



# ILG School

## Parent Handbook

### 2018-2019

Prishtina, Kosovo

Dear Parents,

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benvenguts	welkomma	benënnidu	haere mai	aloha

Mirësevini! We welcome you and your child to **ILG School**.

As educators, we strive to provide a warm, nurturing environment where children can grow and develop physically, socially, emotionally and intellectually.

Our goal is to provide a learning experience that is developmentally appropriate and addresses the individual learning styles of each child. As an international school, we respect our students' cultural heritage and celebrate the richness of our diversity.

Our faculty provides a wealth of knowledge and international expertise that ensures a high-quality education. As teachers, we are committed to professional development and continually update our curriculum and pedagogy.

We work in partnership with parents and firmly believe that by working together we can provide the best opportunities for our children to reach their full potential.

We are looking forward to a fantastic school year!

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## Address and Contact Information **ILG School**

### **Veternik 1, Prishtina, Kosovo**

**Mobile** +386 (0) 49 256 000    **Landline** +386 (0) 43 722 893;

There are no direct lines in the classrooms. Messages may be left for your child or for a teacher at the office numbers.

**E-mail**    [info@ilg-ks.org](mailto:info@ilg-ks.org)

**Website**    [www.ilg-ks.org](http://www.ilg-ks.org)

**Facebook**    [ILG School](#)

**YouTube**    [ILG School](#)

**Hours of Operation: ILG School is open Monday through Friday**

- = School hours from 8:00am to 3:00pm
- = After School Activities from 3:00 to 4:00pm

## ILG School Community History

**ILG School** was founded in 2004 as a non-profit, private institution offering high quality education in English to international children living in Prishtina, Kosovo. Today ILG School has grown to welcome local and international children from more than 30 countries.

**ILG School** educational program is taught in English. All teachers are either native English speakers or have reached a high level of proficiency/fluency. **ILG School** seeks to develop in each student from preschool to Grade 7 the intellectual, emotional, physical and creative strengths to make a positive contribution to the world.

**ILG School** is fully accredited by [AdvancED](#), a non-profit, non-partisan organization whose educational professionals conduct rigorous, on-site external reviews of pre-kindergarten, elementary, middle, and secondary schools around the world.

**ILG School** is licensed with the Ministry of Education, Science, and Technology in Kosovo and a member of the Central and Eastern European Schools Association, and the Northwest



Evaluation Association.

## ILG School Mission, Vision and Values

### Mission

**ILG School's** mission is to provide quality education in an English speaking, stimulating, caring and playful learning environment while ensuring a well balanced mix of academic and social programs. **ILG School** offers a platform where parents and teachers work in partnership to empower children from toddlers to 7th grade with the life skills and a mindset that allows them to fulfill their potential and prepare for future learning opportunities worldwide.

### Vision

**ILG School** aims to continue developing as an internationally accredited institution that offers innovative, technology-based, outstanding education to children of all backgrounds, invests in staff, and acts as an inspiring example for other educational institutions.

## Values

**ILG School** believes in nurturing mutual respect for everyone's skills, opinions and achievements, between the children, the staff and families alike, as well as respect towards society and the environment.

**ILG School** believes in quality-commitment in the area of education, the management structure and its response towards external standard setting based on dialogue, collective agreements and individual proactivity.

**ILG School** believes in education beyond the core academic content, and in nurturing the development of the child in body, mind, heart and spirit. It also believes in promoting important life-skills such as a problem-solving attitude, readiness.

**ILG School** believes in stimulating learning among ALL children, on multiple levels, and by catering to different learning styles.

**ILG School** believes in empowerment as a means to promote ownership, confidence, continuous improvement and effectiveness in the school-management and in the classrooms. We help each other.

**ILG School** believes in working together towards common goals, mutual support and collaboration.

**ILG School** believes in decision-making based on democratic principles in the classroom and beyond.

## ILG School Governance

**ILG School** is a registered non-governmental organization with the Kosovo Ministry of Public Administration. According to the ratified statutes, **ILG School** is governed by a Board of Directors and a General Assembly made up of parents of children attending **ILG School**.

### General Assembly

The General Assembly is the highest governing body of **ILG School**. Members of the General Assembly vote for the Board of Directors. The General Assembly meets three times per year. To become a member of the General Assembly, parents must sign up at any time throughout the school year.

## **ILG School Board**

The **ILG School** Board is charged with policy setting of the **ILG School** and the Executive Director with the overall administration of the school, in accordance with the law and the **ILG School** Statutes. The Board acts on the basis of a code of conduct that reflects the school's mission, vision, and values. The students' best interests and student achievement are the primary concerns of the Board. The overall sustainability of the school guides any decision of the Board.

The **ILG School** Board is composed of up to 7 elected parents, the school director, a representative of the US Embassy, and one elected staff representative. Elected Board Members are volunteers. All **ILG School** General Assembly members, aside from staff members, can stand for election to the Board. The Board elects from among its members a Chairperson, a Vice-Chairperson, a Secretary and a Treasurer.

**Strategic Planning** The Board is responsible for the development of **ILG School's** long-term Strategic Plan with participation of **ILG School's** key stakeholders. The Strategic Plan is aligned with **ILG School's Mission, Vision and Values** and focuses on students' learning and wellbeing. Based on the Strategic Plan, the Board develops its yearly School Improvement Plans that find reflection in the yearly budgets.

**Vacancies on the Board** **ILG School** encourages a diverse composition on the **ILG School** Board with a membership that collectively enjoys the skills needed to respond to the responsibilities entrusted in them. Vacancies are announced via email to all General Assembly members.

### **Current Members of the Board:**

Karl Martin Schyllert, Chair  
Alison Storsve, Vice-Chair and U.S. Embassy Representative  
Atdhe Zymeri, Acting Executive Director  
Bart Laan, Treasurer  
Mirlinda Kusari, Staff Representative  
Bardhyl Hasanpapaj  
Kerry-Ann Alleyne Marcelle – Secretary  
Anna Gorska  
Ali Yildirim  
Leonora Alia Paice

## **ILG School Hours**

<b>Drop Off</b>	7:55am*
<b>School Day Begins Promptly</b>	8:00am
<b>School Day Ends</b>	3:00pm

*\* Please ensure that your child, whether he/she is in the preschool or elementary program, arrive on time!*

## ILG School Educational Programs

### Toddler Program (2 Years)

**Half Day:** 8.00 am to 12.30pm

**Full Day:** 8:00am to 3:00pm

**ILG School's** toddler program is based upon the philosophy and methods of Maria Montessori. Brain development and learning are deeply dependent on movement at this age. Areas of learning are well defined, yet the indoor and outdoor space is open to allow plenty of room for movement, discovery, and social interaction.

The teacher provides and guides the child in these early years in an environment filled with gross motor movement as well as enriching language and practical life opportunities. The prepared environment is ordered with age appropriate stimulating materials and activities to meet the evolving developmental needs of the toddler. The prepared outdoor environment enables the child to move freely, develop voluntary movement, and interact with nature.

The toddler's journey to independence in this environment results in the natural transition to the pre-kindergarten program.

Please note that teachers will help your child with toilet training. Please provide diapers and a change of clothing for emergencies. For safety, children must wear closed-toe shoes at **ILG School**.

### Pre-Kindergarten Program (3 & 4 Years)

**Full Day:** 8:00am to 3:00pm

**ILG School's** pre-kindergarten is designed to be a home away from home and is based upon the philosophy and methods of Dr. Maria Montessori. Beginning with practical life and social skills, a common thread throughout the entire preschool experience, children learn to take care of and respect themselves, others and their environment. Multi-age grouping helps children develop a sense of community and supports their social development.

The teacher guides the child in a carefully prepared environment to discover and experience concepts, engage through uninterrupted practice to build concentration skills and master skills. Academics are introduced through manipulative materials that lay the groundwork from concrete to abstract thinking.

Lessons and activities in language, math, science, culture studies, art, music, and physical education are fun and reflect the real world keeping the children busy and happy as they acquire new skills and independence. The children also have library time, participate in field trips, and welcome classroom visitors.

The ultimate purpose is to help the child become a confident, independent learner in a creative, engaging environment, and thus provide a solid foundation for a lifetime of learning.

Parents are informed frequently of their child's activities and progress. Communication between parents and teachers is strongly encouraged. Each class has their own Weebly website where information is posted frequently. Please talk to your child's teacher and share any important information.

Children must be toilet trained to enter our pre-kindergarten program. Please provide the following to keep at school:

- = A change of clothing.
- = Slippers for the classroom. Please note that child must wear closed-toe shoes for play on the playground at [ILG School](#).

## Kindergarten

**Full day:** 8:00am-3:00pm

Kindergarten offers a structured academic program while also focusing on each individual child's social, emotional, and physical development in a creative, playful environment. Children enrolled in kindergarten must turn five by the end of the month of September.

Kindergarten curriculum is based on an international curriculum comprised of U.S. Common Core standards and with other international educational resources. Language arts, math, science, social studies, music, art, PE, and ICT are woven into the curriculum:

- = The *Jolly Learning* curriculum introduces children to pre-reading skills with the use of *Jolly Phonics* for a fun and smooth introduction to phonics and reading. Kindergartners will also follow the *Journey's* elementary curriculum.
- = The *Everyday Mathematics* curriculum, developed by the University of Chicago, introduces operations, patterns, functions and geometry among other topics.
- = Science is introduced through hands-on activities that focus on life science, earth science, physical science, and space and technology. Other core classes include music, art, ICT, and physical education twice a week. Children also enjoy field trips and special visitors throughout the year.

## Elementary

**Full Day:** 8:00am - 3:00pm

*Please note: school starts promptly at 8:00am.*

The elementary program follows a curriculum based on the U.S. Common Core standards and utilizes other international educational resources to adapt to the needs of our international student body. Our curriculum is based on inquiry-based learning techniques where children are encouraged and taught to think critically, explore new ideas, search for answers, and become lifelong learners.

- = **Language Arts** The Language Arts (LA) curriculum follows the *Journeys* series, published by Houghton Mifflin. *Journeys* offers an integrated model of literacy. The program focuses on reading comprehension, vocabulary, grammar, spelling and writing. In addition, our language arts program incorporates class read alouds and guided reading and encourages extensive independent reading and discussion. LA is augmented by Drama classes.
- = **Math** The Math curriculum is provided by the University of Chicago's *Everyday Mathematics*, published by McGraw Hill. Throughout *Everyday Mathematics*, emphasis is placed on problem solving in everyday situations and mathematical contexts; an instructional design that revisits topics regularly to ensure a depth of knowledge and long-term learning; distributed practice through games and other daily activities; teaching that supports "productive struggle" and maintains a high cognitive demand; and lessons and activities that engage all students and makes mathematics fun.
- = **Science** Our school has selected Scott Foresman's *Science* program which includes four units: life science, earth science, physical science, and space and technology. Students seek to understand the natural world by engaging in projects that will help them understand the link between science and technology. ILG School conducts a Science Fair in the spring. **Social Studies** Our Social Studies program motivates students to explore their world. It is built to inspire curiosity and cultivate analytical skills. *HMH Kids Discover Social Studies* offers hands-on lessons and activities, magazines and digital assets that connect students to the world and prepares them to become contributing members of our society. From Grade 3 to 5, our students participate as well in the Earthtrek program. For more information about Earthtrek, please check their website: <http://www.earthtrekgames.com/>
- = **English as a Second Language** Students whose level of English is below grade level are tested at the beginning of the school year to determine if ESL instruction is needed. This decision for further English language instruction is based on the standardized MAP test, as well as observations of the child in the classroom. Typically, students will either take additional ESL classes before or after school and/or special ESL classes during the day instead of participation during one of the two daily LA classes. The special ESL classes provide basic foundational skills in English (vocabulary, grammar, sentence structure, pronunciation) which he or she may need in order to perform at grade level in English.

- = **Other core subjects** ILG students also participate in physical education, art, music, French or Albanian, ICT, drama and out of school field trips.

Instruction is differentiated to accommodate different learning styles and proficiencies. We use inquiry-based pedagogy that empowers students to build on the knowledge they have, to formulate questions and to acquire the skills necessary to pursue and develop deeper understandings. In our changing, global world, studies are information-driven and technologically based, the skills needed for the 21<sup>st</sup> century. Our approach is holistic and our goal is to create well-rounded students who loves to learn, can think critically, and are cooperative, productive members of the school community.

## Secondary

**Full Day:** 8:00am - 3:00pm

*Please note: school starts promptly at 8:00am.*

This year we open with grade 7 offering our children the chance to continue their access to an outstanding education which meets international standards. In addition to the subjects studied in elementary, the curriculum includes language, geography, history, science, design, and journalism. **ILG School** continues to guarantee ESL support to students. We aim to provide our students with a fully blended learning experience which allows them to progress at their own speed.

## ILG School After School Activities

Monday – Thursday from 3 to 4pm.

*Extended learning beyond the classroom...* Activities are held throughout the school year for various age levels (pre-kindergarten and kindergarten, Grades 1-7, Grades 1-3 only, or Grades 3-7 only) depending on the activity. After School Activities will be announced separately at the start of and during the school year.

A wide range of activities for learning beyond the classroom serve to further develop academic, physical, social, and emotional skills, while exposing children to fun and engaging hobbies, skills, and interests they might not otherwise have the opportunity to explore during or outside of the school day.

Activities may include:

- = sports and games (soccer, swimming, volleyball, kickball, chess)
- = visual arts (painting, drawing, crafts)
- = performing arts (choir, dance, drama, ballet, piano, guitar, violin)
- = academic enrichment (foreign language, culture studies)
- = community service projects (recycling, orphanage visits)

- = outdoor education (gardening club, biking, hiking, nature studies)
- = journalism and photography (student newsletter and yearbook)
- = ICT (coding, games, robotics)

Activities are non-competitive and developed based on student interests and skills of the teachers, teacher assistants, volunteer parents, and local community members conducting the activities.

**Bus Transportation:** Transportation home for children enrolled in After School Activities will be available at 4:00pm.

Please complete the enrollment form once you receive the final list of activities from the administration and return it to the office or via email to [info@ilg-ks.org](mailto:info@ilg-ks.org).

The cost for a course is per family 60 € for the first course, 50 € for the second course and 40 € for all further courses.

## ILG School Communication

**Partnership with Parents** At **ILG School** we strive to foster clear communication and a robust partnership between home and school which is facilitated by the cooperation and support of parents and teachers. This alliance is necessary for effective guidance and discipline. In order to make your experience helpful and beneficial to our students, yourself and the staff, the following guidelines have been developed, such as:

- = Visit the school. Open houses are held each year. If you would like to visit on a regular school day, please call and make an appointment at a time convenient both to you and the school staff. Attend school events.
- = Attend all parent-teacher conferences.
- = Call for a conference with your child's teacher if you have a concern.
- = Read the emails, newsletters, and notes that come home with your child.
- = Ask questions. The faculty and director are always happy to explain school policies, procedures and student progress.
- = Become a member of the **ILG School** General Assembly.
- = Run for election to the Board.
- = Notify the school if your telephone number or address changes.

**Effective Communication** Miscommunication is usually the number one cause of conflict. Check before you react. Remember that the vast majority of people are good people and want the best for your child and others. Often children see things from their world and don't understand what leads up to a situation and so only communicate part of the story.

Go to the staff member closest to the situation. Speak first to the most appropriate person, don't go "over someone's head" until you have spoken to them. Please do not discuss issues or people in public areas of the school.

Deciding when to communicate is always a hard balance. At the beginning of the year when everything is new, sometimes it may be best to wait, but generally speaking, if it is worrying you, don't wait; talk to the staff member closest to the situation. We do not want to solve all of our children's problems, but a quiet word to the teacher can alert them to an issue before it gets too big.

If you have questions or concerns about your child, don't wait for a parent-teacher conference. Please make an appointment so that person can put aside enough time to discuss the issue thoroughly.

If there is a problem between your child and another at school, please notify the homeroom teacher immediately. Don't try to sort out the problem by approaching the child or his/her parent(s).

In summary, if you have a concern, please raise it with the most appropriate person. Supporting the school does not always mean agreeing with it, but using the communication channels and processes that respect all members of the community, will support us in community building and in what we are hoping to achieve.

**Parent Teacher Conferences** Held during the winter and spring, these conferences offer an opportunity to sit with teachers to discuss your child's progress in the classroom and offer time for any in depth questions and conversations without the presence of your child. **Report Cards** All students receive formal report cards twice yearly at the end of December and in June. You will notice that these documents are notable for the level of detail they provide; they will tell you not only *how* your child is doing, but also *what* your child is doing. Like classroom observation, they provide a concrete point-of-reference for discussing the nature of your child's work at school. If your child is absent on the day report cards are issued, their report card may be picked up at the school office. Report cards will not be given to another child for delivery or to anyone other than a parent or a guardian.

The report card is designed to provide feedback on learning skills and social growth as well as chart student development in attaining specific learning objectives that are identified in the curriculum. Our approach is holistic and also contains a narrative section that may highlight an important aspect of the child's development, focus on a particular accomplishment and/or suggest "next steps" to encourage improvement.

**Developmental Scale in Report Cards** We strive to make reporting a helpful and informative experience for students and parents. Depending on their age, our goal is to teach students to take ownership for their development by understanding expectations, taking pride in their accomplishments and empowering them to make improvements. Therefore, based on research and teaching best practices we have adopted this developmental scale:

**Mastery** – demonstrates understanding and skills consistently and independently

**Proficient** – demonstrates understanding and skills with minimal support

**Developing** – developing an understanding and skills with some support

**Beginning** – demonstrates the beginning of understanding and skills with continual support

**ESL** – The student is learning English as a Second Language and his/her proficiency level is not yet adequate to fairly assess the progress in a particular subject area.

**NG** – No grade- The student has been absent during the time of instruction and there is not sufficient work completed to accurately assess progress.

**NA** - Not Assessed - The outcome was not covered/assessed during the given reporting period

**Student Absences and Make-up Assignments** Every day of school is an important day and parents should make attendance a top priority, unless illness or extenuating family circumstances are the cause. When students miss school, they are expected to make up their assignments. However, please keep in mind that doing worksheets and completing work outside of the classroom cannot replace the richness and effectiveness of teacher instruction and group discussion and participation.

Please notify the office and your child’s teachers when he or she will not be attending. Teachers will provide make up work as best they can for students who miss school. In the case of planned absences, notification must be given at least 48 hours in advance to give teachers time to prepare the work. It is expected that students will continue doing their school work during their absence unless illness makes this impossible. Makeup work should be turned in promptly upon the student’s return. Incomplete work or work that cannot be replicated outside the classroom will be factored into report card grades. If an outcome cannot be assessed because of lack of sufficient student work a “NG” (no grade) will be used.

**Parent Open Night** provides parents with the opportunity of getting an overview of their child’s program(s). This event is held during the first few weeks of school.

**Parent Education Nights.** Scheduled throughout the school year as appropriate, these school meetings provide a forum where current issues and programs are presented. These events will be advertised as we develop them; we encourage you to join us.

**Notes & Reminders, Updates, and Newsletter** Our school director will distribute news, updates, and reminders periodically throughout the year. You will also receive notes from our classroom teachers and from our Board.

## School Website, Classroom Websites & Social Media

The **ILG School** [website](#) contains the most up-to-date information about **ILG School**, including our *values, mission, and vision*. You will also find access to classroom news via Weebly websites, news & events, and our newsletter. For quick reference, click on the following:

- = E-mail [info@ilg-ks.org](mailto:info@ilg-ks.org)
- = Website [www.ilg-ks.org](http://www.ilg-ks.org)
- = Facebook [ILG School](#)
- = YouTube [ILG School](#)

**Telephone/Fax/E-mail** The office is open for calls 8:00 am to 4:00 pm each day. Please call **ILG School's** general number, during these hours or email [info@ilg-ks.org](mailto:info@ilg-ks.org).

Teachers are not available for calls during **ILG School** hours, but they will return calls as soon as possible after 3:00 pm.

**ILG School** relies regularly on e-mail as a tool for sharing important information about school and prefers to communicate news electronically. If hard copies of newsletters are preferred, please provide a request to the Administration office.

**Visitors** All visitors are required to sign in on the visitor log at the front door with their name, date, signature, and reason for visiting. Each visitor must show a valid form of identification, and get a visitor's badge.

Children related to students of **ILG School** (siblings, cousins, or friends) that would like to visit the classroom should get permission from the director in advance.

**Parent Resource Library** Located in the Administration office, you will find a Parent Resource Library filled with education reading materials. Please feel free to check these out. There is a sign out sheet located in the office.

**Volunteers** - *"Together we can make a difference..."*

**The Parent Teacher Association's** (PTA) main goal is to provide opportunities for families and teachers to come together, get involved, strengthen the school spirit and thus create a strong, engaged **ILG School** community. An elected committee of five volunteers represents the PTA. The PTA is made up of parent and teacher volunteers who organize fun activities for students, parents, and teachers as well as fundraising events throughout the year. They organize movie nights, bake sales, seasonal workshops, and sporting events. They also assist with such school events as the Harvest Festival, the International Lunch, and the End of Year Party. Their fundraising efforts have raised funds to carry out more PTA activities and also to improve our school environment, including the school outdoor environment, the playground, and the library.

You are very welcome to contribute as a PTA volunteer. They welcome new proposals and ideas for activities and fundraising. It's fun! Get involved and make friends!

### **How to get involved?!**

- All parents and teachers are automatically members of the PTA.
- Be an active member of the PTA volunteers group and add your name to the mailing list and help with the different events.
- An annual contribution of 10 € per family is raised as part of the PTA fundraising
- For more information and to get involved, please contact the PTA at [pta@ilg-ks.org](mailto:pta@ilg-ks.org)

Please note that we rely on a big group of helping hands, parents and teachers, who are equally involved in carrying out the activities and fundraising efforts of the PTA.

## **ILG School Policies and Procedures**

**Enrollment Policy** An application form must be filled out for every new student before they can be considered for enrollment or placement on a waiting list. English is the primary language of instruction at **ILG School**. Students with minimal English ability will be considered for ESL classes. All our teachers are experienced working in international environments with students learning in English for the first time.

All school communications are in English. At least legal representative; parent, guardian, authorized representative of all preschool, elementary, and secondary students should be proficient in English.

ILG School serves the educational needs of the international and local community in Kosovo and strives to meet the needs of all the children, including those assigned to diplomatic missions or international, inter-governmental and international non-governmental organizations, for whom the local education system is not a feasible option. **ILG School** prides itself on its international outlook and the diversity of its student body.

Priority enrollment shall be given to children whose siblings already attend **ILG School** and those of families representing the US Mission to Kosovo. Exceptions to the above admissions criteria remain at the discretion of the school director with the consent of the board of directors.

We follow best teaching practices by placing students with their age peers. A birth date during the month of September is used to determine the grade level placement of students. A child born after the September cut-off will be placed in a grade at the discretion of the Director in coordination with the parents and teaching staff. Exceptions may be made only with the agreement of administration and faculty. If it is decided to place a child in a grade where he/she is not with age peers, there will be a probationary period of one month to determine if the placement is beneficial to the child.

## Age/Grade Placement Scale:

- = Toddlers: enter at age 2 old by September
- = Pre-K: enter at age 3 and 4 years old by September
- = Kindergarten: enter at age 5 by September
- = Grade 1: enter at age 6 by September
- = Grade 2: enter at age 7 by September
- = Grade 3: enter at age 8 by September
- = Grade 4: enter at age 9 by September
- = Grade 5: enter at age 10 by September
- = Grade 6: enter at age 11 by September
- = Grade 7: enter at age 12 by September

If a class is full, a child will be placed on a waiting list. When an opening arises, if the child is at the correct age he/she will be placed in the class on a first come/first served basis. Places do open up throughout the year and we will make every effort to enroll your child as soon as possible.

## School Fee Policy

- = The Registration fee of 300 Euro is a one-time fee and non-refundable. This payment secures the student's place and takes care of administrative costs. The Registration Fee is the same for all grade levels at **ILG School**.
- = The tuition fees are payable on a termly basis and are invoiced in advance of each new semester. Unless otherwise agreed, payment should be made by the due date stated in the invoice and laid out in the "Billing Cycle" below. To ensure admission of students, final payment deadline is first day of semester.

## Billing Cycle 2018-2019

Tuition Period	Withdrawal deadline	Invoice sent	Invoice Due	Date Semester Start
1 <sup>st</sup> Semester	30 April 2018	15 May 2018	15 August 2018	3 September 2018
2 <sup>nd</sup> Semester	3 September 2018	1 November 2018	1 December 2019	8 January 2019

- = Families who have three or more children attending **ILG School** shall be eligible to receive a 25% discount on their youngest child's tuition cost. This discount excludes the admission fee.

- = A minimum down payment of 400 Euro per student must be paid by the 1<sup>st</sup> of June in order to confirm that student’s place for the following school year. If this payment is not made, the place may be offered to a student on the waiting list.
- = Failure to pay the full-term tuition or other fees after three written reminders (including email) will result in the refusal of the student to enter the school until all outstanding fees have been paid. Continued failure to pay all outstanding fees will result in the discontinuation of enrollment.
- = The ILG Board, may approve different payment schedules of tuition or other fees on exceptional and individual bases, provided that this does not incur any additional financial costs and is financially beneficial to the school. Any request has to be made in writing to the Board and is subject to Board approval.
- = For students joining after the last day of the first semester, the annual tuition will be promoted based on the number of remaining days in the school calendar.

### **Refund Policy**

- = The school does not issue refunds for short, unplanned closures that may be required by authorities during the academic year.
- = A refund of tuition or other fees will only be granted on a half semester basis, providing the leaving date is before the half semester date of a particular semester, if a student leaves the school permanently. The half semester fee calculation is pro-rated based on the number of school days remaining in the respective half semester. For dates relating to half semester, see the table below titled “Main Dates”. Any outstanding fees due will be deducted prior to a refund being issued.
- = Refunds are not given for absences due to illness or observed holidays that ILG is closed.

<b>September Dates 2018/2019</b>	<b>Start Date</b>	<b>Half Semester Break</b>	<b>End Date</b>
Semester 1	3 September 2018	31 October - 02 November 2018	21 December 2018
Semester 2	8 January 2019	1-6 March 2019	28 June 2019

### **Notification of Withdrawal**

- = The school requires one semester’s notice of a student’s withdrawal. If notice of a student’s withdrawal is given after the deadline dates stated in the Billing Cycle Table above, a Late Withdrawal fee of €300 will be levied per student
- = Registration requests can be addressed to or by phoning +386 (0) 49 256-000 (cell) or +381 (0) 38 722-893 (landline).

**Application procedure**

- = Submit the completed and signed ILG School application form and student profile form.
- Pay the 300 Euro non-refundable registration fee.
- = Enclose previous school reports, if student is transferring.
- = Enclose copy of passport/birth certificate.
- = Enclose copy of vaccination card.
- Enclose copy of health insurance.

Pay first term tuition fee after confirmation for enrollment.

**Bank Transfer Information** It is very important to include the name of the student (first and last) and his/her grade in the description so that we can quickly and accurately credit your account. Include all transfer fees, especially if it is an international transfer, as the school does not have the resources to cover them.

Bank :	ProCredit Bank, Prishtina
Acc. Name:	International Learning Group
Acc. No.:	1110 1882 4500 0170
IBAN No.:	XKO51110188245000170
SWIFT CODE :	MBKOKPRXXX

**Address of main branch:**

Pro Credit Bank  
Street George Bush No.16  
10 000 Prishtina, Republic of Kosovo  
Phone: +381 38 555 777  
Fax: +381 38 248 777

## ILG School Daily Procedures

**Bus Transportation** is available for children traveling to and/or from home for an additional fee. Parents sign a contract with a local bus transportation company who has been vetted and selected by **ILG School**. Bus pickups are in the morning and at the end of the school day at 3:00pm. Transportation will also be available after after-school activities at 4:00pm.

**Snacks and Lunch** - Snacks are provided by the school. Students can either bring a nutritious lunch from home or take part in the healthy hot meals school cafeteria that are provided by Fresa restaurant.

**Food Allergies – You may be asked not to send certain foods to school if any child attending has severe allergies** - If a child is allergic to any food, parents should notify the school in writing. Children with special diets are asked to bring their snacks and lunches from home.

**Child Drop Off and Pick-up Procedure** - The school is ready to receive students at 7:50 am. Before this time teachers are preparing for the day's instruction and will not be able to supervise early arrivals. Class begins promptly at 8:00am. Thus, students should be dropped off at 7:50, prepared, and ready to start by 8:00am, otherwise they will be marked as late.

If you wish your child to be picked up by anyone other than yourself or an authorized driver, you must provide permission in writing. We reserve the right to request a picture ID in the event we do not recognize the individual. For the safety of all children we will not release a student to anyone who is not authorized.

**Teachers will supervise children in the playground until 3:10pm. Children remaining after that time are the responsibility of the parents.**

**Late pickup.** - Please be prompt in picking up your child after school. Our hours are 8:00am to 3:00pm unless your child is enrolled in an After School Activity. If you know you will be late in picking up your child from **ILG School**, please inform the Administration office or staff ahead of time. Those who are picked up late without notice three times will be enrolled in the After School Activities and charged a fee.

**Field Trips** - Field trips are an important part of the learning process. A permission slip will be given out to parents before each trip. It needs to be signed and returned by a parent or guardian before students can participate. Teachers will notify parents at least 24 hours ahead of each field trip. If you have any questions or concerns, please contact the school. Faculty may be accompanied by parents to ensure adequate supervision.

Outings outside of school into the community are a core piece of our curriculum. These outings can be made up of a small group of students who are studying a specific topic that requires a visit outside of school to gather more information for a project or for the entire class.

Parents who wish to volunteer as drivers on field trips and excursions are always welcome. Car seats are required for children depending on height and weight. Volunteer drivers should complete the necessary paperwork in the office prior to the trip.

### **Birthday Celebrations and Invitations at School**

Teachers will organize birthday celebrations with your child and their classmates. Please note that if your child is having a birthday party at home, **ILG School** prefers for invitations to be handed out outside of school. However, this is permissible only if invitations are for every boy and girl in the class. Please give the invitations to the teacher who will distribute to the children at an appropriate time of the day. Otherwise, the invitations should be mailed from your home so as not to cause hurt feelings among classmates.

Another way to celebrate your child's birthday or any other special occasion is to consider donating a storybook to our library or a game to our activity room in your child's honor. This may be brought on or near the special occasion and shared with your child's classmates. Your child's name will be inscribed on the gift. This is a wonderful way to make a lasting contribution to ILG.

**Holidays** - In keeping with our non-denominational policy, we typically recognize seasonal changes rather than religious holiday celebrations in school.

**Dress Code and Footwear** - For the personal health and safety of the students, clothing worn should be neat, clean, and in good condition. Students should not wear any clothing with slogans advertising alcoholic beverages or tobacco products, sexual connotations, obscene/offensive language or that is too revealing. In addition, students are required to have one pair of indoor shoes or slippers for school. These should be clean shoes that are left in the designated areas. As a way to keep the facilities hygienic, all students will be required to wear clean shoes in the school building.

**PE Dress Code and Footwear** - PE students are expected to wear comfortable clothing to allow for exercise, proper running shoes, and have a water bottle with them for each PE class. For elementary students taking part in swimming classes, swim suits, swimming caps, goggles, and a towel are required.

**Personal Belongings** Please label all of your child's clothing with name tags or permanent marker if possible. Iron-on name tags are available on many websites and are recommended as a way to identify your child's clothing items. Please have your child leave all personal toys at home or in the car. Toys brought from home are often a distraction and **ILG School** is not responsible for lost or broken items. Lost and found items will be stored in the office. 'Show and Tell' days where the student has permission from the teacher are exempt. Please do not send children to school with mobile phones, iPhones, iPads, or other electronics. If they are brought to school, they will be kept in the office until dismissal time. The exception to this is where 5<sup>th</sup>, 6<sup>th</sup> or 7<sup>th</sup> graders need them for class. In this case, parents will be informed in advance. After the relevant class has finished, the devices will be held by the school until the end of the day.

## ILG School Health Policies

We are concerned with the health and well-being of all our students as well as our faculty and staff. Learning takes energy and we want all of our children to feel comfortable and capable. Please keep any children, who are possibly infectious, at home. **ILG School** has adopted an Exclusion/Readmission Policy in order to:

- Decrease the risk of transmission of infection to other children or adults at our school.
- = Ensure that the ill child is cared for without neglecting the care of the other children in the group.

=

### Vaccines

As part of enrollment we require proof of vaccination. We encourage parents to keep up with the calendar in accordance with their child's age and make sure all local requirements are met. At **ILG School** we believe at vaccines being a preventive measure against diseases and a responsibility towards public health. The local vaccination requirements in Kosovo are as follows:

Vaccination Calendar			Re -Vaccination Calendar		
Age	Vaccine	Application	Age	Vaccine	Application
Immediately after birth	BCG	I.d.	12 - 18 months	DTP	I.m.
	HB	I.m.		Polio	Per os
2 month of age	DTP - HB - Hib	I. m.	6 - 7 years old	DT	I.m.
3 month of age	DTP - HB - Hib	I.m.		Polio	Per os
4 month of age	DTP - HB - Hib	I.m.		MMR	
2 month of age	Polio	Per os	12 - 13 years old	dT	I.m.
3 month of age	Polio	Per os		Polio	Per os
4 month of age	Polio	Per os	18 years old	dT	I. m.
12 - 18 month of age	MMR				

In accordance with LAW NO. 02/L-109 FOR PREVENTION AND FIGHTING AGAINST INFECTIOUS DISEASES

Article 28

## Immunity-prophylaxis, serum-prophylaxis and chemo-prophylaxis

### Vaccine- prophylaxis:

- a) Vaccination is obligatory for following infectious diseases: tuberculosis, hepatitis B, whooping cough, diphtheria, children paralyzes, tetanus, measles, parotitis and rubella;
- b) Vaccination from point a) of this article are subject all Kosovo children from age 0 days up to 19 years based on the vaccine calendar
- c) In case if for whatsoever reasons, the vaccine status has not completed timely, it can be started/continued at any time after the prior consultation with family doctor;
- d) Vaccination is obligatory for all bitten persons from a maddened (rabies) or suspect animal on maddening based on the anti-rabies doctrine;
- e) Vaccination against tetanus is obligatory for all persons who have tetanus wounds based on the anti-tetanus doctrine;
- f) Persons who travel outside Kosovo and those countries are as seats of epidemic for specific infectious diseases shall be vaccinated with respective vaccines depending on the epidemic situation in that country.
- g) Kosovo population shall be protected against specific infectious diseases depending on the epidemiological situation.

**Exclusion/Readmission Policy** A child should not be brought to school and will be sent home from school when:

- = He/She shows signs of infection:
- = Fever - 100 degrees F or 37.7 C and above. Please remember that the child's response to fever reducing medicines, e.g. acetaminophen, is not accurate in deciding how sick the child is.
- = Green discharge from nose
- = Vomiting
- = Diarrhea
- = Unknown skin rash
- = Evidence of head lice
- = Severe coughing, wheezing, or other difficulty breathing
- = Conjunctivitis discharge from eyes or pink eye
- = Abnormal behavior i.e. lethargy, irritability, persistent crying
- = The illness requires more care than the staff is able to provide without compromising the needs of the other children in the group. Teachers are not allowed to give prescription or other medication to children.
- = Keeping the child in school poses an increased risk to the child or to the other children or adults with whom the child comes in contact with.
- = If a child becomes sick at school, we will notify the parents immediately and do everything possible to make the child comfortable until a parent or guardian picks him/her up. This same Illness/Exclusion Policy also applies to faculty and staff.

Please notify the school if your child is diagnosed and/or has been exposed to a communicable disease. **ILG School** will then communicate this information to parents to help prevent any further transmission.

**Readmission** Children may return:

- When the child has been symptom-free for 24 hours.
- If antibiotics have been prescribed, the medication has been administered for at least 24 hours.
- Once a treatment for lice is complete, anti-lice shampoo has been applied and the child has been checked by the teacher/office and cleared to return.

**Emergency Policy** Simple First Aid is given to any child having a minor injury at school. If the injury is of greater concern, the child's parents will be immediately contacted by telephone. All **ILG School** staff members receive First Aid & CPR training every couple of years through the US Embassy.

In case of an emergency, all injuries such as broken bones, concussion, cuts, etc. will be treated at:

**American Hospital**, located 2.2 kilometers from **ILG School**, Street Shkupi, near Prishtina Public Hospital at the Veternik roundabout.

**038 221 661**  
049 513 513  
038 221 661

Severe, multiple injuries will be treated at the **University of Prishtina State Hospital**,  
They have an ICU.  
They are the only hospital in Prishtina that can handle severe trauma.

Students will be transported by private ambulance:

We have alerted the American Clinic ambulance company so they know our location. They estimate they could arrive to the school in 5 minutes.

For regular pediatric care such as checkups, treatment for illness, **American Hospital** located 2.2 kilometers from **ILG School**.

It is a new, modern medical facility with a well-staffed pediatric department, with English speaking pediatricians. For an appointment you can call: Dr. Erzen Hasani, Pediatrician, tel. **049 933 812**.

**Earthquake, Fire and Evacuation Procedures** **ILG School** has a uniformed guard during school hours who is responsible for controlling access to the school building.

**ILG School** has a two-way radio base station with which we can communicate with the US Embassy in the event of an earthquake, or other natural or manmade disaster. **ILG School** has a remote security alarm and panic button with a local security company. **ILG School** also has a

public address system with which we can make announcements for the whole school (i.e. fire drill, lock down).

In case of serious emergency, **ILG School** will terminate classes and provide care for the children until parents arrive. You will be notified to pick up your child in the event of an emergency. If the school should need to close, we would then assess for how many days and inform the parents.

**ILG School** is fully equipped with smoke detectors in every classroom and also has carbon monoxide detectors, fire extinguishers and evacuation signs that are inspected by a certified company every 6 months.

**ILG School** staff and faculty are informed and trained on policies and procedures during such an event.

We have regular fire and lockdown drills so that teachers and children have practiced and know the evacuation plans. We have contacted the Prishtina Fire Department so they are aware of our location.

The **ILG School** is a non-smoking campus. Smoking is not permitted anywhere on campus (this includes the parking area).

## **ILG School Discipline Policy**

### **General Expectations**

**ILG School** is a peaceful community of families, students, teachers, and staff. As such, we hold ourselves to high standards of civility and expect all community members to treat one another with respect and compassion. As adults in the community, we aspire at all times to model grace, courtesy and a deep respect for our community. These values are visible in small and large ways: from cheerful morning greetings and handshakes to care for each other and our physical space to older students assuming responsibility for themselves and leadership for their younger peers.

### **Philosophy and Understanding**

Behavior at **ILG School** is based on a positive attitude toward children, awareness of the developmental psychology of children, and the unique ability to view and address each child's needs as an individual. Students are taught that **ILG School** is a peaceful school based upon mutual respect and care for the community. Teachers model appropriate behaviors and teach students problem-solving skills and conflict resolution strategies. The goal is to help children arrive at inner discipline through concentrated work, to develop the skills necessary to control their own actions, and to develop self-discipline. Natural and/or logical consequences are used as a means of helping the child to develop inner limits. Teachers explain the reasons for limits or ground rules to be sure children understand the need for them, and strive to create an environment to promote learning, where children feel safe and secure.

## **Code of Conduct**

**ILG School** will take a progressive educational approach for a safe and peaceful learning environment. Starting at the earliest ages and whenever a student first enters the school, **ILG School** will provide the skills necessary not only to learn basic safety rules but to interact with classmates, teachers, families and the larger school community in positive and constructive ways. The intention of this education is to foster the development of inner discipline in the child.

Inner discipline consists of four components:

- = Distinct knowledge of the ground and safety rules;
- = Clear awareness of personal responsibility;
- = Respectful attitude towards the members of the school community and the larger global learning environment;
- = An understanding and preparedness of the proper way of acting under different circumstances in different places.

Teachers of children of all age levels will provide lessons in suitable class, school, and community behaviors through direct instruction, modeling and reminders. Teachers will support children in solving difficulties amongst themselves. Clear guidelines and ground rules, based on three major propositions, are communicated in each room:

- = Respect for self
- = Respect for others
- = Respect for environment

When on field trip or attending any school sponsored activity, our students are expected to display proper behavior.

**ILG School** focuses on cooperation, logical and natural consequences, fairness, consistency and the belief that all people have the ability to look at themselves honestly, and to change and grow. **ILG School's** common goal is the creation of a supportive educational environment where an enthusiasm for learning is fostered. There are certain rights, responsibilities, and consequences that contribute to that environment.

## **Peaceful Conflict Resolution**

**ILG School** encourages students to show respect for differences. This is done while fostering a school environment free from all forms of bullying and intimidation whether physical, social, emotional or verbal. The school's focus is on preventative measures for such behaviors, by teaching children how to:

- = Be caring and courteous
- = Cooperate with others
- = Deal with angry feelings
- = Stand up for themselves without being aggressive
- = Respect and celebrate the unique qualities of every person
- = Make appropriate behavioral and academic choices

**Discipline** Any issues that arises will be handled individually with that person, alone, first. Out of respect for each child, these conversations will be done privately. **ILG School** will encourage all students to “use their words” when a situation arises. A child may use firm language to redirect an unwanted behavior, walk away or get help. Retaliation will not be an option and the adult supporting the situation will not be concerned with “who started it”. Instead **ILG School** will support each child in peaceful conflict resolution and taking responsibility for their actions.

The staff of **ILG School** will have the responsibility to:

- = Work with the children to develop reasonable classroom ground rules consistent with the mission and beliefs of the school.
- = Post ground rules in each classroom and keep them on file in the office; make rules clear to all students.
- = Explain through group meetings, modeling and dialogue what the standards for behavior are for both the classroom and the school.
- = Maintain appropriate behavior in the classroom and the school through dialogue with the student and his/her family.
- = Report and record school discipline problems to the school director and family using a communication form.

## **Discipline Protocol – Preschool, Elementary, and Secondary Programs**

*While **ILG School** believes that unwanted behaviors will be uncommon at the school, there may be occasions where children need more formal direction.*

### **Procedure for Inappropriate Behaviors (All grade levels):**

Inappropriate behaviors will be addressed as follows:

1. The teacher will start by re-directing the student and helping him/her get engaged in class work. The teacher will continue with this step if positive progress is being made.
2. If the student is not responding positively to re-direction by the teacher, the teacher will help the student find a place in the classroom to calm down and a reflection sheet will be completed by the student and sent home to be signed by the parent.
3. If the student is not responding positively to sitting in the classroom, the teacher will then walk the child to the office as soon as it is safe to do so. The child will remain at the office for an appropriate amount of time based on his/her age. (Written documentation to parents required at this step.)
4. Parents will be called to agree on a joint plan of action with a clear time-scale.

5. If step four is reached and change is not achieved then the child will be expelled from the school. This can only be done after a full staff meeting, where the majority of the staff is in favor. **Loss or Intentional Destruction of Materials or Possessions of Others:** In the case of losing, damaging, or destroying materials or possessions of others, the above mentioned steps will be taken. In addition to this, Student's family will be responsible for funding the replacement.

### **Bullying Prevention**

Bullying is a relationship problem. It is the assertion of interpersonal power through aggression that can be verbal (teasing, threatening,...), social (mobbing, exclusion,...), or physical (hitting, poking,...). Bullying involves repeated and consistent negative actions.

**ILG School** has a zero-tolerance policy when it comes to bullying. Bullying infractions will be taken very seriously, the discipline procedures will be followed, and the incident will be documented. Repeated offenses of bullying may result in expulsion.

Please note if a member of staff believes that they are the victim of bullying from a colleague, parent, grandparent, or any member of the school community, they are to report it immediately to the **ILG School** Director as appropriate. All allegations of bullying will be treated confidentially and will be fully investigated. The investigation may lead to the taking of disciplinary action against the person whom the allegation has been made.

## **ILG School First Day of School**

### **School Hours**

<b>Drop Off</b>	7:55am*
<b>School Day Begins Promptly</b>	8:00am
<b>School Day Ends</b>	3:00pm

*\*Children should be on time and present for 8:00am. Lessons begin promptly. Please ensure that your child, whether he/she is in the preschool or elementary program, arrive on time!*

### **Please have all forms signed and dated at drop off on the first day and handed to the office:**

- Parent Handbook/ILG School WAIVER AND RELEASE (see below)
- = Any missing registration forms, such as, Proof of Health Insurance, Vaccination documents, Social Media Permission Form

**The first day of school your child must have all of the following items LABELED with your child's name. Please remember to restock your child's change of clothing through the year as needed:**

**Preschool, Prekindergarten, and Kindergarten** ☑ Indoor shoes, such as slippers, for the classroom.  
A backpack.

- = One set of clothing (weather appropriate), underwear, socks that will stay at school and will be replenished as needed. If it is hot weather months, please provide appropriate clothing. If it is cold weather months, please provide snowsuit, snow boots, jackets, hats, and gloves.
- = Bedding (crib sheet, blanket, and small pillow in a dry reusable bag. **(Toddlers only staying until 15.00h and Pre-Kindergarten students that take naps)**)
- = Diapers (wipes provided by school) **(Toddlers only)**
- = Any special dietary snacks (gluten free, dairy free, etc.)
- = ☑ Sunscreen if you have not applied it at home. and a hat.
- = Diapers (wipes provided by school) **(Toddlers only)**
- = A packed lunch if child is not taking the school lunch.
- = Tuition and any other applicable fees. Water bottle.



Please sign and return to school, by email or hard copy, the signature page (only) below:

## ILG School WAIVER AND RELEASE

1. The undersigned has read and understands the information section of the **ILG School** handbook and agrees to comply with the terms and conditions listed therein.
2. In consideration of the enrollment of the child/ren named below in the **ILG School I**, for myself and the below named child/ren, as parent or legal guardian, hereby agree to release, waive, discharge and hold harmless **ILG School**, its officers, trustees, employees, agents, counselors and volunteers from any and all liability to each of the undersigned, his/her successors, heirs and assigns, for any claims, demands and damages arising out of or in any way related to participation in the **ILG School**. This waiver does not waive liability for intentional wrongful conduct by the school.
3. Website & Social Media Permission: I give my permission to use photos of my child (children) on the **ILG School** website and Facebook page. Please note that none of the children will be identified by name. Please sign below to indicate your consent.

Agree to point 3 \_\_\_\_\_ Do not Agree to point 3 \_\_\_\_\_

Child's name \_\_\_\_\_

Child's name \_\_\_\_\_

Child's name \_\_\_\_\_

Child's name \_\_\_\_\_

Parent/Guardian \_\_\_\_\_

Parent/ Guardian Signature \_\_\_\_\_

*Signature required*

Date \_\_\_\_\_