



CITY CAMPUS  
PARENT HANDBOOK

# *A Message from the Head of Harrow Beijing*



A very warm welcome to Harrow Beijing. This is a school which prides itself on having a close and caring community with particular emphasis on our parents. We hope you will enjoy many years of shared experiences and memories built around a Harrow educational philosophy which intentionally places much emphasis on the importance of these relationships and those between the staff and the students in their care.

This Handbook seeks to provide a resource and guide for parents – primarily to help school and home partner together appropriately in support of your children. We really value the proactive manner in which our parents work with the school and in particular we enjoy a strong, collaborative working relationship shared across the Harrow community.

Harrow Beijing is committed to safeguarding and promoting the welfare of children and young people and expects all staff and those connected to the school to share this commitment. It is important to reflect that we all want our children's educational experience to be fulfilling. We believe strongly that we can achieve this goal when we all work together.

'Educational Excellence for Life and Leadership' encompasses the values we strive to instil in our students. The acquisition

of academic skills and qualifications, whilst of paramount importance, is not the sum of human endeavour or experience. Everything we do at Harrow encourages our students to develop themselves holistically. This extends to our relationship with parents and the wider community. Leading universities the world over seek students who are rounded and balanced, ethical, moral and involved citizens. In addition to the right academic qualifications, they seek students of character. I encourage you, the parents of our students, to be involved in the educational journey your sons and daughters will experience at Harrow Beijing, and to work with us in ensuring it is happy, safe, enriching, challenging and fulfilling.

Stet Fortuna Domus,

Mrs. Rachel Dent

Head of Harrow Beijing



# *Introduction from the Head of City Campus*

Dear Parents,

I am truly delighted to welcome your family to City Campus Harrow Beijing. I find working with young children to be very inspiring. Their courage, their open-mindedness, and the depth of their creativity provide relevance and meaning to my days. In many ways, we are at our best as learners and people in our early learning years.

At City Campus we proudly continue with Harrow's 450-year history of delivering a curriculum grounded in academic excellence and inspiring leadership to some of the world's most promising students. I am a parent of a child at Harrow as well, and I deeply value the importance of your child's education. I am as committed as you are to creating the best possible environment for your child's learning.

City Campus was the founding campus of Harrow in China and we are proud to be the first campus children attend on their learning journey here with us at Harrow. Our early years program has three clear priorities:

1. Partnership with Parents: We know that children whose parents have a good relationship with their child's school perform better academically and stay in school for longer. At City there are many opportunities for parent involvement including our Friends of Harrow, becoming a class representative as well as volunteering around the school. Also, our school year is full of performances, class celebrations, trips and sporting events shared with parents.

2. Connection to the Environment: Here at City Campus, environment refers to the classroom and school environment as well as children's connection to sustainability and stewardship of the natural world. We encourage children

to learn in spaces all around the school so that they feel like active members of a community beyond the classroom. This prepares them to become active members of their community, country, and the globalized world they will engage in. We also expect children to care for plants and animals, through our gardening and pet care programmes so that they understand themselves as stewards of the natural world.

3. Academic and Community Leadership: At City Campus we encourage our children to take their place in the long history of academic excellence at Harrow. Also, we want children to engage in the proud cultural and linguistic history of Beijing.

I look forward to you joining our community through our Friends of Harrow and many events throughout the year. I look forward to building relationships with all of you in the coming months. I am available by email at: [tstephenson@harrowbeijing.cn](mailto:tstephenson@harrowbeijing.cn)

Kindest regards,

Dr. Tina Stephenson

## *GUIDELINES FOR PARENTS OF STUDENTS AT HARROW BEIJING*

We are delighted that you have chosen to educate your child at Harrow Beijing. The staff and management of the school take very seriously our role in supporting and helping our students to succeed, not only in their academic pursuits, but also in their own personal development, growth, citizenship and leadership.

There is a large body of research that suggests parental involvement in a child's education and the school that they attend is a supporting factor in academic attainment. This handbook seeks to provide Harrow Beijing parents with some guidelines on how the school and home can work together in support of your child's education and personal growth, rules that govern operations on the campus, and guidelines for parents in modelling the values and ethos of a Harrow Education.

In enrolling your child at Harrow Beijing you are accepting the unique values, ethos, teaching style and curriculum that we offer. We can support you to understand this perspective, but we will not make excuses or change what we know works to suit personally held views or values. All parents need to trust the judgment and professionalism of the staff of the school to deliver the unique learning environment that sets Harrow Beijing apart from other schools.

Above all, it is important to note that parents and the school want the same outcome for the students – happy, healthy, responsible and successful young people.



# *DEVELOPING THE CONFIDENCE AND SKILLS FOR LEADERSHIP*

At City Campus educational excellence and leadership are at the core of everything we do. To develop excellence, children's emotional wellbeing, behaviour, resilience, independent decision making and emotional control are vitally important. People often think that young children should be protected from challenges and difficulty. However, at Harrow Beijing we know that the early years are the most important time to challenge children emotionally and physically, gently but persistently, encouraging them to grow each day. Brains that are appropriately challenged grow faster and better.

Resilient children stay in school longer and are more successful. Children who can run, jump, and climb have stronger, better wired brains and do better academically and as leaders. As a school we intentionally teach children to develop all these vital academic, emotional and social self-control elements. We will teach children how to better avoid and manage conflict, how to take physical risks with focus and attention, and how to interact with other children and adults with respect and confidence; this means that children will need to learn to handle difficult situations. Our holistic, bespoke curriculum will equip children with the tools and strategies to do so. This includes building the confidence and ability to face physical challenges, developing the skills to climb higher, run further, balance with confidence and most importantly, fall and get up and try again.

As a parent we expect you to join us in this project of truly building the skills necessary for leadership. We offer many parent education programmes throughout the year, which we hope you will join. Every aspect of our learning environment is carefully considered to build confidence and ability. We ask that parents also encourage their children to take appropriate risks and grow more independent and resilient. If you disagree with our approaches, we hope that you will contact us directly and promptly with any concerns to ensure a swift resolution.

Emotionally, this means that we want children to learn and practice managing and avoiding conflict independently. To learn to control themselves in challenging emotional situations, to learn to resist grabbing a toy from a child, not to hit another child when they are angry and control their emotions when they are denied an opportunity. We expect children to learn to handle their own fear and anxiety with increasing independence. These vital emotional skills; self-control, resistance, resilience, empathy, confidence, kindness and courage are all vital to emotional and academic success.

## *CITY CAMPUS, EARLY YEARS & YEAR 1*

### *EARLY YEARS (FOR CHILDREN AGED 3-5)*

Harrow Beijing City Campus provides an exceptional learning experience for children aged 3 to 5 years of age. Our AISL Harrow Early Years Curriculum (AHEYC) is specifically designed for the needs of our students and parents and draws from the very best practices of kindergarten curricula around the world. It specifically incorporates the core Harrow values of courage, honour, humility and fellowship, and adheres to the Guidelines on the Learning and Development of Children aged 3-6 issued by the Ministry of Education of China, ensuring that it is aligned to meet local and international standards.

Central to the curriculum are ten Learning Domains and five Learning Disciplines. The blending of the Learning Domains and Disciplines delivers the core content that children will require in order to be appropriately informed, knowledgeable, and skilled. Together with our unique pedagogical approach, we holistically cultivate children's creative thinking, innovative skills and teamwork.

### *YEAR 1 – KEY STAGE ONE (CHILDREN AGED 5-6)*

At City Campus, Year 1 students enter the first year of Key Stage One, of the English National Curriculum which is one of the best established and longest running curriculums in the world. Our Year 1 program includes all of the subjects of the National curriculum integrated through the International Primary Curriculum, with the core subject focus on Mathematics and English. This curriculum work is supplemented with the Harrow values of courage, honour, humility and fellowship, which are supported by our innovative approaches to supporting positive behaviour and emotional awareness. All of this adheres to the Guidelines on the Learning and Development of Children aged 3-6 issued by the Ministry of Education of China,

ensuring that it is aligned to meet local and international standards. Students also receive comprehensive daily instruction in Mandarin and Expressive Arts. We are also very proud of the specialist emphasis on physical and social development through our extensive Physical Education and outdoor education programmes.

## *OUR LEARNING DOMAINS INCLUDE:*

1. Communication and language development
2. Social and emotional development
3. Health and hygiene
4. Literacy
5. Mathematics
6. The arts
7. Understanding the world
8. Sustainability and environmental awareness
9. Digital knowledge and awareness
10. Cultural identity, heritage, and diversity

Through our curriculum, we not only teach our children the knowledge they need for academic excellence but we also teach them how to learn. At Harrow Beijing we know that our children will grow up to be leaders at home and abroad, therefore we build learning on a strong foundation of cultural pride and international thinking. Developing children who have a strong sense of who they are in this world, harnessing their potential to shape the future and become positive global citizens, is our ultimate goal.

## LEADERSHIP AND SERVICE ACTIVITIES (LSAs)

At Harrow Beijing, we offer a world class enrichment programme, which complements academic excellence and embodies our school mission statement in the context of China and Global Citizenship. Our programme consists of four major strands:

- Arts
- Service Learning
- Sports
- Super Curriculum

Students from Reception classes to Year 13 have opportunities every day to be actively involved in after school activities and the extended learning programme. We offer a vast range of enrichment, for all abilities, including LAMDA, Sports, Arts,

Aquatics, cognitive, physical and social activities with cultural experiences and service learning in helping others. Students are encouraged to embrace a broad and balanced enrichment education with working towards outcomes like performing, competing, debating, playing, problem solving and producing their work. Students can also lead their own LSA programme, developing gifts and passions in activities they care about and can share with other students. The Harrow Beijing staff are committed to offering high quality LSA opportunities, that students enjoy, extending their learning, developing further skill acquisition in our quest for *Educational Excellence for Life and Leadership*.

## HOUSE SYSTEM

The House System was introduced in 2008 and is modelled on the Houses of Harrow School. The school is divided vertically into six Houses:

Churchill (yellow) – named after Winston Churchill, British Prime Minister, Old Harrovian.

Kong Zi (blue) – named after Confucius (Kong Zi), Chinese philosopher.

John Lyon (orange) – named after John Lyon, founder of Harrow School in London.

Song Qing Ling (purple) – named after Madame Sun Yat-sen (also Soong Ching Ling), politician/ philanthropist.

Curie (green) – named after Marie Curie, Nobel Prize winning chemist and physicist.

Ju Ching Chu (red) – named after the philanthropist and mother of Daniel Chiu, founder of Harrow Beijing.





## *SAFEGUARDING POLICY AND GUIDELINES*

Harrow Beijing is committed to the safeguarding and promotion of the welfare of children. Safeguarding is the primary responsibility of all members in the Harrow Beijing family and all members of our community, including parents, are expected to share this commitment and understand the school's values with regards to the safe and appropriate care of children. This includes providing a caring, positive, safe and stimulating environment in which the social, physical and moral development of the individual child can be nurtured.

At Harrow Beijing safeguarding refers following international best practices and expectations to the continuous process of protecting children from maltreatment, harm or abuse. We strongly encourage a 'speak up culture' such that any

concerns are raised with the Designated Safeguarding Team so that appropriate actions can be taken to ensure the child is safe.

Our emphasis upon safeguarding at Harrow Beijing is underpinned by the understanding that safe children make more successful learners.



## *SOCIAL MEDIA*

Harrow Beijing works hard to educate our community in the correct and proper use of Social Media including WeChat and our rules and guidance for students is clearly explained in the School Rules and Guidelines.

To ensure correct and proper use by anyone (including adults) in the Harrow Beijing community, we would like to draw your attention to three broad points about the use of Social Media.

1. Harrow Beijing has clear procedures on how to communicate issues about the school; contacting the pertinent member of staff. Harrow Beijing will not respond to complaints raised via Social Media.
2. The use of Social Media to post negative or derogatory comments about a student, or any member of the community, is inappropriate and may be considered bullying. Harrow Beijing takes such matters seriously and

those found to be offending in this way risk exclusion.

3. Any post on Social Media that brings the good standing or reputation of the school into disrepute is not appropriate. Again, Harrow Beijing takes such matters seriously and those found to be offending in this way risk exclusion.

We hope that you understand the need for everyone in the school community to provide a strong example to the children, so that they may learn to use new technologies in a way that promotes harmony and inclusion.

# *STRUCTURE OF THE SCHOOL DAY*

## *NURSERY*

What does a typical day in Nursery look like?

Children arrive at school in the morning and get settled for the day. This includes taking part in their class morning routines, eating breakfast/snack, morning Circle Times and play opportunities. Throughout the day, children have Literacy, Mathematics, The arts, Physical education and cross-curricular learning opportunities in their classrooms and shared spaces. Our youngest learners have plenty of opportunities for physical play and exercise outdoors. In the afternoons, children have lunch together and then a quiet time, which allows children to have downtime before continuing with their learning and explorations in the afternoon. Towards the end of the school day, children will have their final afternoon snack, enjoy story time with their class and then get ready to go home.

## *RECEPTION*

What does a typical day in Reception look like?

In Reception, we start our day with exercise, circle time to check in, and registration. These set activities form a routine to help children ease into the day and ready themselves for learning. Our morning is full of opportunities to develop Literacy, Mathematics, The arts, and Physical education through structured classes and play based, exploratory environments. The children will share their interests and opinions with their teachers, who will help them build an environment that links cross curricular activities with the topics they engage with. The children enjoy a morning and lunchtime outdoor play, which gives them an opportunity to connect with children across their year level and foster new friendships. After our post lunch quiet time, the children will return to exploring their classroom environment with their friends and teachers, building on learning from the morning to progress their thinking and inquiry skills. This is a dynamic and active day, so our morning snack, lunchtime and afternoon snack ensure our children are full of healthy food and energised to keep learning!

How can parents support at home:

- Encourage your child to be more independent at home. For example, encourage them to begin to dress, feed and toilet themselves independently.
- Spend time with your children; you can play games, read together and take part in other daily routines. For example, cooking, going on walks, and spending meals together.
- Encourage your child to use their words to ask for what they need and want.
- Play turn-taking and sharing games.
- Give simple instructions of small jobs for your child to do at home. For example, tidy their toys, help you with simple tasks etc.

How can parents support at home:

- Read together frequently.
- Help them grow by letting them try things independently.
- Support any home learning activities.
- Speak to your child about their day, discussing what has been learnt and what they enjoyed.
- Value play and exploration as an important learning opportunity.
- Let your child try lots of new things.

## YEAR 1

What does a typical day in Year 1 look like?

For Year 1 students, the morning begins with independent play as the children arrive before we get together and take the register. We would practice Phonics and Guided Reading, Mathematics and Literacy at least four days a week. Some lessons are 20 – 30 minutes, whereas others last for up to 40 minutes. Mandarin is taught every day. Other subjects within the curriculum include The arts, Physical education and Topic, which last for an hour or two each week. All lessons in class include a mixture of investigations using objects to begin their learning, drawing pictures to extend their understanding, answering questions verbally, and then eventually writing down their ideas. In addition to all this, the children also have outdoor play at least twice a day. As the day can get a little busy, each day the children also have the chance to have quiet time for 30 minutes. During the morning and afternoon, the children also have a healthy snack in addition to their school lunch.

How can parents support at home:

- Read a bedtime story every day and talk about the book.
- Ask your child to read to you each day for 10 - 20 minutes.
- Help them grow by letting them try things independently first and then help them if they are stuck on a task.
- Discuss your child's day, asking what they enjoyed and what they learned.
- Read through Seesaw messages, asking your child about the pictures sent.
- Make sure your child gets enough sleep.
- Be aware of when your child is tired; they cannot learn when they are not alert and engaged.
- Let your child explore lots of learning opportunities outside of the classroom such as swimming or riding a bike.
- Support your child in their failures as much as their successes; they can only learn by getting it wrong.



# PARENTAL INVOLVEMENT

At Harrow City Campus we recognise that you are the most important person in your child's life. Therefore, we want to work closely with you and value the importance of effective communication and sharing your child's learning. There are many ways in which we do this.

## FRIENDS OF HARROW (FOH)

The aim of the FoH group is to provide members of City Campus community, particularly parents, with a way to support the school in whatever ways are appropriate. This includes promoting and extending good and productive relationships between parents, staff and other friends of the school, welcome new families and help new parents understand the nature and workings of the school, and organise some whole school events.

## PARENT VOLUNTEERS

Research shows that parental involvement in their children's education has a significantly positive influence on behaviour and academic achievement. There are many opportunities for volunteer work at Harrow City Campus which help to build a sense of community and support within the school and with the teachers and students, such as Parent Reader, Library Support, Resources Support, Events Support, Talent Sharing, etc..

## PARENT TEACHER CONFERENCES

The Parent Teacher Conferences are an opportunity for you to ask questions to the class teacher about your child's social, emotional and academic development, their engagement in class, their behaviour in school and any questions about the curriculum or environment of the school.

## CLASS REPRESENTATIVES

The Class Representatives serve an important role in maintaining good communication between the parents and the class teacher in the class they represent. Class representatives also facilitate positive social and media interaction among the families in the class community.

## COFFEE MORNINGS, PPP AND EVENTS

At Harrow City Campus there are a number of coffee mornings throughout the year to which you will be invited. We will host specific City Campus Parent Participation Programmes (PPP) on a regular basis. We will have whole school projects for parents to participate in across the school year. In addition, we will invite you to various activities and events, such as Sports Day, Harrow Ducker, festival celebrations and much more.

## SEESAW

At Harrow City Campus, we use Seesaw, a digital app-based platform for parental communication of children's learning, school life, and to share class announcements. Through Seesaw, a digital portfolio for each student will be built by their class teacher, which will automatically grow over time as the content is added.

## SETTLING IN

In order to flourish at Harrow City Campus, children need to feel safe, secure, loved and happy. The settling in process is very important in helping them to feel this way. The aim of our settling in procedure is not to get children used to being in a new environment – usually they love having the space and the variety of provocations to explore with – but to get them used to their parents leaving them. Your child may well cry, but as long as they stop after a few minutes, they are usually fine for the next hour or so. Our teaching staff will hold

and comfort your child. If you're worried, ring our receptionist to see how they are. If a child was crying inconsolably whilst refusing staff efforts of being comforted for any length of time, we would phone you and ask you to pick up your child earlier. If your child has recovered his/her composure and wants to stay and play, smile and say that you're coming back tomorrow, then take them home. Children need the security of knowing that when their parent comes back for them, it's time to go home.

## YOU CAN SUPPORT YOUR CHILD'S SETTLING PROCESS BY

- Smiling a lot, being calm and confident. Talk about what fun it will be, playing at school. Try not to communicate anxiety through your speech to your child, even if you are worried.
- Trying to leave reasonably quickly. We're not trying to get rid of you, but long drawn out "goodbyes" often unsettle children. They cry when you go because they're learning to cope with transition and separation anxiety. They may cry when you come back for the same reason. Once a parent has left, children often immerse themselves in the wonderful array of stimulating provocations in their learning environments and forget about their earlier transition and separation anxiety fears.
- Supporting us in understanding that the settling time needed can be very different for each child as each child is unique. We hope you can take time and work closely with the class teacher to support your child's settling in.



## *ACADEMIC CALENDAR*

The school website can be used to refer to key dates within the school's academic calendar. You can also check a more detailed version of the calendar online at:

<https://www.harrowbeijing.cn/calendar-news-events.html#calendar>

## *TERM DATES 2022/23*

Term One 31 Aug 2022 – 6 Jan 2023

Students return to school 31 Aug

Mid-Autumn Festival 12 Sept

National Holiday 1 - 7 Oct

New Year Holiday 23 Dec - 1 Jan

End of Term One 6 Jan

Winter Holiday 7 Jan - 9 Feb

Term Two 10 Feb – 7 Jul 2023

Start of Term Two 10 Feb

Tomb Sweeping 5 Apr

Spring Break 25 - 28 Apr

Labour Day Holiday 1 May

Dragon Boat Festival 22 Jun

Last Day of School 7 Jul

Summer Holiday 8 Jul - 31 Aug

Note: Dates may change to align with Chinese Government changes

## *FOOD AND KITCHEN*

The school serves balanced lunches and snacks for all students. According to the principles of a balanced diet, the proportion of various nutrients will be used in a planned and purposeful way to use food varieties, and mix them appropriately to achieve the combination of refined and coarse grains, dry and wet consistencies, meat and vegetables, and colour and texture. The kitchen will launch various special dishes according to the seasons, festivals and celebrations, such as fruit water in summer, stewed pears in winter and popcorn for house events.



## *CLINIC*

The school clinic has at least three qualified registered full-time health care doctors, who have experience in on-site treatment and regularly participate in training:

Anna Song has been working as a kindergarten health doctor for 10 years.

Didi Xu, has been working as a health care doctor for 14 years.

The main task of the school clinic is to protect the physical and mental health of young children, by implementing policy, prevention, treatment and control of infectious and common diseases, and through providing emergency and routine care for accidental injuries.



## *THE SCHOOL UNIFORM*

The school has a strict uniform policy to encourage students to take pride in their appearance and school identity. Upon joining the school, students are required to wear the standard school uniform. Any student arriving at school in non-uniform clothing may expect to be sent home to change. All first-time students are required to buy their school uniform at the School Shop (except for training shoes and white sports socks).

### The School Dress Code

The standard guidelines for the School Uniform are as follows:

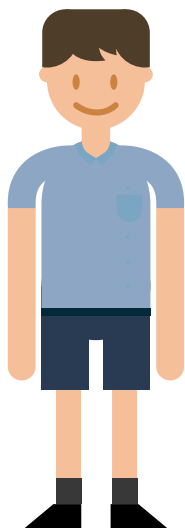
- Shoes should be well polished.
- Shirts are ironed and tucked in at all times.
- Top button is secured with the tie sitting neatly on top.
- Boys are not permitted to wear earrings. Girls should wear only one pair of stud earrings, no other jewellery.
- Hair should be tied off the face, no nail varnish or make-up should be visible.
- Mobile phones and electronic devices are not allowed in school unless permission has been granted by the teacher.

### School Uniform Reminders:

- Please ensure that all items of your uniform and P.E kit are marked clearly with your name.
- Only Harrow uniform is acceptable. You will be asked to change if you fail to adhere to this dress code.
- Scarves, coats and boots can be worn to school but then must be placed in lockers upon arrival.
- Hair should be neat and tidy – it should not be dyed an unnatural colour. Nor should the ends be 'dipped' or contrasting streaks applied to hair.



## Summer Uniform



### Boys

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- Harrow blazer
- Harrow short sleeved, blue polo
- Harrow blue shorts
- Plain grey or black socks
- Plain black polished leather shoes



### Girls

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- Harrow blazer
- Harrow summer dress
- White coloured tights or plain white ankle socks
- Plain black polished leather shoes - no high heels

Summer uniform is worn from the start of the year until the October Holiday and then for the whole of the Summer Term.

## Winter Uniform



### Boys

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- Harrow blazer
- Harrow long sleeved, blue polo
- Harrow grey winter tailored trousers
- Plain grey or black socks
- Plain black leather shoes
- Harrow navy blue, woollen V-necked pullover (optional)
- Harrow winter scarf (optional)



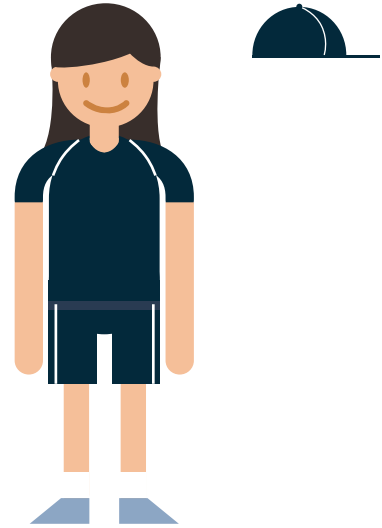
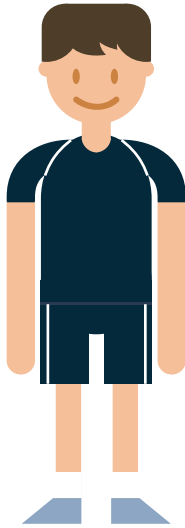
### Girls

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- Harrow blazer
- Harrow long sleeved, blue polo
- Harrow winter dress
- Plain black tights
- Plain black leather shoes  
- no high heels
- Harrow navy blue, woollen V-necked pullover (optional)
- Harrow winter scarf (optional)

Winter uniform is worn upon the returning of the October holiday until the end of the Spring Term.

## Sport Uniform



### Boys

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- Harrow sports shirt
- Harrow sports shorts
- Harrow tracksuit
- Harrow swimwear
- Training shoes
- White/navy sports socks
- P.E. cap
- House T-shirt

It is expected that a Harrow Beijing student understands the value of property. S/he will treat other people's property with respect and be responsible in caring for his/her own. Items of great value should be left at home.

### Girls

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- Harrow sports shirt
- Harrow sports shorts
- Harrow tracksuit
- Harrow swimwear
- Training shoes
- White/navy sports socks
- P.E. cap
- House T-shirt

All items brought to school must be clearly labelled with your son/daughter's name and House. Clothing labels can be easily organized and purchased on-line. More information may be obtained through School Shop.

# COMMUNICATIONS

## WHO TO CONTACT AT THE SCHOOL

Please direct all questions related to students' learning and wellbeing to the student's class teacher. The Class teacher will then direct parents' queries to relevant subject teachers if needed. For matters not related to academic progress or wellbeing, parents can consult the list of contacts on the next page. If the matter you wish to contact the school about is not listed, or you have any feedback on communication, please contact the communication department: [ccommunication@harrowbeijing.cn](mailto:ccommunication@harrowbeijing.cn), or you can call our parent helpline: +86 10 6444 8900, then dial '8026' to reach us directly.

## GUIDANCE FOR WRITING EMAILS, MAKING PHONE CALLS AND BOOKING APPOINTMENTS

When writing an email to the school please put your child's name and year level in English in the subject block: Tommy Li Y1-ABR. The rest of the email can then be in English or Chinese.

In the email please state your name, the reason for contacting the school and if you would like to organise a meeting with a member of staff. Please allow at least 3 working days for organising a meeting.

When making a phone call to the school, please provide the name and year group of your child, then please state your query.

## HOW TO CONTACT THE SCHOOL

Please contact the school by email or telephone. When parents write an email to the school they will receive a reply within 24 hours either addressing the email content directly or a 'holding email' stating that they will receive further communication within five working days. If the recipient of the email is unable to address the issue raised immediately, he/she will seek further clarification and respond within five working days.

If the email is in Chinese, parents will receive a holding email within 24 hours stating that their email is being translated and the school will respond within 5 working days.

When parents call the helpline, they will either receive a prompt reply from our bilingual staff, or be directed to the responsible staff member.

## SCHOOL PAL

As part of our ongoing efforts to optimize the school's communications with our parents, Harrow Beijing is pleased to inform you that we are adopting the SchoolPal system. SchoolPal enables parents to receive notices on their phone, through WeChat. Please follow 'HBJ Comms' WeChat account and contact the communication department to receive your username and password.

## *CONTACT LIST*

Issues	Contact Email
City Campus Clinic	ccclinic@harrowbeijing.cn
City Campus Admissions	cityadmissions@harrowbeijing.cn
City Campus Breakfast Club	ccbreakfastclub@harrowbeijing.cn
City Campus Communication	cccommunication@harrowbeijing.cn
City Campus Facilities and Lunch	ccfacilitiesandlunch@harrowbeijing.cn
City Campus Finance	ccfinance@harrowbeijing.cn
City Campus Front Desk	ccfrontdesk@harrowbeijing.cn
City Campus General Inquiries	ccgeneralinquiries@harrowbeijing.cn
City Campus ICT	ccict@harrowbeijing.cn
City Campus LSAs	cclsas@harrowbeijing.cn
City Campus Safeguarding	ccsafeguarding@harrowbeijing.cn
City Campus School Bus	ccschoolbus@harrowbeijing.cn
City Campus Sports	ccsports@harrowbeijing.cn
City Campus Uniform	ccuniform@harrowbeijing.cn

*Educational Excellence for Life and Leadership*