



## PARENTS/STUDENTS RULES HANDBOOK

2025/2026

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## Introduction

The School Handbook has been written to provide important information concerning specific rules, policies and procedures related to the safety and operation of our schools. For schools to operate safely and efficiently, parents and students are expected to be familiar and abide by the handbook procedures and rules. The student handbook summarizes policies and contains general guidelines and information. The content of this handbook is subject to change throughout the academic year. An up-to-date version will be maintained on the school's website.

Cedars International School of Angola is referred to by CISA, the administration, we, the school, or any other term that may suggest so.

## Contents

|                                     |    |
|-------------------------------------|----|
| Introduction .....                  | 2  |
| Holidays and school calendar .....  | 4  |
| Attendance and Punctuality .....    | 4  |
| Health .....                        | 6  |
| CISA Bracelet.....                  | 6  |
| Recess and Cafeteria.....           | 7  |
| Suspension and Expulsion .....      | 8  |
| Uniform/hygiene.....                | 9  |
| Electronic devices/Cell Phones..... | 10 |
| Students Pictures and Videos .....  | 10 |
| Valuables .....                     | 11 |
| Vandalism .....                     | 11 |
| Fire Alarm .....                    | 11 |
| Bus .....                           | 12 |
| Fees .....                          | 12 |
| Communication .....                 | 13 |
| Data Retention Policy .....         | 14 |
| Termination of Enrollment.....      | 14 |

## Holidays and school calendar

The school calendar is available and constantly updated on our website <https://www.cisaedu.com/calendar>.

It is the parent's duty to stay up to date with our academic calendar.

## Attendance and Punctuality

Students may arrive at school up to **15** minutes (**7h45-8h00**) before the start of the school day. All students are to be in class by the school's designated start time of **8h00**. Classes finish at **14h30**

### Absences:

Regular attendance is important for students to be successful learners. When a student is absent, they miss out on the sequence of instruction and must spend extra time catching up with their classmates upon returning to school.

Students who miss any exam will receive zero points without the possibility of a remake.

Absences are monitored closely. Please call the Student Service Office (SAO) before **8h30** when your child is absent. In the event of a prolonged absence (equal or more than **3** days) the school should be informed in writing.

Student returning from a prolonged absence due to sickness should present a medical certificate to the SAO to be allowed in class.

We request that a family's travel plans respect the school calendar. Parents are urged to schedule doctor, dentist and other appointments after school hours or during weekends.

### Late Arrival:

It is important that students arrive on time for the start of class. If you are dropping off your child after the beginning of class at 8h30 they won't be allowed to class and will be sent back home.

The accumulation of 3 late arrivals within the same week will result in a written notification for the parents. Excessive absences may affect a student's academic achievement.

❖ Students may ONLY be released to their parents and the persons designated in their application documents. Parents must ensure they have listed the names of any individuals who may pick up their child in the student application documents. Parents are expected to inform the SAO of any changes regarding the designated persons. FAILURE OF PROVIDING SUCH INFORMATION EXEMPTS THE SCHOOL FROM ANY LIABILITY.

### Early Dismissal:

Parents must notify the SAO in a written form if their child needs to leave school early. If parents cannot be reached regarding a request to leave school, individuals designated as an emergency contact may be contacted to approve the student's release from school.

### Late Pick-Ups:

Students should be picked up at dismissal time. If a student is not picked up 90 minutes after the end of class day, he/she will be sent back to class. Excessive late pick-ups will result in written notification for the parents.

## Health

### Accidents

It is expected that some students may lightly hurt themselves while playing, running, or doing certain activities, especially at the kindergarten level. When it happens, the student will be sent to the nurse, and the parents/guardians may be informed. Not all cases are reported as some cases may pass unnoticed.

### School Nurse

If a student becomes unwell while at school, the school nurse, or an assigned member, will evaluate the student's medical condition and come up with a consensus about the student's status. The school will notify the student's parents to come pick up their child.

Please note that if a student has a minor complaint, the school nurse may administer medication after parents' authorization.

### In Case of Emergency

In the event of an accident, the school will contact the parents and/or emergency medical service if necessary. In the case of an emergency, the school will contact the emergency medical service and will make medical decisions based on the doctor's recommendations, including surgical intervention. Parents will be informed if the school contacts the emergency medical service about their child's health, but it may not always be possible to do so.

## CISA Bracelet

The CISA Bracelet is a requirement for all students as it is an essential part of our Safety Policy.

The Bracelet serves for attendance purposes and as a digital wallet.

Parents have to be familiar with the 'How to use the CISA Bracelet' manual.

Student without their bracelet or with inactivated bracelet won't be admitted to school.

## Recess and Cafeteria

### Recess

Students will have 2 breaks where they will have moderately supervised access to the school playground, restrooms, cafeteria and sport area (with the exception of the swimming pool).

The first break will start after the end of the second period from 10h05 to 10h25 (20 minutes). For Grade 1to12

The second break will start after the end of the fourth period from 12h05 to 12h50 (45 minutes). For Grades 1to12

### Cafeteria

During breaks students can have access to the cafeteria to buy a variety of snacks and juices with the CISA bracelet or bring their own food.

## Behavior

The school will strive to give each student the best education and experience equally.

It will be expected from students to respect each other, their teachers and other school staff members.

### Bullying

**Bullies are to be suspended temporarily or indefinitely without warning (Expulsion rule applies)**

Disclaimer: we do not guarantee a bully-free environment as we are dealing with many different nationalities, languages, backgrounds, cultures and traditions.

Cedars International School of Angola is committed to making our school a safe and caring environment for all students. We encourage all our students to treat each other with respect and refuse to tolerate bullying of any kind.

Offences include (and NOT limited to):

- Hurting someone physically by hitting, kicking, tripping, or pushing.
- Taking or damaging another person's property.
- Using put-downs (i.e., insulting or making fun of someone).
- Spreading rumors or untruths about someone at school, outside school or on social media.
- Leaving someone out on purpose or trying to get other kids not to play with someone.

We encourage and it is the duty of all students and parents to speak up concerning any type of bullying they witness.

## Suspension and Expulsion

Students who do not follow the school guidelines and rules may receive vocal or written warnings.

Depending on the type of infringement, the director can choose to remove the student from the class to complete his school activities or convoke the parents and suspend the student for a definite period.

The student will not be admitted to class without the presence of the parents after accumulation of three (3) warnings.

For more serious violations (defined by the school board) the student can be definitively or indefinitely expelled from the school and have a disciplinary report added to their transfer file.

Expelled students lose the right to refund any fees paid.

## Uniform/hygiene

### Dress Code

Students are free to choose their clothes for school, we just emphasize on parent to over check that the clothes are school appropriate.

Example inappropriate clothing:

- Top the doesn't cover below the bellybutton.
- Tops without that do not cover the shoulder.
- Jogging or yoga pants
- Short shorts
- Piercings
- Excessive tattoos
- Etc...

For desiring parents, we also have an optional school uniform consisting of a Polo with the CISA logo available for all grades and KGs.

Students are expected to present themselves to school in clean and well-maintained clothes. If a student present to school with unacceptable clothes (dirty, damaged, stained...) parents will be contacted.

As for footwear we recommend shoes with hard soles and strapped or tied. Athletic shoes are always a good choice and allow students to fully participate in outdoor/physical education activities. Students who choose to wear sandals should bring tennis shoes, so they can participate safely in outdoor/sport activities without getting injured. **Flip flops and Crocs are not allowed.**

### Hygiene

Students do not require a haircut; we prefer our student to be comfortable with their look. We only urge the parents to regularly check their children's hair for lice.

Students' nails must always be trimmed, especially KG students.

Our SAO team reserves the right to deny access to any student they deem unfit for school.

## Electronic devices/Cell Phones

Cell phones and personal electronic devices are not permitted. Students are to put their cell phones and personal electronic devices away upon arrival. They are to be kept off while in backpacks and lockers throughout the student's time at school. Failure to comply will result in the phone being taken away for a period of time that will be determined by the administration and possibly in disciplinary action. If a student needs to call a parent, they are to be sent by a teacher with a pass to call using the SAO phone.

**The school is not responsible in case of damage or loss of any electronic devices at school or in possession of the administration.**

### iPad

The iPad is the main educational device used at CISA, our IT team will make sure that all iPads are properly restricted and managed by the school.

Unrestricted iPads are not allowed and will be confiscated without prior notice, students with repeated infraction to this rule will be expelled.

Parents/guardians must make sure that their children's iPad (G1 and Up) is in good safe conditions, recharged and ready for class.

## Students Pictures and Videos

During any curricular or extracurricular activities and events our media team may take pictures and videos including the students,

the school has the right to use these pictures and videos for presentation, publicity, or any other appropriate purposes.

## Valuables

We recommend that students keep their valuable items at home (neckless, bracelet, earrings, etc.) or submitted to the teacher at the beginning of the day to be reclaimed at the end of classes.

Any item found by the teacher will be held until claimed by students or parents.

### Lost and Found

At the end of each day our cleaning team will collect and return any object to the administration.

Unclaimed item will be donated at the end of each trimester.

**The school is not responsible in case of damage or loss of personal belonging.**

## Vandalism

Students should use all school material with care and keep them in good condition.

Students who are caught vandalizing or misusing school material will be held responsible, billed, and sanctioned accordingly.

## Fire Alarm

Tampering with or accidentally activating the fire alarm—whether as a prank, or due to negligence, will result in the student's suspension for a duration determined by the administration. Additionally, a penalty fee of 300,000 KZ will be imposed.

Repeated offenses will lead to permanent expulsion.

## Bus

Bus service is provided by an independent service provider not related to CISA in any form.

School rules apply to the bus; students are expected to always keep good behavior.

We kindly urge parents/students to be ready for the bus on time for pickup in the morning as drivers must stay on schedule, they have been instructed not to wait beyond the scheduled time. This is a simple rule of courtesy towards all student who are on time, and for the proper functioning of the service. If your child misses the bus, please contact the service provider immediately and drive your child to school.

Please contact the bus supervisor ahead of time in case of absence.

Parents should notify the bus supervisor if the student will not use the bus at the end of the day.

Parents/Guardian should use the number provided by the bus company for contact.

## Fees

We would appreciate the parents' cooperation in settling their tuition fees on time.

Our fees are divided into 3 instalments referent to 3 trimesters. The total amount of the trimester is due at any moment the student is enrolled and not refundable.

A monthly 10% late payment fee is automatically applied after the payment deadline has passed.

Unpaid accounts will be locked (parent/student email, student records) and the student(s) could be suspended from school.

Parents shall contact the billing team if they did not receive their appropriate invoice, it is also the parents' responsibility to make sure the proof of payment was sent to the billing team within the due date set on the invoice. The billing team is not responsible for any academic interruption caused.

Any student who accumulates a 10% late payment fee on their tuition fees will face suspension from classes and school activities. To resume classes, they will need approval from the school's financial office.

Our fees are presented on our website.

Excessive late payments and inaccurate payment will affect the family financial score which may deny the student(s) the chance to re-enroll for the next academic year.

Students with past due fees cannot confirm their enrollment before settling all due fees.

Payment deadlines are presented on the invoices.

Our tuition fees are subject to change at any time without any prior notice.

If you have trouble making payments on time, please contact our financial office right away.

## Communication

### Communication channels

CISA is committed to sending parents important information through its known channels (email, phone and WhatsApp Broadcast) parent have the duty to follow and read ALL broadcast sent from the school as these broadcasts are considered effective at the moment they are shared through our platforms.

Parents shall not consider WhatsApp an official channel of communication with the school, our WhatsApp is not actively monitored and is solely used by the school for broadcasts. For

official or urgent matters, parents/guardians shall call/email concerning their subject. We are not responsible for any information missed or unread on WhatsApp.

All interactions between the school and parents are monitored and evaluated.

### Meeting and appointments

Parents have the right to request a meeting with any department by schedule by calling.

### CISA Email

Upon registration every student and family are provided with an email with the school domain @cisaedu, the email address provided has many features and serves as an official way of communication between the school and parents and vice versa.

The email address is the property of the school and may be managed, deactivated or deleted without any prior notice.

Parents/Guardians and students shall use the school email with responsibility and abide with all school policies, local laws and regulations.

## Data Retention Policy

All data uploaded on the schools' servers/cloud are owned by the directing entity of the school.

Students' data and associated emails will be deleted after 3 years from their last registration at CISA. Please download your files.

## Termination of Enrollment

In the event when the parents would like to terminate the enrollment within the academic year, a form shall be filled and signed at the administration.

Cedars International School of Angola reserve the right to terminate the enrollment of any student at any time without prior notice without the possibility of refund when the administration considers the student, or the parents/guardians are in breach of any rules mentioned, communicated in writing or orally.

It is the parents' responsibility to read and understand the rules in this booklet before registering their children.

All families enrolled at Cedars International School of Angola are considered in consent with this booklet without the need of the parent/guardian signature.