

SNA BOARDING HANDBOOK



THE SCHOOL FOR FUTURE LEADERS



GO EAGLES



**INTERNATIONAL SCHOOLS
OF NORTH AMERICA**



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WELCOME

Choosing a boarding environment is more than a decision about where to live; it is a commitment to a transformative way of life. It is the first step in a journey toward independence, resilience, and the global mindedness that defines a true leader.

At SNA Saigon South, our Boarding House is not just a residence, it is a dynamic learning laboratory. Here, the "SNA Way" extends far beyond the final bell of the school day.

Students enter a space designed specifically for growth and navigating the complexities of community living, mastering the art of self-management, and building a family of peers. Boarding students are not simply residents; they are architects of its spirit.

We recognize the profound trust parents place in us by sharing your child's formative years. Our commitment is to provide a home-away-from-home that balances the warmth of a nurturing family with the structure of a world-class academic institution. Our dedicated staff are not just supervisors; they are mentors who ensure your child is safe, supported, and continuously challenged to be their best self.

As you flip through this handbook, you will find our policies and procedures. These are the foundations of our shared respect and safety. We encourage you to view these not as boundaries, but as the framework that allows our community to thrive in harmony.

Welcome to a journey of discovery, lifelong friendships, and the beginning of your legacy as a future leader. We are honored to have you with us.

Dr. Robert Giles Mullins
Head of School
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BOARDING AT SNA

The SNA boarding house is a holistic safeguarding system designed to transform residential experience into a highvalue mentorship journey. Moving far beyond simple supervision, we provide a sophisticated support network led by Residential Mentors, Houseparent's, and academic tutors who ensure that every student's emotional and physical well-being is managed with professional precision. By prioritizing authentic, trust-based relationships, we create an "invisible safety net" where inclusion is the daily culture. This environment ensures that your child doesn't just reside with us, but thrives within a secure, nurturing community that serves as the essential foundation for their academic and leadership success



BOARDING HOUSE PRINCIPLES

The Boarding House creates an atmosphere that promotes independence and resilience, and where every member of the community adopts and displays the following Boarding Principles:

BE SAFE

BE RESPECTFUL

BE RESPONSIBLE

BE SAFE

We provide a safe and caring environment for boarders, which enables students to achieve personally and academically. Boarders can demonstrate safety by:

- Embracing the rules as tools of harmony.
- Valuing personal wellbeing and the wellbeing of others.
- Behaving safely at all times and observing safety procedures.
- Eating a balanced diet and leading a healthy active lifestyle.

BE RESPECTFUL

This boarding principal aims to create a happy integrated international community where a spirit of courtesy, mutual support and consideration is adopted by all, and where respectfulness is valued, and inclusivity underpins all that we do. Boarders can demonstrate respectfulness by:

- Treating people with respect regardless of their gender, race, age, disability, religion or belief, cultural background, linguistic background, special educational need, sexual orientation, academic or sporting ability.
- Respecting the possessions of others.
- Caring for the campus and the surrounding area.
- Welcoming visitors and new members to our community.
- Being courteous and kind to yourself and others.
- Recognizing and opposing all forms of prejudice, violence, and discrimination.

BE RESPONSIBLE

This boarding principal aims to produce independent students who take responsibility for themselves, others, and our global environment by actively engaging in school process, services and citizenship. Boarders can show responsibility by:

- Striving for high standards of personal and academic conduct at all times.
- Aiming to promote a positive image of yourself and the school in the wider community.
- Demonstrating effective time management.
- Embracing opportunities.
- Being able to look after yourself, your belongings, and your personal space.
- Only using devices with discretion and at appropriate times.



THE PURPOSE OF THIS HANDBOOK

This handbook serves as the foundational roadmap for our boarding community, designed to align students, parents, and mentors toward a shared vision of excellence. More than a list of procedures, this document offers a transparent overview of how we cultivate a high-functioning, supportive, and safe environment where every student can lead and grow. As a living framework, this handbook is continuously refined to reflect the evolving needs of our global community and our unwavering commitment to the highest international standards of residential care.

BOARDING STAFF LIST



Danh Nhật Quang
Boarding parent

Phan Thanh Sơn
Doctor

Nguyễn Thị Kiều Oanh
Laundry staff

Nguyễn Thị Mai
Boarding parent

Nguyễn Thị Ánh Nguyệt
Boarding parent

Phạm Quang Huy
Boarding supervisor

SUPERVISOR DUTY ROTA

To foster a culture of student agency and self-reliance, we ensure that a rotating team of residential specialists is always available to provide guidance. This diverse staffing model ensures that students benefit from a wide range of expertise and mentorship styles, rather than relying on a single individual. For immediate transparency, the Daily Resident Mentor Schedule is prominently displayed at the Boarding House entrance, ensuring that every student knows exactly which professional is available to support them at any given moment.

BEFORE ARRIVAL

Upon your successful admission to the SNA community, our Head of Boarding will initiate a personal welcome to guide your family through the exciting transition into residential life. This high-touch orientation ensures you are fully equipped with all the insights and information needed to hit the ground running. We understand that seeing your child's new environment first-hand provides peace of mind; therefore, we invite families to schedule a private immersion visit or a personal consultation with our leadership team prior to the start of the term. This ensures that every student feels a sense of belonging and confidence before they even move in. The following documentation is required to be submitted to the SNA Boarding Supervisor as a part of the enrollment process prior to the new boarders' arrival at SNA:

- Filling boarding house application form



- Private Medical Insurance Certificate (for full academic year)
- Signed Boarding Handbook and boarding house policies.
- Medical Information Form
- Copy of Passport/ID card/Certificate of birth
- Check in:
 - Room number
 - Bed number
 - Number of locker cabinet and keys
 - Number of shoes cabinets
 - Drap, blanket, pillow

VISA REQUIREMENTS

- All students joining SNA from any country outside of Vietnam are required to contact their local Vietnamese Embassy to establish the specific visa requirements required.
- SNA does not provide general visa guidance because requirements vary depending on the country of origin.
- When a foreign student has gained the correct immigration consent, they will be able to commence study at SNA.
- SNA will provide required documentation (certificated on enrollment and guardianship) to support the residency application.
- Copy of the boarding fees receipt.



WHAT TO BRING

To ensure our students are prepared for the dynamic social and academic life at SNA, boarders are expected to maintain a versatile wardrobe suitable for the climate of Ho Chi Minh City. We encourage a selection of 'Day Wear' that reflects a balance of professional academic presence during school hours and comfortable, respectful attire for evening community life and weekend excursions. To complement your standard school uniform, please ensure your personal collection includes the following essentials for a seamless transition into residential living:

- | | |
|--|----------------------------|
| • SNA uniform | • Shampoo |
| • Swimming costume | • Hand towel |
| • Smart outfit for formal personal items | • Bath towel |
| • Slippers or house shoes | • Shower cream |
| • Smart shoes | • Mobile phone |
| • Shoes | • Laptop (tablet optional) |
| • Toothbrush/ toothpaste | |



WHAT NOT TO BRING

To maintain a sanctuary of focused learning and personal safety, SNA Saigon South adheres to strict Environmental Standards. To protect the well-being of our community and ensure a distraction-free residential experience, the following items are restricted and must not be introduced to the campus. These guidelines are in place to preserve the integrity of our 'Home-Away-From-Home' and to ensure that every student thrives in a secure, high-standard environment:

- Cigarettes, including e-cigarettes and vaping devices
- Alcohol or illegal substances
- Inappropriate videos or paper material
- Sharp objects including knives and blades (except in shaving devices)
- Laser pen
- Lighters
- Matches
- Cooking devices
- Televisions
- Rice cookers
- Refrigerators
- Heaters
- Irons



ON ARRIVAL

Upon arrival, each student will participate in an induction with the Head of Boarding. This initial consultation is designed to ensure a seamless integration into the community and to finalize the student's Personalized Care Profile. To ensure we have the most accurate and up-to-date documentation for your child's health, safety, and academic support, students are requested to provide the following essential records and items during this session:

- Passport or ID Card
- List of Mobile Communication Devices (See Section 4 MCD for a detailed description)
- Medication: prescription and purchased over the counter
- Mobile phone number and email address

BOARDERS INDUCTION PROGRAM

To ensure our newest residents begin their journey with a competitive advantage, all incoming boarders participate in a two-day immersive Integration Residency prior to the start of the academic year. This intentional window of time is designed to accelerate your child's transition into the SNA ecosystem, allowing them to master residential routines and build vital peer connections before the academic term begins. During this residency, boarders will undergo a comprehensive orientation that transforms the unfamiliar into a high-functioning 'home-away-from-home.' Over these two days, our students will:

- Be shown to their room.
- Be toured around the Boarding House
- Attend the Welcome Briefing.



- Be introduced to the House staff team.
- Take part in introductions and icebreaker games.
- Be assigned a Boarding House Buddy.
- Be made aware of domestic arrangements.
- Be made aware of the location and operating hours of the school doctor.
- Be given a detailed tour of the school campus (if any).
- Be given an orientation tour of the local area and city center.
- Be shown how to access the city center by Grab or taxi

The first few weeks at SNA are focused on building a strong community. We know that when students feel happy and connected, they perform better in the classroom. To help this happen, we host key social events designed to help every new boarder make friends and settle in quickly. From exploring the city and movie nights to team sports and house dinners, these events are carefully planned to turn a group of new students into a supportive, close-knit team. By the end of this period, our residents have moved beyond just "moving in"—they have built the friendships and confidence they need for a successful year.



LAUNDRY

- Bedding and towels
- Boarders are provided with 1 mattress, 1 duvet, 1 pillow. All bedding (sheets, duvet covers, pillow slips) are changed once a week.
- Clothes washing service:
 - The laundry area is equipped with a modern system of washing and drying machines and is a place for washing daily clothes, personal items, and weekly cleaning of the drapes, blankets, and pillows.
 - Dirty laundry will be collected every day.
 - Boarders must place the clothes they wish to be laundered into the bag provided and complete the laundry ticket.

POCKET MONEY

At SNA, we believe that learning to manage resources is a core part of a student's personal growth. To help our residents develop healthy spending habits and self-discipline, we encourage a culture of moderation. We recommend that families provide their child with a bank account and debit card, with a suggested weekly balance of 1 million VND. This approach allows students to practice real-world budgeting in a safe environment. To ensure personal security and peace of mind, we discourage students from keeping large amounts of cash in their rooms. Any cash amount over 500,000 VND should be handed to the House Mentor for secure safekeeping, ensuring your child's assets are always protected.

ACCOMMODATION

Our premium boarding residence is located within the Hoang Thap Plaza, just a brief 150-meter walk from the main campus. Spanning over 1,600 square meters, this modern facility features 24 thoughtfully designed rooms along with dedicated spaces for study and social life. To create a comfortable and age-appropriate environment, students are grouped by gender and age. Every student is provided with a private bed, wardrobe, and desk area. We encourage residents to turn their space into a personal sanctuary by adding photos and mementos to their designated notice boards. To maintain our high standards of decor and ensure the facility remains in pristine condition, we ask that all personal touches be kept to these boards, ensuring the room remains as polished as the day they arrived.



STUDY FACILITIES

Every residence at SNA is designed to be a flexible learning hub, offering students the space to focus on private tasks or work together on group projects. For those who prefer a more social atmosphere, our communal study lounges provide a professional setting for collaboration outside of the bedroom. To support your child's academic goals, the facility is equipped with a high-speed digital network, ensuring seamless online access for research and learning throughout the day. To promote healthy sleep habits and well-being, connectivity is managed around a consistent evening wind-down schedule, helping students balance their digital lives with essential rest.



ADDITIONAL ACADEMIC SUPPORT

At SNA, academic support extends far beyond the classroom. Our boarding students have constant access to a knowledge network of house mentors and senior student leaders who provide guidance on assignments, exam revision, and time management. For more specialized help, students are encouraged to connect with their subject teachers for one-on-one guidance. This culture of collaborative learning ensures that help is always within reach, allowing every resident to master their coursework and stay organized. For specific academic needs or extra tutoring, our staff is available to coordinate directly with subject teachers to ensure a seamless support plan.

SECURITY

SNA provides several levels of security to ensure the campus and Boarding House is a safe school and residential location:

- The security team operate 24 hours a day and closely monitor movement on and off campus.
- The Boarding House is locked during the school day and monitored at evenings and weekends so that only boarders, staff and approved visitors may gain entry.
- All persons visiting the Boarding House (e.g. visitors, outside delivery and maintenance personnel) are kept under constant staff supervision to prevent them gaining substantial unsupervised access to boarders or their accommodation.

STUDENT VISITORS

At SNA, we believe that a healthy social life is essential for our students. We welcome guests to our residence and have designed our hospitality standards to ensure the Boarding House remains a safe, private, and high-quality sanctuary for everyone.

Student & Peer Guests We encourage our boarders to host friends from the day school during weekends and



afterschool hours. To maintain a professional and secure environment:

- Security Registration: All guests complete a simple check-in and check-out at the visitor station.
- Social Lounges: Guests are welcome to enjoy our communal social spaces. To ensure total privacy for our residents, private wings and bedrooms remain exclusive to boarders.
- Shared Respect: We ask all guests to help maintain our high standards by keeping social areas polished and tidy.

PARENTS & FAMILY VISITS

We value our partnership with families and welcome you to visit your child's "home-away-from-home." To ensure your visit is seamless:

- Coordinated Arrivals: Please inform the House Mentor of your visit in advance so we can ensure your child is ready to meet you.
- Family Meeting Spaces: For your comfort, we provide dedicated guest lounges where families can relax and catch up in a private setting.
- Residential Privacy: To protect the personal living space of all students, parents are asked to remain in the social areas. If you need to assist with luggage or room setup, our staff will be happy to assist and escort you.

EXTERNAL VISITORS

To maintain the highest level of campus security, all other external guests must:

- Register at the main school Reception and with the boarding team upon arrival.
- Be accompanied by a staff member at all times to ensure the integrity of the student environment.

BOARDERS' POSSESSIONS

We are committed to maintaining a secure environment where students can focus on their growth without concern for their personal belongings. We provide a professional safekeeping service to ensure that your child's most important assets are always protected.

- Upon arrival, we invite students to place valuable items and travel documents in our secure Residential Office. This ensures that essential items are managed with the highest level of care.
- To help students develop financial responsibility, we recommend using a debit card for daily expenses. For families who prefer to provide cash, any larger amounts can be held in the office safe and distributed through a managed record system as needed.
- Our team maintains a detailed ledger of all items and funds held in our care, providing total transparency and peace of mind for both students and parents.
- To maintain a focused and safe environment, we recommend that students leave high-value jewelry or irreplaceable heirlooms at home.
- While we provide every tool to keep the community safe, we encourage students to take ownership of their space and utilize the provided security services, as the school cannot be responsible for items kept in personal possession.





DAILY BOARDING ROUTINE

WEEKDAY ROUTINE (MONDAY - FRIDAY)

TIME	ACTIVITIES
06:30 – 07:00 am	Wake up and wash and dress
07:10 – 07:20 am	Preparation for school day Exit boarding house to school
07:20 – 07:50 am	Breakfast
8:00 – 15:15 pm	School day
15:15 – 15:30 pm	Snack
15:30 – 16:30 pm	After school activities or free activities
16:30 – 18:30 pm	Free activities
18:30 – 19:30 pm	Dinner
19:30 – 21:00 pm	Independent compulsory study
21:00 – 21:30 pm	House time
21:30 – 22:00 pm	Quiet time in rooms
22:00 pm	Lights out

WEEKEND ROUTINE (SATURDAY AND SUNDAY)

TIME	ACTIVITIES
7:00 – 8:00 am	Wake up and house time
8:00 – 8:30 am	Breakfast
8:30 – 11:30 am	City exits/ Coffee shops/ Swimming/ Outdoor activities
11:30 – 12:00 pm	Lunch
12:00 – 14:00 pm	Nap time
14:00 – 18:00 pm	Off-site trip/ Free time/ Onsite Activities
18:00 – 19:00 pm	Dinner
19:00 – 21:00 pm	Preparation for the weeks/ assignments
21:00 – 22:00 pm	Quiet time in rooms
22:00 pm	Lights out





HOMEWORK AND INDEPENDENT STUDY

HOMEWORK

We believe that academic excellence is built on consistent, focused habits. To support this, we provide a daily dedicated study period where students can engage in deep work and complete their assignments in a quiet, professional environment.

- **Mentorship:** During these sessions, our residential and academic staff are on hand to guide students, ensuring they remain productive and have the support they need to master their subjects.
- **Focused Environment:** To encourage total concentration and academic discipline, these sessions are tech-balanced zones. We ask that students set aside mobile phones and headphones to minimize distractions and maximize their learning potential.
- **Respecting the Learning Zone:** We invite parents to partner with us in protecting this valuable time. To ensure your child can focus fully on their goals, we ask that you avoid calling or messaging during these scheduled hours. This helps students develop the boundaries they need for true academic success.

INDEPENDENT STUDY

As students grow at SNA, we give them more freedom to manage their own learning. This independent study time lets boarders practice working on their own in a quiet classroom, helping them build the self-discipline they will need for university and beyond.

- **Mentors Are Always Ready:** Even though students are working on their own, our House Mentors are always nearby to offer quick help or advice if a student gets stuck.
- **Tracking Student Success:** We care deeply about your child's progress. We regularly check in to make sure students are using their study time well. If a student is struggling to stay on track, we will step in with extra support and a more structured plan to help them reach their goals.
- **Encouraging a Love for Reading:** Once their main schoolwork is finished, we encourage students to spend time reading for pleasure. This helps them relax, build their vocabulary, and develop a great habit that lasts a lifetime.

BOARDERS WIDER EDUCATION

Beyond their schoolwork, all boarders take part in our Life Readiness Program. This is a core part of the SNA experience, designed to give students the practical tools and social confidence they need to succeed in today's fastmoving world.

- Every week, students participate in hands-on workshops to master practical skills like basic cooking, caring for their clothes, and managing a household. We also provide expert guidance on important social topics— such as building healthy relationships and making smart personal choices—to ensure they are fully prepared for independent adult life.
- Life at SNA stays exciting with activities based on current world events, major sports, and cultural festivals. These spontaneous events help students stay connected to the world around them and appreciate different cultures.
- We encourage our boarders to take the lead! Students are invited to suggest and plan their own events with the help of our team. This helps them build leadership skills and ensures the Boarding House feels like their own creative community.

EVENINGS AND WEEKENDS

Evenings and weekends are more than just a break from class, they are a vital part of a student's well-being and personal growth. We provide a balanced schedule that allows students to rest, focus on their studies, and enjoy new experiences.

- We teach students the value of recharging. Evenings are used to wind down, catch up on rest, and get organized for a successful week ahead.
- Weekends are for adventure! We organize guided off-site trips to explore the best of the city, as well as fun activities right here on campus.
- To help build confidence, students can sign out with friends to enjoy local social spots. This gives them a safe way to practice independence while staying connected to the community.
- Whether it's playing sports, pursuing a hobby, or simply relaxing in the lounge, we ensure every student has the leisure time they need to feel happy and at home.



TRIPS

To help students connect with their surroundings and each other, we organize regular weekend excursions to the best spots in and around Ho Chi Minh City.

- **A Shared Experience:** These trips are a core part of the boarding journey for all students. By exploring together, our residents build stronger friendships and a true sense of belonging.
- **Diverse Adventures:** Our trips are designed to be fun and educational. Students enjoy a variety of activities, from cultural tours and visits to local landmarks to high-energy outings like rock climbing or the latest cinema releases.
- **Student-Led Discovery:** We want our students to be curious! We actively encourage boarders to suggest new places they want to see, giving them a voice in how they explore their home city and plan their weekend adventures.

ON-CAMPUS ACTIVITIES

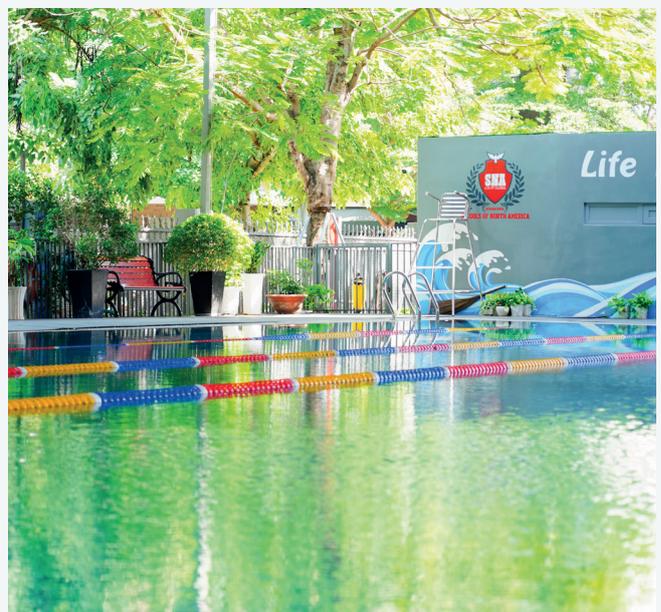
Saturdays and Sundays at SNA are dedicated to well-rounded growth. Our on-campus program is designed to help students discover new passions, stay physically active, and bond with their peers in a supportive environment.

- **A Balanced Lifestyle:** These weekend sessions are a core part of the boarding experience, ensuring every student stays engaged and active. By participating together, boarders build the social confidence and teamwork skills that are essential for success.
- **A World of Interests:** Our activities are diverse and cater to every personality. Students can dive into swimming and sports for fitness, express themselves through dance and cooking, or develop strategic thinking with board games.
- **Community Connection:** These shared activities are the heart of our "home-away-from-home." They turn the Boarding House into a vibrant community where students learn to lead, collaborate, and support one another while having fun.

ON-CAMPUS FACILITIES

Our boarders enjoy full access to world-class facilities designed for both relaxation and an active lifestyle. These spaces serve as the heart of our community, allowing students to make the most of their free time.

- Our residence features modern, comfortable social areas where students can unwind. These lounges are equipped with a curated library, and a variety of strategic games like chess to encourage social connection and relaxation.
- The campus swimming pool is available for students on weekday evenings and Saturday mornings. To ensure a safe and supportive environment, all sessions are professionally supervised by our experienced staff.
- For those who love to stay active, students have access to our multi-purpose sports hall and professional astroturf field. Whether it's virtual golf, basketball, badminton, or football, these spaces are perfect for team sports and building physical fitness.





SIGNING IN AND OUT

We believe that freedom is best enjoyed when goals are met. To help students develop strong time-management skills, we ask that all academic and community commitments are successfully completed before student's sign-out for personal time or weekend outings.

- **Commitment First:** By finishing their School and House tasks first, students can enjoy their time away from campus with total peace of mind, knowing their responsibilities are already handled.
- **The Foundation of Trust:** Following through on these commitments is a key part of building a trusting relationship with our Residential Team, which is the first step toward greater independence and personal freedom.

Off Campus Guidelines

We want our boarders to feel confident when leaving the campus or exploring the city. To make sure every trip is fun and secure, we use a simple Safety Check-out process that helps students build independence step-by-step.

- Before leaving, students must speak with their House Mentor to share their plans and return time. This helps us stay connected and support them while they are away.
- For safety and better social experiences, students always travel in pairs or groups. Exploring with friends is not only safer but also more enjoyable!
- Students always carry a charged mobile phone and stay ready to answer if the school calls. This direct line of support ensures help is always just a phone call away.
- Each student has a level of freedom based on their age and how well they follow house routines. As students show they are responsible, they earn more opportunities to explore.
- To ensure a good night's sleep and a safe return, students generally return by 20:30. If a student needs a later time for a special event, they can arrange this in advance with their Mentor.
- For some trips, we may ask students to take a secure taxi directly back to the school. This ensures a fast and safe journey straight to the campus gates.

OVERNIGHT EXIT WITH PARENTS

We recognize that spending time at home with family is an important part of a balanced boarding life. To make these overnight visits smooth and stress-free, we work closely with parents to coordinate departures.

- **Advance Planning:** To help us prepare your child for their trip home, we ask that parents send an email request at least 24 hours in advance. This allows our team to ensure all safety and travel arrangements are in place.
- **Academic Readiness:** We want students to enjoy their family time without the weight of unfinished tasks. Before an overnight stay is approved, we check to ensure the student is up-to-date with all schoolwork and commitments.
- **Personal Growth & Approval:** Our Boarding Supervisors look at each request individually. By maintaining a great track record in the house and staying on top of their studies, students show they are ready for the responsibility of an overnight exit.
- **Open Communication:** A quick conversation between the student and their House Mentor a day before departure ensures that everyone is on the same page regarding travel times and return schedules.

OVERNIGHT EXIT WITH AUTHORIZED GUARDIAN

We understand that students may occasionally spend a night away with a trusted guardian. To ensure your child is safe and well-cared for, we follow a professional coordination process for these visits.

- For your child's security, parents or legal guardians must submit an online request 24 hours in advance. Please include the guardian's details and emergency contact information so we can stay connected.
- To ensure students are in a mature and responsible environment, authorized guardians must be at least 25 years old. By accepting the visit, the guardian agrees to be fully responsible for the student's well-being until they return to campus.
- We want our boarders to be successful. Permission for overnight stays is granted by the Boarding Supervisor once a student has shown they are caught up with all schoolwork and house responsibilities.
- A 24-hour notice from the student to their House Mentor helps us prepare them for their departure and ensures a smooth check-out process.



HOLIDAY ARRANGEMENTS

At the end of each term, we transition from our academic routine to a time for family and rest. To ensure every student has a smooth journey home, we work with parents to coordinate travel during the Summer, Winter, and Tet breaks.

- To help our team prepare your child for their journey, we ask parents to share holiday travel arrangements via email at least one week before the break begins.
- We want every student to get the most out of their education. We kindly ask families to book travel that respects the School Term Dates, allowing students to stay for the full academic program and return refreshed before classes resume.
- To allow our team to refresh the facilities, the Boarding House closes at 12:00 midday the day after the term ends.
- We welcome students back starting at 14:00 the day before the new term begins.
- At the start of the academic year, we host a special Induction Program. New and returning boarders arrive a few days early to reconnect with friends, meet their mentors, and settle into their "home-away-from-home" before classes start.
- Please note that the residence closes during major holidays (Summer, Winter, and Tet). If your family has a unique situation, please reach out to us early to discuss your needs.

CODE OF CONDUCT

The SNA Boarding House is built on a foundation of mutual trust and respect. We work together to create an environment where every student can thrive, ensuring that the actions of one individual always support the well-being of the whole community.

Our Guiding Principles Everything we do is guided by three core values that prepare our students for a successful social and professional life:

- **Respect:** Valuing ourselves, our peers, and our environment.
- **Responsibility:** Taking ownership of our actions and our growth.
- **Safety:** Protecting the physical and emotional sanctuary of our home.

In order to protect our community standards to maintain the high quality of life at SNA, certain behaviors are strictly prohibited as they contradict our core values. These include:

- Bullying or any form of harassment.
- Theft or disrespect for others' property.
- Involvement with smoking, alcohol, or illegal substances.
- Possession of dangerous items.
- Inappropriate personal or sexual intimacy.

In the professional world, high standards lead to high rewards. At SNA, these are considered "Level 4" behaviors.

Choosing to engage in them is a serious matter that puts a student's place in our community at risk.

CLOTHING AND PHYSICAL APPEARANCE

At SNA, we believe that the way we present ourselves reflects the pride we take in our community and our personal goals. We encourage our boarders to dress in a way that is comfortable, respectful, and confident.

- During school hours, students wear their uniforms with pride. Wearing the uniform correctly shows a high level of respect for the academic environment.
- After school, boarders are welcome to wear their own clothes. We want students to feel at home while
- maintaining a neat and polished appearance in all shared areas, such as lounges and corridors.

To keep our community comfortable and professional for everyone, we ask students to avoid clothing that is:

- Untidy, torn, or damaged.
- Overly revealing (such as very short tops or low-cut clothing).
- Showing undergarments.
- Featuring images or words that could be offensive to others.

By choosing appropriate clothing for shared spaces, students show they understand how to balance personal style with social respect. Our staff is always available to offer guidance on what is best for different occasions.



MOBILE COMPUTING DEVICES (MCD)

In our modern, connected world, we want our students to be "tech-smart." Our digital policy is designed to help boarders find a healthy balance between using technology for learning and staying present in their daily lives.

- We encourage students to use their personal devices (phones, laptops, and tablets) in a way that is safe and responsible. This means using technology to enhance their lives, not distract from them.
- To ensure students are fully engaged with their studies and their friends, we maintain "device-free" times in the following areas:
 - During lessons, unless specifically requested by a teacher for a project.
 - Around the school campus during the academic day.
 - During communal mealtimes and Boarding House meetings, to encourage face-to-face conversation.
- Science shows that a screen-free wind-down leads to better academic performance. Students switch off all devices 15 minutes before "Lights Out" (22:00) every night. This ensures their minds are rested and ready for the next day.
- If a student finds it difficult to manage their screen time, our mentors are here to help. In cases where devices are used at inappropriate times, we may hold the device safely for a period to help the student re-establish a healthy routine.

SAFE AND APPROPRIATE USE OF TECHNOLOGY

At SNA, we embrace technology as a powerful tool for global learning and creativity. Our goal is to empower boarders to become confident, responsible digital citizens who know how to navigate the online world with wisdom and integrity.

- Through regular workshops, mentor meetings, and assemblies, we provide students with the skills they need to stay safe online. We encourage every boarder to follow three simple guiding stars:
- We teach students to protect their "digital footprint" by being mindful of the personal information they share.
- Our students support one another online, following the same high standards of conduct they use in person.
- We encourage students to think about the impact of their words, images, and videos, ensuring their online presence reflects their best selves.
- All boarders have access to the school's secure, high-speed Wi-Fi network, which is filtered for safety. By signing our Digital Excellence Agreement, students commit to using this resource for growth and positive connection.
- The digital world is moving fast. We see online safety as a shared journey and invite parents to join us in guiding their children's use of social media and gaming platforms. Together, we can help them develop the discipline to use these tools for entertainment and connection without losing focus on their goals.
- To protect the well-being of every student, we have a zero-tolerance policy for cyber-bullying or the distribution of inappropriate content. These actions are viewed as serious breaches of our community trust and can put a student's place at SNA at risk. In rare cases where safety is a concern, the school may securely hold a device to protect the community and resolve any issues.

ALCOHOL, SMOKING AND DRUGS

SNA is committed to providing a sanctuary where students can reach their full potential. To protect the health, clarity, and safety of our community, the Boarding House maintains a strict substance-free environment.

- We believe that peak academic and personal success requires a healthy lifestyle. Our community is built on the foundation of total well-being, ensuring every student remains focused on their goals without the interference of harmful substances.
- To ensure the safety and reputation of all our residents, the possession or use of tobacco (including vapes), alcohol, and illegal drugs is strictly prohibited. These standards apply at all times—whether on campus, on school trips, or when representing SNA in the city.
- We don't just set rules; we provide education. Through our Life Readiness Program, we give students the scientific facts and social confidence they need to make smart, healthy choices in an increasingly complex world.
- Protecting our "substance-free" culture is a serious responsibility. Any involvement with these substances is a major breach of our Code of Conduct and may lead to a student losing their place in the boarding community. We maintain this high standard to ensure that SNA remains a safe, prestigious, and healthy home for everyone.



THEFT

The foundation of a happy boarding house is the knowledge that our home is a safe and secure space. We place a high value on mutual respect, which includes a deep regard for the personal belongings and property of every community member.

- We believe every student should have total peace of mind when it comes to their personal items. Respecting the property of others is a fundamental part of the trust that allows our boarding family to thrive.
- At SNA, we expect our boarders to act with the highest level of integrity. Taking something that belongs to another person is more than just a rule break; it is a breach of the community bond that we work so hard to build.
- To protect this culture of trust, any instance of theft is treated as a major matter. Because we are committed to maintaining a safe environment for everyone, serious corrective actions are taken if this trust is broken.

ROOM AND STUDENT SEARCHES

The safety and well-being of our students are our highest priorities. To maintain a secure sanctuary where every resident feels protected, we ensure that the Boarding House remains free of items that could compromise the health or safety of the community.

- To protect the integrity of our living spaces, our residential team may conduct an official room or personal check if there is a reason to believe that unauthorized or unsafe items are present.

For the comfort and security of all residents, we ask that students do not bring the following items into the Boarding House:

- Health-Related Risks: Cigarettes, vapes, alcohol, or any illegal substances.
- Safety Hazards: Sharp objects (outside of personal grooming kits) or laser pointers.
- Unauthorized mobile devices or electronics that fall outside our healthy digital habits policy.
- Any materials or videos that are offensive or contradict our community values.

These safety checks are conducted with professionalism and respect. By ensuring our environment stays clear of these items, we provide a peace-of-mind experience for every student and their family.

ROOM SEARCH PROTOCOL:

When ensuring our living spaces remain secure, we follow a strict set of professional protocols designed to protect the dignity and privacy of every student.

- We value integrity above all else. Before a safety check begins, students are always given the opportunity to voluntarily hand in any items that may not align with our community standards.
- To ensure fairness and transparency, all checks are conducted by two professional staff members in the presence of the student.
- We are committed to a comfortable environment for all. At least one staff member involved will always be of the same gender as the student to ensure the highest level of personal respect.
- We encourage students to take an active role in maintaining our standards. During a check, students are asked to assist by opening their own storage areas and bags, ensuring the process is collaborative and clear.
- To maintain our high-quality environment throughout the year, we may conduct occasional random safety reviews. If an unauthorized item is found, we follow our standard Behavior Success Plan to help the student learn from the experience and return to our community expectations.

SEXUAL RELATIONSHIPS AND BEHAVIOR

At SNA, we support our students in developing mature, respectful relationships. Our goal is to create a social environment that is comfortable for everyone and aligned with the high standards of our community.

- We believe that understanding healthy relationships is a key life skill. Our Life Skills Program, supported by visiting specialists, provides students with age-appropriate workshops designed to help them make informed, responsible choices.
- To maintain a professional and inclusive atmosphere, we ask students to be mindful of how they interact in public. We encourage social connection while avoiding public displays of affection that might make others feel uncomfortable or intrude on the community's shared harmony.

To ensure the privacy and comfort of all residents, we maintain clear boundaries within our living quarters:



- To respect personal privacy, the boys' and girls' residential corridors remain separate. We invite students to socialize and collaborate in our vibrant shared common spaces.
- Students of the same gender are welcome to visit one another's rooms, provided they have been invited by the residents of that room. This ensures that every student's personal space remains their own.
- Our campus is a place for academic and personal growth. Engaging in intimate behavior on campus is a serious breach of our community trust and is handled according to our Behavior Success Plan.

BOARDING SANCTIONS

At SNA, we believe that understanding the impact of one's actions is a vital step toward maturity. Our approach to discipline is designed to be fair, transparent, and focused on helping students develop into responsible young adults.

- To ensure a seamless experience, our residential team and academic staff work in close partnership.
- Until 15:15, students follow our campus-wide expectations.
- After 15:15 and during weekends, our boarding team provides personalized guidance. We maintain open communication between teachers and mentors to identify any emerging patterns, discussing them with the student and their family to ensure a path to success.
- Our residential "consequences" are modeled after the care a parent or guardian provides at home. They are measured, proportional, and designed to teach. We focus on helping the student understand the "why" behind every standard, ensuring they learn the value of their commitments.

For minor or repeated slips in routine—such as untidiness, lateness, or lapses in social etiquette—students participate in Community Service.

- This 30-minute session (held from 17:00 to 17:30) is a chance for the student to "give back" by helping with tasks like dining room organization or breakfast preparation.
- This is a device-free time, allowing the student to reflect, contribute to the house's well-being, and regain their focus.

The Path to Restoration: For more significant concerns, the Boarding Supervisor will lead a restorative conversation. This is a higher-level meeting focused on problem-solving and making amends, ensuring the student understands the weight of their responsibility while feeling supported in their journey to improve.

BOARDERS' BEDROOM

At SNA, we believe that a clear space leads to a clear mind. We encourage our boarders to take pride in their "homeaway-from-home" by maintaining a high standard of cleanliness and organization. This daily routine helps students build discipline and self-management skills essential for their future success.

The Daily Room Standards To ensure our residence remains a premium environment, we conduct Morning Excellence Reviews while students are in class. To successfully meet the standard, students follow a simple "Success Checklist":

- Beds are neatly made and curtains are opened to let in natural light.
- All lights and taps are switched off to conserve energy and protect our environment.
- Desks are kept tidy for evening study, and floors remain clear of clutter.
- To keep our rooms fresh and hygienic, all dining takes place in our communal areas. We ask that no food or used mugs are kept in bedrooms.

If a room doesn't quite meet the standard, we provide the student with immediate feedback. They will have the opportunity to quickly reset their space upon returning from school.

To encourage consistency, a key trait of any leader, students who find it difficult to maintain their space (missing the standard twice in one week) will participate in 30 minutes of Community Contribution. This helps them reconnect with the importance of maintaining a high-quality environment for themselves and their peers.

GREEN LIVING

True leadership involves a deep respect for our planet. We empower our boarding students to be mindful stewards of the environment, showing them that small, daily choices contribute to a prestigious and sustainable future.

- We prioritize energy efficiency as a reflection of our respect for global resources. Students contribute by ensuring lights and electronics are powered down when not in use, creating a "smart energy" culture within the residence.
- To conserve our most precious resource, we encourage simple, effective habits, such as using a cup while brushing teeth, turning a daily routine into an act of environmental care.



- We make it easy for students to reduce waste through our dedicated recycling stations. By sorting plastics, paper, cardboard, and cans, boarders play an active role in the circular economy.
- We encourage students to lead the way in reducing single-use waste. By using reusable bags during weekend trips or shopping excursions, our boarders demonstrate a sophisticated commitment to a plastic-free lifestyle.

BOARDING REWARDS

Our recognition program is designed to celebrate both the courage to try and the dedication to succeed, fostering a deep sense of self-motivation and personal pride.

- We focus on celebrating the qualities that truly matter. When a boarder goes above and beyond in showing safety, responsibility, or respect, they earn "Achievement Credits." These are not just points; they are a reflection of a student's growing leadership.
- We believe the best reward is sharing good news. One of our most valued traditions is positive communication home, ensuring that parents are the first to know when their child has achieved something remarkable.
- High-level effort is noticed at the highest levels. Students who consistently model our values receive personal recognition from the Senior Leadership Team, reinforcing their sense of belonging and impact.
- We believe in the power of "Student Voice." Our community-voted rewards celebrate success through shared experiences, which may include:
 1. Special "Takeaway Nights" with peers.
 2. Curated selections of healthy, premium snacks.
 3. High-quality stationery and academic tools.

DAY MEDICAL CARE

We provide a seamless, professional healthcare network that ensures every boarder has immediate access to expert medical attention and specialized care.

- Upon arrival, every boarder is registered with our resident School Doctor. As the primary point of contact for health and wellness, the doctor provides expert medical assessments and immediate care for any physical needs during the academic day.
- Our physician provides more than just first aid; they offer informed health evaluations to ensure that any minor ailments are managed quickly, helping students return to their routines feeling refreshed and supported.
- Our boarding staff works in close partnership with our medical team to monitor the ongoing health of our residents, ensuring that care is consistent, professional, and compassionate.

MEDICAL CARE AT THE EVENING, NIGHT AND WEEKENDS

At SNA, we provide a proactive and caring medical framework to ensure every boarder is supported through any health need. Our system is designed to provide immediate attention while keeping families fully connected to their child's well-being.

- Every student is registered with our Dedicated Campus Physician. Should a boarder feel unwell, their first step is a consultation with our medical team, who will provide a professional assessment and determine the best path to recovery.
- Depending on the students' needs, our medical team will coordinate the appropriate response. This may include:
 1. Guided self-administration of common, over-the-counter remedies.
 2. Coordinated visits to a local pharmacy or specialist clinic.
 3. Priority Escort: In the event that urgent care is required, a member of our Resident Staff will personally accompany the student to a premier local clinic or hospital, ensuring they are never alone.
- We believe in absolute transparency. If a student is unwell, our boarding team will contact parents or guardians immediately. We provide regular progress updates, ensuring you are fully informed of your child's condition and the care they are receiving.
- For situations where a student requires extended rest that would result in missing significant class time—but does not require hospitalization—we may coordinate with parents to have the student recover in the comfort of their own home. This ensures they have the best environment for a speedy return to campus life.



SNA MEDICAL FORM

To provide the highest level of individual care, we create a comprehensive Wellness Profile for every boarder before they join our community. This allows our medical and residential teams to understand each student's unique health history and provide a safe, supportive environment.

- We ask parents and guardians to share any relevant health information—including past treatments, current medications, or allergies—prior to arrival. This ensures our team is fully prepared to support your child's specific needs with professional precision.
- We believe in helping students manage their health responsibly. The Wellness Profile includes an authorization that allows students to self-administer basic, common remedies (such as Paracetamol or Ibuprofen) under the expert guidance of our Boarding House staff.
- By disclosing current treatments in advance, we ensure that any ongoing medical routines are integrated smoothly into the student's daily life at SNA, maintaining their health without disrupting their studies.
- All information shared is handled with the utmost confidentiality and is used exclusively to ensure your child's safety, comfort, and peak performance.

MEDICATION

To ensure the highest standards of safety and well-being, we maintain a professional and organized approach to all student medications. Our residential team manages a dedicated Wellness Suite, ensuring that all treatments are stored securely and administered with precision.

- Upon arrival at the residence, boarders check in any medications or home remedies (both prescribed and over the counter) with our residential staff. These are kept in our controlled Wellness Suite, ensuring they are stored safely and are accessible only to authorized personnel.
- We encourage students to take ownership of their health. For standard treatments, students can self-administer their medication under the watchful guidance of our trained staff, ensuring they follow the correct dosage and schedule in a supportive environment.
- For students on a specific course of prescribed medication, our team provides a concierge-style service. We manage the storage and timely distribution of each dose, ensuring that the student's health routine remains consistent and uninterrupted by their busy academic schedule.
- To ensure total accuracy and safety, the Boarding House maintains a digital health log. This up-to-the-minute record tracks all stored and consumed medications, providing a clear and professional history of your child's health management.

COUNSELING

We recognize that academic excellence goes hand-in-hand with emotional resilience. We provide our boarders with direct access to professional coaching and mental health support, ensuring they have the tools to navigate the challenges of adolescence with confidence and clarity.

- Our Professional School Counselor is available on campus every day from 07:30 to 16:30. This dedicated resource is here to support students in developing emotional intelligence, managing stress, and building strong interpersonal skills.
- We empower our students to take charge of their own wellbeing. Boarders can schedule a private session directly via a confidential email, or they may be introduced to the counselor through a supportive referral from their House Mentor.
- We believe in a holistic approach to health. If a student requires specialized guidance beyond our campus resources, our boarding team acts as a bridge to a curated network of external services. We work closely with families to find the specific expertise that best meets the student's unique needs.
- Our residential staff are trained to look beyond the surface, offering a listening ear and proactive support to ensure every boarder feels heard, valued, and emotionally secure in their home-away-from-home.

HEALTH INSURANCE

All boarding students are required to have independent private medical insurance. The certificate must be presented before arrival.

Any accident that requires medical care that takes place on the school site or in a school activity will be initially paid for by the student and subsequently claimed through SNA insurance at which point the costs will be refunded to the family.



ADEN SERVICES VIETNAM

The boarding community is provided with the following meals by the Aden Services Vietnam:

- Weekdays (Monday to Friday)
- Breakfast 07:00 – 07:50 am
- Dinner 18:30 – 19:30 pm



The Aden Services Vietnam provide a healthy choice of hot and cold food, as well as specific dietary needs such as vegetarian foods. Staff supervise meals times to ensure that students are eating a balanced and healthy diet. The menus are published in advance so that boarders know what to expect for each meal.

Boarders are able to buy food, drinks or snacks providing they label their food and store them in the fridge or designated cupboards in the common room. Boarders have the opportunity to suggest changes to the menu via the half-termly Student Voice meeting. In addition to the catering provided, the SNA canteen provides students with the opportunity to buy snacks and drinks throughout the school day.

Aden

VIETNAM

GENERAL SAFETY

We maintain a high-standard safety perimeter around our campus, managed by our professional Boarding Supervisor team 24 hours a day, 7 days a week. While our advanced security systems and staff provide a constant shield, we empower our students to be active partners in maintaining this exclusive environment. To ensure our sanctuary remains private and safe, we encourage all boarders to adopt these "Security Excellence" habits:

- Our students are the eyes and ears of our community. If they notice anyone on campus who does not appear to be a member of the SNA family, they are encouraged to notify a staff member immediately. This proactive communication ensures that only authorized individuals enjoy our facilities.
- To maintain our high standards of campus integrity, we ask that all guests follow our Signature Protocol. This means ensuring that any visitor, whether a family member or a guest, officially signs in and out at both the main reception and the Boarding House.
- Safety at SNA is a collective commitment. By following these simple steps, our boarders help preserve the privacy and prestige of their home-away-from-home.



FIRE SAFETY

If the Fire Alarm sounds continuously at any time, it is compulsory for everyone within the school site to evacuate via the shortest safe route to the open air and gather outside the main entrance. It is vital that the boarding community treat such occasions with the utmost seriousness. In the event of a fire alarm, the protocol below is to be followed:

LOCATION 1: BOARDING HOUSE

- Evacuate via the main Boarding House door and fire escape staircase
- Do not attempt bring any belongings with you
- Go directly to the Fire Assembly Point on the ground floor outside main entrance
- Line up silently and await staff instruction
- Do not re-enter the building until the 'all clear' has been given

LOCATION 2: ELSEWHERE ON CAMPUS

- Evacuate via the nearest emergency exit door
- Do not attempt to bring any belongings with you
- Go directly to the Fire Assembly Point on the ground floor outside main entrance
- Line up silently and await staff instruction
- Do not re-enter the building until the 'all clear' has been given

Should you discover a fire shout "fire" and activate the nearest fire alarm. Follow the instructions above.

CONCERNS AND COMPLAINTS

We believe that open communication is the key to a thriving community, and we are committed to addressing any feedback with the highest level of professional attention and care.

- If a boarder, parent, or guardian has a question or concern regarding a specific interaction or residential protocol, we encourage an immediate and direct conversation with our Boarding Supervisor. This allows for a swift, collaborative resolution.
- For matters involving residential leadership, or should you feel a situation requires a broader perspective, we invite you to connect directly with a member of the School's Senior Leadership Team. We are here to ensure that every aspect of your experience meets the SNA standard.
- We value your comfort and convenience. Feedback can be shared through the channel that suits you best:
 1. A face-to-face meeting for immediate clarity and connection.
 2. For those who prefer to organize their thoughts on paper or via email.
- To ensure your feedback is tracked and managed with the utmost accountability, any concern shared in writing is formally recognized as a Priority Inquiry (Complaint). This triggers our internal quality-assurance process, ensuring a thorough review and a professional response.

LOST PROPERTY

In a vibrant and active campus environment, we encourage our students to take a proactive approach to managing their personal belongings. Our systems are designed to ensure that every item is accounted for and that lost treasures quickly find their way back to their owners.

- To protect your investment and ensure a seamless return of misplaced items, we ask that all clothing and personal equipment be clearly labeled with the student's name or initials. This simple step of "asset tagging" is the most effective way to maintain a well-organized wardrobe.
- Should an unmarked item be found unattended for several days, it is carefully collected and held in our Boarding Office Recovery Center. This centralized system ensures that items are kept safe rather than being left in high-traffic areas.
- If a student is looking for a misplaced item, we provide three convenient recovery points:
 1. Located within the Boarding House Office for items found in the living quarters.
 2. Two dedicated "Lost & Found" stations are located within the main school building (Office A404).
- We view the management of personal property as an opportunity for students to practice high-level organizational skills, preparing them for the independence of university life.



RESIDENTIAL LEADERSHIP COUNCIL

Our Residential Leadership Council serves as a platform for students to practice high-level governance, collaboration, and strategic improvement, ensuring our boarding experience remains world-class.

- Strategic Planning Sessions: Meeting once every half-term, the Council follows a professional agenda designed to refine every aspect of residential life. Key focus areas include:
 1. Reviewing and optimizing daily routines for maximum student comfort.
 2. Curating the selection of weekend activities and signature boarding events.
 3. Collaborating with our dining team to ensure high levels of food satisfaction and menu innovation.
 4. A balanced analysis highlighting three areas of success to celebrate and three strategic opportunities for further improvement.
- Beyond the formal Council sessions, we maintain a culture of "Always-On" feedback, empowering students to share ideas through:
 1. Real-time collaboration via in-person dialogue or professional email with our residential team.
 2. A dedicated "Student Voice" interactive space for sharing spontaneous ideas and community-building suggestions.
- By participating in these forums, students develop the advocacy and leadership skills necessary for success in university and beyond, ensuring their home-away-from-home evolves alongside their aspirations.

