



Secondary School Communication Channels

A guide to explain the different communications channels BIS Hanoi use to connect with parents.

Student Learning Updates

- 👤 Your child has a form tutor who they meet with each school day. The Year Group is also led by a Head of Year. Both can be contacted via details in the Secondary Parent Handbook.
- ✉️ Subject-related enquires can be emailed directly to the Head of Department or via the Secondary Office. Contact details are in the Secondary Parent Handbook.
- 📧 Students are issued with house points for excellent effort in their studies and/or demonstrating the core values expected at BIS Hanoi. House points are issued via an online platform called E-Praise, which can be accessed by students at any time.
- 🗣️ Parents can discuss their child's learning progress in person with their child's teacher during a scheduled Parents' Evening.
- 📄 Academic reports are produced for each student at the end of each term, detailing progress in each subject.



Secondary Office Updates

- ✉️ Welcome emails for new students are sent to families via the Secondary Office.
- 📅 Reminders about upcoming events, activities, trips, curriculum updates, etc.
- 🗣️ Parents can contact the Secondary Office for all general enquiries.

You will receive secondary office updates from secondaryoffice@bishanoi.com



Weekly Newsletter

Includes the following updates

- ✉️ **Principal Message:** Principal shares school wide updates or highlights from past week
- 📅 **Secondary school update:** Weekly update and reminders from Head of Secondary
- 📄 **Community news:** Parents updates, alumni stories, student notices (fundraising events etc.), ad hoc school news
- 📅 **Upcoming events:** Any school events scheduled for next 4 weeks
- 📄 **Blogs/news:** Blogs post from teachers/senior leadership team re: our curriculum, partnerships, productions etc.

Check your email every Friday (English version) or Monday (Vietnamese version) for the Weekly Newsletter





BRITISH
INTERNATIONAL SCHOOL
HANOI
A NORD ANGLIA EDUCATION SCHOOL

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Principal Advisories

- 📧 Important school updates re: school, events, curriculum, school closures, COVID updates, etc.
- 📧 Admissions updates: fees, admissions policies and documents, etc.
- 📧 Surveys: Parent satisfaction surveys, etc.
- 📧 Ad hoc important announcements

You will receive Principal Advisories via email principaloffice@bishanoi.com



Social Media Updates

- 📷 Share photos, videos that celebrate key learning highlights across the school
- 📢 Promote and register for upcoming school events
- 🏆 Sport activities and competitions announcements
- 📧 Important school announcements: academic results, etc.

To ensure you receive our daily feed of magic moments happening at BIS Hanoi

follow us on  <https://www.facebook.com/BIS.Hanoi/>

 <https://www.instagram.com/bis.hanoi/>



Options Evenings

- 🗣️ Discuss your child's options for study in the IGCSE curriculum in Year 10 or IB in Year 12.

You will be notified about Options Evening from the school via email.



Extra Curricula Activities Information and Registration

- 📢 Register for your preferred choice of ECAs for the upcoming term

You can register for ECAs via our School Buddy System. You will receive an email every term from the school once it is open for registration.

SMS Text from Principal or Head of Secondary

- 📧 Urgent school messages

Any urgent messages will be sent via SMS. Please ensure you have shared your most up-to-date number with the school.

Bus queries

Ms Anh Pham, Bus Manager, anh.pham@bishanoi.com

Admissions queries

Ms Chi Vo, Admission Manager, bishanoi@bishanoi.com

Accounting/fees queries

Mr Nam Nguyen, School accountant, nam.nguyen@bishanoi.com