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Welcome to Ecole Ruban Vert

Dear parents



Allow me to welcome you and say how much I am looking forward to working together with you to make your child’s educational experience highly successful from every point of view. You will notice a few changes from other schools – both in the curriculum and in the environment as we strive to make ERV the ‘best school in Africa’. I hope that we will enjoy a purposeful and positive working relationship – my door is always open and I trust we can work together for best of our community.

I believe that Ecole Ruban Vert is a great place for students of all ages to learn. As one of the most innovative and forward-looking schools in the world, it is our privilege to support students in their learning and provide them with the skills necessary to become successful, creative and fulfilled future leaders of society. As Head of School, my mission is to foster an environment in which every student can find success. I can positively impact students’ development by supporting staff, students and working closely with parents. I truly believe that when we combine our energies and resources towards producing an innovative and imaginative education, we can “challenge and excite learners to achieve their dreams.”

My staff and I are always on hand to provide whatever support students may need to reach their targets. Some of them just need encouragement, while others require help to break the goal down into more manageable steps to reach those goals.

Education at ERV is unique in the breadth of scope as we prepare to build a generation of responsible and engaged world leaders.

Harry McFaul
Head of school

About Ecole Ruban Vert

ERV is an education village that offers a holistic, structured, internationally minded education programme, centred around the IB programme from 3–18 years. More than a school, it is dedicated to the success of all pre–university students.

We offer the students a well–rounded education including the arts, literacy, maths, science, and socialisation. The global economy which drives our nations nowadays requires students to be aware of other countries and cultures as well as educated in the broadest sense.

We maintain and develop our standards, within our financial scope, our facility, our resources – to the highest level. We value talent and partnerships. Our actions are aligned to our mission, curriculum, campus – and health and safety requirements.

ERV's green Libreville campus serves as the backdrop for an institution that aims to facilitate radical thinking for Africa and for education in general.

History of Ecole Ruban Vert

Ecole Ruban Vert's history dates back to 2013 when it began as a small school offering a unique blend of bi-lingual, internationally focused education to a small number of children. Since then the school has grown remarkably and is today a leading institution offering a first class education from Foundation Stage to Post-Secondary Level. We believe that offering a progressive education gives parents and pupils stability and continuity, removing the anguish of having to change schools periodically. A programme of scholarships allows local Gabonese students accessibility to top-class education alongside children from diverse backgrounds and cultures.

ERV students are recognised for their capacity to lead, to innovate, to impact and serve, to respect resources and the environment, and their commitment to making a significant impact on their school and their communities. Our world-class, green campus serves as the backdrop for an institution that aims to facilitate radical thinking for Africa and for education.

The state of the art campus, situated in Batterie IV district of Libreville, has now established itself as a fully functioning IB World School, offering Montessori, followed by PYP and IBDP curricula.

We look at our short history with pride and affection but we also look forward with eager anticipation to the challenge of meeting the educational needs of children growing up in the global village of the 21st century. We focus on sustainability as we offer a curriculum that is innovative and geared towards producing the kind of students' universities and businesses are seeking.

Ethos

Our Mission

To become Africa's most enterprising school, focusing on sustainability and innovation to play a significant, seminal role in education in Gabon in particular and in Africa in general.

Our Vision

To provide a legacy for the future of Gabonese children and those of all nations: a legacy to learn and to grow by learning.

Our Values

- **Excellence**

Excellence in every aspect of life in human relations, in one's abilities and expectations.

- **Respect**

Respect for self and others, to share different ideas & cultures.

- **Virtue**

Virtue is the basis for all wholesome development in any nation.

Our mission statement

ERV is an exceptional school which aims to train students to manage the future in a sustainable way. We have a better understanding of our students and so we give them the necessary tools to change mindsets. We aim to produce a more sensitive generation that is aware of and values people rather than possessions.

Being able to communicate in one or several languages is a powerful skill because it allows us to embrace a different culture, to discover our neighbour.

At ERV each child is offered the opportunity to develop and learn in a unique environment. We understand the importance of education and how education can provide the African continent with the means to meet the challenges of tomorrow.

Much more than just a school, ERV is Africa's most enterprising school, playing a significant, seminal role in Gabon's and in Africa's education.

Our curriculum

The International School of Gabon Ruban Vert offers a quality school curriculum to allow our students to get a complete training and thus develop their intellect through specific programmes recognised all over the world.

We currently offer Montessori at Nursery level to help develop fine and gross motor skills as well as promoting individual development.

We follow PYP (Primary Years Programme – the primary International Baccalaureate) up to Year 6. At primary level courses are followed in French and English to promote bilingualism.

Students in our Senior school follow IMYC (International Middle Years Curriculum) and then prepare for IGCSE (International General Certificate of Education) in English. In the Sixth Form we offer IBDP – also in English but IBDP can be offered in French and Spanish according to demand and feasibility.

School Organisation



Around the campus



Campus

Our campus is a car free campus. Parents drop off and collect students at the car park, although parents with children in the Maternelle (Nursery) – and any siblings – may use the car park at the Maternelle entrance to avoid having to walk too far. All visitors are asked to use the car parks and walk to Reception. All the visitors are asked to use the outside parking area and walk to the Reception.

Our campus is equipped with ultra modern facilities such as playgrounds, a gymnasium, an auditorium, two tennis courts and two squash courts.

For more information, please visit our website www.ecolerubanvert.com, Facilities section.

Rules to respect

Community life is essential at ERV that's why we ask each community member to respect the following school rules:

- ✓ Smoking on the campus is strictly forbidden
- ✓ No alcohol and/or sodas/fizzy drinks
- ✓ Do not throw paper, waste paper bins are to be found all around the campus

Security on the campus



In order to reinforce the security in around the school, we have implemented a new safety procedure:



Welcome by an adult at the school entrance



Each student should wear an ERV ID Badge



Systematic checking of visitors (parents included)



Lock-down & Fire drill Procedures



ERV is a free car campus

Lunch

For **Early Years, Primary and Secondary**, children bring their lunch and snack every day.

Food and Drink at ERV

This year, parents are kindly asked to make sure their children bring a healthy lunch box to school. Students will be encouraged on an on-going basis to bring healthy food to school. ERV will ensure that all functions on the school premises will adhere to the concept of healthy eating. Parents are asked to avoid crisps as a snack - an orange, an apple, a bit of chocolate are more healthy and alternatives.

Furthermore, ERV will, from time to time, introduce special events, like Health Week, Apple-a-day-Week, Smile Week for Oral Health, Water is Cool in School, etc. to promote the well being and eat healthy at school.

We recommend that only water and healthy juice drinks be drunk on campus. Filtered water will be provided. Nuts and nut products are not allowed at ERV. Sodas/fizzy drinks are prohibited on the campus.



COUNSELLING DEPARTMENT

The Counsellor

The counsellor provides support and guidance for students with personal, family, social, academic and behavioural concerns. She helps students to tackle problems that impede learning and helps them make educational and personal decisions.

Each student may meet with the counsellor individually, in small groups, or with an entire class.

The counsellor has the duty of confidentiality except where the student is in danger or any other students mentioned are in danger.

The psychologist

The psychologist is at the disposal of the student for scheduled meetings during her presence in school to provide support him regarding personal concerns. A report will be drawn up with the family after the session.

The psychologist and the counsellor may organise discussions about personal development if needed.



Pastoral Care

A foundation for success

We believe that all pupils can be successful in an environment which is caring, optimistic and encouraging. ERV is a **happy school** which provides an atmosphere where pupils are supported; they are enabled to succeed and their character and well-being developed right from when they first arrive. Our pupils know that they are valued as individuals with unique needs, strengths and potential.

Our uniquely supportive environment ensures that, by the time they leave school, our students model the IB profile – they are intellectually curious and emotionally intelligent thinkers, eager to engage with the world around them whilst resisting the rush to judgment, sensitive to the needs and beliefs of others but with the courage of their own convictions too.

The promotion of well-being, care for each other and resilience of lies are at the core of our School. The pupils know they have a voice that is listened to by teachers and fellow pupils.

Initiatives such as School Representative Council and proactive pastoral discussion groups are centre-stage in school life. Within structures such as these our pupils find their voice and develop leadership skills that will serve them well throughout their lives.

Our Four Houses provide a framework for friendships across age groups and for internal Competitions. Throughout each term House activities ensure there is always something for pupils to take part in, from House Debating to House Music, Drama and Sport. Our pupils – and staff – support their Houses and participate in the many House activities that happen each term.

Well-being

ERV's unique approach to Learning and Teaching also augments our strong pastoral care.

Pupils are coached and mentored throughout their time at school and encouraged to adopt a positive approach to every aspect of life. They know that their school is a safe and supportive place where they can try their best and make mistakes as a healthy and important part of learning and developing their skills. Mindfulness is also promoted to both pupils and staff.

School Timetable

STANDARD WEEK / SEMAINE TYPE



	Monday / Lundi	Tuesday / Mardi	Wednesday / Mercredi	Thursday / jeudi	Friday / Vendredi
7:50 - 8:00	Tutoring / Tutorat	Tutoring / Tutorat	Tutoring / Tutorat	Tutoring / Tutorat	Tutoring / Tutorat
8:00 - 10:00	Class / Cours	Class / Cours	Class / Cours	Class / Cours	Class / Cours
10:00 - 10:20	Break / récréation	Break / récréation	Break / récréation	Break / récréation	Break / récréation
10:20 - 12:20	Class / Cours	Class / Cours	Class / Cours	Class / Cours	Class / Cours
12:20 - 13:20	Lunch Time / déjeuner	Lunch Time / déjeuner	Lunch Time / déjeuner	Lunch Time / déjeuner	Lunch Time / déjeuner
13:20 - 15: 20	Class / Cours	Class / Cours	Class / Cours	Class / Cours	Class / Cours
15:30 - 16:30	ECA / AES *	ECA / AES	15:00 -15:20 DEAR**	ECA / AES	ECA / AES

Procedure for awarding merits

Awarding a merit

A merit is awarded for commendable effort in one of the Learner Profile attributes.

Only one merit should be awarded for a given achievement. To award a merit teachers should initial and date in box on the merit record sheet on the wall of your classroom.

Tallying the merits

A merit tally is produced at the end of each week. Merit totals will be fed into the house competition.

Certificates will be awarded to students getting large numbers of merits (these can accumulate over the whole school year)

10 Merits in a Learner Profile attribute	Bronze Certificate Eg: 'Social Responsibility Bronze Certificate'
25 Merits in a Learner Profile attribute	Silver certificate
50 Merits in a Learner Profile attribute	Gold certificate
Bronze certificates for every LP attribute	Ruban Vert Bronze Award
Silver certificates for every LP attribute Ruban Vert Silver Award	Ruban Vert Silver Award
Gold certificates for every LP attribute Ruban Vert Gold Award	Ruban Vert Gold Award

Extra curricular activities

Extra Curricular Activities make up the majority of the enrichment programme at ERV.

ECAs are designed to help students learn new skills and gain a more global understanding of this country and continent. They will develop better team-work, collaboration, planning and confidence through a range of fun and interesting activities.

Our ECAs are spread across three different disciplines that correspond to the International Baccalaureate Learner Profile.

Each ECA encourages one or more of the disciplines of Creativity, Activity and Service.

ERV recommends all students to make the most of the ECA programme. With a great range of activities running throughout the school year, ERV encourages every student to participate.

In order to maintain a balanced educational development, ERV recommends students to participate in one activity from each of the three CAS disciplines, but students are free to decide what they do.



Music

ERV offers a wide range of musical instruments and disciplines to encourage excellence in our students.

Students of all levels of experience, from complete beginners to experts, can learn and develop new skills.

ERV's music department is equipped with the highest standards and quality of musical instruments that will allow all students to explore their musical talents.

ERV offers a range of disciplines from classical to modern styles. Our state-of-the-art recording studio not only allows our students to record and perfect their musical expertise but also allows us to offer disciplines such as music technology and production.



Policies & Procedures



Medical protocol

Medical care:

The school nurse provides medical care during school hours on site. Care prescribed by your family doctor may also be administered by the school nurse. If a pupil is ill or has had an accident, you may be asked to collect your child and take him/her to the doctor.

In addition many members of our staff are First Aid trained

Administering medication:

If you have indicated on the School Health Service form that your child may need to undergo care or treatment during the school day, please make a formal written request to the Headmaster and indicate clearly the following:

- The type of treatment, giving a copy of the doctor's prescription, indicating the exact dose and timing of the medication.
- The names and role of the members of the teaching staff who need to be informed, besides the Headmaster.

You will also need to bring **in person** to the school nurse the necessary medication, checking the expiry date. **School cannot accept medication from pupils otherwise.**

Medical or surgical emergencies

The Headmaster and/or the school nurse may share information relating to the health of a child with those responsible for him/her.

In an emergency, to ensure immediate treatment, your child will be transported (at your expense) to the El Rapha Clinic, the nearest hospital to the school. The documents must be brought to school as soon as possible in a sealed envelope.

If we do not hear from you within one month after the start of school, we will assume that your child has no need of special medical treatment during school time. Without your authorisation the team is not permitted to administer any treatment or medication.

The school nurse is always available to receive further information either by e-mail at nurse@ecolerubanvert.com or by telephone: 01 44 26 70

Attendance

We believe that every school day is important to your child's education and that being absent from school represents a lost learning opportunity. With that in mind, we would ask you to schedule family holidays outside our term times.

Likewise, please try to make medical and dental appointments outside school hours. If you know that your child is going to be absent please inform the Head of Primary/Secondary as early as possible. This can also be done through the class teacher or form tutor.

For unexpected absences, please call the school secretary as early as possible on that day.

Punctuality

At Ecole Ruban Vert, we begin our school day with form time and registration at **07:50am**. This is an important time for sharing information, registering students and carrying out other educational activities. We therefore ask that parents support us by making sure their children are already in school on time ready for a prompt start.

If exceptional circumstances cause your child to be late, please call the school secretary to let us know:

P: +241 01 44 26 70 / 04 84 33 80

This year, the school has implemented a new service dedicated to parents who want to drop off their child(ren) before 7:00am and pick them off after 4:30pm for **20 000 FCFA per family, per month**. If you want to have more information about this service, please contact the Reception Desk.

EARLY YEARS & PRIMARY SCHOOL DISCIPLINE POLICY



Ecole Ruban Vert Primary School strives for a close partnership with all members of the school community in a tolerant and respectful atmosphere. Our goal is the promotion of positive personal and social development for each child. For any misconduct, the school shows that it responds to all incidents promptly and effectively. Misbehaviour is often a sign that the child needs help. We aim to provide sufficient nurture and pastoral care to prevent major incidents and most misdemeanours are minor in nature and are quickly dealt with. Usually a word from the teacher will solve the majority of matters.

These guidelines are the way to find a serious solution for all involved in more major matters.

Objective:

- Respectful behaviour
- Order and discipline - including correct wearing of school uniform*
- Sense of community and solidarity
- Achievement of joy and harmony to create a positive learning atmosphere.

Any violation of the students against the school rules and to general rules for living together in the school community is the subject of a disciplinary measure.

*Uniform:

The restrictions on wearing of non-regulation items such as nail polish, bangles, bracelets, loop earrings and hair beads is **to avoid injury** to the pupil or classmates, loss or damage, as the school bears no responsibility for such.

School uniform is dealt with in more detail in the Parent and Student handbooks which should be read in conjunction with this document.

1. Teachers

Measures to include:

- Discussion with the child, discussion with those involved and an apology (child – child, child – teacher)
- Incident noted in the Primary school's Incident book
- Additional work in relation to the misbehaviour, replacement of damaged property Detention (always under the supervision of the teacher and as appropriate to age of child – ie not Early Years)
- Talk with parents....

2. Teachers and the Head Teacher

Referring to grave or constant misbehaviour of a pupil:

- Discipline record sheet
- Talk with parents
- Temporary exclusion from school by the Head of School, for up to 3 days

(Discipline info sheet goes into the student's record for one year)

The Discipline Committee will meet to discuss the behaviour of a child who commits one very serious act against the rules or repeatedly conducts themselves inappropriately.

3. The Disciplinary Committee

This is made up of the Head of School, Head teacher, Deputy Head teacher, school counsellor and the class teacher.

The child receives a warning / and or sanction by the Head of School on a proposal by the disciplinary committee.

Temporary exclusion from the school on the proposal of the disciplinary committee for up to 15 days.

(All records of the disciplinary conferences go into the student's records for 1 year)

If a child has a dangerous behaviour towards others the school cannot take on more responsibility for his actions, the school can propose exclusion. In such a case the Discipline Committee and the Board should be invited as well.

Official Documentation for all of the evidence (from class records, meetings, discipline protocols, discussions and the disciplinary council) are used to evaluate the cross curricular competences which are part of every school report. This end of year report is an official document is passed onto the next teacher or school with the student.

The evidence, which remains in the student`s file for three years, is also used internally to evaluate the student`s behaviour and monitor progress in this area.

Content of the disciplinary report

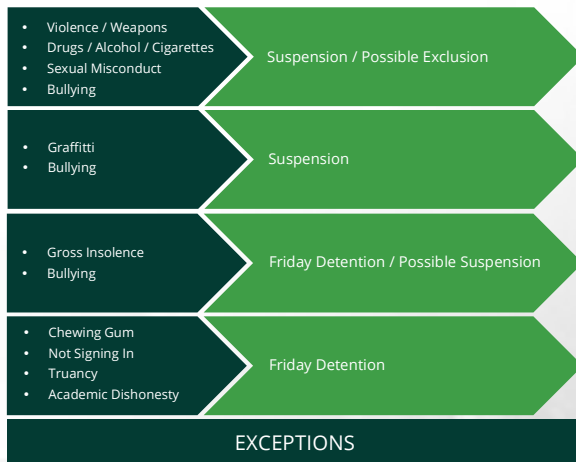
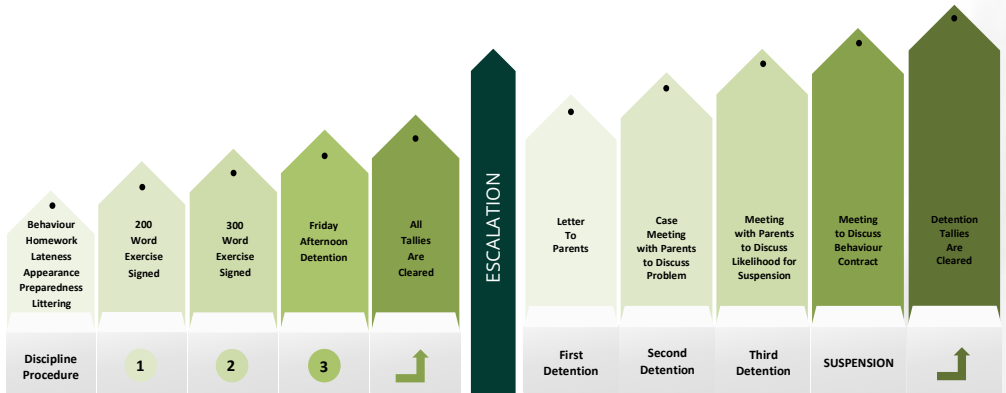
- Description of the pupil's behaviour by the teacher present.
- Identification of the school rule which was not respected.
- Agreement between the pupil and the school how to improve their behaviour.
- A copy is given to the class teacher, the Head Teacher and the parents.

The disciplinary report is an internal document, recording the misconduct of a pupil. By means of this document the class teacher, the Primary Head, and the parents of the pupil in question, can be informed of any misconduct. For the pupil, this disciplinary report is an indication that they have broken a school rule. The disciplinary report stays in the pupil's file for one year and is referred to when assessing their social and behavioural progress.

Parental rights

The parents have the rights to challenge any of the discussions made by the school regarding their child. This needs to be put forward in writing to the Head of School, with a copy for the class teacher and anyone else involved. Similarly, parents can also write and request to see their child's school file.

SECONDARY SCHOOL DISCIPLINE POLICY



* The use of mobile phones/MP3 players etc. is strictly prohibited in school, except for 6th Form use solely in Directed Study. If a student is found using, or in possession of these devices, they will be confiscated and held securely by the respective Head of School until the end of term.

NOTES

1. BEHAVIOUR

- 1.1 300 word exercise to be signed by parents
 1. Pupil has already been given two visual warnings about behavior
- 1.2 Friday Afternoon Detention
 1. Pupil has already been given 300 word exercise and two further visual warnings in one lesson – or
 2. Pupil has already been given 300 word exercise in a previous lesson and
 - Has been given two visual warnings –or
 - Has failed to submit 300 word exercise

2. HOMEWORK

- 2.1 300 word exercise to be signed by parents + late homework
 1. Pupil has failed to submit homework
- 2.2 Friday Afternoon Detention
 1. Pupil fails to submit a piece of homework for the same subject –or
 2. Pupil fails to submit 300 word exercise + homework
 2. Lateness, Appearance, Preparedness, Littering
- 3.1 300 word exercise to be signed by parents
- 3.2 Pupil fails to submit 300 word exercise

• Heads of School reserve the right to issue a higher level sanction than that suggested by the discipline procedure depending on the severity of the matter and as they deem necessary

• Detention tallies are cleared at the end of each term, but are held in students files *

• The Expectations list is non exhaustive and serves as examples of the severity of sanction for particular offences

• Repeated suspensions will jeopardise a student's place at ERV

Dress code

Uniform Policy

As part of the identity of Ecole Ruban Vert, all students are required to adhere to the school Uniform Policy as set out below. Students who report to school inappropriately attired may be removed from class and their parents contacted.

Non-uniform days

Non-uniform days will be announced by the Headmaster. Students shall be permitted to dress as they choose on non-uniform days providing the attire is clean, tidy and appropriate (as per guidelines below). Non-uniform days.

Non-uniform Dress Code

- No spaghetti straps or tank tops
- No cut-off or ripped jeans
- Mid riffs must be covered
- No see-through clothing
- No offensive logos or slogans
Skirt length must not be any shorter than mid-thigh
- No muscle shirts
- No other items that staff feel inappropriate

Jewellery

Is not to be worn during the school day except for one pair of stud earrings for girls, if they wish to do so. Exceptions only apply for religious reasons and must be arranged through the Head of School (Primary or Secondary). Other jewellery will be confiscated.

Electronic devices

Phones

For safety reasons many secondary students will travel to and from school with personal mobile phones. These phones need to be switched off while at school; if they are misused they will be confiscated. Primary students are not permitted to have mobile phones on the ERV campus.

Laptops and Tablets

For obvious security and safety reasons students are reminded not to use their devices while walking to and from school. Secondary Students may be allowed to use their devices during the school day, at the teacher's discretion, for educational purposes. Primary students are not permitted to have Laptops or Tablets at ERV as there are provided as required for class work.

Earphones

Students are not allowed to use earphones on campus, except when required by teachers for music, language acquisition or computer use.

Any other electronic devices (PSP, DS etc.) are not allowed during school day.

Where can I purchase my child's uniform ?

At the beginning of the new school year, we invite you to visit our uniform shop, located in the hall of the administration building.

Here, you can purchase an ERV school uniform for your child(ren) with the advice of our team.

Due to the growing number of students, we offer a wide range of sizes to enable your child(ren) to find his/her best fit. The school (makes available) can provide fitting rooms to our students for your convenience.

Opening and Closing hours of the uniform shop:

Monday to Friday from 7:30am to 09:30am - 2:30pm to 3:45pm

If these days are not convenient and/or in case of emergency, you are cordially invited to make an appointment with the school at the following number: **+241 04 84 33 80 / 01 44 26 70.**

Communication with parents

A wide range of communication channels have been defined by the school to develop and reinforce communication between parents and the school:

Email

Our school is on the move and communication within the community is important to create interest and share ideas. Most of the school's communications are sent by the Communication Department, so it is important for us to have your updated email address.

Student's Notebook

At the beginning of the school year, each student will receive his/her notebook whereby form tutors can communicate with parents (official communications, last-minute information).

Managebac

With this platform, you will be able to view your child's profile, access his/her timetables and also submit attendance excusals.

Information boards

The flow of information is a critical component of our school and to do so, the school is going to be equipped with additional information boards, spread all around the campus (Early Years area – Primary area, Secondary area, Auditorium & in the hall of the administrative building).

Parent-Teacher's evenings

To preserve the parent-school relationship, the academic team has put in place termly parent-teacher's evenings to enable parents to exchange with their child(ren) teachers.

Website

You can visit our school website www.ecolerubanvert.com and then click on ManageBac, the new school management software to have direct access to your child(ren)'s profile.

Social media

We invite you to follow us on social media:

- Facebook: @ecolerubanvertGabon
- Twitter: @ERV_Gabon
- Instagram: @ecolerubanvert

ERV Community



Community service: *'Feel, imagine, do, share'*



The community service of ERV is dedicated to work with our students to offer the needy, a moment of joy and thus, create a long and rewarding relationship with them.

Thanks to the community service, our school made « un don » to another local school, Gros Bouquet IV to give them the opportunity to have their own library.

With the support of the whole ERV community, we intend to develop various projects to service the community. The community service aims to develop our students understanding of the world in which they live and make them understand how lucky they are to have an access to a high quality education in a unique environment.

Each year, the community service organises fundraising events to finance projects and project where the students and their parents are asked for they help such as the project « Love in a Box », where students are kindly asked to bring a wrapped gift to offer another needy child.

With your support, we hope to continue this effort and bring a smile to children.

Parents' commitment

Parental involvement in everyday school activities is very important in reinforcing the links between home and school – especially as it can lead to beneficial projects and activities that can be mutually advantageous in line with the international baccalaureate style of curriculum.

Unlike other schools, we want parental involvement to be voluntary so that no-one is excluded. However, we do not have a constitutionally recognised Parent/Teacher Association because our school community is made up of people from many different nations and cultures and our aim is to combine the best of these to the advantage of all our children – not a select few.

Our doors are open as are our lines of communication via e-mail, telephone and regular newsletters etc and academic progress is reviewed regularly at parents' evenings and end of term reports. Any cause for concern is flagged and dealt with immediately by the class teacher, form teacher or Head of Primary/Secondary as appropriate. See the section on discipline for further details also.

We hope many parents will be proud of what their children are doing and want to support the school through offering to read to younger children, assisting in sporting events and activities or arranging work-placements for our older students as we endeavour to best prepare them for the world of work or to take leadership roles in later life.

Alternatively, parents may simply wish to meet socially and/or assist at school functions such as concerts, plays or sports events via the 'Friends of ERV', a group created to engage parents positively in the wider life of the school.

We invite you to return the completed form containing your details and areas in which you can offer support to the Reception desk or the Admissions Office.

VOLUNTEERING AT SCHOOL - FORM

Name:

First name:

Telephone number:

Email address:

Days of availability:

Child(ren) name:

Classroom:

- Help for students with specific needs
- Reading activities
- Everyday school activities (sports activities)
- Support in our specific days (School tours, Christmas, Festival Moabi, Information open days etc.)
- Fundraising events

Any other suggestions:

We invite you to return the completed form containing your details and areas in which you can offer support to the Reception desk or the Admissions Office.

Resources

IMPORTANT PHONE NUMBERS

Head of School

reception@ecolerubanvert.com

+241 01 44 26 70

Head of Primary

p.babin@ecolerubanvert.com

admissions@ecolerubanvert.com

+241 01 44 26 70

Head of Secondary

t.adams@ecolerubanvert.com

admissions@ecolerubanvert.com

+241 01 44 26 70

Bureau of Admissions

Ms Niwaha Ikhile

admissions@ecolerubanvert.com

(+241) 01 44 26 70

Reception

Mrs Marjorie Wora

(+241) 01 44 26 70/04 84 33 80

reception@ecolerubanvert.com

School Nurse

Mrs Marielle ONDO

nurse@ecolerubanvert.com

(+241) 01 44 26 70

LOST ITEMS

If your child loses his/her personal belongings, we invite you to contact the Reception where lost objects are collected.

Otherwise, your child can also inform his/her form tutor who will be pleased to help.

Complaints process

ERV takes great care with the quality of the teaching and pastoral care provided to its pupils. However, if parents do wish to make a complaint they can expect the following procedure to apply.

Stage 1 – Informal resolution

- It is hoped that most complaints will be resolved quickly and informally.
- If parents have a complaint they should normally contact their child's class teacher/form tutor in the first instance. In many cases the matter will be resolved at this level to the parents' satisfaction. The appropriate teacher will be expected to consult appropriately and keep written records of the action taken.
- Complaints made at other levels, for example, to the Deputy Head, Head of Department or Head of School will follow the appropriate pathways of consultation and will hopefully be resolved quickly and to the parents' satisfaction. A written record of all complaints and the date on which they were received will be kept.
- All complaints will be treated in a confidential manner. Knowledge of the complaint will be limited to those directly involved.
- Should the matter not be resolved in this informal way than parents are advised to proceed with the complaint in accordance with stage 2 of this procedure.

Stage 2 – Formal resolution

- If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Headmaster.
- The Headmaster will normally respond to the parent concerned within five working days indicating how the School proposes to proceed.
- It may be necessary for the Headmaster to carry out further investigations. Written records will be kept of all meetings and interviews held in relation to the complaint.

Once the Headmaster is satisfied that, so far as is practicable, all of the relevant facts have been established, a decision will be made and the parents will be informed of this decision, and the reasoning behind it, in writing.

- It is hoped that parents will feel satisfied with the outcome, or that, at least, all of the concerns raised by the parents have been fully and fairly considered. If, in extreme circumstances, parents are not satisfied they may if they wish proceed with an appeal to the Chairman of the Board.

Stage 3 – Appeal to the Board

Parents should write to the Chair of the Board directly if they wish to pursue the matter further. Where it is thought appropriate, an informal meeting may then be arranged to discuss the way forward.

Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where disclosure is required in the course of the School's inspection or where any other legal obligation prevails.

Last stage - Appeals against expulsions or extended suspensions or removal of scholarships by the Headmaster

This appeal procedure is intended for those parents whose child has been expelled from ERV or has been suspended for more than 14 days [or has had removed from him any scholarship] and who may wish to appeal against such a decision. This appeal procedure will take the place of Stage [3] of the complaints procedure in such cases and for the avoidance of doubt there can be no complaint under the complaints procedure against the conduct of or a decision of this appeal procedure.

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