



義安公司主辦 義安小學

NGEE ANN PRIMARY SCHOOL

344 Marine Terrace, Singapore 449149

Tel: 64418677 Fax: 64417411

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

Established 1940

Primary 1 Frequently Asked Questions

Service Providers (School Bus / Book Shop / School Uniforms/ Student Care Centre)		
No.	Question	Answer
1	Where do I make purchase for school books and uniforms?	We encourage you to purchase them online. For walk-in purchases, you may refer to the booklist for the schedule of the book sale dates. Please contact the vendors directly via this link: https://www.ngeeannpri.moe.edu.sg/partners/Vendor-Information/
2	Is there any provision for student care in Ngee Ann Primary School?	ACE@Work is the student care service provider in Ngee Ann Primary School. Please contact the vendor directly via this link: https://www.ngeeannpri.moe.edu.sg/partners/Vendor-Information/
3	How do I apply for a school bus seat for my child/ward?	Steadfast Transport Service is the school bus transport provider in Ngee Ann Primary School. Please contact the vendor directly via this link: https://www.ngeeannpri.moe.edu.sg/partners/Vendor-Information/
4	What do you serve in the school canteen?	There is a range of halal and non-halal food stalls in school. Food and drinks sold in the canteen have the Healthier Choice Symbol. If your child/ward has dietary restrictions, you could also pack some healthy snacks for him/her for recess.
5	Can my child pay for the food at school canteen using POSB bank smart Buddy?	Our school canteen does not accept electronic payments. Only cash transaction.



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First Week of School		
No.	Question	Answer
6	Can parents be in school with the child on the first day of school?	<p>No. A parent will be allowed to accompany the child to the parade square on Day 1 and leave him/her with his/her Form Teachers.</p> <p>We seek your understanding that parents will not be able to accompany your child into the school premises from Day 2 onwards.</p> <p>Over the years, we have observed our P1 children to be very adaptable and they adjust well to the school environment.</p>
7	What should my child bring on the first week of school? When will my child get his/her class timetable?	<p>Please refer to the information sheet for parents that was sent to you via Parents Gateway on 24 November 2023.</p> <p>The class timetable will be distributed to the students by their Form Teachers at the end of Week 1.</p>
8	Is there any guidance or buddy system for the P1 student to purchase food in canteen?	<p>Teachers will be stationed in the canteen during recess in the first week to assist the P1 students when they are buying their food.</p> <p>In Week 2, every P1 student is assigned a P4 buddy to assist them during recess. We would like to assure parents that our staff will also be around to guide and assist our students as our P1 students familiarise themselves with the school procedures and environment.</p>
9	What is the suggested amount of pocket money sufficient for recess?	About \$2.50 to \$3 a day for recess should be sufficient.
10	What happen when the child is not in time to buy and finish up his/her food given that there will be a lot of children during recess?	The duration of P1 recess will be extended from 30 minutes to 1 hour in the first week of school and 45 minutes in the second week of school.



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		<p>Based on our past observations, students have sufficient time to purchase and finish consuming their food before they proceed to play and use the toilet within the period.</p> <p>Nevertheless, we will allow our students to continue to finish consuming their food even if the recess is over.</p>
11	How do you manage students who might be overwhelmed from their day in school? e.g. crying	Not to worry. Our P1 Form Teachers are experienced teachers who will provide support for students who need more assurance. We also have our School Counsellor and Special Needs Officers on standby to attend to the students.
12	Will there be any assistance on the first day when P1 students need to go to the toilet?	Yes, students will be taken on a school tour and shown the locations of the toilets. There will be scheduled timings for teachers to take students to the toilet so that the shy students will be accompanied to the toilets as well.
Student Matters		
No.	Question	Answer
13	Can the teacher help set up a chat group with the parents so we have a platform to seek clarifications or follow up from school admin when needed?	<p>No, we encourage parents/guardians to email your child's/ward's teachers or leave a message for the teacher at the general office.</p> <p>Every student will be given the student handbook at the start of the year. You can leave a message for the teacher in it and remind your child/ward to show it to his/her teacher.</p>
14	Can my child/ward wear a smartwatch or bring a phone to school?	<p>Students are strongly discouraged from bringing electronic devices (e.g. smart watches, mobile phones, kindle, etc.) to school. All electronic devices are strictly prohibited during curriculum time and examinations.</p> <p>Should your child/ward need to bring a mobile phone to school, he/she can only use it strictly for communications with parents/guardians on urgent matters at the school gates.</p>



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		Students are not allowed to take photographs or videos within the school compound without the prior permission from the school management.
15	Is there bicycle or scooter parking available in school if the child intends to cycle or scoot to school?	<p>Students who ride to school using bicycle or scooter are allowed to park their bicycles or scooters at the waiting area near Gate 4 at their own risk. They are to ensure that their bicycles and scooters are labelled, secured and locked at all times.</p> <p>Students are reminded to observe road safety when riding on pedestrian pathways and designated areas. They are to refrain from using mobile phones and earphones when riding and always wear protective gears.</p>
16	Can my child bring a wheeled school bag since he/she is quite small in size?	<p>Yes. We allow any type of school bags. We advise parents to equip your child with a schoolbag that is comfortable for the child in terms of weight and size.</p> <p>Please encourage your child to pack their schoolbag according to the timetable to manage the weight of the schoolbag which should be between 10-15% of the their weight.</p>
17	Is my child/ward allowed to use the school lockers?	<p>Yes, there are lockers outside every classroom and the students can use them. However, please note that if students were to use it, they need to use their own padlock to secure their personal lockers. The school will not be responsible for any missing padlock key or loss of items. Also, the necessary books and resources should be retrieved at the start of the day and kept at the end of the day to avoid distractions of walking in and out of the classroom during curriculum hours.</p> <p>As most of the school books and resources are kept in the classroom, there is not a need to use the school lockers.</p>
18	Does participation in CCA starts from P1?	No. P1 students will be involved in Programme for Active Learning (PAL). They will officially join CCA when they are in



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		P3. More information about the allocation of CCA will be given when they are in P2.
19	My child has Special Needs. I would like to know how NAPS can help my child.	<p>If your child has special needs in the areas of cognitive development, physical impairment, or behavioural concerns, we invite you to contact the school via email or a phone call after today's session.</p> <p>Our staff will contact and advise you accordingly. We would like to assure parents that the school is resourced with teachers and allied educators trained in learning needs and special needs, and for cases requiring more specialised attention, we have our MOE Educational Psychologist partners to support us.</p>
20	How does the school manage incidents (e.g. safety, hurtful behaviour, conflicts, misbehaviour) in school?	<p>At the beginning of each year, the school leaders and Student Development Team will communicate a clear message to all students that the school has zero tolerance for hurtful behaviour.</p> <p>When the school is alerted of any incident, we take immediate action to investigate the incident, carry out appropriate disciplinary actions and provide counselling support for the students involved.</p> <p>If your child shares with you that he/she or his/her friends are involved in an incident, we request that you contact the Form Teacher with the facts of the incident and we will respond to you earliest possible. Do allow our teachers some time to carry out the investigation.</p> <p>In the interest of every child's safety, we seek the parents' understanding and cooperation not to approach any students directly within or outside school.</p>
21	I am concerned about my child's Mother Tongue Language as we don't speak	Bilingualism is a cornerstone of Singapore's education system. Under our bilingual policy, all students are required to offer English and a Mother Tongue Language (MTL).



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	it at home. Would he be able to cope?	Our MTL teachers will work in close partnership with parents in encouraging our students to persevere in their MTL learning. School will provide differentiated learning support, and explore the possibility of offering the Foundation MTL curriculum for students who are weaker in MTL when they reach the upper primary levels.
22	Is there still Home-Based Learning (HBL) and how frequent? Do we need to prepare devices to help facilitate home base learning activities? What sort of specs will be needed?	NAPS will usually have Home-Based Learning (HBL) in Term 2 and 4 each year. The HBL details will be communicated to parents and students nearer to the dates. Yes. As long as your child has a tablet, laptop or chromebook that can be connected to internet, he/she will be able to do his/her HBL assignments.
23	How often does the school have Parent-Teacher Conference?	The school hosts a Parent-Teacher Meet session once a year in May for all students. Information on these sessions will be communicated to parents closer to the date. Teachers will contact parents to update on the students' development and progress throughout the year whenever necessary. Parents can also email or make an appointment to meet your child's teachers if you would like to find out more about your child's learning progress and performance.
24.	Can we take leave during school term?	Regular attendance in school is important to a child's learning. Hence, students must be present on all school days. Should your child/ward be absent from school, kindly inform the school the reason for absence within the same working day. If your child/ward is unwell, a medical certificate must be produced upon his/her return to school. Absence from any examination must be accompanied by a medical certificate in order for marks to be computed accordingly.



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		More details can be found in the Student Handbook page 9.
25.	What is the allowed hairstyle /hair ties/colour of ribbons for girls.	More details can be found in the Student Handbook page 9.
Administrative Matters		
No.	Question	Answer
26	I did not attend the P1 orientation on 17 November 2023. Where do I retrieve the necessary information?	Please refer to the briefing slides via this link https://ngeeanpri.moe.edu.sg/partners/communication-to-parents .
27	I am still not able to access Parents Gateway using SingPass. What should I do?	If you are still not able to access Parents, please check if your SingPass login information is correct. Should you require any assistance with your SingPass account, please contact SingPass helpdesk at 6335 3533 or email support@singpass.gov.sg . For Parents Gateway related technical issues, please email to MOE_Parents_Gateway@moe.gov.sg .
28	My child has applied for the Financial Assistance Scheme (FAS). Can I go ahead to purchase the school books and school uniforms from the vendors and claim later?	Please do not purchase any school books or school uniforms from the vendors while your MOE FAS application is being processed. We will not be able to facilitate any refunds. The school will inform you on the application outcome and the details for the collection of the approved items (including the school mead subsidy card) by mid-December.