



PARENTAL CODE OF CONDUCT

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INTRODUCTION

This Parental Code of Conduct (“Code”) sets out the School’s expectations for the behavior and cooperation of parents and guardians. It applies to all parents/guardians of enrolled students and complements the School’s broader policies. Parents play a critical role in supporting the School’s ethos, discipline, and educational goals and are expected to model respectful conduct in interactions with School staff, students, and other parents. The School reserves the right to determine and enforce rules necessary for its effective functioning. In disciplinary matters, the School will act at its discretion, and while parental input may be considered, its decisions shall be final.

1. PARENTAL RESPONSIBILITIES:

To foster a positive and collaborative School environment, parents and guardians are expected to adhere to the following standards of conduct in all interactions and areas related to the School.

1.1 General Conduct

Parents shall:

- (a) Conduct themselves in an ethical, honourable and responsible manner.
- (b) Promote an understanding of what is acceptable social behaviour amongst their wards.
- (c) Attend all Parents Teachers Meetings (“PTMs”), Open Houses and other meetings as may be scheduled by the School from time to time, School events and functions whenever notified by the School.

If, for any unavoidable reason, the parents are unable to attend a PTM, a prior intimation must be sent via email to the ward’s Class Teacher. Upon receipt of such intimation, the Class Teacher may assign a convenient date and time in consultation with the parents for them to collect their child’s Report Card, only when its practicable. For the final term Report Card collection, it is mandatory for parents to be present on the appointed day unless there is some exigency for which prior approval of the Principal shall be obtained. Under no circumstances shall Report Cards be handed over to the students or to any person other than the parents, save and except under exceptional circumstances, with prior permission and at the sole discretion of the Management.

- (d) Attend all meetings, events etc. formally attired. Even during regular visits to School, the attire of parents should be formal.
- (e) Make timely payment of School fees without any delay. In the event of any delay, a late fine, as applicable, shall be due and payable along with the arrears of fees. Further, in the event of non-payment of School fees, along with the applicable fine, for a period exceeding 6 (six) months from the date when it becomes due and payable, the School shall have the right to strike off the ward's name from the school's rolls.
- (f) Refrain from making unwarranted criticisms, defamatory statements, or engaging in any conduct that may harm the reputation or integrity of the School or its staff. All grievances must be submitted through formal written communication for review and appropriate action, as deemed necessary by the School. Any other mode of expressing dissatisfaction may be considered deliberate defamation and will be dealt with strictly, in accordance with applicable laws.
- (g) Notify the School of the ward's absence either via the designated mobile application or email or through the School Almanac. In the absence of such intimation, the student will not be permitted to rejoin classes until a valid reason for the absence is provided.
- (h) Review and sign report cards, test papers, notes in the School Almanac, or any other documents related to the ward's academic performance or behaviour, as and when required by the School. Such signed documents must be returned within three (3) working days from the date of receipt, or by any other deadline specifically indicated. Parents must ensure consistency in their signature for verification purposes.
- (i) Promptly notify the School of any changes to their address, contact number, signature and other relevant information in writing, supported by self-attested photocopies of proof of such change(s).
- (j) Maintain patience and decorum during all interactions with School staff, including but not limited to Parent-Teacher Meetings (PTMs), visits to the reception, and other points of contact, and wait for their turn in an orderly manner.
- (k) Not, under any circumstances, request security guards or other School staff to deliver forgotten items—such as lunch boxes, snacks, or water bottles—to their children during school hours. The School does not permit the handover of such items after the child has entered the premises. In such situations, the School will take appropriate steps to ensure the students' basic needs are reasonably met.

- (l) Keep their mobile phones on silent mode when in the school premises.
- (m) Ensure that their wards, particularly those from Nursery to Class V, are personally accompanied while boarding and alighting the School bus at the designated bus stop.
- (n) Refrain from engaging in arguments with teachers, conductors, or drivers on the School bus. Any concerns or issues should be communicated to the School office through a formal written complaint for appropriate resolution.

1.2 Ensuring Ward's Compliance of Students' Disciplinary Policy

Parents shall:

- (a) Familiarize themselves with the relevant School policies, explain them to their wards, and ensure their wards adhere to the School's rules and expectations.
- (b) Support and assist their ward in adhering to the School's policies and rules related to uniform, punctuality, and attendance.
- (c) Ensure that their wards wear the correct School uniform as prescribed for the day and maintain a neat and tidy appearance at all times, including properly combed and tied hair, in accordance with the School's grooming standards.
- (d) Encourage their wards to treat all belongings—with care and respect, whether personal, School property, or that of others.
- (e) Encourage their wards to complete homework/assignment independently, punctually, and to a satisfactory standard.
- (f) Ensure that their children do not bring non-vegetarian food items to School.
- (g) Avoid sending polyethylene bags or other non-biodegradable materials to School, in support of the School's commitment to environmental sustainability and recycling initiatives.
- (h) Ensure that their wards carry the Almanac, all necessary textbooks, notebooks, and stationery for the day in their school bags, while encouraging the ward to take personal responsibility for organizing and preparing their materials independently.
- (i) Ensure that their wards do not bring any prohibited items to the School, as outlined below:

- i. **Valuables and Jewellery:** Wards are strictly prohibited from carrying valuables to School, including jewellery, expensive accessories, and astrological stones. In exceptional cases, the School may, at its sole discretion and upon written request from the parent, permit the ward to wear an astrological stone or similar item, provided it remains fully concealed at all times within the School premises and during School-related events. However, if such an item is lost, the School shall bear no responsibility and shall make no effort to locate or recover it. No School resources will be allocated towards tracing or resolving the loss of any such permitted item.
 - ii. **Unapproved Articles:** Wards must not bring toys, magazines, storybooks, or any other reading or recreational material that is not prescribed by the School. Any such items found in the ward's possession may be confiscated, and disciplinary action may be taken as deemed appropriate by the School.
 - iii. **Intoxicants and Prohibited Substances:** The possession, use, or attempted distribution of narcotic drugs, psychotropic substances, or any form of intoxicant—including but not limited to alcohol, cigarettes, cigars, e-cigarettes, vapes, or similar products—is strictly forbidden. If any such item is found in a ward's possession, it shall result in immediate suspension from the School, without any exception or concession.
- (j) Check on a daily basis for any circulars, notices, invitations, or other communications issued by the School, and ensure that such information is acknowledged and acted upon as necessary.
 - (k) Carry the Escort Card issued by the School when visiting the premises for any event, meeting, or to collect their ward. In the event of loss of the Escort Card, parents must promptly notify the School and are advised to lodge a complaint with the appropriate police station. Upon receipt of a written intimation from the parent—along with a copy of the police complaint, if filed—the School may issue a temporary Escort Pass to facilitate the collection of the ward, pending the issuance of a replacement Escort Card. A new Escort Card shall be issued upon submission of a formal application and payment of a fine of ₹200/- (Rupees Two Hundred only).
 - (l) Ensure that their ward's name, enrollment number, class, and section are clearly marked on all personal belongings, and guide their ward to be mindful and avoid inadvertently packing or carrying items belonging to others.

- (m) Ensure that their wards do not bring gifts, return gifts, or any other items of value exceeding ₹20 per student to School for birthdays or any other occasion. Distribution of sweets on birthdays may be permitted only with the prior approval of the Class Teacher. Wards are not allowed to wear colourful attire to School on their birthdays; the prescribed School uniform must be worn as usual.
- (n) Ensure that their wards wear their Identity Cards to School every day without fail. In the event of loss or damage to the Identity Card, parents must submit a written application to the Principal requesting a reissue. A temporary or new Identity Card will be issued upon receipt of the application and payment of a fine of ₹750/- (Rupees Seven Hundred and Fifty only). Any subsequent loss of the Identity Card within the same academic session shall attract a fine of ₹1,000/- (Rupees One Thousand only) and may lead to additional disciplinary action as deemed appropriate by the School.

1.3 Ensuring Ward's Compliance with Attendance and Leave Rules

Parents shall:

- (a) For students who do not avail the School Bus facility, ensure that they reach School by 7.55 am in the morning for drop-offs and 15 minutes before the dispersal to collect their wards in the afternoon. The School gate will close promptly at 8:05 a.m and in case of late arrival, parents must escort their wards to the School reception and submit a Late Coming Note in the School Almanac. Parents shall refrain from requesting security personnel to reopen the gate and shall avoid any disputes or arguments with them. In the event of a student reporting late on three occasions within a calendar month, the student shall not be allowed to attend classes on the third instance and will be sent back home for the day.
- (b) Bear in mind that absence during the academic term is strictly discouraged, as it adversely affects the ward's academic progress and overall development. All absences must be kept to an absolute minimum and shall be pre-approved by the Class Teacher or the Principal. Leave requests exceeding 3 (three) working days shall be granted only for documented medical reasons or bona fide family emergencies, subject to prior approval by the Principal. Unapproved absences, except in such cases, shall be dealt with strictly in accordance with School policy. Leave applications must be submitted through the School's mobile application or by email to the Class Teacher. For leave exceeding three working days, the application must be addressed to the Principal via the School's mobile application or by email at principal@ntskolkata.org.

- (c) Ensure that family trips and similar activities are planned exclusively during the School's vacation or holiday periods. Leaves for such purposes shall not be approved during the academic term.
- (d) Avail half day leaves for their wards, only sparingly and exclusively during family or medical emergencies. Applications for such half-day leaves must be submitted to the Principal, who may, after assessing the gravity of the situation and consulting with School Management, grant permission if deemed appropriate. Half-day leaves shall not be approved on examination days.
- (e) Ensure that if their ward is unwell and unable to write an examination, the ward is not sent to School solely for that purpose. Upon submission of a valid medical certificate and based on the severity of the illness as well as the ward's past academic performance, the School may grant exemption and allocate appropriate weightage of marks accordingly.
- (f) Ensure that their wards attend School on the first and last days of each term without fail. Vacations must be planned accordingly. Absence exceeding three days immediately following a vacation will attract strict disciplinary action, which may include mark deductions, issuance of a warning letter, or both.
- (g) Parents shall comply with all School requirements regarding the health and safety of their wards, including submitting fitness certificates (with or without restrictions), adhering to prescribed precautionary measures, and attending to their wards promptly in the event of a medical emergency, as detailed in the School Infirmary Policy.
- (h) Parents shall ensure that their wards do not take unapproved leaves exceeding 6 (six) days. Failure to comply may result in the School removing the student's name from its rolls.
- (i) Parents shall ensure that their wards maintain a minimum of 75% attendance in each academic session as a mandatory requirement for promotion to the next class. Exceptions to this attendance requirement may be granted only in special circumstances—such as serious illness, accident, natural calamity, or comparable exigencies—at the sole discretion of the School Management. The decision of the School Management in such matters shall be final and binding on both the student and the parents.

1.4 Observing Transport/School Bus Protocol

Parents shall:

- (a) Consult the School's Transport Representative for details of transport and School bus services and shall complete the enrollment process for their wards accordingly, if they wish to avail such services.
- (b) Specify their preferred pick-up and drop-off stops at the time of enrolling their wards for transport services. Generally, subsequent changes to these stops shall not be permitted. However, should a temporary or permanent change in bus facility, route, or stop be necessary, parents must submit a written application to the Principal through the Transport In-charge to seek prior approval.
 - i. The application should be submitted to the Administrative Office or via email addressed to the attention of the Principal at transport@ntskolkata.org at least 3 working days in advance. No change in routes or bus stops shall be entertained on an immediate basis unless there is an exigency.
 - ii. A temporary change of bus stop/route may be applied / requested for a minimum of 1 day and a maximum of 15 days.
 - iii. No change shall take effect solely upon submission of the application; such change will become effective only after explicit permission is granted by the Principal. Requests for permanent changes to bus stops or routes must be submitted on or before the 5th day of the month to enable implementation from the first day of the following month. All requests are subject to availability and shall not be treated as a matter of right. No exceptions to this rule shall be permitted.
- (c) Submit a request at least one day in advance—either via a note in the School Almanac or through the School mobile app to the Class Teacher—if they wish to pick up their ward directly from the School despite being enrolled for School bus services. Such a request shall not be deemed effective merely upon submission and shall be subject to the Class Teacher's approval and production of the Escort Card to the Security personnel at the School gate.
- (d) Carry and present the Escort Card while collecting their ward from the School or at the designated bus stop. In the absence of the Escort Card, under no circumstances shall the student be handed over to any individual, including the parent or guardian. In such cases, the parent shall be required to collect the ward directly from the School upon producing the Escort Card or valid Identity Card.

Should a parent wish their ward to commute escort-free from the bus stop, a formal email request must be addressed to the Principal for prior approval. Such permission may only be granted for students of Class VII and above and shall be entirely at the parents' own risk and responsibility. The School shall not be liable for any untoward incident occurring before pick-up or after drop-off in such cases. These measures are strictly enforced to ensure the safety and security of all students, and no exceptions shall be made.

- (e) Ensure that they or their designated escorts arrive punctually at the designated pick-up and drop-off points. Similarly, students must be present at their respective bus stops at least 10 (ten) minutes prior to the scheduled pick-up time. The School's Transport Department and bus staff are under no obligation to wait for latecomers, whether students or escorts, and parents are strictly prohibited from requesting, whether telephonically or otherwise, that the bus staff delay or wait. In the event that no authorized person is present to receive the ward at the drop-off point, the ward shall be brought back to the School, and the parent shall be required to collect the ward from the School premises upon being informed. This protocol is essential to ensure the safety of students and to maintain the punctuality and convenience of the entire route and shall be strictly adhered to.
- (f) Parents shall patiently await the arrival of the School bus at the designated stop in the event of any delay, regardless of the reason. Under no circumstances shall the driver be contacted directly, as such distractions may compromise the safety and security of the students on board.
- (g) Ensure that, except as expressly permitted under this Policy or the School's Transport Policy, their wards do not board the School Bus from any stop other than the one officially allotted to them, nor board a different School Bus in the event of missing their assigned bus. Under no circumstances shall parents attempt to stop or intercept any School Bus en route. Students may, however, return home by their assigned School Bus on that day, subject to the applicable transport rules of the School.
- (h) Refrain from engaging in any form of dispute or altercation with the Bus Escort, Teacher, Attendant, Driver or any other staff deputed on the School Bus. In the event of any concern or grievance, a formal written complaint may be submitted to the Principal for appropriate action. Parents shall also not board the School Bus under any circumstances, except when expressly directed to do so by the Driver or Conductor under exceptional situations.

- (i) Acknowledge that the School shall not be held liable for any untoward incident occurring during their wards' commute via private vehicles, which shall remain the sole risk and responsibility of the parents or guardians. The School must be informed in writing of the child's mode of transport, along with all necessary details. Any change in the mode of dispersal—from private vehicle to pool car or vice versa—shall require a written application or email submitted at least three working days in advance, and shall not be permitted without such prior approval. Registration, discontinuation, and/or route changes for School Transport shall be governed by the School Transport Policy; the provisions herein are supplementary and shall not override the School Transport Policy, which shall prevail in case of any conflict.

1.5 Interaction with Management, Teachers and School Staff

Parents shall:

- (a) Participate in regular meetings organized by the School between teachers and parents to discuss their ward's academic progress and/or conduct. Additionally, parents are expected to attend meetings requested by the teacher or Principal to address any specific issues arising during the course of schooling.
- (b) Parents shall intimate the School at the earliest about any issues concerning their wards. Such concerns must be reported initially to the Class Teacher, either through signed notes in the School Almanac or via email, clearly stating the name, enrollment number, class, and section of the ward, along with a detailed narration of the incident and the expected resolution. In the event the matter remains unresolved, parents may escalate the concern to the Coordinator and subsequently request an appointment with the Principal. For matters requiring direct discussion with the Principal, no prior appointment is necessary between 9:00 am and 11:00 am on working days; parents may also communicate via email.

Anonymous or pseudonymous communications, including on social media, shall not be entertained. Any such communications containing threats or violations of law will be reported to the appropriate Cyber Crime authorities for investigation and prosecution in accordance with Applicable Laws.

Parents are to acknowledge that the School is committed to treating all students fairly and equitably, with corrective and rehabilitative measures constituting the primary response to any issues. Parents are expected to respect the rights of all students to continue their education at the School and to refrain from demanding expulsion as an initial remedy. While corrective action is the first course, the School reserves the right to impose stricter disciplinary measures, including expulsion, based on the severity of the matter. Constructive resolution aimed at improvement and inclusivity is encouraged as the preferred approach.

- (c) Regard the School mobile App and School Almanac as a vital communication tool between the School and home. They are required to review the School Mobile App and School Almanac thoroughly each day to stay informed about their ward's academic progress, conduct, and overall development, and to provide their signature acknowledging each entry. The School Mobile App and School Almanac may also be utilized by parents to record any concerns regarding their ward and to seek guidance from the Class Teacher or other relevant staff. Any loss or damage of the School Almanac must be reported immediately, and a replacement may be procured from the Administrative Office upon payment of the prescribed fee.
- (d) Furthermore, they shall not attempt to meet with any teacher or the Principal without scheduling a prior appointment, except on the days and time specified above.
- (e) Not solicit private tuition services from any teacher of the School. Any breach of this provision shall attract strict disciplinary action by the School Management, including the possibility of expulsion of the student. However, parents may report any academic difficulties faced by their wards to the Principal, who may, subject to the approval of the School Management, arrange for supplementary academic support within the School premises. Such assistance shall be provided at the convenience of the assigned teacher and shall not be deemed a right or entitlement.
- (f) Not request teachers or staff to share their personal contact details. All communication with School teachers and staff must be conducted exclusively through official channels, including the School Almanac, official email, or the School Mobile App. All communication with the School and its staff, verbal or written, shall be respectful, courteous, considerate and not abusive or confrontational.
- (g) Maintain respect towards all School staff and refrain from criticizing or undermining their authority. Any concerns regarding a teacher or staff member must be raised with the Principal through a formal and respectful email, adhering to the standards of conduct outlined in this Code.
- (h) Respect the School's duty of care to protect all staff; consequently, any aggressive or abusive behavior towards staff will not be tolerated and will be addressed in accordance with applicable laws.
- (i) Parents shall submit any complaints against a teacher or staff member by sending a formal email addressed to the concerned teacher and/or the Principal. Such email should not contain rude and abrasive language.

1.6 Use of Technology

The School has provided optimum technology support to parents for their convenience and for the safety of the students. Parents are therefore encouraged to make use of these technology.

- (a) **School's mobile App:** This Application enables parents to access with ease the schoolwork done by students as well as the home assignments planned for them. All circulars/notices are uploaded on the mobile app; parents can log in and access the latest circulars and instructions regarding the academic and co-curricular activities of the School. Parents can also communicate actively with the School using this app. Therefore, all parents are expected to download it in order to make a better contribution towards the overall development of their children.
- (b) **School Bus tracking App:** This application enables parents to track the movement of their children in the School Buses. Parents are expected to make use of this application for the safety of their children and also to ensure that they reach the bus stop on time to drop off or pick up their wards.
- (c) **RFID Enabled Identity Cards:** Radio Frequency Identification Identity Cards ("**Identity Cards**") track the movements of every child inside the School. Parents shall therefore ensure that their children wear the Identity Cards to School.
- (d) **CCTV Cameras:** Parents are expected to understand the true purpose of these installations and abstain from requesting the School from checking footage to recover lost items or anything of the like nature. CCTV footage shall only be made available when it is so deemed fit by the School Management.
- (e) **School Website:** The School's website serves as a portal for dissemination of information about the School as well as events and programmes conducted on campus. The website also serves as a notice board for information relating to admissions, vacancies, recruitment and the academic calendar. Parents are requested to visit our website regularly and browse the content in order to make our website an effective communication tool.

2. **FAILURE TO OBSERVE THIS CODE**

If a parent fails to observe this code in letter and in spirit, after having been warned about a breach, the School may:

- (a) Limit access to a teacher or teachers.
- (b) Limit access to the School's premises and school events.
- (c) Suspend students.
- (d) Permanently terminate the enrollment of student