

HEI SCHOOLS
SAIGON CENTRAL



SCHOOL HANDBOOK

Academic Year: 2026 - 2027



CURIOSITY & CREATIVITY
ACTIVE PARTICIPATION
CULTURE OF TRUST
SUSTAINABLE WAY OF LIVING
LEARNING EVERYWHERE & ALL THE TIME

Cập nhật lần cuối ngày: 30/06/2026
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Foreword

Dear Parents and Caregivers,

At HEI Schools Saigon Central, we believe that every child is unique, and that early childhood education should be thoughtfully shaped around who they are, how they grow, and what they need to thrive. Every learning experience, every moment of care, and every interaction is thoughtfully designed to support each child's individual development while nurturing their natural curiosity and a lifelong love of learning.

The first seven years of life are a remarkable period of growth, when children's brains, emotions, relationships, and sense of self are developing at an extraordinary pace. During these important years, children need more than knowledge and skills they need to feel safe, cared for, understood, and encouraged to explore the world with confidence. Since 2005, HEI Schools has been committed to creating learning environments where children can grow with joy and curiosity, grounded in Finnish educational principles and informed by the latest research and expertise from leading universities in education.

We warmly invite you to read through this Parent & Student Handbook and become familiar with the principles, guidelines, and policies that shape our shared learning community. A common understanding between school and home helps us work together with clarity, consistency, and trust. Most importantly, it allows us to create an environment where every child feels safe, valued, respected, and free to learn and grow in their own way.

Thank you for placing your trust in us and for being an important part of your child's learning journey. We look forward to walking alongside your family, learning from one another, and growing together throughout the years ahead.

With warm regards,

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I. Daily Schedule Guidelines

Your child's school day runs **from 07:30 to 17:00, Monday to Friday**.

A. Daily Drop-off & Pick-up Times

1. **Standard drop-off: from 07:30 to 08:00**, Monday to Friday. From 07:50, children begin making their way to their classrooms following an early free-play session in the Ground-floor Lobby, where they are warmly welcomed and supervised by their teachers.
2. **Standard pick-up: 16:30–17:00,** Monday to Friday. For children using the school bus service, individual pick-up and drop-off times and locations will be communicated directly to families by our Transport Team.
3. **After-hours care: 17:00–18:00,** Monday to Friday, available for an additional fee. The fee is 90,000 VND/day for care until 17:30 and 120,000 VND/day for care until 18:00. To help us prepare and ensure that we can provide the best possible care for your child, please submit a request at least 3 hours in advance via the SanAn Kids app under the Submit a Request section.
4. Children may only be released to an authorised guardian aged 18 or over who has been registered with the school through the Enrolment Form or via the SanAn Kids app. Children are collected from the designated pick-up area on the Ground floor. This procedure is in place to help ensure the safety and wellbeing of every child.
5. You are warmly welcome to stay and enjoy some time with your child in the Ground-floor Lobby after collecting them from their teacher, until 17:00 at the latest. Once your child has been handed over to you, please remain responsible for their supervision and safety. We warmly encourage you to use this time to slow down, connect, and enjoy meaningful moments together, away from the distraction of electronic devices.
6. **The school closes at 17:10** to allow our team to complete end-of-day security checks, cleaning, and pest-control procedures. We therefore kindly ask that all parents and children leave the school premises before this time. For children who have not been collected by the end of the standard pick-up period, a teacher will accompany them to the after-hours care area, and the applicable after-hours care fee will apply.

B. Breakfast Times

Breakfast is served from **08:00** each morning, Monday to Friday, and finishes at:

- **08:45 — Nursery (children under 36 months: Tiny Tots 1–3)**
- **08:30 — Kindergarten (Eager Explorers, Amazing Adventurers, and Pre-Primary)**

If your child arrives after their breakfast service has ended, please ensure they have had breakfast before coming to school. We understand that mornings can sometimes be busy, and that there may be occasions when your child arrives after breakfast service has finished. To support families in these situations, we have a dedicated late-breakfast area in the Ground-floor Lobby, equipped with tables and chairs, where children may have breakfast brought from home.

In line with the school's Food Hygiene and Safety regulations, parents are responsible for the hygiene and safety of any food brought from home and are kindly asked to remain with and support their child throughout the meal in the Ground-floor Lobby. Once breakfast is finished, a member of our Academic or Reception Team will accompany your child to their classroom.
The late-breakfast area is available **until 09:00**.

C. Early Pick-up

If your child needs to leave before standard pick-up time, please let us know via a message on the SanAn Kids app, by calling our Parent Support team on +84 981 223 840, or by emailing our academic / school management team at admissions@heisaigon.com with the details of the early pick-up time and the person who will be collecting your child

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D. Late Arrival

Arriving on time plays an important role in helping your child take full part in the learning, play and daily activities on the school timetable. To keep the learning environment settled and to reduce disruption to the class, each day's activities begin exactly according to the published schedule.

If your child arrives **after 08:00**, please contact the Academic team at the Reception desk, who will help with the check-in process and take your child to class in line with the school's procedures.

E. Absence & Attendance

The school will only refund or deduct meal fees for days when a child is absent if you notify us before 14:00 on the working day immediately before the absence. This allows our kitchen team to adjust their food preparation and portions to match the actual number of children. Absence notifications sent after this deadline, or not sent through official channels, are not eligible for a meal-fee refund or deduction.

You may report your child's absence through one of the following channels:

- The SanAn Kids mobile app (Submit a Request feature)
- The Parent Support team's phone / Zalo number: +84 981 223 840
- Email: admin@heisaigon.com

The school reserves the right to use the time recorded on official communication channels to determine whether a notification has met the required deadline.

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II. Contact information

A. School Department Contacts



Department	Working Hours	Email	Phone
Health Care Office	**07h30 - 16h30 Mon - Fri**	healthcare@heisaigon.com	+84 329 855 905
Parent Support & Hotline	**08h00 - 17h00 Mon - Fri**	admin@heisaigon.com admissions@heisaigon.com	+84 981 223 840 +84 867 581 705
School Bus	**06h45 - 17h00 Mon - Fri**		+84 325 262 404

B. Communication Between Teachers & Parents

Clear and consistent communication helps children feel safe, supported, and settled in their environment. Communication and information sharing between teachers and families are guided by clarity, transparency, and mutual respect.

- **Annual Learning Reports:** A learning report (portfolio/documentation) is prepared and shared with families at the end of each stage of your child's time at school. This important communication tool provides meaningful insight into your child's learning, development, and overall growth throughout the school year.
- **Orientation Day:** A gathering at the beginning of the school year for parents, teachers, and members of the School Leadership Team to listen, share, and build connections, helping create a positive and well-supported start to your child's learning journey.

- **Parent–Teacher Conferences:** These take place at least three (03) times a year: (i) before your child starts school, (ii) after your child's first two months at school, and (iii) at the end of the school year. These meetings provide an opportunity to discuss your child's developmental progress and set appropriate learning and personal-development goals. Conferences are scheduled regularly, and parents are expected to attend. Either parents or teachers may request an additional meeting at any time during the school year.
- **SanAn Kids mobile app:** Each class has a dedicated SanAn Kids account to support smooth day-to-day communication between families and the school. To ensure that teachers can remain fully focused on teaching and caring for children, the school follows a no-phones-during-teaching policy. Teachers therefore respond to messages via the class SanAn Kids account during the following three (03) time windows, Monday to Friday: **(i) 07:15–07:30 | (ii) 12:00–14:00 | (iii) 17:00–17:30**.
- Messages received during school hours but outside these time windows are recorded and supported by the Parent Support Team. Messages received outside school operating hours including before 08:00, after 17:30, weekends, and public holidays will be noted and responded to during the nearest available communication window on the following working day.
- **Emergencies: In an emergency involving your child's health or safety, please contact our hotline directly for immediate assistance: +84 981 223 840 or +84 867 581 705.**

C. Updating Parent / Authorised Pick-up Contact Details

For the safety of our school environment, please notify the Academic team of any change to your home address, contact phone number, email address, authorised pick-up person or emergency contact details, via [i] email: admin@heisaigon.com, [ii] SMS / Zalo to +84 981 223 840, or [iii] an update in the SanAn Kids app.

If the person collecting your child is **not** a parent or a previously registered relative, please provide (i) a current photo of the person, (ii) the person's citizen ID, and (iii) the person's relationship to the child, to the Parent Support team via the SanAn app or the phone number above, before pick-up time.

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III. General Code of Conduct

A. Dress Code for Parents

Parents are kindly asked to dress neatly and appropriately for an educational environment and for the presence of children when coming to school to drop off or collect children, visit classrooms or take part in school activities.

B. Student Uniform

Uniform: All children at HEI Schools are encouraged to wear the HEI Schools T-shirt five days a week. Wearing the school uniform helps establish a sense of routine and belonging, while ensuring that children are dressed comfortably and appropriately for their day of learning and play. It also makes it easier for our team to identify and keep track of children throughout the school day.

Hats & personal water bottles: Children spend time outdoors every day, including in our garden and rooftop playground. We therefore encourage every child to bring a hat and a personal water bottle to school each day.

Nap mattress: Midday rest is an important part of the preschool day, supporting children's wellbeing, physical development, and readiness to learn. Each child should therefore have a nap mattress for rest time. Families may either bring a suitable mattress from home or purchase one from the school's Reception Desk.

The Reception Desk on the Ground floor is open Monday to Friday during two (02) time windows: **08:00–09:00 and 15:45–17:00**. Families may visit the Reception Desk during these hours to order HEI Schools uniforms and nap mattresses. Payment can be made at the desk or by bank transfer, and an invoice can be provided upon request.

For further information about uniforms, please contact our Parent Support Team via the SanAn Kids mobile app, by email at admin@heisaigon.com, or by SMS/Zalo at +84 981 223 840.

C. Jewellery & Valuable Items

To help maintain a safe and comfortable environment for learning and play, we kindly ask that children do not wear or bring valuable jewellery or high-value personal items to school, including necklaces, earrings made from precious materials, smart/GPS watches, tablets, and similar items.

Children learn through active movement, hands-on exploration, and play. Jewellery and other valuable belongings can easily be damaged, misplaced, or lost during the school day. They may also become uncomfortable or distracting for children, or present a potential safety concern during physical activities and everyday routines. As the school cannot guarantee the safekeeping of valuable personal belongings, we kindly ask families to leave such items at home. This helps us keep children focused on their learning and play, while giving everyone greater peace of mind throughout the school day.

D. No Filming or Photography Without Consent

At HEI Schools, we believe that every child, family, and member of our community has the right to feel safe and respected, including in how their image is captured and used. We therefore take care to ensure that photographs and videos taken at school are handled thoughtfully and with appropriate consent. To respect the image rights and privacy of children, families, staff, and our wider school community, HEI Schools uses children's images only for the following purposes:

- Supporting children's learning and enriching their learning experiences;
- Documenting each child's learning and development throughout their time at school; and
- Communicating and promoting the school, where parents have provided consent through the Enrolment Form.

This policy applies to children, parents and caregivers, staff, management, and visitors of HEI Schools Saigon Central. We kindly ask all members of our community to respect one another's privacy and to use photographs and videos taken at school thoughtfully and responsibly.

Each request must be completed in full on the form and submitted to the school for the leadership team's consideration. Approval or refusal is confirmed formally in writing. If approved, the viewing takes place at the school in the presence of a responsible staff member, so that the process is objective and compliant with regulations.

To protect the privacy and fairness of all children, the school provides only the footage directly involving your own child. This footage is owned and managed by the school, is protected under applicable law, and may not be copied, recorded or shared in any form.

E. Data, Image & Privacy Protection

HEI Schools Saigon Central is committed to protecting the personal information, images and privacy of all children, parents and staff in accordance with strict data-protection standards, and to maintaining an educational environment that is safe, respectful and protective of the lawful rights of children, parents and staff.

1. Management & Security of Personal Data

- All identifying data, medical records and contact information of children, parents and staff are stored and managed centrally on the school's secure data system. Data may only be accessed by authorised personnel under a permission-based system, solely for the purposes of education, care and internal operations.

- The school does not provide, exchange or commercialise personal information to any third party without written consent from the individual or, for a child, from the parents. Data is shared only with clear written consent from the individual or the child's parents, except where disclosure is legally required by a competent law-enforcement authority.

2. Protection of Images & Online Data

- The collection, use and publication of children's images and videos in any activity from internal learning reports to external communications and promotion is only carried out on the basis of the parents' formal written consent given through the Enrolment Form.

- Parents have the full right to update or withdraw this image-use consent at any time through the Parent Support team.
- No individual (including staff, partners and parents) may copy, distribute or reuse images or media content relating to children beyond the HEI Schools ecosystem. Any use of images for commercial or personal purposes outside the school is a violation unless approved in writing by the school's leadership and consented to by the parents.

3. Privacy & the Recording of Information

- The school respects and protects the privacy of children, parents and staff in all learning, play and communication at school.
- The school's audio- and video-recording equipment is used only for security, safety or special circumstances as defined by the school's regulations.
- To protect everyone's privacy, children, parents and other individuals may not, without the written consent of the school's leadership or the individual concerned, make audio or video recordings, take photographs, or collect, copy, store or share information in any form within the school grounds.
- All collection, use and sharing of information must comply with the school's regulations and applicable law, in order to protect the privacy, safety and interests of the school community.

4. Responsibility to Comply

- All staff, teachers, children and parents are responsible for complying with these data-protection provisions. Any breach of information, image or privacy protection is reviewed and handled in accordance with the school's internal regulations and applicable law.

F. Security-Camera Footage Review Process

The school operates a security-camera system to protect the safety of all children and to maintain a transparent school environment. In the event of a serious health-related incident, parents may submit a **Request to Review Camera Footage** form.

G. A Culture of Communication & Partnership

We believe that a safe and caring environment for children begins with respect, understanding, and cooperation among the adults around them. We value every contribution from our families and ask that all communication with our teachers and staff be conducted with kindness, constructiveness, and mutual respect.

In the rare event of inappropriate, disrespectful, or threatening communication or conduct that places undue pressure on our team, the school reserves the right to review the Enrolment Agreement and take appropriate action in accordance with its terms. This provision helps ensure a safe, respectful, and supportive environment where our teachers and staff can remain fully focused on caring for and supporting every child.

H. Sharing & Resolving Concerns

As we walk alongside your child, we understand that there may occasionally be different perspectives or concerns. We value open and constructive communication, and encourage families to raise any concerns through the following pathway so that they can be understood and addressed objectively and promptly: **Class Teacher → Parent Support Team → School Leadership.**

In the spirit of transparent and open communication, our School Leadership Team is always happy to speak with families directly during daily arrival time in the lobby. For matters that require more time or a private conversation, please contact the Parent Support Team to arrange an appointment.

To help us resolve concerns effectively while respecting the privacy of children, families, and staff, we kindly ask that concerns be raised through the school's official channels of communication in the first instance. This gives all parties an opportunity to understand the situation, verify the relevant information, and work towards an appropriate resolution together.
We also kindly encourage families to avoid sharing or discussing unverified information about individual children, families, or school matters on public forums or social media. We believe that addressing concerns directly and respectfully helps prevent unnecessary misunderstandings and, most importantly, protects the trust, privacy, and sense of community we share for the benefit of every child.

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IV. Birthday Celebrations at School

A birthday is a special occasion that many children look forward to - a joyful opportunity to celebrate with their friends and teachers. To make birthday celebrations at school safe, warm, and meaningful, we kindly ask families to follow the guidelines below.

A. Timing

A child's birthday celebration may be arranged towards the end of the school day (15:30 – 16:15). Please arrive at least 10 minutes early so the celebration can begin on time.

B. Format

- **Keep celebrations simple:** Parents are encouraged to keep birthday celebrations simple so they do not disrupt the learning experience. Please discuss your plans with the Class Teacher at least five (05) days in advance, allowing the teacher to make any necessary adjustments to the learning schedule. The teacher will provide basic support to help you create a thoughtful and meaningful classroom celebration.
- **Number of attendees:** A maximum of four (04) people may attend the classroom celebration with the child, with immediate family members (grandparents, parents, and siblings) given priority. If more than four (04) people need to attend, please contact the Parent Support Team via Zalo, SMS, or phone at +84 981 223 840 for further guidance.
- **Safety and compliance:** To help ensure the safety of our school community and compliance with school regulations, parents are required to:
- Provide the full details of all attendees, including Citizen ID and phone number, where available; and take responsibility for guiding attendees and ensuring that they follow all school regulations and safety requirements.
- **Safety during celebrations:** The school's Safety Team reserves the right to ask any attendee to stop an activity if it identifies a potential risk to the safety of the school community or a disruption to other children's learning experience.

C. Important Notes for Birthday Celebrations

- **Photography & filming:** To respect children's privacy and image rights, the school reserves the right to restrict or decline photography or filming during a child's birthday celebration where necessary, including to honour the image preferences registered by families in the Enrolment Form.
- **Food brought from outside:** Any food brought to school for a birthday celebration must be purchased from a reputable food provider (such as a supermarket, restaurant, or food shop) and accompanied by a receipt or other document confirming its source. Parents must provide these documents to the school before bringing the food onto the premises. All food brought from outside will be subject to sample retention by the Kitchen/Health Team in accordance with the school's food safety procedures.
- **Food safety and nutrition:** To protect children's health and wellbeing, the school reserves the right to decline any food that contains ingredients that may pose an allergy risk to children in the class; does not have a receipt or other documentation confirming its source; may present a choking hazard for preschool children, including whole nuts (such as peanuts, almonds, and cashews), small cup- or block-shaped jelly, hard or chewy sweets, and sausages; or does not meet the school's balanced-nutrition standards, including carbonated, alcoholic, caffeinated, or stimulant drinks; pre-packaged confectionery; high-sugar or deep-fried foods; fast food; foods high in saturated fat or salt; highly perishable foods; food that has been left at room temperature for an extended period; and raw or undercooked dishes.
- **Birthday gifts:** To help create an inclusive and joyful celebration for everyone, please do not bring gifts for individual children in the class. Avoiding individual gifts helps reduce comparison, competition, and feelings of exclusion among children.
- **Birthday invitations:** Private birthday invitations may only be distributed in class when every child in the class is invited. This helps ensure that all children feel included and respected within their learning community.

V. Food & Nutrition Guidelines

A. No Outside Food

Some children at the school may have a history of serious allergies to chemicals or to certain foods such as peanuts, nuts, milk protein and so on, and some children need a special diet. For this reason, children's safety is always the school's priority.

The school therefore asks parents **NOT** to bring any outside food into the school in any form (except food that complies with the birthday-celebration rules in Article IV.C, and children's breakfast under Article I.B). If your child is allergic to any food, please let the school's Health team know of your child's allergy at healthcare@heisaigon.com or via the SanAn Kids app, so we can take the best possible care.

B. No Carbonated Drinks at School

Please note that carbonated drinks / soda are **not** permitted at school.

C. Opting Out of School Meals for Health Reasons

- If a child has a history of allergies or requires a special diet on medical advice, parents may opt out of school meals by completing and submitting the official Child Care Commitment & Consent Form. This form is kept on file at the office and is the basis for coordination between teachers and the relevant teams.
- Parents take full responsibility for the quality, hygiene and safety of any meals they provide themselves.
- While the commitment is in effect, the child will **not** take part in meals or activities involving food at school (birthdays, parties, etc.). Should there be any change in the child's health or diet, please update us so we can provide timely support.

VI. Safety Guidelines

A. Trips Outside the School Grounds

Ho Chi Minh City and the surrounding area offer wonderful opportunities to enrich children's learning experiences. Depending on the theme or year group, children may take part in educational trips (leaving the school grounds for under 3 hours) or field trips (leaving the school grounds for more than 3 hours).

Parents are also warmly welcome to suggest destinations for educational trips by contacting their child's teacher directly. You are informed in advance of the detailed itinerary for your child's trips, and are asked to sign a form giving permission for your child to take part. The school provides suitably experienced staff to accompany the children on every trip. All staff are trained in first aid, and every trip is accompanied by a member of the School Leadership and a school-safety staff member.

B. Supervised Use of the Lift

For everyone's safety, and to help children learn how to keep themselves safe, children may only enter the lift when accompanied and supervised by a teacher or member of staff.

C. School Zone & Parking

For the safety of our children and school community, please drive carefully when approaching the school on Phan Văn Hân Street. The speed limit is 20 km/h in the area around the school and 5 km/h within the school grounds. HEI Schools Saigon Central provides a basement car park for parents and teachers. To help ease traffic congestion and keep more ground-floor space available for children's learning and play, parking is available for Up to 60 minutes for regular drop-off and pick-up; and up to 150 minutes on days when children participate in Smooth Start. Parents, teachers, and staff are kindly asked to use the designated parking area for their vehicle type and to follow all parking and traffic guidance.

D. No Smoking

At HEI Schools Saigon Central, we are committed to creating a healthy, safe, and positive environment for children, families, staff, and the wider community. As part of this commitment, we maintain a smoke-free school and a non-smoking staff policy, helping children grow up in an environment that promotes healthy choices and wellbeing. Smoking and vaping, including the use of all types of e-cigarettes, are not permitted anywhere on school grounds or within 2.5 metres of the school entrance. We kindly ask all members of our school community and visitors to respect this policy and help us maintain a clean, healthy, and safe environment for every child.

This policy also applies to school events held outside the school grounds. The smoking ban is an integral part of the school's overall health and safety policies. It applies to all staff, children, parents and anyone else visiting or providing services at the school.

VII. Health & Medical Services

A. Medical Care Procedure

- The HEI Schools Health Office is staffed by a professionally trained, licensed medical practitioner (nurse / doctor).
- Location: Room M.2, Mezzanine floor
- Contact numbers: +84 981 223 840 and +84 329 855 905
- Email: healthcare@heisaigon.com

If a child becomes unwell or is injured at school, our medical staff directly assess the situation and provide first aid and basic health support. In situations that exceed the threshold of school safety, the school asks parents to collect their child immediately, via the mobile app or a direct phone call. In a life-threatening emergency, the school automatically calls an ambulance to take the child to the nearest medical facility, before the parents arrive.

The school's Health team is the focal point responsible for assessing, monitoring and carrying out measures to prevent and control the spread of infection on school grounds, in order to protect the health and safety of the school community. To support disease prevention, parents are responsible for informing the Health team fully, promptly and honestly as soon as a child shows signs of, or is suspected of having, an infectious illness. Information may be sent via the phone numbers above, the SanAn mobile app, SMS or the school's email. On the basis of the information provided and the actual situation, the school reserves the right to apply necessary medical measures under its internal regulations including but not limited to requesting health monitoring, temporarily not receiving a child at school, or other appropriate infection-control measures to ensure the safety of the school community.

If a child is found to have a fever (a thermometer reading above 37.7°C with signs of rising quickly to 38°C) or any of the health issues listed below, parents are contacted to collect their child from school. A helper or driver authorised by the parents may also collect the child. The following medical issues are signs that a child must go home:

Medical signs that a child must go home	**The child may return to school when...**
Fever above 38°C	• They have been fever-free for 24 hours without the use of fever-reducing medication.
Nausea, vomiting and persistent diarrhoea	• A child who is nauseous and vomiting must stay home for 24 hours after the last episode of vomiting, without the use of any symptom-relieving medication. • A child who has had diarrhoea two or more times must stay home for 24 hours after the last episode of diarrhoea and be able to return to a normal diet.

B. Rules & Procedure for Sending Medication for Use at School

In compliance with Official Letter No. 1360/GDĐT-HSSV (13 May 2013) on the use of medication in schools, and to ensure the safe and effective use of medicines and to avoid medication poisoning and side effects caused by improper use, please note the following rules on the use of medication and health care for children at school:

1. Any medication you send for your child to take at school must have a doctor's prescription. The school will decline medication that has no doctor's prescription, or no label, expiry date or place of manufacture (including cases where the medication has a doctor's prescription but no label, expiry date or place of manufacture).

2. For medications that do not require a doctor's prescription, the school accepts only certain common symptom-relief products, such as symptom-relief syrups, saline nasal drops and oral rehydration solution (Oresol).
3. All medication sent to the school must have intact labels and packaging and a clearly legible expiry date. Tablets or powdered medicine in sachets must be in the manufacturer's original packaging. The school does not accept loose tablets, manually divided doses, opened sachets, or medication whose origin, ingredients and expiry date cannot be verified.
4. Children may not bring, keep or use medication at school on their own. All medication used during school hours must be registered with and managed through the school's Health Office.
5. When a child needs to take medication at school, parents must send the medication together with usage instructions or a prescription (if any) and register it on the SanAn Kids app (Submit a Prescription feature). The registration and the medication must reach the school before 08:30 on the day the child needs to take it.
6. The school reserves the right to decline to accept, store or administer medication where: the registration details are incomplete; the medication's origin is unclear; the packaging is no longer intact; the medication is past its expiry date; the medication is sent after the required deadline; or the school considers that its use could affect the child's safety or falls outside the scope of school medical care.

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VIII. Admissions Process

A. Enrolment Documents at HEI Schools

HEI Schools Saigon Central welcomes children aged 14 months to 6 years of all nationalities to enrol. However, HEI Schools reserves the right to decline enrolment where it finds it does not have the facilities and expertise to meet a child's learning needs or special-care requirements. A child is formally admitted to HEI Schools Saigon Central upon completion of the following steps:

1. The Academic team introduces, discusses and assesses the learning pathway and educational philosophy together with the family before the child is enrolled.
2. Parents complete the enrolment form and provide a copy of the child's passport or birth certificate, a medical report and vaccination records, and settle the related fees.
3. Parents are informed of the child's class placement through the Enrolment Confirmation Letter.

B. Age-Based Class Levels & Admission Rules

Grade level	Teacher / Student ratio	In case of completely new class	Maximum number of children accepted/week
Tiny Tots 1 & 2 (14-24 months)	**1:4**	*1/3 of the maximum class size will start at the same time in the first week.*	**1**
Tiny Tots 3 (25-36 months)	**1:5**		**2**
Eager Explorers (3 - 4 years)	**1:7**	*1/2 of the maximum class size will start at the same time in the first week.*	**3**
Amazing Adventurers (4 - 5 years) Pre-Primary (5 - 6 years)	**1:9**		**3**

C. Medical Form

HEI Schools Saigon Central asks all parents of enrolled children to complete a Medical Information Form and submit it to the school, together with a copy of the child's vaccination record, before the first day of enrolment.

If there is any update to your child's health, please send it to the school by email at **healthcare@heisaigon.com** / **admissions@heisaigon.com**, or contact the medical staff directly on the Ground floor. Parents are asked to update the Medical Information Form every two years from the child's first day of enrolment.

D. Vaccination Records

The school asks parents to provide a copy of the child's vaccination record before enrolment. During the child's time at school, if there is any update to the vaccination record, please send the additional information to the school by email at **healthcare@heisaigon.com**.

E. Tuition Policies

A. Registration Fee: a non-refundable, one-time fee paid on enrolment. It covers the administrative work of preparing for a child to start such as arranging the timetable, interviewing parents and child, and registering the child in the national student database.

B. Tuition includes:

- All learning materials, teaching aids and facilities the child needs throughout the term / semester / year
- Educational trips and field trips
- School counselling services supporting children's wellbeing and social-emotional development

C. Tuition does not include:

- Day-boarding care fee (two main meals and two snacks)
- Uniform and nap mattress
- School bus service
- Special medical care (if any) and compulsory health insurance for children of Vietnamese nationality
- After-hours care (from 17:00 to 18:00 at the latest)
- Support services for children with special educational needs (SEN)

F. Refund Policies

Because the school needs to make complete preparations to open a class including organising lesson plans, planning staff training, getting to know the children and drawing up a detailed class timetable, please note that the tuition refund policy **applies only to children who pay tuition by year or by semester (payment in full for two or more terms).**

Detailed information about the Refund Policy is published on the school's official website at https://www.heisaigoncentral.com/hei-information, or you may scan the QR code alongside.



**By completing the tuition payment and enrolment procedures, parents acknowledge that they have read, understood, and agreed to comply with the school's regulations and policies, including the Academic Calendar, Smooth Start Guidelines, Parent & Student Handbook, and applicable Financial Policies.*

HEI SCHOOLS
SAIGON CENTRAL

STAY CONNECTED WITH HEI SCHOOLS

Alongside our direct communication channels, HEI Schools Saigon Central regularly shares the latest updates about our learning programme, events, and everyday life at school through our official online platforms. We warmly invite you to follow the channels below to stay connected with our school community and enjoy the learning moments and memorable experiences your child shares with us. You can visit each platform directly or simply scan the corresponding QR code for quick and easy access.

Platform	URLs	QR Code
Website	https://www.heisaigoncentral.com/	
Facebook	https://www.facebook.com/heisaigoncentral	
Instagram	https://www.instagram.com/heischools_saigon/	
Linkedin	https://www.linkedin.com/company/hei-schools-saigon-central/	

Notes / Ghi Chú:

HEI SCHOOLS
SAIGON CENTRAL

LỊCH NĂM HỌC 2026-2027
SCHOOL CALENDAR 2026-2027

FOR STUDENT
Dành cho học sinh
Updated 14/01/2026

AUGUST (THÁNG 08)

Mo	Tu	We	Th	Fr	Sa	Su
2026					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

- **21:** Kết thúc Học kỳ Hè 2026, học sinh học nửa ngày (ra về lúc 11:30) | End of Summer School 2026, half-day schedule (dismissal at 11:30)
- **24–31:** Trường nghỉ hè, kiểm định & chỉnh trang cơ sở vật chất | Facilities maintenance & inspection period
- **29:** Ngày định hướng cho Phụ huynh học sinh trường | Orientation Day for enrolled families

SEPTEMBER (THÁNG 09)

	Mo	Tu	We	Th	Fr	Sa	Su
W1		1	2	3	4	5	6
	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
W5	28	29	30				

- **01 & 02:** Nghỉ lễ Quốc Khánh Việt Nam | Public holiday: Vietnam National Day
- **03:** Bắt đầu Năm học 2026-2027: Học phần 1 | Academic Year 2026-2027: Quarter 1 starts

OCTOBER (THÁNG 10)

Mo	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

NOVEMBER (THÁNG 11)

	Mo	Tu	We	Th	Fr	Sa	Su
							1
W10	2	3	4	5	6	7	8
	9	10	11	12	13	14	15
	16	17	18	19	20	21	22
	23	24	25	26	27	28	29
	30						

- **09**: Bắt đầu Học phần 2 | Quarter 2 starts
- **23:** Nghỉ lễ Hiến Chương Nhà Giáo Việt Nam | Vietnamese Teacher's Day
- **24:** Nghỉ ngày Văn hóa Việt Nam | Vietnam Cultural Day Holiday

DECEMBER (THÁNG 12)

	Mo	Tu	We	Th	Fr	Sa	Su
		1	2	3	4	5	6
W15	7	8	9	10	11	12	13
	14	15	16	17	18	19	20
	21	22	23	24	25	26	27
	28	29	30	31			

- **24 & 25:** Trường nghỉ đông, đào tạo nhân viên & chỉnh trang cơ sở vật chất | Winter break: staff training & facilities maintenance

JANUARY (THÁNG 01)

	Mo	Tu	We	Th	Fr	Sa	Su
	2027				1	2	3
	4	5	6	7	8	9	10
W20	11	12	13	14	15	16	17
	18	19	20	21	22	23	24
	25	26	27	28	29	30	31

- **01:** Nghỉ Tết Dương Lịch | Public Holiday: New Year's Day
- **11:** Bắt đầu Học phần 3 | Quarter 3 starts

FEBRUARY (THÁNG 02)

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28

- **02:** Học sinh học nửa ngày (về lúc 11h30) | Early Dismiss (11h30)
- **03 - 12:** Nghỉ Tết Âm Lịch | Lunar New Year

MARCH (THÁNG 03)

	Mo	Tu	We	Th	Fr	Sa	Su
W25	1	2	3	4	5	6	7
	8	9	10	11	12	13	14
	15	16	17	18	19	20	21
	22	23	24	25	26	27	28
	29	30	31				

- **29:** Bắt đầu Học phần 4 | Quarter 4 starts

APRIL (THÁNG 04)

	Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3	4
W30	5	6	7	8	9	10	11
	12	13	14	15	16	17	18
	19	20	21	22	23	24	25
	26	27	28	29	30		

- **16:** Nghỉ ngày Giỗ tổ Hùng Vương | Holiday for Hung Kings' Commemoration Day
- **30:** Nghỉ ngày Giải phóng Miền Nam | Public Holiday: Reunification Day

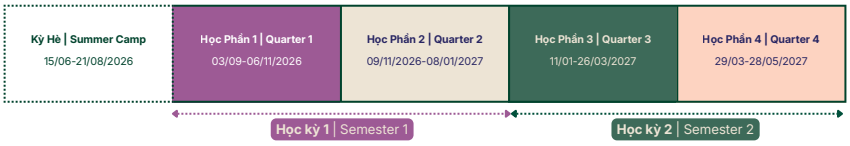
MAY (THÁNG 05)

	Mo	Tu	We	Th	Fr	Sa	Su
	2027					1	2
	3	4	5	6	7	8	9
W35	10	11	12	13	14	15	16
	17	18	19	20	21	22	23
	24	25	26	27	28	29	30
	31						

- **03:** Nghỉ bù ngày Quốc tế Lao Động | Make-up Holiday for Labour Day
- **07 & 08:** Ngày họp PHHS, trẻ không đi học | Parent-Teacher Conference, non-children day
- **21:** Tổng kết Năm học 2026-2027 | Year-End Celebration 2026-2027
- **28:** Ngày cuối cùng của Năm Học 2026-2027 | Last Day of Academic Year 2026-2027

Chú Thích Lịch Năm Học 2026-2027

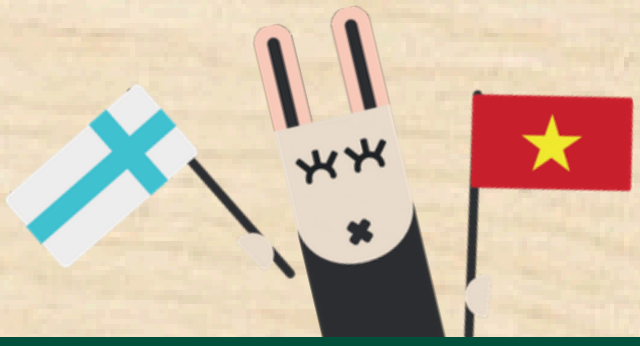
Thời Lượng Năm Học Chính Khóa 2026-2027 | Length of the Academic Year 2026–2027



- **Ngày trẻ đi học** | Children day
- **Ngày trẻ không đi học** | Non-children day
- **Ngày nghỉ lễ** | Public holiday
- **Học sinh đi học nửa ngày** | Early dismiss

Các ngày nghỉ lễ của nhà trường có thể được điều chỉnh khi nhận được yêu cầu từ Cơ quan quản lý nhà nước.
The school holidays can be adjusted upon receiving requests from the State authority.

Buổi họp phụ huynh sau 2 tháng trẻ bắt đầu đi học chưa được hiển thị trong lịch này, vì thời điểm tổ chức sẽ được xác định theo ngày bé chính thức nhập học.
The parent meeting held two months after a child's start date is not shown in this calendar, as it will be scheduled based on the child's official first day of attendance.





HEI SCHOOLS
SAIGON CENTRAL

The first Finnish-standard preschool & kindergarten in Ho Chi Minh City, Vietnam

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- **Hotline (parent support):** +84 981 223 840
- **Email:** admissions@heisaigon.com
- **Website:** www.heisaigoncentral.com
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