



EduExcellence

PRIVATEPERSONALEducation

FAQs



*Have a question?
Read through and
see if we have the
answer!*

www.eduexcellence.co.za

physical campuses

©EduExcellence



A NOTE FROM THE CEO

WELCOME, FAMILIES!

Welcome to EduExcellence PRS Group of Schools.

We are incredibly privileged to walk this journey with you and your child.

EduExcellence's core mission is to reach and assist as many neuro-diverse children as possible. We personalise their education experience accordingly to their individual profile. We make use of a therapeutic approach called TheraEd, and implement bespoke neuro-developmental products such as the iMap™ and iDevelop™.

This is not a rule book . Rather, because it helps to walk and talk, we've put together a conversation – your questions, our answers – so that you'll feel happy and well equipped for the journey ahead . You're free at any time to take this conversation off these pages and into our offices and inboxes or to us in person as we remain steadfast in our heart-centred approach for all.

Dr. Beulah van der Westhuizen
Educational Psychologist
Founder of EduExcellence,
TheraEd & The Assessment Centre



HOW DOES THE SCHOOL COMMUNICATE WITH US?

- In the first week of the school year, each learner receives a school diary in which behaviour, notes and reminders are recorded.
- And yes, It's important that you sign off acknowledging any communication from the teachers.
- You'll receive Termly newsletters from your Campus Principals.
- All parents are loaded onto our learner management system – Staffroom and will receive communication from there.
- All parents have access to a staff contact list (please ask Front Office or your register teacher for an additional copy if necessary)
- Feel free to direct queries to relevant staff members.
- Our Front Office Administrator is always willing to assist.

IT'S MY CHILD'S BIRTHDAY. CAN WE CELEBRATE THIS AT SCHOOL?

- You're so welcome to send one little something for each child in the class (e.g. a cupcake) and the teacher will distribute it at the end of the day (sugar-free zone).
- If you do choose to send something, make sure that there's enough for the whole class and please don't exclude any children.
- Please keep the celebration to their register class only.
- Please chat to your teacher about any potential food allergies in the class.
- All learners may wear civvies on their birthdays as well as on their register teachers birthday,

THE TUCK SHOP?

- The tuck shop is run by our teachers and is open at first break daily.
- All children are allowed to buy food (sandwiches etc.) at any break.
- R35 is sufficient for a healthy option and we recommend that you don't send more than that.
- For our younger learners, please communicate with your register teacher.

HOW CAN I AVOID THE WRATH OF THE LUNCHBOX POLICE?

- We are a sugar free zone! Please give your child a healthy snack.
- For guidance regarding lunchboxes, please reach out to our counsellors or check out our Nutrition Policy via our website.



WHAT'S THE ANNUAL RE-ENROLMENT THAT I HEAR ABOUT?

- Each year pupils receive application forms for re-enrolment for the following year, as re-enrolment at EduExcellence PRS Group is not guaranteed. For most, the process is a formality. However, occasionally a pupil has not complied with the requirements of the ethos of the school and the school reserves the right in its sole and unfettered discretion not to re-enrol him/her.

IF I WANT TO TAKE MY CHILD OUT OF EDUEXCELLENCE WHAT DO I DO?

- If for any reason your journey needs to end with us, we require a term's written notice if you intend withdrawing your child from the school. Should you want to discuss your situation, please speak to your Campus Principal. Once your decision is made, please communicate in writing your intent to withdraw. If a term's notice is not given, fees are charged in lieu of notice.

WHAT CURRICULUM DOES EDUEXCELLENCE FOLLOW?

- As a private independent school we follow the National CAPs curriculum in our schools stream, and the National DCAPs and ASDAN programmes in our Skills stream.
- We are a registered IMPAQ Tutor Centre for the FET Phase.

WHEN CAN I EXPECT TO GET REPORTS?

- We encourage continual discussions with teachers and staff.
- Here's a summary of when you can expect progress reports:
 - 1st term - Parent Meeting and IGP (individual growth plan) discussions
 - 2nd term - Full Academic and Therapeutic Reports
 - 3rd term - Parent Meeting and IGP (individual growth plan) discussions
 - 4th term - Full Academic and Therapeutic Reports

WHAT ARE THE SCHOOL RULES?

- Please see the Code of Conduct available on our website.



HOW DOES EDUEXCELLENCE HANDLE DISCIPLINE?

Skills Centre and Grade R – 3:

- We follow a positive behaviour modification system in the Foundation Phase – colour dots are given to add visual reminding of behaviour.

Gr 4 – 12:

- To supervise pupils' conduct and encourage good habits, we use a computerised system on which merits and demerits are recorded.
- Merits for exemplary behaviour, work ethic and good character, or other positive contributions such as participation in co-curricular activities and academic achievements are awarded wherever possible. Likewise, a pupil may be given demerits for disobeying the school rules. Minor transgressions usually result in anything between 2 and 4 demerits. However, some transgressions e.g. homework not done, failure to obey a repeated instruction, insolent behaviour, dishonesty etc, may result in 5 or more demerits.
- Demerits are not a punishment. They serve as a record of the learner's conduct and as a communication tool to parents that their help is needed to correct their behaviour.
- Learners will be issued a varying number of demerits, depending upon the type and severity of the infraction. Demerits may also be assigned at the discretion of the Campus Leader, Phase Leader and/or Senior Therapist in certain irregular cases not covered by the list. The number of demerits for an offence may be doubled, tripled, or otherwise increased for successive violations or when the offence is deliberate and/or defiant.

HOW DOES THE DETENTION PROCESS WORK?

- Detention is usually sat on a Friday afternoon between 14h30 and 16h30.
- Parents are notified by email on Tuesday of the week in which the detention is to be sat, and the pupil brings home a printed copy of the detention notification which must be signed and brought with them to detention on Friday.
- A pupil is not allowed to sit their detention without proof that their parents are aware of it. If a pupil fails to arrive at detention, and there is no valid excuse in the form of a letter from their parent/s, an extra 10 demerits are added automatically.



WHAT IF MY CHILD ACCUMULATES AN EXCESSIVE NUMBER OF DEMERITS?

- Please reach out to your Campus Principal to arrange a meeting to discuss a way forward with the team.

WHAT IF I WANT TO QUERY MY CHILD'S DETENTION?

- Please note that detention queries are NOT handled by admin staff . They should be addressed to the Campus Principal.

DETENTION MAY CLASH WITH OTHER ACTIVITIES. WHAT SHOULD WE DO?

- Detention first; play dates and birthday parties second.
- Detention also takes priority over external extra murals.

TEACHERS KEEP ASKING ME TO MARK MY CHILD'S CLOTHES. WHY?

- It's a very strong request from the school that every single item of school clothing is marked. Picture children changing for swimming . The chance of your child's socks making it into the right kitbag are seriously compromised if they're not marked. And the chances of us being able to locate the missing jacket/ shoe/ mask is very low too.

HOW EARLY CAN I DROP MY CHILD IN THE MORNING?

- We open our gates at 07h00 . We cannot take responsibility for pupils dropped earlier than this and we ask parents to help us ensure the safety of our learners by only dropping them off once gates open.

WHAT HAPPENS IF MY CHILD IS LATE IN THE MORNING?

- Punctuality is an incredibly important life habit to teach our children and crucial to the smooth running of the school.
- If your child is late, they need to enter via the Front Office where their lateness will be noted.
- Please note that our day begins with iDevelop™ activities, and as such, repeated tardiness may impact your child's participation during these activities.
- Please be kind and gracious to our office staff as they follow our instructions in this regard.



WHAT HAPPENS IF I CAN'T COLLECT MY CHILD PROMPTLY AFTER SCHOOL?

- We do our best to minimize risk by supervising your children and taking care of them.
- All learners not collected within 15 minutes of their school day ending, will be sent to AfterCare and parents will be invoiced accordingly.

TELL ME A BIT MORE ABOUT THE AFTERCARE FACILITIES.

- Our aftercare runs from Monday to Friday until 17h30.
- It's staffed by our amazing teachers, with homework help, a light snack and supervised play time.
- Details and rates are available from our website.

WHAT DO I DO WITH MY ACCOUNT QUERIES?

- Phone the school and ask for the finance office or email accounts@eduexcellence.co.za or alternatively,
- Our Account Management Policy is available via our website.

WHAT HAS THE SCHOOL MANAGEMENT ASKED FRONT OFFICE NOT TO DO?

- We are prohibited by law from dispensing medicines without express communication from parents first.
- Front Office is unable make transport arrangements for children.
- Front Office isn't responsible for phoning parents for forgotten swimming gear, homework, projects etc.
- Please communicate to bother Front Office and register teachers should a learner have a doctor appointment etc.
- Emergencies do arise and we will willingly assist in these circumstances.
- If ever you need to take your child out during the school day, you need to sign them out at the Front Office in the interests of security.

MY CHILD IS SICK AND CAN'T COME TO SCHOOL; WHAT SHOULD I DO?

- It's important that we account for each pupil on a daily basis . If your child is sick:
- Email your child's register teacher or phone the Front Office.
- It is your responsibility to supply a doctor's letter if your child has been absent for three days.
- If there is something seriously wrong or your child is hospitalised, please ensure the Campus Principal has been informed.



MY CHILD IS IN COUNSELLING OR THERAPY. DOES THE SCHOOL NEED TO KNOW?

- It is very important that we know as to not do anything counter indicative. Please inform your relevant counsellor.
- If your child is on any strong medication (e .g . Ritalin .) please notify the relevant counsellor.

WHO DO I NOTIFY OF MY CHILD'S ALLERGIES?

- Please ensure you have completed our allergy form and sent it in to the register teacher. This is especially important as we serve meals during the school day.

WHAT IF MY CHILD HAS A COMMUNICABLE ILLNESS?

- The school needs to know if your child has any infectious disease. And please only send your child back to school when you have the go ahead from your doctor.
- Please see our Infectious & Communicable Disease Policy via our website.

MY CHILD IS NOT WELL, BUT I WORK. WHAT DO I DO?

- It is a very firm request from the school that sick children are kept at home. This is in the best interests of the child and the greater school community.

WHAT SHOULD I DO IF I HAVE A CONCERN?

There are various ways you can bring an issue to our attention, depending on its severity:

- Firstly, if appropriate, start with the staff member concerned.
- You can email them or phone our Front Office and make an appointment to see them.
- Remember that teachers are actively teaching and should not respond to emails while in the classroom.
- If the issue is very serious, or if you don't get a response from the staff member within 24 hours, or if the response is unsatisfactory, go to the Phase Leader. Again, pop them an email or call the school office for an appointment.
- If you're still not satisfied, request an appointment with the Campus Principal.



I DON'T SEEM TO GET SMSES OR LETTERS FROM THE SCHOOL

- Uh-oh. We may need your updated details. Please contact your Front Office to update your details.

WHERE DO I FIND THE LIST OF UNIFORM REQUIREMENTS?

- Please visit your Campus Front Office to try on some of our fitment stock.
- Our uniform is available for order via our website, and our additional Uniform Policy is there too.

WHEN DO CHILDREN WEAR SUMMER AND WINTER UNIFORM?

- We wear winter uniform from 1 May (with the option of wearing winter uniform sooner if it's cold).
- Summer uniform is worn from 1 September.

ANYWHERE I CAN LOOK FOR LOST PROPERTY?

- All marked uniform items will be returned to their owners.
- All lost property will be sent to the Front Office. Please enquire there.

DOES EDUEXCELLENCE FOLLOW THE DBE TERM DATES?

- EduExcellence is a Private 4 term school.
- We follow the ISASA 4 term calendar.
- Our annual term dates are released in the second half of the preceding year, in a newsletter and on the website.
- We strongly urge you to plan around these dates.

CARPARK ETIQUETTE?

- Our primary concern is safety and a close second is smooth, efficient flow allowing you to get to work on time.
- Please pull your car over completely, park and then drop your children on the school side. No child should be walking through the traffic.
- We are gravely concerned that some parents drive too fast in the mornings when they drop off their children. We understand that some mornings you're pressed for time, but we urge you to exercise extreme caution when driving around our residential neighbourhood. And don't take it personally if you're corrected by any of our staff members or students on duty. Please interpret it in light of our concern for the safety of the children in our care.



DOES THE SCHOOL SUPPLY TEXTBOOKS?

- The onus is on the parents to source the learners' required textbooks.
- Lists are available via our website or from your register teacher.

HOW DO I KNOW WHAT STATIONERY MY CHILD NEEDS?

- We'll make sure you get the relevant stationery lists at the end of the preceding year.
- These are also available on the website.
- It's important that your child comes to school fully equipped on the first day.

WHAT'S THE HEART BEHIND HANDING OUT AWARDS?

- Firstly, the awards processes and functions create space for us to recognise how incredibly blessed our children are with such a variety of gifts and talents.
- Secondly, they give us an opportunity to honour your children if they've excelled through diligence and making good choices whether big or small.
- Each certificate or award is given to the learners recognising social, academic, therapeutic, spiritual and emotional progress.

MY CHILD EXCELS IN AN ACTIVITY THAT THE SCHOOL DOESN'T OFFER.

- Please let us know! We would love to make a big fuss!

WHAT ABOUT OUTINGS, TRIPS, INCURSIONS & CAMPS?

- From time to time a staff will arrange a field trip etc, which will take place during the school day, to enhance your child's learning experience . These day outings are communicated as far in advance as possible.
- Children are in safe hands and our ratio of staff to learners is maintained at all times.



**THE FUTURE
BELONGS TO
THOSE WHO
BELIEVE IN THE
BEAUTY OF
THEIR DREAMS.**

ELEANOR ROOSEVELT

www.educellence.co.za