



**Charter
International School**

SECONDARY

FAMILY HANDBOOK 26-27

'Charter International School is a student-centred, inclusive school in which the staff work hard to meet the many and varied needs of students and to listen to student views'

CIS/WASC Feb '25



A WELCOME FROM THE HEAD OF SCHOOL



Mr. Neil Elrick

A warm welcome to the new Charter school year. Whether you are new to the school or your children have been with us for a while we hope that they will thrive with their new teachers, love coming to school each day and are excited by what they are learning.

Everyone at Charter is important! This means every student is well known by their teachers, valued for who they are and their achievements celebrated. We provide a supportive environment in which students will develop an excitement about learning for its own sake, which will serve them well through the rest of their lives. We expect students to gradually become more and more independent as they progress through the school and the Secondary curriculum is structured to help them develop the skills and mindsets to not only succeed academically, but socially and emotionally as well. Our teachers work hard to ensure that at all stages our students will learn both factual and debatable knowledge, and perhaps more importantly, how to distinguish between the two. They will be encouraged to make connections to other ideas they have learnt; to work both independently and collaboratively and how to communicate their ideas effectively. In addition, they will be given opportunities to develop their leadership skills and to learn through being of service to their communities. We want students to take risks, learn from their mistakes and think critically about the world around them.

I would like to emphasise that some of the best learning happens outside of the classroom: on the sports field, on the stage, in the playground or in any other of the many ECAs we offer. There is lots of evidence that shows that taking part in these activities, far from detracting from academic success, actually adds to it. So please do encourage your children to take part in as many activities as possible.

This handbook is your guide to the school. Although we have tried to make it as comprehensive as possible, it is not possible to put every single piece of information in one booklet. If you are unsure about something please do contact us... We don't bite! If it is about teaching and learning please contact your child's class/form teacher if it is more of an admin question, then contact the school office. Contacting the right people allows us to respond more quickly to a concern you may have. Alternatively, the School's website contains lots of information and what you are looking for might well be there. Have a great Charter year!

Neil Elrick – Head of School

A WELCOME FROM THE HEAD OF SECONDARY



Mr. Adam Plant

A warm welcome to the Charter Secondary School community. We are delighted to partner with you in supporting your child's journey through these vital years of learning, growth, and discovery. Research consistently shows that parental engagement is one of the most powerful influences on student success—whether that's academic achievement, participation in extracurricular programmes, or personal development. Your interest, encouragement, and communication with us play a vital role in helping your child thrive, both in and out of the classroom.

At Charter, we have thoughtfully structured our Secondary programme to guide students from Year 7 through to graduation with purpose and care. Our aim is for every student to develop a well-rounded portfolio that showcases not only academic success but also a rich involvement in extracurricular activities and leadership opportunities. These experiences help shape our students into confident, capable, and compassionate young adults who are well-prepared for life beyond school.

This handbook provides most of the key information you will need as a parent to navigate life at Charter Secondary School. From academic expectations to extracurricular offerings and school routines, it is designed to support you in staying informed and connected. However, as a school that prides itself on its strong sense of community, inclusion, and approachability, we warmly encourage you to speak to us directly whenever needed. Our door is always open, and we truly value the open dialogue and close relationships we build with our families.

There are countless opportunities for you to engage with school life—whether through Parent-Teacher Conferences, Coffee Mornings, school events, sports fixtures, parent groups, or simply by keeping in regular contact with your child's teachers. Together, through this partnership, we can provide the very best support for your child's success and wellbeing.

Adam Plant – Head of Secondary



'It is clear that the leadership and teaching staff centre the curriculum around the needs of students at Charter International School.'

CIS/WASC Feb '25

Becoming Part of Your School Community

At Charter International School, we want you to feel connected to your child's school life and to feel part of the Charter community. Parents are warmly encouraged to volunteer at school events and participate in community activities. Additionally, there is a Parent Representative on the School Board who can bring forward any concerns or suggestions you may have.

Extensive research shows that when parents are actively involved in their child's education, it has a positive impact on both well-being and academic achievement. The more you engage with your child's learning journey, the stronger your connection will be with the school, helping your child feel that Charter is truly their home away from home.

As a school committed to continuous improvement, we also welcome your ideas, feedback, and expertise. Parents often bring valuable perspectives and resources that enrich our school community. By working together, we can continue to provide a high-quality education and a safe, supportive environment where your children—our students—can thrive and enjoy their learning.

Charter International School: Internationalism

At Charter, International Mindedness is the active development of knowledge and understanding of the values and cultures of diverse communities, as well as valuing and appreciating one's own sense of cultural identity and individuality. This includes Global Citizenship which is the development of world-mindedness through fostering an awareness of, and a sense of responsibility for, global issues.

OUR GUIDING STATEMENTS

At the core of all that we do is the Charter Guiding Statements and our School-wide Learner Outcomes.

Vision: Charter International School strives to provide high-quality education to enable all students to achieve their full potential.

Mission: Charter International School provides an international education in a safe, nurturing environment. The school develops students holistically, to become independent, active, self-motivated learners. Our students will become responsible citizens who are internationally minded, critical thinkers, effective communicators and academically successful.

School-wide Learner Outcomes: We aim for our students to be:

Responsible Citizens who can:

- look after their physical, mental and social well-being
- act with integrity, honesty and compassion
- make positive contributions to their communities and environment
- manage their time to ensure that they have a balanced and purposeful life

Internationally Minded who can:

- accept and embrace diversity
- understand the complexity of local and global issues
- take an active interest in world events and ways in which they can make a positive contribution

Critical Thinkers who Can:

- actively question and reflect on their own understanding
- think beyond the obvious
- evaluate the reliability of information use a variety of strategies to solve problems and make informed decisions

Effective Communicators who can:

- communicate clearly and confidently in more than one language
- share ideas in a variety of different ways
- collaborate effectively whilst respecting different points of view

Academically Successful so they can:

- develop their full potential in all aspects of school life
- are enthusiastic, inquisitive and independent learners
- develop resilience and adaptability to be successful in their learning
- graduate with internationally recognised qualifications which enable them to attend universities around the world

GENERAL INFORMATION

Times of the School Day

Punctuality is a simple but powerful way for students to start their day with confidence and a sense of readiness. Arriving on time helps them settle in, connect with their classmates, and make the most of every learning opportunity. It also shows care and respect—for their teachers, their friends, and their own learning journey—helping to build lifelong habits that support success and well-being.

Years 7 to 13

08.00 – 08.10	Registration
08.10 – 09.00	Period 1
09.00 – 09.50	Period 2
09.50 – 10.10	Morning Break (Snack provided)
10.10 – 11.00	Period 3
11.00 – 11.50	Period 4
11.50 – 12.40	Period 5
12.40 – 13.30	Lunch
13.30 – 14.20	Period 6
14.20 – 15.10	Period 7

ATTENDANCE & ABSENCE FROM SCHOOL

If your child is unable to attend school for any reason, we kindly ask that you contact both the school reception (reception@charter.ac.th) and your child's class teacher on each morning of their absence. This helps us ensure every child's safety by making sure both home and school know where they are.

If both parents or guardians will be away from Bangkok while your child remains here, please inform the school in writing. We ask that you provide the names and contact details of the temporary guardian(s), along with the dates they will be responsible for your child. Having up-to-date contact information is essential in case of an emergency.

Authorised Absence

On being informed of the reason for an absence, the school will make a decision on whether it is a legitimate reason for missing school, given the calendar for the year is published well in advance, it is unlikely that a family holiday would be considered a legitimate absence, whereas a medical appointment or a significant one off event would be. At the earliest opportunity please contact the form teacher to inform them that your child is to be absent, the reason for that absence and their expected return to school.

Illness

If your child is ill and will not attend school parents must contact reception or the form tutor on each morning of absence.

If your child is unwell, then the best place for them is at home, where they can fully recover and recuperate. Please do not send your child to school if they are unwell, as this only spreads germs and viruses and leads to other students becoming ill.

Long-term absence

If the school is informed that a student has an illness that means they will be away from school for several days, the work missed will be posted on either Google Classroom or Seesaw so that the student can keep up with their work. (for students in Secondary, all lessons are posted on Google Classroom). It is not possible to stream lessons to individual students who are unable to attend school.

Late to School

Students arriving later than 8.00 should report first to the school receptionist in the front office and get a late slip to present to their teacher to show they have been registered as being present. This is so we immediately have an up-to-date record of who is on campus.

CLASS TEACHER/ HOMEROOM TEACHER

The Homeroom teacher is the first point of contact for both you and your child and as the first teacher they see each day they are a key person in your child's school life. Through the year they will get to know the students in their group as individuals, which allows them to guide and support each student. This could be organisation, helping them overcome academic difficulties or through pastoral support as they navigate the difficulties of growing up. It could simply be boosting their confidence and encouraging them to be the best they can be or to take risks and try new things. Form time starts at 8.00am until 8.10am and will include registering the student, giving notices and any other whole school correspondence. **It is important that students are present and on time for this session as it is the main time for communication for information other than academics.**

COMMUNICATION

We see education as being a partnership between home and the school and are very happy for you to get in touch with us to discuss any positive or negative feedback that you would like to share. We do pride ourselves on being open and approachable; however, due to the nature of a school, it is not possible to meet with parents without an appointment as teachers and other staff have teaching commitments and very busy schedules. If you have any concerns about your child's education, please do make an appointment, in the first instance, **to see your child's homeroom teacher.** The easiest way to do this is via email. Your child will be able to help you find a specific teacher's email

With very few exceptions email practices at Charter are very good but occasionally misunderstandings and errors can happen, and this is something we wish to avoid. For parents we have developed the following guidelines in the use of any email communication between school and home.

- Emails can be used to inform the teachers of something that happened at home or ask questions that require only a brief answer. Any dialogue relating to student progress is better addressed in a face-to-face meeting or phone call between parent and teacher.
- If there are issues that require a discussion or a longer explanation, it will be necessary to arrange an appointment with the teacher.

- Teacher schedules may not allow answering emails immediately. But we will endeavour to acknowledge receipt within 24 hours if it is anticipated that a response is not feasible within 48/72h. Please do not expect an exchange of email communication with teachers after working hours or at weekends.
- Any communication by e-mail between home and school should always be polite, friendly and respectful
- The cc and bcc functions should only be used when considered absolutely necessary to avoid over communication and sending the wrong signal to the main recipient.

As a busy school we do send letters home regularly, to keep you informed of all that is happening in the school. In order to be as environmentally responsible as we can, we send the letters via email so please do check your email each day for communication from school. In addition, our LINE account will notify you that we have sent a letter.

In addition, you can follow us on [facebook](#), [Instagram](#) and [LinkedIn](#). News and other updates are also posted on our [website](#). Finally, once a fortnight, on a Friday, we publish a detailed newsletter outlining all the amazing things that happen in the school. The link to it will be emailed to you and posted on our social media accounts. Please share this far and wide on your own social media networks.

The common language of the school is English. Whilst we will endeavour to help translate, that may not be possible especially at events like parents evenings.

Notice of School Events

We aim to inform you of events at least two weeks in advance to give you time to plan your calendars. Sometimes changes do occur at the last minute through other schools altering their plans or the weather, we do our best to minimise these changes.

Parent Coffee Mornings

Throughout the year, Parent Coffee Mornings take place, covering a variety of topics related to the Charter curriculum, or other areas of school life. Some are for the whole school, with other directed at a division of the school or a particular Key Stage or Year. The Coffee Mornings usually take place at the start of the day to allow you to combine attending with dropping off your children at school.

These cover issues such as IGCSE and A Level Options, University Guidance, Study Support and Emotional and Social Guidance.

Parents on Campus

Our number one priority is keeping our students safe and secure in school. We therefore ask that whilst on the School's campus, all parents adhere to the 'Parents on campus policy' The policy relating to parents on campus follows:

Parents are expected to conduct themselves in a polite and respectful manner to all members of the school community when on the school campus, as is everyone!. Parents may not discipline or tell off a child (other than their own), and if parents feel any particular concern, they should raise the issue with a member of the school staff.

Special Events

We ask for parental involvement in a number of events during the school year in addition to attending assemblies, concerts and shows. Other requests for parent help and support will be communicated through the parent portal, or by direct contact. Parent involvement is a vital and actively encouraged part of any school event.

CAREERS AND UNIVERSITY GUIDANCE

Choosing where to study beyond Charter is usually the first major decision a student has to make. With so many choices, how do you know you've made the right one? Our job is to help our students make sense of the often bewildering array of choices open to them.

In Secondary we have a dedicated **Post 16 Coordinator** to guide students and parents through their choices and applications.

Here at Charter, we aim to provide students with the best possible unbiased advice and guidance to allow them to gain entry to whatever is the best university for them. As a team of teachers, our aim is to support our students and their parents in all aspects of the university application process. We have years and years of experience, both in international schools and in the UK, getting students into the university or college that is right for them, whether that be in Thailand, Korea, the US, the UK, Australia or, indeed, anywhere else.

Wherever they want to go to continue their education and whatever they want to study, we will provide expert advice to give them every opportunity of succeeding. Charter uses the Unifrog online platform that supports students with impartial and independent guidance on a full range of university guidance and career options.

At Charter, we realise that applying for university is an exciting but often stressful and confusing time, not only for students but for their parents too. As well as all of the opportunities there are the significant worries about leaving home for the first time and taking the leap into an unfamiliar learning environment. We are only too happy to talk to parents as well as students on how they can best support their children during what is, after all, one of the biggest decisions they will ever make.

ASSESSMENT AND REPORTING

Assessment

In Secondary students are assessed continually through the year through both formative and summative assessments. Whole school assessment data is collected at 5 points through the year to ensure all students are making appropriate progress and no student is left behind.

The objectives of assessment are:

- To enable our students to demonstrate what they know, understand and can do.
- To help our students recognise the standards to aim for, and to understand what they need to do next to improve their work.
- To allow academic staff to plan work that accurately reflects the needs of each student.
- To provide regular information for parents which enables them to support their child's learning.
- To provide the Director or Head of section with information that allows them to make judgements about the effectiveness of teaching and learning in the school.

In Secondary there are 2 main exam windows:

Years 7 to 10 – Mid Year exam in Term 1, End of Year exam in Term 3

Years 11 to 13 – Mock Exam in Term 2 and IGCSE/A Level exams in Term 3

Examinations as well as ongoing assessments combine to make a grade for each subject which is used to calculate a total GPA for the Mid Year, End of Year and Year Total

Reporting

We endeavour to keep parents fully informed of their student's progress both formally and informally and we encourage parents to contact the school if they have concerns about any aspect of their child's work. Similarly, if the teacher has concerns he/she should contact the parents to discuss the matter.

Parent Teacher Conferences are held twice a year and **Written Reports** are issued at the start of term 2 and at the end of term 3.

In Secondary Year 7 to 9 receive an A-E grade for academic achievement and a 1-5 grade for effort (A and 5 being the highest)

In Year 10-13, grades range from A* to F/G in order to more closely match the grading system used by Cambridge Assessment International Education (CAIE) in IGCSE and A Levels

In Year 10-13, grades range from A to F in order to more closely match the grading system used by Cambridge Assessment International Education (CAIE) in IGCSE and A Levels

These grades are used to calculate the students GPA for the term and whole year which will be published on the subsequent report.

What will a report tell me?

A verbal or written report from your child's teacher will tell you many things but will always include information about:

- how your child is performing in relation to their potential and past achievements
- your child's strengths and their important achievements
- areas for development and improvement and how you as a parent can help
- whether or not your child is happy and approaching their study in an appropriate way.
- Secondary reports both contain a section of the student's self-assessment of their performance and achievements

All written reports carry details of the curriculum studied by your child. They also contain information about your child's attendance and punctuality.

BANNED ITEMS

We expect parents and students to exercise common sense. Just because something is not specifically listed here does not mean it is appropriate to bring it to school.

Banned items include:

- Alcohol.
- Matches, cigarette lighters, firecrackers.
- Tobacco (including e-cigarettes)
- Weapons (guns, knives, catapults etc.) this includes replica weapons.
- Drugs and drug related items (unless medically prescribed in which case they should be given to the nurse immediately on arrival at school).
- Recording devices other than laptops or iPads (e.g smart glasses)

The following items are also not permitted in school

- Chewing gum.
- Toys.
- Overt Jewellery (except stud earrings which must be covered in PE activities, and small items of religious significance)

The school accepts no responsibility for any damage or theft of any of the above items brought to school.

CAR PARK, PICK UP & DROP OFF

Parking for parents, staff and visitors is provided at the front of the school. All drivers should drive extremely carefully and slowly in the car park at all times.

Please note that parking is at the driver's own risk. The school accepts no responsibility for any damage to or theft from any vehicle whilst it is in the school car park.

Please follow the directions of our guards and other staff directing traffic. Our number one priority is the safety of students and all instructions are given with that goal in mind!

Morning drop off

Students should arrive between 7.30am and 7.55am for an 8.00am start. Please ensure your child is dropped off on time and not after the start of lessons. To make this as smooth as possible, students should be ready to get out of their cars with shoes on and bags and other equipment to hand.

Staff are not required to be on duty before 7.30 so anyone arriving before then will need to wait in the entrance foyer.

Collection of children

Please be on time to collect your children from school. Especially for some younger students, it can be distressing that their friends have left and they are still waiting to be collected.

Secondary students finish their school day at 3.10. Students who use the school bus service are collected from the entrance foyer by a bus monitor.

Parents are required to identify the main method by which their child leaves the school at the end of the day. If there is a change either permanently or on a specific day, parents must inform the school.

At no time will a teacher or assistant release a student to an unknown person without having been shown a Charter ID, unless the Director/Divisional Head has signed a Student Release Form

The School Secretary will call the parents of students waiting to be collected to ensure that they will be collected soon.

Early collection

On occasions it might be necessary to collect your child early. If this is the case, please inform the Class/Form teacher in advance so that we can make the relevant teachers aware that your child will be leaving before the end of school on that day. A Student Release Form MUST be completed and the student will have to give the signed Student Release Form to the Front Office before leaving the school.

Please note we can only release a student early from school with prior parental permission. In order to avoid delay please contact the school reception in advance.

CATERING

Our own Charter catering staff supply our school snacks and lunches. Students are provided with milk and a light snack or fruit during the morning break time whilst at lunchtime there is a selection of Thai and international dishes. As we aim to encourage healthy eating, we ask parents not to give children sweets or other unhealthy snacks to bring to school.

DATA PROTECTION

Keeping personal data safe is very important to us and we ensure that data is only accessible by or shared with those who have a legitimate educational or welfare reason to access it. Charter will not share any information about another parent's child.

Charter is committed to ensuring that its policies and procedures are aligned to national and international Data Protection criteria. The Thai PDPA (Personal Data Protection Act) came into force in June 2022, and to ensure that we comply with this Charter has appointed its own Data Protection Office who works with an international data protection company. Further information about Charter's Data Protection and Privacy policies can be found on the website.

Any question about data protection can be direction the Data Protection Officer, Khun Golf (dpo@charter.ac.th)

EDUCATIONAL VISITS (SCHOOL TRIPS)

A core tenet of Charter's education is that it should be holistic and students become enthusiastic, inquisitive and independent learners. School trips, of all kinds, help develop this. However, before we take students on any off-campus visit a rigorous set of procedures must be completed to ensure the safety of all students.

As they grow older, to develop their independence, we offer students the chance to go on residential trips and to complete the prestigious International Award programme.

The main residentials for Secondary are run in a single week 'residential week' where each year group will.

Residential trips are a vital part of the school curriculum: They allow students to experience independence, and give them some of their best learning experiences and memories of their time in school. As such, there is an expectation that all students participate. If you have concerns about your child going on a residential trip, please do make an appointment to speak with the Head of Secondary who will be happy to discuss the benefits of the trip along with any specific concerns you may have.

Whether these are multi-day trips to learn about history first hand, or challenge one's self paddle boarding down a river as a part of an adventurous journey or a visit to a fire station and the chance to sit in a real fire engine, these are great experiences for our students and it provides them with great memories and enhances their learning back in school.

Please note that if the school does not receive all necessary paperwork within the timeframe requested, then your child will not be allowed to go on the visit and will be excused from school for the day(s) concerned.

Where money is being collected for an educational visit it should all be paid to the School Accountant/Cashier who will keep a record of who has paid and provide a receipt.

EMERGENCY PROCEDURES

The school has emergency procedures in place for Fire, Earthquake, and Lockdown situations.

Regular drills take place to ensure that students and staff are familiar with these instructions. All people on campus at the time of an emergency are required to follow the instructions from staff without hesitation.

In addition, we have procedures in place for full site evacuation in an emergency situation, if advised to do so by the authorities.

EMERGENCY SCHOOL CLOSURE POLICY

The school will follow government directives regarding school closure.

- In other circumstances which may require school to be closed, the Director will make a judgement of the situation and work in consultation with the Thai Director to decide whether the school should be closed.
- Parents will be notified in a variety of ways including SMS, email and the School's website. Updates about the closure and when school will reopen will be sent out by the same methods.

Every effort will be made to continue the learning of students during this time, with some modifications made to reflect the differences in remote learning. More detail can be found in the school's policy section of the website.

Fee Payments During School Closure

1. In line with Ministry of Education and OPEC guidelines, Charter provides on-line learning for students of all years on the scheduled term days when school is closed by government order.
2. The fee for both online and in school learning are charged at the same rate.
4. Parents may not defer the school fee, or part of the school fee, to the next term.
5. Charter will credit parents with the costs of snacks and lunches on any days of closure at the rate of 100 baht per day. The total amount credited will be deducted from the next term's fee.

ENGLISH LANGUAGE ENVIRONMENT POLICY

This policy states:

Charter International School values and respects every student's native language and culture. There is considerable evidence that shows having a strong first language will aid academic success even if someone usually studies in English. However, we place particular emphasis on developing an English Language Environment to support each student's proficiency in English as a language for learning and for social interaction in the school so students become fluent and confident users of English..

It is therefore a requirement that all student speak in English in lessons (apart from Thai and Mandarin lessons). As we have students of many different nationalities, our one common language is English and the use of English means nobody is excluded from a conversation or group.

At the start of the year students will sign an agreement to support the English Language Environment policy.

ENGLISH LANGUAGE SUPPORT (ELS)

The aim of our English Language Support (ELS) programme is to improve the student's command of the English language as quickly as possible so they can take a full part in all mainstream lessons.

ELS is available for students in Year 1 – 9 who require extra help learning in English. During Discovery Day each potential new student for Years 1 – 9 sits an English test with an ELS teacher.

Students in Years 1 to 9 are withdrawn from classes, usually Literacy (English) classes with the mainstream teacher and go to the ELS teacher instead. This means they get at least 50 minutes of ELS each day. Students will remain in ELS for as long as the student needs for their English standard to reach that required to integrate fully into the mainstream class.

EQUAL OPPORTUNITIES

It is Charter International School's policy to promote equal opportunities throughout the school for both staff and students without regard to cultural, religious, gender or other differences. To ensure that stereotypes are challenged. That each individual is encouraged to develop a positive self-image whatever that may be and to respect and embrace other people's identities. Any form of prejudice or discrimination is unacceptable.

All students have the right to an appropriate share of their teacher's time and attention and to equitable access to resources and the use of the school grounds.

HEALTH CARE

General information

The school has a full time nurse located in the sick bay on the ground floor of the Secondary building.

Each student will be given a Health Information Form at the time of enrolment, and these are required to be updated regularly (as a minimum at the start of each new academic year.). This information is kept securely in a separate part of the schools Management Information System.

It is very important that we have the name and number of at least one person who can be contacted in case of an emergency. It is the parent/guardian's responsibility to notify the school if any of the telephone numbers change. The school cannot be held responsible in cases where a parent cannot be reached because an incorrect or invalid telephone number has been provided.

If a child becomes ill during the school day, we will telephone a parent/guardian to request that the child be taken home. In the event of a serious illness or accident parents will be informed by telephone immediately.

Medication

If a child requires prescribed medication during school hours, parents should contact the nurse directly, via the form on the website. Other members of staff are not allowed to give medication to students under any circumstances. The nurse cannot give a child any medication at school without written parental approval.

When to keep children at home

If you feel your child is not well enough to fully participate in all aspects of the school day—including lessons, after-school activities, educational visits, PE, and swimming—we respectfully ask that you keep them at home until they are ready to return.

Parents/guardians must always keep a child at home if the child contracts a contagious disease such as influenza, chicken pox, red eye etc. If this is the case they must also contact the nurse so that other families can be notified and the disease contained.

We understand that deciding whether your child is too unwell for school can be challenging, especially early in the morning when symptoms may not be fully developed. It's not always easy to predict whether they will improve or feel worse as the day progresses.

Your child must remain at home if they have any of the following:

- Fever of 37.5°C
- Gastrointestinal problems such as vomiting or diarrhoea.
- Red eye.
- Head lice.
- Rashes such as impetigo, also known as Guam sores.
- A persistent cough.
- Red inflamed or discharging eyes.
- Any open sore oozing fluid or pus.

Parents/guardians must always keep a child at home if the child contracts a contagious disease such as herpes simplex, measles, chicken pox, red eye etc. If this is the case they must also contact the nurse so that other families can be notified and the disease contained.

We know it can be difficult to make an early morning decision about whether or not your child is too sick to go school. Often you may not be able to tell if they are going to get better or worse during the school day. Also, if your child frequently complains of being sick and wants to miss school, you should think about whether or not your child is deliberately trying to avoid school. It is important to find out the reason if this appears to be the case. To help you here are some guidelines to help you make that early morning decision.

Chickenpox

Your child should stay at home until all bumps are scabbed and no new bumps have shown up in two days. See your doctor for treatment of symptoms.

Diarrhoea and vomiting

One event of watery diarrhoea or more than one event of vomiting are reasons to keep your child home. If vomiting or diarrhoea continues or your child also has fever, rash or weakness, see your doctor.

Fever

Children with fever over 37.8°C should stay home until there is no fever for 24 hours. If you treat a fever with medicine before school, the fever can return and your child may still be contagious. See your doctor if your child has a fever with pain, rash, weakness, vomiting or diarrhoea.

Impetigo

If your child has impetigo (red, oozing blister areas with yellow-gold scabs on the body or face) they should stay at home for as long as your doctor says.

Lice

If your child has lice, they need to be treated and nits (eggs) removed and must stay at home until the school says they can return.

Persistent coughing

If your child's cough is worse than you would expect with a cold, keep them at home. If they have a hard time breathing or have a fever, see your doctor.

Persistent ear pain

Your child should stay at home if they have a lot of ear pain. See your doctor for treatment.

Red eye/conjunctivitis

If your child's eye is red with cloudy or yellow drainage, they should stay home until symptoms are gone. See your doctor for treatment.

Scabies

If your child has scabies (a contagious disease caused by a mite which involves itching and rash), they should stay at home for 24 hours after treatment.

Sore throat

If your child has a sore throat and fever, or a severe sore throat without fever, they should stay home. See your doctor if there is a quick onset of fever and sore throat without cold symptoms.

Stomach ache

If your child complains of a stomach ache, especially if they say it hurts to move and they do not want to eat, they should stay at home. See your doctor.

HOME LEARNING

Home learning, or homework, is a topic that many people feel passionately about. Some parents would like us to set more, others less. It is important to remember that we strive to develop the whole child and that creative and sporting interests, as well as time to relax and sleep are also essential for healthy development and academic success. Scientific research shows us the importance of students having adequate sleep, the chance to relax as well as the opportunity to pursue their own non-academic interests if they are to achieve their full potential.

Students are not only expected to complete home learning on time, but to the best of their ability; taking pride in their work.

Current research and long experience has shown us that students benefit from parental interest in their school-work and we encourage parents to monitor their child's home learning and take an active interest in their school work in general. However; it is important that you support them rather than do it for them.

Secondary

In the Secondary school, up until Year 12, homework is set in accordance to a homework timetable. This allows students to plan their work, and means they should not be over-burdened on a particular day. Our strong advice is to do it on the evening it is set, rather than just before it is due. This means they can always ask for help if they need it, before it is meant to be submitted. It is unusual for homework to be set with only one night to complete. We understand that students do have other commitments and one evening to complete their homework means they cannot plan around those commitments.

KS3 (Y7-9)

In line with current research, we believe that in Secondary school, homework plays a crucial part in students' success. It allows them to reflect on their learning within school and to reinforce and extend that learning. Homework also gives students the chance to pursue projects over a longer time-frame, building up time-management skills and their ability to work independently. However, this only happens when the learning is carefully planned to support the work done in school, is structured, clearly understood by the students and not overly time consuming.

IGCSE (Y10 & 11)

As a guide, we would expect students to be spending around 2 hours per night on home learning during their IGCSE years. This is a general guide rather than a hard and fast rule. There may well be times when students need to devote more time to their homework, for example, when preparing for mock exams or completing their coursework. That should be the exception, rather than the rule; however.

A Level (Y 12 & 13)

Teachers will set home learning tasks to be completed by students of around 6 hours per week. In addition, we would expect students to undertake a similar volume of self-directed study. This might be preparing revision notes, reviewing topics they are unsure about or completing practice exam papers, for example. However; to reflect their growing maturity and to help prepare them for the independence they will face at university, students have time in school to complete this heavy workload. Independent study is a more appropriate term than homework or home learning for this age-group.

PLAGIARISM/ACADEMIC HONESTY

All work presented by students should be their own and not that of others. Students should not copy work from other students nor should they submit work from tutors etc. claiming that it is their own work. Data downloaded or copied and pasted from the internet should not be passed off as the student's own work for any purpose. It is important they say where the information came from. To not do this is known as plagiarism and doing so could affect the assessment mark for a student.

Any student involved in such activity for an internal piece of work will be dealt with in accordance with the relevant behaviour policy. Any student involved in such activity for a piece of work for an external examination is liable to be reported to the examination board. Any work must be the work of the candidate and pieces that are someone else's acknowledged as such.

HOUSE SYSTEM

The House System is a traditional feature of many schools fostering camaraderie, collaboration, and leadership. House systems are used to promote a healthy competitive spirit amongst students, staff and parents. The House system is an excellent method to bring out the hidden talent in students and give them an opportunity to try new things. The feeling of being a part of a House is a source of great pride to students. There are three different houses named after Thai islands.

House Names and Colours

- **Phuket**
- **Lanta**
- **Samet**

House Allocation. Every student and member of staff is allocated to one of three houses on entry to the school. Family members are allocated to the same house. We endeavour to keep the houses balanced in terms of total numbers, gender and student ages. In Early Years a student's house allocation is simply used to help organise teams for the two main events of the year – Sports Day and Swimming Gala. In Years 1 and above all students take part in the Inter-House Championship (see below).

Like many schools, positive behaviour and good work are rewarded by House Points, creating a sense of competition and camaraderie. House Points can be awarded for various reasons, such as good behaviour, academic achievements, sports accomplishments, or personifying the SLOs.

It creates a positive and engaging school culture, as students are motivated to earn points and compete with other Houses. It also promotes a sense of community and belonging, as students work together towards a common goal. House Points also serve as a tool for character development, encouraging positive behaviour, responsibility, and teamwork.

By acknowledging and rewarding these accomplishments, students are motivated to strive for excellence and feel valued for their efforts. House Points provides a fun way to, boost student morale, and create a positive learning environment. They add an element of excitement and friendly competition that can make the educational journey more enjoyable.

CLASS MIXING

In Secondary, Tutor Groups will usually remain the same during each Key Stage in the Secondary School unless an imbalance in groupings materialises, or it is considered helpful to students to make changes.

LOST AND FOUND

All found items are put in the lost and found basket next to the security guards desk at the front of the school. To help avoid losing items, please label all belongings with your child's name.

INFORMATION TECHNOLOGY

Student Contracts

At the start of each year, students and parents from Year 1 up to Year 13 are required to sign an ICT users agreement. There are separate agreements for Years 1-6 and Years 7-13. Any violations of this agreement will mean the withdrawal of the student's right to use IT devices in school

BYOL (Bring Your Own Laptop)

Students from y6 upwards are required to bring their own laptop for use in school. This is granted under the rules set down in the ICT users contract signed at the start of the year. Teachers monitor that the students are only using their laptops for their school related work.

STUDENT LEADERSHIP AND INDEPENDENCE

Fundamental to learning at Charter is learning to become independent and a leader within one's community. Independence is not only a fundamental life skill, it allows our students to enjoy their learning more by having the skills to explore, in more depth, those areas that excite and interest them the most.

Leadership can take many forms. It could be helping a friend resolve a problem or planning an extended piece of work, it might be as a leader on the sports field, as part of a student council, helping to run an activity for others. Taking the initiative, seeing a problem or need and looking to solve it or help others is key.

MOBILE PHONES (STUDENTS)

Although mobile phones are ubiquitous and an integral part of modern society, young people often have trouble self-regulating their mobile phone usage and, if given total freedom, may choose to stay glued to their mobile phones, especially at break and lunch times rather than to spend time talking to their friends, playing sports, attending a lunchtime club or reading/working in the library.

Secondary students may bring a phone to school for practical reasons but it should not be used on the school premises during the teaching day (including ECAs without the explicit permission of a member of staff. If this guidance is not followed the phone will be confiscated and either returned to the student at the end of the day, or in the most egregious cases until a parent collects it.

It is neither necessary or good practice to contact your child during the school day. In an emergency, please contact the school secretary, who is able to contact the appropriate staff to help in the best way we can.

At the end of the school day, Secondary students may use their phones in the entrance foyer in order to check with parents about being picked up.

PHOTOGRAPHS OF STUDENTS

In order to keep our students safe online, we ensure that any photographs taken in school are done so in a responsible way, the following points are made know to parents, including being displayed at the start of in school performances:

- Photographs or videos may only be taken for personal use.
- Photographs or videos should only be taken of events such as assemblies, drama, sports and other such school occasions and not of teachers or students outside of these events
- Never name or tag someone else's child in a picture or social media post (We strongly advise against tagging and naming your own child in pictures or other social media posts).
- Parents should only take photos and videos when their child is the main subject of the picture
- When taking pictures or filming an event parents must be aware of those around them and not block the view of others.
- Students may only take photos with the explicit permission of a teacher.

Photographs taken by school for publication: Charter ensures that we have permission to include pictures of our students in our publicity materials (Print, website, and Social Media). At the start of each school year we ask for your permission to publish pictures of your children involved in school events.

- We will only use the first name of the student in a picture as a basic safeguarding measure
- If a picture contains more than 6 students then it will be considered a picture of a group and the school will not seek permission to publish

Parents have the right to rescind their permission at any time and the school will make every reasonable effort to remove pictures where parental permission has been rescinded

PHYSICAL EDUCATION AND SWIMMING

One of charter's stated aims is to develop students holistically and we endeavour to teach them to look after their physical, mental and social well-being. A big part of developing excellent life-long habits related to this is through the PE and Swimming curricula.

Physical Education and swimming are both **important and compulsory** parts of the curriculum and students are therefore expected to participate in all lessons. If a child is well enough to attend school, they will be expected to join in these lessons. If your child cannot participate in these lessons for medical reasons, please send a doctor's report. Please ensure that your child comes to school with the appropriate equipment for these lessons.

REWARDS AND SANCTIONS

Individual classroom & subject rules

Individual teachers establish individual classroom or subject rules and sanctions and share these with students and parents at the beginning of the school year. It is important that students have an understanding of the reasons behind the rules. Rules should fit in with the ethos of the school.

Secondary Rewards

Students in Secondary are awarded House Points based on each of the 5 SLOS. These points are collected and count towards a championship for the houses and forms in Secondary as well as individual awards at the end of each half term.

Academic Awards

Secondary students receive a grade for each subject at each reporting period. These grades are then used to calculate a Grade Point Average (GPA). Students obtaining a GPA of 3.0 or above will receive a special certificate for 'Excellent Academic Achievement'. Students with a GPA of 3.50 or above will receive a certificate for 'Outstanding Academic Achievement' (In Years 10 to 13, these thresholds are 3.50 and 3.75)

Behaviour Sanctions

In dealing with issues of general inappropriate behaviour, the following steps should be followed by the class teacher, with each step following on should the problem(s) persist:

1. Discussing the issue with the student, and giving guidance and advice.
2. Logical consequence discipline, such as removal of privileges (eg a break time)
3. Raising the issue with the Director, leading to possible other sanctions such as detention, in-school suspension, student being 'on report'
4. Informing the parents and discussing this with them in a face to face meeting (with the Director if necessary).
5. Suspension of the student.

And if all steps followed do not bring about a change this may lead to:

1. Expulsion of the student

For severe forms of misbehaviour (such as stealing, bullying or deliberate vandalism) more severe immediate action may be taken immediately, without following the above steps. Any suspensions will need to be carried out by the Director and any expulsions will need to be approved by the School Board.

THE CHARTER STUDENT

At Charter we work side by side to fulfil our Mission, Vision and Schoolwide Learner Outcomes. In addition there are other beliefs and tenets that help us to achieve this.

A Charter student:

- *works hard to achieve their full potential and encourages and supports others to do the same.*
- *takes full advantage of the wide range of opportunities available in school and challenges themselves to broaden their skills and experiences.*
- *shows the traits of a serious student by being punctual, prepared for lessons and actively involved in their learning.*
- *understands that we are all different and unique, and treats all members of the Charter community with respect.*
- *thinks about how their actions will be seen by, and affect, others and consciously avoid actions that may exclude, harm or upset others.*
- *respects the school environment, school property and the property of others.*
- *understands that rules are in place to keep us all safe and respects and follows them.*

Some important rules on items that are not allowed in school

- Mobile phones (or similar) in Primary
- Jewellery (except for stud earrings or small items of religious significance)
- Cigarettes (inc e-cigarettes) and alcohol
- Toys or games
- Chewing gum
- Large amounts of money

Some even more important rules on behaviours that are not acceptable and will not be tolerated

- Theft
- Bullying – physical, mental or cyber
- Vandalism
- Racism or similar forms of discrimination
- Bringing illegal or dangerous items into school

In addition, Parents and guardians of children attending Charter are expected to:

- support the School's Behaviour Policy;
- work in partnership with staff to ensure their child's good behaviour;
- inform staff of any concerns;
- respond to concerns raised by members of staff;
- ensure children arrive to school on time;
- ensure children come to school correctly equipped and prepared to work;
- support the School's uniform policy;
- support learning at home;
- communicate respectfully with staff.

STUDENT EXPECTATIONS

What we expect from our students is outlined in the Charter Student Charter. It is signed by all students from Year 1 and above, and by their parents, at the start of each year. It is also displayed in all classrooms and on posters around the school

SMOKING

Smoking is not allowed on campus, this rule applies to all students, parents, staff and visitors alike.

SECURITY

Security guards are on site 24/7 to ensure no unauthorised visitors are allowed to enter the school. All visitors must sign in and pick up a badge at the entry gate identifying them as a visitor. All visitors must sign out and return their badge upon departure. Staff and parents / guardians should wear their Charter photo ID card with them at all times whilst on campus.

Students in Secondary may only leave school premises when collected by a designated adult with a Charter International School ID card. Please ensure you bring your identity card when collecting your child you will be required to show identification. This is for the safety of your child, so please do not be offended when asked to produce this identification. In the event that the identity card is left at home or misplaced, the person collecting the student will have to fill in a release form and produce some photo identification such as a driving license etc. If the person is someone unfamiliar to school staff and the school has not been previously notified by parents, a phone call to the parents will be necessary in order to release the child.

The main gates to the school are closed during school hours.

THAI CULTURE & ENVIRONMENT

The Thai elements of our curriculum are extremely important. Thai students need to be aware of their own language and culture. Non-Thai's too should learn something of the language and culture of the country they are living in.

There are several major Thai events each year, including Wai Kru (a day where students pay respect to their academic staff), and Songkran (the Buddhist New Year and water festival held each April). Parents are welcome at all such events. On these occasions, staff and parents / guardians may be requested to wear traditional Thai clothes.

TUTORING

Charter International School does not allow its teachers to enter into any private arrangement to teach students currently enrolled in the school.

Teaching assistants are allowed to tutor students registered at Charter, but may not tutor the child in the school campus, or tutor a child from the class(es) where they work.

UNIFORM

School uniform is compulsory (except for 'non-uniform' days or other special occasions) and all items listed below are available from the school shop. All items of clothing must be clearly marked with the student's name, especially shoes. All students are expected to have a high standard of personal appearance at all times.

School Uniform	PE Kit	Swimming Kit
• White shirt (both male and female students) with blue tie (male students only) • Black long trousers • Blue skirt • Black shoes or trainers • Charter School jumper (optional) • Blue polo shirt (optional; may be worn on regular school days, but not during formal assemblies, school photo days, when representing the school, or on exam days).	• Charter PE shirt and shorts • White socks • Trainers • Water bottle	• Charter swimming suit • Towel • Goggles (Optional) • Swimming hat (compulsory for long hair)

Jewellery

On health and safety grounds we do not allow students to wear large items of jewellery to school. The exceptions to this rule are earring studs in pierced ears, and small objects of religious significance. We ask the students either to remove these objects during PE and swimming, or to cover them with a plaster.

The role of parents

We ask all parents who send their students to our school to support the school uniform policy. We believe that parents have a duty to send their students to school correctly dressed and ready for their daily schoolwork. Parents should ensure that their student has the correct uniform, and that it is clean and in good condition.

The school welcomes students from all backgrounds and faith communities. If there are serious reasons, for example religious objects, why parents want their student to wear clothes that differ from the school uniform, the school will look sympathetically at such requests. Similarly, should an item of school uniform prove problematic for a pupil with disabilities, the parents are invited to draw this to the attention of the Director.

VISAS

It is the parent's / guardian's responsibility to check with the Thai immigration authorities about the current regulations regarding their child's education and residence status in Thailand. If requested, the school's Government Liaison Officer will help parents / guardians with the preparation of documents related to a student's enrolment in school.

Please note that parents / guardians are responsible for all expenses related to each child's immigration / visa status in Thailand.

TUITION AND FEE

Late Charge

A penalty will be applied to any late payments. This charge is calculated daily based on a pro-rated rate equivalent to 18% per annum of the annual tuition fee.

Damage/Loss Deposit

This deposit is held to cover any loss of or damage to school property. It will be forfeited if one term's written notice of withdrawal is not provided. If no such losses or damages occur, the deposit will be fully refunded upon the student's official departure from the school.

Fee Payment and Enrolment Confirmation

To confirm continued enrolment for the upcoming academic year, all payments must be completed in accordance with Policy 3.1: Tuition and Fees by the specified deadline. Failure to comply will be considered a decision not to re-enrol, and the school reserves the right to offer the place to another applicant.

(EXTREME) WEATHER

At certain times of the year in Thailand it can get very hot. At others the levels of pollution and the air quality are poor. It is neither sensible nor safe to over-exert children under these conditions.

We have an extreme weather policy that limits both the time outside and the types of activities that are appropriate at times of high temperature or poor air quality.

Air Quality is monitored in real time on the school campus and this is checked regularly. If you wish to monitor this yourself, you can do that through this [link](#). In addition, the air conditioning units in all classroom and indoor areas are fitted with 3M Filtrete-Air Cleaning Filters. These remove an even finer level than PM2.5, being able to remove 0.1-micron particles, thus making sure that all air circulated in the classroom is filtered.



AIR QUALITY INDEX. LEVELS AND GUIDANCE:

Charter uses this [**APP IQAir**](#) to monitor Air Pollution.

PM2.5 Level ($\mu\text{g}/\text{m}^3$)	Category	Measures and Guidelines
0 - 9	Good	• Normal outdoor activities can proceed without any restrictions
10 - 35	Moderate	• Normal activities for most students • Outdoor activities time is reduced to 15-minute bursts for sensitive groups.
36 - 50	Unhealthy for Sensitive Groups	• Reduce outdoor activity time for all students to 15-minute bursts • Cancel any outdoor activities for sensitive groups.
51 - 90	Unhealthy	• Limit outdoor activities for all students to a maximum of 15 minutes (KS2 and SEC) • Early Years and KS1: Cancel all outdoor activities • Sensitive groups stay indoors in air-filtered areas; symptoms are closely monitored
91 +	Very Unhealthy	• Everyone stay indoors



Scan QR code to open **APP IQAir**

EXTREME HEAT INDEX. LEVELS AND GUIDANCE:

The following procedures use Heat Index readings, not ambient temperature readings. All temperature and humidity readings are taken directly from the '[WeatherBug App/Website](#)' to check the outside temperature and humidity.

Heat index	School Procedures	Communication
< 27	Normal	None
27-32	- The school will provide adequate water supply at all teaching stations. - Students take water bottles to and from areas of learning with reminders to refill - Staff encourage students to apply sunscreen before school, bring their own if needed, and be reminded by staff to use it before outdoor activities. - All EY and Primary students must wear hats for break, lunch, PE lessons. - All athletes and students must bring water bottles to training and PE classes. - Mandatory regular water breaks - Where possible, spend rest periods and direct teaching moments in shade provided around facilities. - Students who wish to take a break should do so at any time - Staff will monitor students carefully when outside.	None
33-40	- During competitive and training matches, students should be rotated out on a regular basis. - Modify training and/or games to allow for regular hydration and rest. - Staff will be mindful of those students who present a higher risk of suffering from heat-related illnesses and provide these students opportunities to take a less-active part in the lesson. - Staff should brief students of increased heat illness and associated risk. - Students showing signs and symptoms of heat-related illness should withdraw from the activity and be escorted to the nurse. - Mandatory regular water breaks and rest periods. - Lessons take place in shade as much as possible. - Early Years have reduced time outside (no more than 25 minutes) and take time to have a water break	Email sent to all teachers for notification and to ensure teams follow guidelines for student and staff safety.
41-44	All actions as per Heat Index Ratings under 41 degrees. Additionally: Early Years and Primary: Low intensity (non-energetic) outside activities - play in the shade	Email sent as above
45+	All actions as per Heat Index Ratings under 44 degrees - Early Years and Primary: All activities move indoors, including PE lessons, outdoor learning, morning break, lunchtime play and ECAs - All Secondary Students: Outside activities with high physical exertion should be moved to shaded areas or indoors including PE lessons, outdoor learning, morning break, lunchtime play and ECAs. Maximum duration of exposure in this temperature is one hour with a water break every 5 minutes. In shaded areas, water breaks every 15 minutes.	Email sent to all staff regarding the temperature status of Heat Index within Extremely hot level.

CONTACT US

Name	Position	Email address
Mr. Neil Elrick	Head of School	nelrick@charter.ac.th
Mr. Adam Plant	Head of Secondary	aplant@charter.ac.th
Mr. Kristof Starost	Physic Teacher/ Assist Head (Secondary)	kstarost@charter.ac.th
Mr. John Moxey (Jonny)	Geography Teacher / Exam Offer/ 7A	jmoxy@charter.ac.th
Ms. Keira Wooler	History and Humanities / 7B	kwooler@charter.ac.th
Mr. Nathan Evans	Maths Teacher / 8A	nevans@charter.ac.th
Ms. Elizabeth Carter (Beth)	English Teacher / 8B	ecarter@charter.ac.th
Ms. Shriya Gorowara	Chemistry Teacher / 9A	sgorowara@charter.ac.th
Ms. Olivia Searles	Science Teacher /9B	osearles@charter.ac.th
Mr. David Common	English & Drama Teacher/Duke Of Edinburgh (IA) Coordinator / 10A	dcommon@charter.ac.th
Ms.Tuenta Johri (Kru Ta)	Thai Teacher / Y10B	tjohri@charter.ac.th
Mr. Sean Murphy	Maths Teacher / 11A	smurphy@charter.ac.th
Mr. Dustin Roberts	MathsTeacher / 11B	droberts@charter.ac.th
Ms. Ayse Incemen	Art Teacher	aincemen@charter.ac.th
Mr. Mark Goodfellow	Biology Teacher / SE Maths and Science Coordinator	mgoodfellow@charter.ac.th
Ms. Samantha Hallas (Sam)	Business Teacher/University and Guidance Coordinator	shollas@charter.ac.th
Mr. Tajvir Singh	Computing Teacher / Head of Computing	tsingh@charter.ac.th
Ms. Sangeeta Mehta	Computing Teacher /6THA	smehta@charter.ac.th
Ms. Safae Baba	English Teacher/ Examinations Officer	sbaba@charter.ac.th

CONTACT US

Name	Position	Email address
Mr. Joshua Stevenson	History Teacher / Head of Humanities and Arts	jstevenson@charter.ac.th
Ms. Robyn Wynn	Music Teacher/Performing and Visual Arts Coordinator	rwynn@charter.ac.th
Mr. Garry Whitehead	Travel & Tourism/Geography / 6THB	gwhitehead@charter.ac.th
Mr. Michael Woods	Whole School Inclusion Coordinator	mwoods@charter.ac.th
Kru Aim	Counsellor and Learning Support	asiriwat@charter.ac.th
Ms. Giorgia Hannan	PE Teacher / Head of PE	ghannan@charter.ac.th
Mr. Justin Howard	PE Teacher	jhoward@charter.ac.th
Mr. Kelvin Keigher	PE Teacher	kkeigher@charter.ac.th
Ms. Gift	PE Teacher	psangnoree@charter.ac.th
Kru Nam	Thai Teacher /Languages others than English Coordinator	tkaewmesri@charter.ac.th
Kru Guide	Thai Teacher	ckoson@charter.ac.th
Kru Yim	Thai Teacher	ssinsuwan@charter.ac.th
Kru Cho	Thai Teacher	cnanakhon@charter.ac.th
Kru Wi	Thai Teacher	wsriracha@charter.ac.th
Ms. Emily	Mandarin Teacher	yanpingfang@charter.ac.th
Ms. Dannie	Mandarin Teacher	lding@charter.ac.th
Mr. Frank	Mandarin Teacher	yfeng@charter.ac.th
Nurse Noodee	School Nurse	nurse@charter.ac.th
Ms. Ellen	Secondary Librarian	ecapa@charter.ac.th
Ms. Whan	TLAs - Secondary Science Lab	lab_technician@charter.ac.th
Ms. Akuna	TLAs,- Secondary EAL	asabondo@charter.ac.th

CONTACT US

Name	Position	Ext.	Email address
Ms. Golf	Data Protection Officer	127	dpo@charter.ac.th
Ms. Nat	Finance Manager	119	financemanager@charter.ac.th
Mr. Benz	Finance Manager Assistant	117	accountant@charter.ac.th
Ms. Kant	Accounting Officer	118	accounting@charter.ac.th
Ms. Reo	HR/Government Liaison Manager	124	hrmanager@charter.ac.th
Ms. Nan	Government Liaison Officer	124	gov_liaison@charter.ac.th
Ms. Reo	HR/Government Liaison Manager	124	hrmanager@charter.ac.th
Ms. Aui	Admissions Manager	122	admissions@charter.ac.th
Ms. Nick	Data and Digital Engagement Officer	125	data_digitalengagement@charter.ac.th
Ms. Honey	Executive Secretary	128	secretary@charter.ac.th
Ms. Mints	Receptionist/School Secretary	0	receptionist@charter.ac.th
Mr. Joey	Network Manager	165	it_support@charter.ac.th
Mr. Bank	IT Suport Officer	165	it_officer@charter.ac.th
Ms. Aui	Purchasing Manager	144	purchasing@charter.ac.th
Ms. Aoi	Facilities Manager	130	facilities_manager@charter.ac.th
Ms. Enfant	Media Creator	212	media_creator@charter.ac.th

School phone: 02-726 8283-4

Reception: 085-376-0006

Finance department: 084-6967450

Admissions: 063-082 1098

RAISING CONCERNS AND COMPLAINTS

At Charter International School, we are committed to providing high-quality education in a safe and supportive environment. We value open communication with families and welcome feedback that helps us continue to improve.

If you have a concern or complaint, we encourage you to raise it as early as possible. Most issues can be resolved informally by speaking with your child's teacher or the relevant staff member.

If the matter remains unresolved or is more serious, you may submit a written complaint to the Head of Primary or Head of Secondary. The school will investigate and respond in a timely and respectful manner.

In cases involving serious concerns (such as mistreatment, discrimination, or unresolved issues), complaints may be escalated to the Head of School. If the issue is not resolved after all internal school channels have been followed, it may then be referred to the School Board.

Our full Complaint Policy is available upon request and includes clear procedures for each stage. All complaints are handled confidentially and in the best interests of the student.

We are here to listen, support, and work together with you for the success and well-being of every child.