

Parent Handbook

2010/2011



The
International
School of Brno

About ISB

Mission Statement

The International School of Brno aims to provide all kindergarten to grade 9 students from all over the world with the necessary tools to become committed, lifelong learners and responsible, engaged citizens of the world.

The ISB team works together with families to ensure that students are able to acquire knowledge and develop skills in their own unique way.

Memberships in International Organisations

ISB is a member of Cambridge International and delivers the Primary and Secondary 1 International Programmes which cover English, Mathematics and Science. The rest of the subjects are taught according to the ISB Curriculum Framework which is based on the British National Curriculum. For more information on Cambridge, please visit www.cie.org.uk

ISB is also a member of the Council of International Schools and is working towards applying for Candidate Status for Accreditation in the near future. For more information on CIS, please visit www.cois.org

What We Believe:

- each student must play an active role in identifying and developing his/her own unique set of skills
- students are better motivated when they have a role to play in the assessment process
- a modern learning experience must allow students to explore topics and themes in local and global contexts
- learning is a more rewarding and dynamic experience when students can explore the links between topics and themes
- every member of the learning community deserves respect and is responsible for respecting others
- every member of the learning community is responsible for making every school day challenging, rewarding and fun

Legal Status

The International School of Brno is a registered non-profit organization in the Czech Republic. It is also recognized by the Czech Ministry of Education as an international elementary school. This means that students between the ages of 3 and 16 years of age can register at ISB and will be meeting the legal requirement that they attend elementary school.

As a non-profit organisation, Czech Law requires that there be an ISB Board of Directors and an

ISB Supervisory Board. Positions on both Boards are unpaid positions. In addition to these two bodies, ISB also establishes a Parent's Council.

Board of Directors

The Board of Directors ensures that ISB is operated in accordance with Czech Law.

Supervisory Board

The Supervisory Board ensures that the school's financial affairs are managed appropriately and that the school is operating according to budget.

Parent's Council

The Parent's Council ensures that there is a process by which the requests, suggestions and concerns of all ISB families can be brought to the Principal and/or the Board of Directors. Any member of the ISB community who wishes for an issue concerning the student body to be brought to the Principal's attention can contact a member of the Parent's Council.

Ideally, there are 3 members of the PC, one parent of a Kindergarten student, one parent of a Primary Years student and one parent of a Middle Years student. Parents/Legal Guardians can volunteer to serve a one-year term on the Council and in the event that more than one parent/guardian volunteers for a position, the rest of the parents are asked to vote.

The Council meets 4 times throughout the school year with School Administration. The Chairman of the Board of Directors is also invited to attend these meetings. On these occasions, the School representatives will discuss any issues that Council members present as well as provide a brief summary of the school's financial status, long-term plans and current stages of development.

Parent-Teacher Association

The ISB PTA aims to “provide an appropriate forum for all parents of ISB students to share, contribute and support the ISB mission.” By default, all parents of ISB students are automatically members of the PTA. The extent of the role each parent plays is entirely up to each individual.

The PTA meets every week and have a section on the announcement board where upcoming events are detailed.

There are three executive positions on the PTA: the Chair, the Secretary and the Treasurer. Parents can volunteer to serve in one of these positions for a period of one year. More information about the ISB PTA is available on the school's website.

ISB Staff

Administration

The administration team at ISB currently consists of 4 individuals: the Principal, the General Coordinator, the Assistant Coordinator, and the Administrative Assistant.

The Principal is responsible for hiring teachers and support staff, the annual budget and ensuring that the school operates according to its mission. The Principal is ultimately responsible for all school affairs and is appointed by the Board of Directors.

The General and Assistant Coordinators are responsible for ensuring that the school runs smoothly on a day-to-day basis and are hired by the Principal.

The Administrative Assistant is responsible for ensuring that the school's administrative affairs are in order (invoices, registration in school programs, lunch services, etc.)

Teaching Staff

All full-time teachers at ISB have their nationally recognised teaching qualifications. They must also speak English as a first language speaker.

Building Security

ISB premises are closed to the public during the day. ISB parents are free to come into the school provided they are admitted by the receptionist. While the school is open to parents throughout the day, it is important to remember that entering classrooms during class time is only possible upon being invited by ISB staff. This helps ensure that teachers are able to create the intended atmosphere for the students. ISB teachers are encouraged to hold many events and activities throughout the year that require parent participation and involvement.

All other guests must check-in with the receptionist and have a specific purpose for coming in to the school.

The receptionist is at school between 7:00am and 2:00pm. Between 2:00pm and 4:30pm, parents and guests can be admitted to the school using the button panel outside the main entrance.

Dress Code

ISB does not require students to wear school uniforms. The only requirement is that they wear indoor shoes (open-toe shoes are best). Students are expected to come to school wearing clean,

comfortable and appropriate attire. Parents and Legal Guardians are asked to bear in mind that students will go out of for recess twice a day and so it is important that students are dressed appropriately.

Students must wear suitable shoes and clothing during PE lessons. **Students who do not have the appropriate footwear and clothing will not be able to participate in PE and a note will be sent home to parents/legal guardians.**

Privacy

All information submitted to ISB by parents of prospective and registered students is kept strictly confidential. Contact information, Health insurance, passports, progress reports, etc. are only shared with organizations that are legally entitled to request and receive this information.

On occasion, photos or videos are taken of the students. These are typically displayed around the building, on the school's website, informational materials or other school publications. All parents will have the opportunity to grant or refuse ISB permission to feature photos of their children in all or some of the aforementioned documents/locations when they sign the Education Contract. (For example, some parents/legal guardians allow for photos of their children to appear in the ISB student magazine but not on the ISB website.)

Registering New Students

The International School of Brno aims to meet the needs of all families living in the Brno area whenever they happen to arrive. Therefore new students between the ages of 3 and 16 can be registered at any time during the year. Maximum class size at ISB is between 15 and 18 students depending on the sum of the individual needs of the students.

New students are typically assigned to classes according to their age. To ensure that all students are placed in a class that will be nurturing and challenging, class teachers spend time in the initial weeks assessing the student's current stage of development. If necessary, students can follow an individual education plan (IEP). While they will continue to work with their peers, they will be assessed based on modified expectations.

New students are not required to speak any English at all on their first day at school. ISB offers an English as a Second Language (ESL) program which helps students whose first language is not English achieve a level of proficiency that will allow to them to pursue their studies with confidence. For more information, please consult the ESL section of this handbook. The school reserves the right to place the child in a class above or below that which would be determined by the student's age if so requested by the parents / legal guardians. In such situations, the school will issue a recommendation based on teacher assessments.

Special Needs

ISB is able to register students with some special education needs provided the relevant documentation detailing the precise details of the conditions and the specific learning needs of the student are submitted with the registration form. Unfortunately, ISB is unable to meet the needs of students with severe learning conditions for the time being.

The Registration Process

The registration process can be done from abroad or at ISB, by appointment. In both cases, the following documentation is required:

- a completed registration form for each student
- copy of the student's passport
- copy of 1 parent's passport
- proof of health insurance in the CZ
- copies of reports and assessments from the previous school year (if available)
- all information detailing the special needs of the student (if applicable)

To register students from abroad, all documentation can be sent via e-mail. An appointment will be made for the exchanging of original contracts upon the arrival of the family in Brno. Once the contract documents are signed by both parties, invoices and payment schedules are sent via e-mail. The non-refundable registration fee is due within two weeks of the signing of the ISB contract documents (for more information on fees, please see the document entitled ISB Tuition Structure).

For students registering by appointment, parents are asked to bring all required documentation with them. This will make it possible to draft and sign the contract documents on the same day. An invoice will be sent via e-mail and the registration fee is due within two weeks of the signing date.

For continuing students

When families are certain that their child(ren) will continue at ISB for the following school year, they are kindly asked to contact the General Coordinator in order to have the contract documents prepared and signed in due course. Families will be surveyed at the beginning of May and will be required to inform the school as to whether or not their plans are certain or remain to be determined. We trust that parents/legal guardians understand that the number of registered students is the single most important piece of data for the school. It determines what staff and resources will be needed to be secured.

Class Sizes

The maximum number of students that can be registered in the kindergarten at any one time is

20. In some special circumstances, this number can be increased to 21.

The maximum number of students that can be registered in the elementary classrooms is 15. In some special circumstances, this number can be increased.

Daily Routine

Students are supervised at all times while on school premises during the school day. However, when parents/legal guardians come in to school to collect their children, they are then responsible for supervising their children and ensuring that they continue to conduct themselves appropriately. When parents have collected their children, they must accompany them at all times.

Kindergarten

	From Od	To Do	
Free Play	07:30	08:25	Volná hra
Morning Circle Time and Activities	08:30	09:45	Ranní Kruh & vyučování
Outdoor Playtime	10:00	10:30	Venkovní přestávka
Snack Time	09:45	10:30	Svačina
Art, PE, Music & Stories	10:30	11:30	Výtvarné, Pohybové, Hudební aktivity; čas na knihy
Playground/ Smartboard	11:30	12:00	Hřiště/ Interaktivní tabule
Lunch	12:00	13:00	Oběd
Sleep Afternoon Program	13:00	14:30	Spánek Odpolední Aktivita
Snack Time	14:30	15:15	Svačina
PE/Playground	15:15	16:30	Pohybové Aktivita

Elementary Grades

	From Od	To Do	
Before School Centre	07:30	08:25	Ranní družina
Lesson Block 1	08:30	09:15	Vyučování
	09:15	10:00	
Outdoor Playtime	10:00	10:30	Venkovní přestávka
Lesson Block 2	10:30	11:20	Vyučování
	11:20	12:10	
Lunch	12:10	12:30	Oběd
Outdoor Playtime	12:35	13:05	Venkovní přestávka
Lesson Block 3	13:10	13:55	Vyučování
	13:55	14:45	
After School Centre/Activities	14:45	16:30	Družina/Kroužky

Before School Care

Students from Kindergarten through Grade 9 may come to school as early as 7:30am. For elementary students, there is a Before School Center that is supervised by a staff member Monday through Friday. There is no additional fee for before school care. The kindergarten is also open between 7:30 and 8:30 during which students arrive at school.

Attendance

Regular and punctual attendance allows students to get the most out of their education. Students who miss an inordinate amount of class time due to extended absences or habitual lateness run the risk of falling behind. In the event that students miss more than 50% of class, it will not be possible for ISB staff to properly assess them in effected subjects areas. Comments will be provided on progress reports but there will be no level of achievement. We kindly ask that all parents ensure that their children are at school on time every day and that they only miss lessons when it is absolutely necessary. For Instructions on excusing absences please consult the Edookit section of this handbook.)

Language Policy

ISB is extremely fortunate to have over 25 nationalities represented amongst the staff and student body. In order to ensure that everyone feels welcome, engaged and is a fully respected member of the school community, it is essential that we all use English as much as we can. This helps ensure that we are all able get to know one another, learn about and from one another. At the same time, our mother tongues are vital to our learning and to our understanding of the world. ISB welcomes and encourages students for whom English is not their first language to use their mother tongues to help them learn to succeed in an English learning environment.

English as a Second Language Support

For students who wish to improve their proficiency in English, ISB offers two possibilities:

After-School Activity

Depending on interest, ISB can offer 1 or 2 hours of after-school ESL support to one or two groups of students. Families will be asked at the beginning of the year as whether or not there is sufficient interest to open this activity.

ESL Support Program

It is also possible for students to be registered in the ESL Support Program. Registered ESL students receive direct support during the school day 3 hours per week. These support sessions can take place in class or in the ESL corner of the After-School Centre. The fee for registration in the ESL Program is 2600 CZK per month.

After School Activities

Between 2:30 and 4:30, ISB offers as many after school activities as possible by preparing a list of clubs and activities that can be opened given sufficient interest on the part of students. Previously, such activities have included football, karate, Czech, Japanese and ESL. The list of possible clubs is presented to parents and students at the end of September and those activities

for which there is sufficient interest begin to operate in October.

All after school activities are paid services. The fees for each activity will be announced along with the club itself. The fees for the activities varies.

Once students are officially registered for after school activities, an invoice will be issued. The invoice will display a 'pay by' date. If the school has not received payment by this date, the student(s) will no longer be registered in the activity.

After School Care

While the school day officially ends at 2:45pm, students may stay in the After School Centre (ASC) until 4:30pm, Monday through Friday. Please note this service is not included in tuition fee and so students must register their child(ren) for ASC attendance. Students who are registered in the ASC can attend however many days are necessary between 2:45 and 4:30pm. The fee for the year is 8000 CZK though students can be registered in the centre for a minimum period of 1 month, if necessary.

Parents/Legal Guardians of students who are not registered in the ASC may attend the club in emergencies provided that the school is contacted prior to 2:30pm. No fee will be applicable in cases of a genuine emergency. For all other cases, an invoice for 1 month ASC registration will be issued for every three days a student appears in the after school club during a single quarter. The attendance of students not registered in the ASC is documented.

Please note that ISB's normal hours of operation are 7:30am to 4:30pm, Monday to Friday. Families are asked to respect these times on regular school days; students should be picked up by 4:30pm. Therefore, any parent or legal guardian who picks up their child(ren) after 4:30pm will incur a fee of 150 CZK at the beginning of every 15-minute interval. (For example: if a student is picked up at 4:50, a late fee of 300 CZK is applicable.) ISB reserves the right to waive the late fee in the event of a genuine emergency provided the school is informed afterwards of the nature of the emergency.

If a student is not picked up by 6:30pm AND ISB has not been contacted by the parents / legal guardians, the school will attempt to reach all contacts (emergency included) provided one last time. If the school is not able to reach anyone, it is possible we will contact the Children's Help Center in Brno.

Lunch Services

Students who wish to receive a catered lunch can register in the lunch program. Elementary students can then choose between two meals every day of the week. To choose lunches, they will need to purchase a lunch card that they will need to have with them at school every day. For more information on the lunch services, please visit www.isob.cz.

Year and Month Plans

Events will be announced on the announcement board, the month and year plans. These plans are e-mailed to families as well as posted around the building and on www.isob.cz. The holiday and important dates calendar for 2011/2012 is below.

September						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

Aug. 29 – 31: Staff at School
 Aug. 30 - Grade 1 Meeting
 Sept. 1 – First Day of School
 Sept. 28 – Czech Statehood Day

February						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

Feb.1 – First Day of Term 2
 Feb. 3 – Half-year Holiday
 Feb. 6 – 10 – Spring Holidays

October						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Oct. 14 – ISB Team Building
 Oct. 26 & 27 – Autumn Holidays
 Oct. 28 – Czechoslovak Republic Day

March						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

November						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Nov. 17 – Freedom & Democracy Day
 Nov. 18 – School Holiday

April						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Apr. 5 & 6 – Easter Holidays
 Apr. 9 – Easter Monday

December						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Dec. 19 – January 2
 – Christmas Holiday

May						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

May 1 – Labour Day
 May 8 – Victory Day 1945

January						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Jan. 31 – Last Day of Term 1

June						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Jun. 29 – Last Day of School

School Holidays

Bank Holidays

Important Dates

IT at ISB

ISB is predominantly a Linux school. Most of our computers run Edubuntu, a free and open-source distribution of Linux developed by a world-wide community of IT experts, professional and amateur programmers and regular users. All the applications that we use in Edubuntu are also free. There are Edubuntu laptops in every ISB classroom.

In order to provide students with the opportunity to work with different applications operating systems, ISB also has Apple computers and PCs.

The entire school is covered by a wireless network.

Edookit

Much of the administrative affairs of the school are handled by our information system called Edookit. This year, the functionality of the parent portal will be expanded considerably and so ISB strongly recommends that all families have a access to the internet from home. The overall aim is to improve the extent to which parents are informed about what is happening at school and in the classrooms. This will be done in the following areas:

Communication

Parents and legal guardians will be able to communicate with their child's teacher via the communication function. This is not intended to replace e-mail or telephone. This section will also be where incident reports are available for review and commenting on the part of the parents and legal guardians.

Excusing Absences

All information concerning students' absences should be sent to class teachers; it is they who are responsible for recording absences. Whenever possible, absences should be excused in advance. This can be done through the parent portal or via e-mail. These are the only two means by which absences can be announced/excused; by phone or in person is insufficient.

Class teachers will take attendance every day between 8:30 and 8:40. When a student is marked late or absent and the class teacher was not priorly notified, an automatic notification will be sent to the parents' email addresses. In such cases, the School requires that the absence be excused as soon as possible.

Parents and legal guardians can excuse unannounced late arrivals or absences using one of two means:

- 1) Log in to the parent portal and provide a comment beside the attendance record in question. Class teachers can then excuse the absence based on this comment.

- 2) Send class teachers an e-mail excusing the absence. Such e-mails must specify the date or time as well as provide a reason for the late or absence.

Attendance records are always available for viewing in the parent portal. We encourage parents/legal guardians to check it periodically in order to ensure that no absences remain unexcused as well as to monitor the amount of school their child is missing.

Class Year and Week Plans

All class teachers will be entering their year plan for each subject in Edookit. These plans are divided by month and will be accessible through the parent portal at all times.

Parents/legal guardians will also be able to view the week plans for their child's class. This information will be more detailed in that it will allow them to view the learning objectives, the activities and the homework assignments for the week.

The homework assignments will also be accessible in the assignments section of the portal.

Assignments

The assignments section will display all work that will be assessed by teachers. It will include the date the assignment was given, a brief description and the due date. Once the assignments have been assessed, the assessments will also be accessible.

Incident Reports

All accidents and behaviour incidents will be recorded in Edookit and will be available through the parent portal. Parents/legal guardians will be able to provide comment.

Progress Reports

Progress reports are compiled and sent home at the end of every term. The process is as follows:

- 1) Teacher comments and levels of achievement are entered into edookit.
- 2) Students then log in to the system, review the comments and levels and then enter their own.
- 3) Parents and legal guardians then log in to review the teacher and student comments and then contribute their own. This always occurs prior to the end of term parent-teacher conference so that during the meeting, the specifics of the progress report can be discussed.
- 4) Once all parties have entered comments, the official document is printed and sent home on the last day of term.

Half term progress reports are sent home half-way through each term. They are intended to give

parents/legal guardians and students an indication of how students are progressing in each subject area.

Incident Reporting

All serious incidents involving students are documented at ISB and the relevant parties are provided with a copy of the incident report. Serious incidents fall in to two categories: accidents resulting in injuries and behavioural.

Accidents

In the event that a student is seriously injured or if the extent of the injury is uncertain, the supervising teacher will complete an incident report with school administration. The report will contain a description of the events leading up to the injury as well as what action was taken after the fact. All this information will be accessible through the parent portal.

Please note that while ISB students are always supervised, it is possible that an accident/injury can occur without the supervising teacher actually witnessing the event. In such cases, this will be documented and a summary of the event will be based on the reports of students, if possible.

Behaviour

ISB team members actively promote and encourage a sense of civic awareness in all members of the learning community. The learning community itself is based on the principle of respect: every member deserves to be respected at all times and all members are responsible for respecting each other at all times. The Principle of Respect extends to ISB property, routines, resources and the staff and students of European Elementary School Brno.

This principle is promoted in all kinds of ways at ISB and students are given many opportunities to reflect on and discuss their own adherence to it. Moreover, there are many ways in which students can distinguish themselves and receive recognition for being excellent role models for the rest of the community. As a result, minor incidences are dealt with by staff and students as needed and no formal process need take place. This is the case for the majority of incidences.

On the rare occasions when a formal discussion on these matters must take place, the process will be documented and will include the parents/legal guardians of the student(s) involved. The stages are as follows:

Stage 1

If a member of the ISB community feels that a certain individual has not adhered to the Principle of Respect either in a serious manner or on repeated occasions, then they will request that a formal discussion occur with the student(s), the class teacher, an Administrator or the other community member(s) involved.

This discussion will attempt to identify the causes of the incident but will mostly focus on exploring different ways that similar situations can be prevented in the future. These will be recorded in a document that will be signed by all parties involved. A copy of the document will be provided to the parents/legal guardians of the students involved who may contact the Principal to discuss the matter if they wish.

Stage 1 discussions are not documented on the ISB Progress Report/Official Transcript nor will they be considered as serious enough to be included in any other documentation that ISB will share with other schools.

Stage 2

Should the recommended strategies prove to be insufficient or ineffective and the student continues to neglect the Principle of Respect in the same way(s), a second, similar, discussion will take place, this time with the parents/legal guardians of the student(s) involved.

This discussion will focus again on preventative measures that can be taken and the student will sign a promissory note which will serve as an indication that they understand the severity of the matter and that they will ensure that they will abide by the Principle of Respect in the future.

After that, the student(s) involved will have weekly discussions with the Principal. These discussions are intended to provide the student(s) with the help, support and positive feedback that they need in order to bring their conduct in line with the Principle of Respect. These discussions will take place at scheduled times and will cease when they are no longer necessary.

Stage 2 discussions are not documented on the ISB Progress Report/Official Transcript nor will it be documented on the Confirmation of Enrollment document.

Stage 3

Should the conduct of the student(s) persist in violating the Principle of Respect, there will be an automatic consequence that will be devised to suit the context.

A third and final discussion will take place between ISB staff members and the student(s) with their parents/legal guardians. At this time, it will be stated that another incident will result in the expulsion of the student(s).

The weekly discussions with the Principal will continue. The Principal and class teacher will also require monthly meetings with a parent or legal guardian in order to ensure that there is a coordinated and consistent effort to bring conduct in line with the Principle of Respect.

Stage 3 discussions are documented on the ISB Progress Report/Official Transcript and will be shared with other schools if requested.

Stage 4

A further incident will result in the parents/legal guardians receiving a formal letter stating that the they must make alternate arrangements for their child's education.

This will be recorded on the ISB Progress Report, Official Transcript and Confirmation of Enrollment.

If, at any point in this process, a parent, teacher or student feels that the matter is not being dealt with appropriately, they may contact the Principal. If, even after a discussion with the Principal, they still have concerns, they may request that the matter be taken up with the Board of Directors.

Students Portfolios

Every ten weeks, parents/legal guardians will have the opportunity to view all work that students have selected as potential portfolio samples. Once per quarter, students will select four samples that are to be permanently stored in their portfolio. The rest of the samples will be presented to parents at the parent-teacher meetings. These work samples are intended to provide parents/legal guardians with a clear idea as to what the students have been working on as well the progress they are making.

Invoicing

Tuition and Registration Fees

Invoices are issued after the signing of the ISB Education Contract and Payment Agreement. An invoice is issued for every registered student at the International School of Brno; attached to every invoice is a payment schedule displaying when payments are expected to be received by ISB. Parents/Legal Guardians are asked to contact the school immediately should there be any issue remitting payments to the school. Please note that the payment period for the year is 10 months.

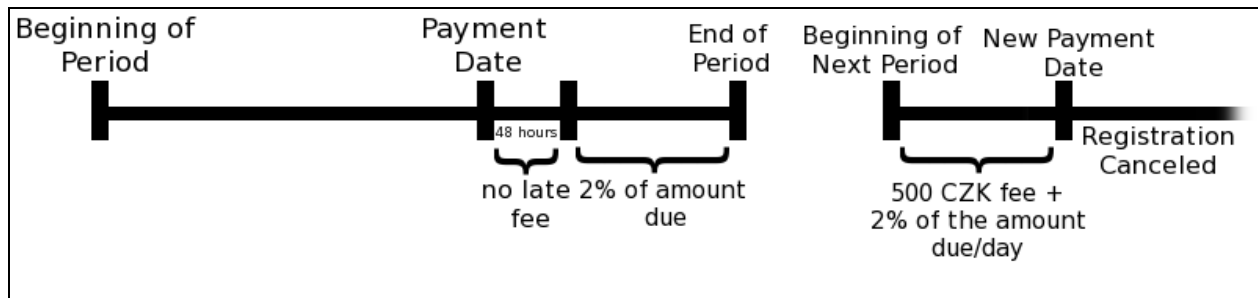
As of the 2010/2011 school year, tuition fees are paid in advance. That means that regardless of the payment schedule and unless alternative arrangements are made, the school must receive the first payment before the beginning of each period (month, quarter, etc.).

In the event that ISB does receive payments in accordance with the payment schedule, the penalties incurred depend on whether or not the school is contacted prior to the payment date and are described below. Invoices for late fees will be sent via e-mail and all funds received by the School in late fees will go towards the purchase of library books.

If the school is contacted by the parents/legal guardians before the date written on the payment schedule and informed that the payment for the following period will be received by the school within 48 hours of the payment date, then no late fees are applicable.

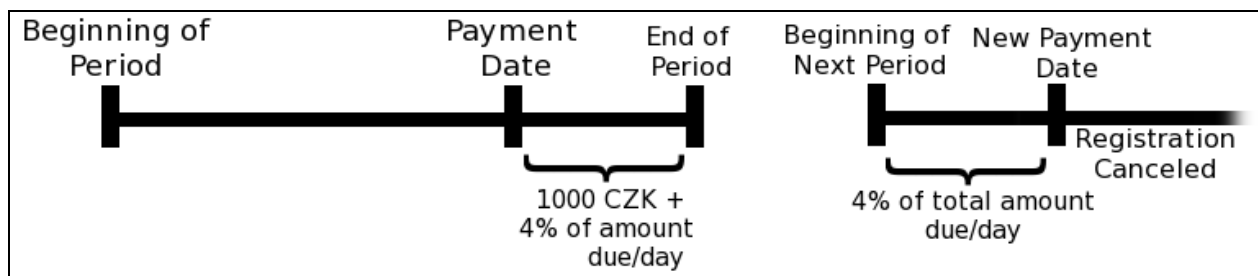
- If the payment will be received more than 48 hours after the payment date but before the beginning of the next period then a late charge of 2% of the amount owed is accrued every day before the beginning of the next period.
- If the payment will be received after the beginning of the next period, a 500 CZK charge is added to the late fees already incurred and 2% of the amount owed continues to be accrued every day until the school receives payment. In such cases, parents/legal guardians will be required to sign a promissory note stating that the tuition fees will be paid within the next period. If the school does not receive the payment by a specific date, registration will be canceled. (See diagram below.)

If ISB is contacted by the parents/legal guardians BEFORE the payment date:

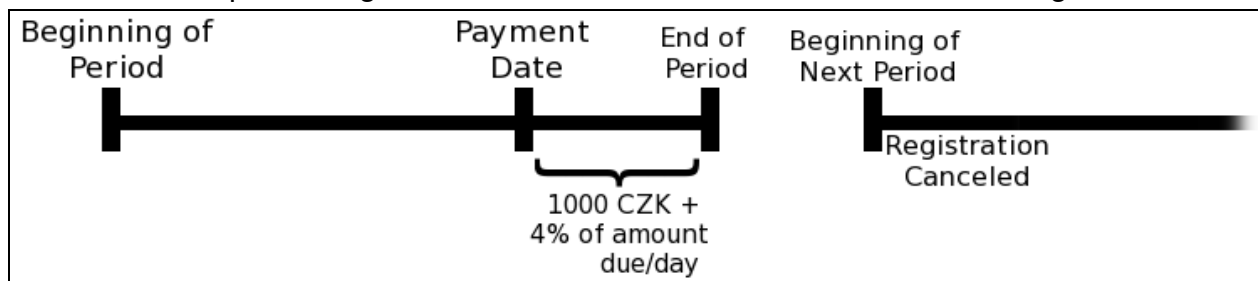


If the school is NOT contacted by the parents/legal guardians before the payment date written on the payment schedule, a 1000 CZK charge is incurred and 4% of the amount owed is accrued every day until the school receives payment.

- If the School is contacted by the parents/legal guardians on or after the payment date and advised as to when the payment is to be expected, 4% of the amount owed will be incurred every day until payment is received.



- If the School is not contacted by the parents/legal guardians before the beginning of the next period, registration will be canceled. To re-register students, all outstanding tuition fees must be paid along with all late fees incurred and the 8 500 CZK registration fee.



Please note that tuition and registration fees are invoiced separately from ESL, After School Activity and other fees.

Parent/Legal Guardian Feedback

ISB welcomes any and all feedback from parents and legal guardians. It is very important to us that all ISB community members feel respected, valued, welcome and engaged. Parents/legal guardians are asked to provide the school with general feedback 4 times per year. They will receive the ISB Survey at the Parent-Teacher meetings and will be asked to return it within one week.

Parents and Legal Guardians also have the special opportunity to contribute comments on their child(ren)'s end of term Progress Report. This feedback is intended to be a direct comment on their child's progress.

Parents and Legal Guardians are also free to provide the school with feedback at any time during the year by telephone, in person or via e-mail. There is also a suggestion box posted at the front entrance where suggestions/comments/concerns can be submitted anonymously.

Finally, it is very important that ISB be informed as soon as possible as to whether or not students will continue the following year. Parents and legal guardians will be asked at the end of April to update the school on their plans for the subsequent year. Any family with set plans and intend to stay at ISB will be asked to sign new contracts.

Complaints Procedure

We sincerely hope that all students, teachers, parents and visitors find ISB to be a safe, pleasant and nurturing educational environment. We also hope that any issue, concern or complaint can be clarified or resolved simply by contacting the teachers or, if necessary, the General Coordinator or the Principal.

Formal complaints can be submitted in the following way:

If there is a complaint regarding student counseling, application of corrective measures, student assessment, school organisation or abuse of authority (sexual harassment, discrimination, aggression, violence and bullying, etc.), please submit the complaint in writing to ISB administration. The complaint will be answered in writing within 15 days by the Board of Directors with copies sent to Supervisory Board members and the Principal.

Any parent who feels that their complaint has not been addressed in an appropriate manner and they have exhausted all internal ISB procedures may contact local authorities (police, Brno City Hall, etc.).

Contact Us

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