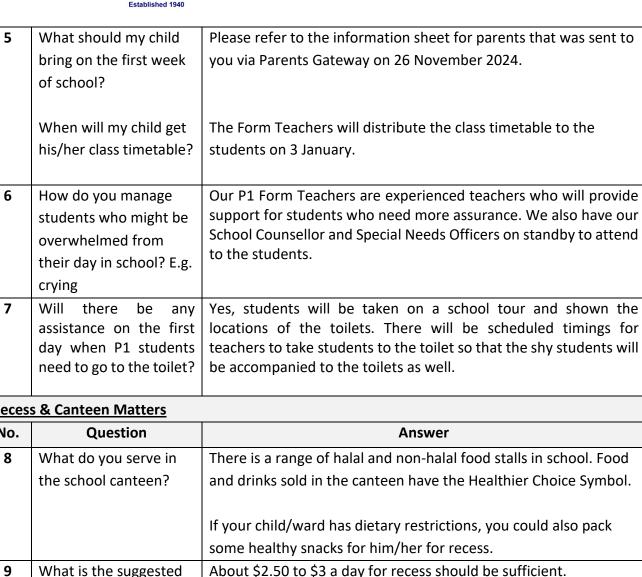


Primary 1 Frequently Asked Questions

<u>Servi</u>	Service Providers (School Bus / Book Shop / School Uniforms/ Student Care Centre)		
No.	Question	Answer	
1	Where do I make purchase for schoolbooks and uniforms?	We encourage you to purchase them online. For walk-in purchases, you may refer to the booklist for the schedule of the book sale dates. Please contact the vendors directly via this link: <u>https://www.ngeeannpri.moe.edu.sg/partners/Vendor-</u> <u>Information/</u>	
2	Is there any provision for student care in Ngee Ann Primary School?	ACE@Work is the student care service provider in Ngee Ann Primary School. Please contact the vendor directly via this link: <u>https://www.ngeeannpri.moe.edu.sg/partners/Vendor-</u> Information/	
3	How do I apply for a school bus seat for my child/ward?	Steadfast Transport Service is the school bus transport provider in Ngee Ann Primary School. Please contact the vendor directly via this link: <u>https://www.ngeeannpri.moe.edu.sg/partners/Vendor-Information/</u>	
First \	Neek of School		
No.	Question	Answer	
4	Can parents be in school with the child on the first day of school?	 No. A parent will be allowed to accompany the child to the parade square on Day 1 and leave him/her with his/her Form Teachers. We seek your understanding that parents will not be able to accompany your child into the school premises from Day 2 onwards. Over the years, we have observed our P1 children to be very adaptable and they adjust well to the school environment. 	





義安公司主辦義安小學 NGEE ANN PRIMARY SCHOOL

Fax: 64417411

Website: www.ngeeannpri.moe.edu.sg Email: naps@moe.edu.sg

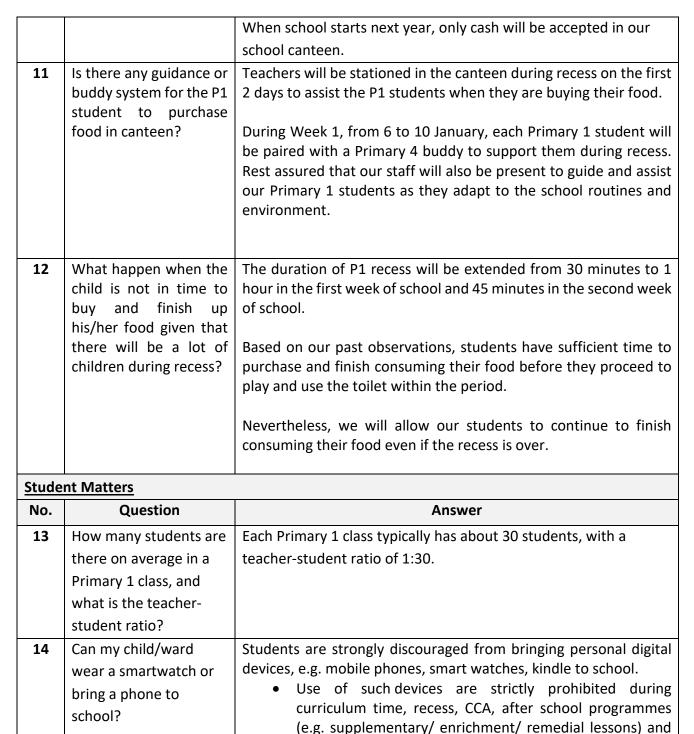
344 Marine Terrace, Singapore 449149

Tel: 64418677

Recess & Canteen Matters

No.	Question	Answer	
8	What do you serve in	nere is a range of halal and non-halal food stalls in school. Food	
	the school canteen?	and drinks sold in the canteen have the Healthier Choice Symbol.	
		If your child/ward has dietary restrictions, you could also pack	
		some healthy snacks for him/her for recess.	
9	What is the suggested	About \$2.50 to \$3 a day for recess should be sufficient.	
	amount of pocket		
	money sufficient for		
	recess?		
10	Can my child pay for	We are currently in the process of installing the POSB Smart	
	the food at school	Buddy terminals in our canteen stalls and bookshop. We will	
	canteen using POSB	provide updates to parents on the use of the system when it is	
	bank smart Buddy?	fully operational.	





school hours.

examinations. The devices must be switched off during

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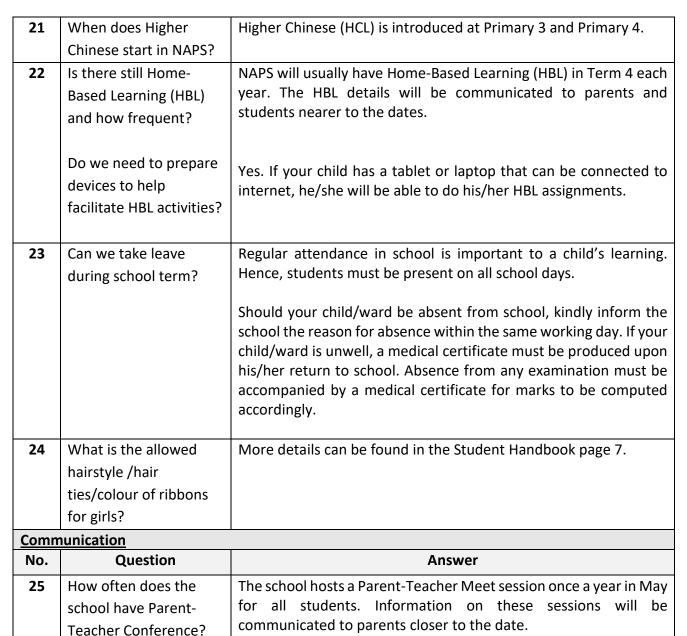
		 Students who bring such devices are to keep them in their school bags. Students should bear the responsibility for safekeeping of devices. Students are only allowed to use personal digital devices to communicate with their parents/ guardians on urgent matters at the school gates. Students are not allowed to take photographs or videos within the school compound without prior permission from the school management. Failure to comply with the above rules and/or any inappropriate use of personal digital devices will result in the immediate removal of devices for safeguarding purposes, and parents/guardians will be notified to collect them.
15	Can my child bring a wheeled school bag since he/she is quite small in size?	Yes. We allow any type of school bags. We advise parents to equip your child with a schoolbag that is comfortable for the child in terms of weight and size. Please encourage your child to pack their schoolbag according to the timetable to manage the weight of the schoolbag which should be between 10-15% of their weight.
16	Is my child/ward allowed to use the school lockers?	Yes, there are lockers outside every classroom and the students can use them. However, please note that if students were to use a locker, they need to use their own padlock to secure it. The school will not be responsible for any missing padlock key or loss of items. Also, the necessary books and resources should be retrieved at the start of the day and kept at the end of the day to avoid distractions of walking in and out of the classroom during curriculum hours. As most schoolbooks and resources are stored in the classroom for P1 students, the use of school lockers is often unnecessary.
17	Does participation in CCA starts from P1?	No. P1 students will be involved in Programme for Active Learning (PAL). They will officially join CCA when they are in P3. More information about the allocation of CCA will be given when they are in P2.



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18	My child has Special Needs. I would like to know how NAPS can help my child.	If your child has special needs, please inform the school via email: naps@moe.edu.sg. Our staff will contact and advise you accordingly. We would like to assure parents that the school is resourced with teachers and allied educators trained in learning needs and special needs, and for cases requiring more specialised attention, we have our MOE Educational Psychologist partners to support us.
19	How does the school manage incidents (e.g. safety, hurtful behaviour, conflicts, misbehaviour) in school?	At the beginning of each year, the school leaders and Student Development Team will communicate a clear message to all students that the school has zero tolerance for hurtful behaviour. When the school is alerted of any incident, we take immediate action to investigate the incident, carry out appropriate disciplinary actions and provide counselling support for the students involved. If your child shares with you that he/she or his/her friends are involved in an incident, we request that you contact the Form Teacher with the facts of the incident, and we will respond to you earliest possible. Do allow our teachers some time to carry out the investigation. In the interest of every child's safety, we seek the parents' understanding and cooperation not to approach any students directly within or outside school.
20	I am concerned about my child's Mother Tongue Language as we don't speak it at home. Would he be able to cope?	 Bilingualism is a cornerstone of Singapore's education system. Under our bilingual policy, all students are required to offer English and a Mother Tongue Language (MTL). Our MTL teachers will work in close partnership with parents in encouraging our students to persevere in their MTL learning. School will provide differentiated learning support and explore the possibility of offering the Foundation MTL curriculum for students who are weaker in MTL when they reach the upper primary levels.





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Teachers will contact parents to update on the students' development and progress throughout the year whenever
necessary.
Parents can also email or make an appointment to meet your

child's learning progress and performance.

child's teachers if you would like to find out more about your



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26	How can parents communicate with teachers?	We have many established various channels of communication with parents / guardians to strengthen our collaborative partnership in delivering a holistic educational experience for our students as outlined in the table below. Please note that teachers may not be able to respond to your messages or phone calls immediately, nor meet with you without prior appointments, as they are often engaged in class with the students. Your understanding and cooperation in this matter are greatly appreciated.		
		Channels of Communication	School	Parents
			with Parents	with School
		Telephone: 6441 8677	✓ ×	✓
		Email Address: naps@moe.edu.sg	✓	✓
		Website: www.ngeeannpri.moe.edu.sg	✓	
		Facebook: Ngee Ann Primary School 爱我 義安	~	✓
		Termly School Communication Letter to Parents	~	
		Termly Level Letter	✓	
		Parents Gateway	\checkmark	
		Student Handbook	✓	\checkmark
		[Students are to bring Handbook to school		
		on every school day.]		
		Parents' Briefing / Parent-Teacher Meeting	✓ ✓	✓ √
		Meeting with Form/Subject Teacher or Staff Member :	v	v
		[To facilitate a productive discussion, kindly		
		schedule an appointment to ensure that		
		our teachers/staff are available to meet		
		with you.]		
<u>Admi</u>	nistrative Matters			
No.	Question	Answer		
27	I did not attend the P1	Please refer to the briefing slides via this link		
	orientation on 15	https://www.ngeeannpri.moe.edu.sg/partners/let	ttersandnot	tifications/
	November 2024.			
	Where do I retrieve the			
	necessary information?			





28	I am still not able to access Parents Gateway using SingPass. What should I do?	If you are still not able to access Parents, please check if your SingPass login information is correct. Should you require any assistance with your SingPass account, please contact SingPass helpdesk at 6335 3533 or email support@singpass.gov.sg. For Parents Gateway related technical issues, please email to MOE_Parents_Gateway@moe.gov.sg.
29	My child has applied for the Financial Assistance Scheme (FAS). Can I go ahead to purchase the schoolbooks and school uniforms from the vendors and claim later?	Please do not purchase any schoolbooks or school uniforms from the vendors while your MOE FAS application is being processed. We will not be able to facilitate any refunds. The school will inform you on the application outcome and the details for the collection of the approved items (including the school mead subsidy card) by mid-December.