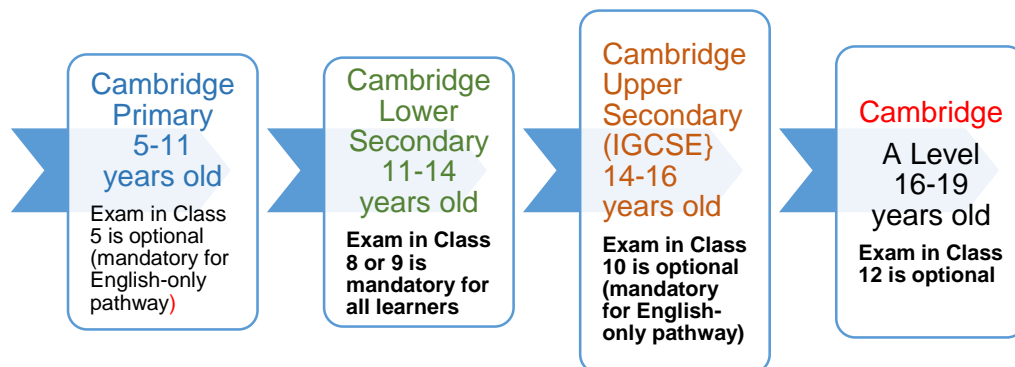
We aim at achieving an entirely new model which incorporates setting clear and level-appropriate learning outcomes in a child-centred environment promoting trans-disciplinary connections and global perspective while being able to meet the statutory requirements set by the Ministry of Education of the Republic of Moldova.

Learning is carried out in English, in a two-way pathway for children of Moldovan origin and foreign learners. The learners in Romanian and Russian respectively, will be prepared for the state exams in classes 4, 9 and 12 while they will be continuously supported in the development of skills in English language. Learners of foreign origin will be encouraged to learn Romanian.

The division of classes: Primary - Class 1 to Class 4; Middle School (Gymnasium) - Class 5 to Class 9; High School (Lyceum) - Class 10 to Class 12. The class size is twenty-two learners (22) with a provision of two more seats for sponsored learners, thus totaling twenty-four (24).

Additionally, learners will be completing their BAC exams in Class 12.

### Cambridge Assessment International Education Pathway



Heritage International School has been approved as a Cambridge School by Cambridge Assessment International Education (Cambridge International) and is currently offering Cambridge Primary and Cambridge Lower Secondary School.

Learners in the Primary School are introduced to Cambridge Primary English (English as a First Language) or Global English (English as a Second Language), Mathematics and Science.

In the Gymnasium (Class 5 to Class 9) and Lyceum (Class 10 to Class 12) learners are introduced to Cambridge International in two steps – Secondary School 1 (Lower Secondary) and Secondary School 2 (Upper Secondary).

Cambridge International Programme culminates in taking the Primary Checkpoint Exam by the age of 11 (Class 5) which is optional, the Checkpoint Exam by the age of 14 which is mandatory, and the exams in various subjects (courses) valid for Cambridge Upper Secondary which will offer the International General Certificate of Secondary Education (IGCSE) in Class 10 and Cambridge International A Level (Cambridge Advanced) in class 12, required by leading universities and other tertiary institutions in the world.

Both IGCSE and A Level examinations are optional. All Cambridge International examinations are set and marked by Cambridge International. Retrieved from <http://www.cambridgeinternational.org/programmes-and-qualifications/cambridge-secondary-2/cambridge-igcse/>

#### **4. THE CALENDAR**

Heritage follows a two-semester academic calendar (including the approved public holidays and vacations) as announced by the Ministry of Education of the Republic of Moldova. However, the school enjoys a variety of educational activities such as academic gatherings (Prize-giving Day) and sport (Sport Day) or artistic celebrations (Christmas Show), in an effort to mark notable events which impact the minds and hearts of the learners. Similarly, Heritage subscribes to global days as observed by the United Nations, such as International Literacy Day, International Teachers' Day, International Women's day and others. All families and their friends are encouraged to be part of such memorable celebrations.

The First Semester is from 03.09.2018 to 21.12.2018 (tentatively, pending announcement by the Ministry of Education of the Republic of Moldova).

Breaks within the First Semester include: Autumn Break and Christmas Break (yet to be published).

The Second Semester is from 09.01.2019 to 31.05.2019 (tentatively, pending announcement by the Ministry of Education of the Republic of Moldova).

Breaks within the Second Semester include: Spring Break and Easter Break (yet to be published).

#### **5. THE SCHOOL DAY**

##### **I. Transportation**

###### **a. drop-off**

Heritage opens at 8:00 daily. Between 8:00 and 8:25 parents will be expected to bring their child/children to the school. Cars can be parked in both car parks designated for that purpose. Both parents and children can come into the building through the respective gates. Each learner will be allocated a locker where he or she can store his or her upper clothes and outside foot ware. Children are expected to change into their inside foot ware before going into class.

**b. pick-up**

Pick-up by only parents or authorized individuals is permitted. Parents are to submit their photographs and the photograph of the person(s) authorized to pick their child (children). Security Clearance Cards are to be issued to each member of the family who will be taking home a child or children. Children from the gymnasium who have special permission will be allowed to leave the premises unaccompanied.

We appeal to parents NOT to pick their children late as that leads to additional level of tiredness and distress by the child. Consistent late pick-ups by parents will attract consequences such as fines.

**c. bus service**

Heritage provides a bus service for extra charge for both drop-off and pick-up times. The bus operator is a contracted company which has been proved to meet the ethics and safety requirements needed for this type of service. A minimum of three children are required to open a new bus route to the school. Children in each vehicle are accompanied by an adult child-minder, apart from the driver.

**II. While at school**

**A. Upholding Heritage values**

**a. behaviour and attitudes**

Heritage International School has set behaviour expectations which have been defined in the Code of Ethics. The school Code of Ethics includes the institution understanding and practice in terms of behaviour and attitudes and specifies the sanctions when the expected norms of behaviour are not complied with.

**b. uniform**

School uniform is to be worn at all times. Learners can change into their sport wear whenever they engage in lessons in Physical Education or sport activities.

**c. phones**

Heritage International School does not prohibit the use of phones by learners. However, no phones can be used during the school day (between 08:30 and 16:30) except with the permission of the teacher. Whenever a learner is found to be using his or her phone without permission, that phone will be seized and submitted to the Office. Repeated offence will be sanctioned. (cf. **Code of Ethics**). Emergency calls to parents can be made directly from the Front Desk.

**B. The learning process**

**a. the daily schedule**

During the school day all children will follow their daily schedule of learning activities as approved by Heritage. Learning, meals and play time, homework and clubs including sport, art-related activities and Lego education are part of the academic and enrichment programme. Learners in Class 1 will be having a modified lesson schedule for the first several weeks of school in order to enable them get accustomed to the routines of a school day.

**b. language acquisition**

All learners will be encouraged and supported in their acquisition of English language and other languages such as Romanian, Russian, French, German or any other language Heritage finds necessary to introduce.

**c. special educational needs and individualized learning**

Heritage believes in inclusion. Therefore, learners with special educational needs will be provided with relevant assessment and recommendations for accommodations whenever necessary and possible. In instances when a shadow during the school day or intervention is required, the cost of the additional service will be borne by the parents. Individualized learning is accessible to all children at all times, whenever the need arises.

**d. assessment of learning**

Learners receive at the end of each semester evaluation reports which provide the family with evidence of academic progress and social development in both descriptive and numeric form.

**e. examinations**

Heritage International School falls in line with the examinations adopted by the Ministry of Education of the Republic of Moldova and the Cambridge International. Therefore, all learners who are nationals will be expected to take the mandatory exams in Class 4, Class 9 and Class 12 (BAC) respectively.

In addition, Cambridge Primary Checkpoint, Cambridge Lower Secondary Checkpoint and the Cambridge Upper Secondary School (International General Certificate of Secondary Education or IGCSE) will be introduced and taken only when the learners have been found to be ready for them in terms of language and academic preparedness and when meeting the age requirements set by Cambridge International.

Primary Checkpoint, Cambridge Lower Secondary Checkpoint and IGCSE are mandatory exams for foreign students. The cost of external exams is set by Cambridge International and will be funded by parents. All Cambridge International exams are taken in Heritage as the school is an approved examination centre.

**f. enrichment**

Homework

Enrichment (extra-curricular) activities take every day after the academic programme for the learners has been completed. It is offered free of charge and includes the optional home-work period during which all learners will be supervised and supported in their completing of home work (assignment). Once a learner has gone through the homework slot, he or she is not expected to bring home any home work. However, as the home work period is optional, in cases when parents would prefer to take home their child/children immediately after the end of the academic day, such a learner will need to complete the assignment at home.

Sport and Clubs

Clubs for all levels hold at the later part of the day. Some clubs from the areas of education, sport and the arts are free. Those include: languages and club for volunteers (such as environmental protection and social care); volleyball, basketball and football or sport games, while under the category of art we offer drama, music or school band, dance, singing and choir.

In addition, we provide paid-up clubs such as LEGO and STEM education. A minimum of five candidates are required to open a paid-up club. Similarly, the external facilitators for such clubs have a limited number of members which cannot be exceeded in order to provide for enough

attention to each child. Therefore, the membership for clubs will be done on first-come-first-take basis and in cases when a learner fails to attend a club activity three times in a row (except due to prolonged absence with excuse), the space of this learner can be taken by the one next on the waiting list after the parents have been notified about the failure to attend.

Subsequently, learners will be introduced to after-school clubs for free in the area of academics (languages), sport (basketball, volleyball, mini-football or other sport games) and the arts (dance, drama, music, singing and choir).

Sport houses in the school are shared in three teams: yellow, blue and orange. Each team will represent a cross-section of learners from all classes. This is done in order for the children to engage in whole-school sport events during the Sport Day and to exhibit their sport and team skills. Therefore, each child will be issued a sport T-shirt based on his or her representing a school team. Heritage sport teams are named Zeus, Hercules and Poseidon.

<b><u>LESSON SCHEDULE SEPTEMBER - MAY</u></b>							
<b>Period</b>	<b>Lesson</b>	<b>Time</b>	<b>Primary School</b>	<b>Period</b>	<b>Lesson</b>	<b>Time</b>	<b>Gymnasium</b>
		8:00-8:25	Arrival			8:00-8:25	Arrival
I	*1	8:30-9:15		I	1	8:30-9:15	
II	2	9:25-10:10		II	2	9:25-10:10	
III			Recess/Snack 20 min	III		10:10-10:20	Recess/Snack 20 min
IV	3	10:30-11:15		IV	3	10:30-11:15	
V	4	11:25-12:10		V	4	11:25-12:10	
V		12:20-13:05	Lunch 45 min	V	5	12:20-13:05	
VI	5	13:05-13:50	<i>Library/STEM</i>	VI		13:05-13:35	Lunch 30 min
VII		13:50-14:30	Recess 40 min	VII	6	13:35-14:20	<i>Library/STEM</i>
VIII		14:30-15:30	Homework/Clubs	VIII		14:25-15:45	Homework/Clubs
IX		15:30-16:30	Clubs	IX		15:45-16:45	Clubs
		16:30	Dismissal	16:45			

\*Class 1 will operate on a modified time-table for the month of September which includes shorter learning lessons.

### **III. Wellness**

#### **a. safety**

Safety and security is of great importance to all. The school is equipped with CCTV cameras and a surveillance room as a precaution and control of safety and security. Heritage employs the services of security operatives who are on duty at all times.

#### **c. health**

Heritage employs a full time health worker who oversees the hygiene in the whole facility, including the Cafeteria and the health of all learners and staff of the school all through the day.

**d. illness**

In cases when a learner is ill and cannot come to school it is highly recommended for the parents to inform the class teacher who can organize and provide a timely feedback to the family about the day's learning and lessons.

If a learner has been identified to be unwell or ill, the school Medical Worker is notified who ascertains the condition of the learner and will inform the family about it. He has the right to request for the ill child to be isolated (quarantined) or withdrawn from class in cases when there are concerns about suspected contagious illness which may jeopardize the health of the rest of the learners in the school.

Heritage appeals to all families NOT to send their child or children to school if there are symptoms of illness. Parents should be mindful of the fact that: "It is the responsibility of the parents to inform the School about any conditions and ailments which may be harmful to other learners or the staff of the School." (**Admission Form A**)

**e. meals**

Eating while at school is done in the Cafeteria which offers a variety of meals for each student. Strict regulations, in line with government-laid practices guard the procurement, storage and preparation of food at the Cafeteria.

Both breakfast and lunch menus are available and can be pre-booked. The cost of the meals with the Menu is communicated in advance to parents, who book the desired choice for their child/children. Children with special dietary conditions including allergies will be accommodated, provided parents have informed the school about such a condition. A pre-paid card is used as a mode of payment.

However, getting food through the Cafeteria is optional and families are free to send in a lunch pack with their child, if they so wish.

**f. celebrations**

We understand the importance celebrations, and especially birthdays, have in the life of each child. We are happy to share in this happy for each family event. Birthday parties or celebrations in the class are to be carried out only when prior information about such an event has been communicated to the school. It is prohibited to entertain learners with home-made food or pastries. Parents may use the Cafeteria services to pre-order pastries or entertainment for their child's party.

**IV. Communication**

The school is open for operation Monday to Friday from 08:00 to 17:00. Feel free to call on 062022210, email to [info@heritage.md](mailto:info@heritage.md) or send a post on our Facebook page: <https://www.facebook.com/heritage.moldova> or Skype: Heritage International School.

All parents have the opportunity to meet with their child's teacher(s) during the Parents' Teachers' Conferences, to sign in an appointment for additional consultations and discussions or to meet with any member of the administration.

In cases of complaints and suggestions kindly fill in the Suggestion Book at the Reception or, if your requests have not been addressed accordingly, request to refer to the school **Grievance Policy**.

### **SECTION 3 – THE COMMUNITY**

#### **1. Parents**

We consider our relationship with parents to be of great importance. Parents are encouraged to join us for class and school events. We appreciate parents' daily visits to their child's class. We shall attend to all parents' observations, concerns and challenges. However, it is important that our communication is carried out in a prompt, effective and respectful manner.

Parents are encouraged to join the Parents' Forum or Parent Committee, which supports the educational efforts of the school for the success of the pedagogical programme of Heritage.

#### **2. The outer community**

Heritage International School considers the need for additional opportunities for learning which can be offered to the outer community. The school offers evening lessons in language acquisitions and weekend programmes. Additional events such as excursions for families and friends, summer school and various educational forums will be subsequently housed in the school. More information can be obtained at the Front Desk.

In addition, Heritage offers educational sponsorships and scholarships for under-privileged and gifted learners.

### **SECTION 4 – LEAVING HERITAGE INTERNATIONAL SCHOOL**

#### **1. Transfer**

Heritage International School will provide all necessary documents on transfer of any learner whose family needs to leave, provided there are no impediments to such transfer (see **Contract on Schooling, Learning Philosophy** and **Code of Ethics**).

#### **2. Academic transcripts**

Heritage International School will provide academic transcripts to learning institutions requesting for them. Cambridge International examinations results for individual learners are issued to the school and parents can receive them, once they have been released.

The cost of printing and posting, including translation and legalization, whenever necessary, will be borne by the parents.

#### **3. Archives**

All records of a learner who leaves Heritage International School are the property of the school and will be archived.