



義安公司主辦 義安小學

NGEE ANN PRIMARY SCHOOL

344 Marine Terrace, Singapore 449149

Tel: 64418677 Fax: 64417411

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

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Primary 1 Frequently Asked Questions

Service Providers (School Bus / Book Shop / School Uniforms/ Student Care Centre)		
No.	Question	Answer
1	Where do I make purchase for schoolbooks and uniforms?	We encourage you to purchase them online. For walk-in purchases, you may refer to the booklist for the schedule of the book sale dates. Please contact the vendors directly via this link: https://www.ngeeannpri.moe.edu.sg/partners/Vendor-Information/
2	Is there any provision for student care in Ngee Ann Primary School?	ACE@Work is the student care service provider in Ngee Ann Primary School. Please contact the vendor directly via this link: https://www.ngeeannpri.moe.edu.sg/partners/Vendor-Information/
3	How do I apply for a school bus seat for my child/ward?	Steadfast Transport Service is the school bus transport provider in Ngee Ann Primary School. Please contact the vendor directly via this link: https://www.ngeeannpri.moe.edu.sg/partners/Vendor-Information/

First Week of School

No.	Question	Answer
4	Can parents drop off students inside the primary school premises?	For morning drop-off, cars are allowed into the school compound between 6.30 a.m. and 7.00 a.m. on days with good weather. The main gate closes at 7.00 a.m. for children's safety. On rainy days, cars are permitted to enter the school compound up till 7.30 a.m.
5	Can parents be in school with the	No. A parent will be allowed to accompany the child to the parade square on Day 1 and leave him/her with his/her Form Teachers.



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	child on the first day of school?	We seek your understanding that parents will not be able to accompany your child into the school premises from Day 2 onwards. Over the years, we have observed our P1 children to be very adaptable and they adjust well to the school environment.
6	What should my child bring on the first week of school? When will my child get his/her class timetable?	Please refer to the information sheet for parents that was sent to you via Parents Gateway on 28 November 2025. The Form Teachers will distribute the class timetable to the students on 2 January 2026.
7	How do you manage students who might be overwhelmed from their day in school? E.g. crying	Our P1 Form Teachers are experienced teachers who will provide support for students who need more assurance. We also have our School Counsellor and Special Needs Officers on standby to attend to the students.
8	Will there be any assistance on the first day when P1 students need to go to the toilet?	Yes, students will be taken on a school tour and shown the locations of the toilets. There will be scheduled timings for teachers to take students to the toilet so that the shy students will be accompanied to the toilets as well.

Recess & Canteen Matters

No.	Question	Answer
9	What do you serve in the school canteen?	There is a range of halal and non-halal food stalls in school. Food and drinks sold in the canteen have the Healthier Choice Symbol. If your child/ward has dietary restrictions, you could also pack some healthy snacks for him/her for recess.
10	What is the suggested amount	About \$2.50 to \$3 a day for recess should be sufficient.



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	of pocket money sufficient for recess?	
11	What are the different modes of payment accepted?	Both cash and POSB Smart Buddy are accepted in our school canteen and bookshop.
12	How do I apply to use POSB Smart Buddy e-payment?	Learn more about POSB Smart Buddy and apply via this link: https://www.posb.com.sg/sb-schools .
13	Is there any guidance or buddy system for the P1 student to purchase food in canteen?	Teachers will be stationed in the canteen during recess on the first 2 days to assist the P1 students when they are buying their food. From 5 to 9 January 2026, each Primary 1 student will be paired with a Primary 4 buddy to support them during recess. Rest assured that our staff will also be present to guide and assist our Primary 1 student as they adapt to the school routines and environment. If the Primary 1 student has a sibling in Primary 4, the sibling will be assigned as the buddy.
14	What happen when the child is not in time to buy and finish up his/her food given that there will be a lot of children during recess?	The duration of P1 recess will be extended from 30 minutes to 1 hour in the first week of school and 45 minutes in the second week of school. Based on our past observations, students have sufficient time to purchase and finish consuming their food before they proceed to play and use the toilet within the period. Nevertheless, we will allow our students to continue to finish consuming their food even if the recess is over.



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Student Matters

No.	Question	Answer
15	How many students are there on average in a Primary 1 class, and what is the teacher-student ratio?	Each Primary 1 class typically has about 30 students, with a teacher-student ratio of 1:30.
16	Can my child/ward wear a smartwatch or bring a phone to school?	<p>Students are strongly discouraged from bringing personal digital devices, e.g. mobile phones, smart watches, kindle to school.</p> <ul style="list-style-type: none">• Use of such devices is strictly prohibited during curriculum time, recess, CCA, after school programmes (e.g. supplementary/enrichment/ remedial lessons) and examinations. The devices must be switched off during school hours.• Students who bring such devices are to keep them in their school bags. Students should bear the responsibility for safekeeping of devices.• Students are only allowed to use personal digital devices to communicate with their parents/ guardians on urgent matters at the school gates.• Students are not allowed to take photographs or videos within the school compound without prior permission from the school management. <p>Failure to comply with the above rules and/or any inappropriate use of personal digital devices will result in the immediate removal of devices for safeguarding purposes, and parents/guardians will be notified to collect them.</p>
17	Can my child bring a wheeled school bag since he/she is quite small in size?	<p>Yes. We allow any type of school bags. We advise parents to equip your child with a schoolbag that is comfortable for the child in terms of weight and size.</p> <p>Please encourage your child to pack their schoolbag according to the timetable to manage the weight of the schoolbag which should be between 10-15% of their weight.</p>



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18	Is my child/ward allowed to use the school lockers?	<p>Yes, there are lockers outside every classroom and the students can use them. However, please note that if students were to use a locker, they need to use their own padlock to secure it. The school will not be responsible for any missing padlock key or loss of items. Also, the necessary books and resources should be retrieved at the start of the day and kept at the end of the day to avoid distractions of walking in and out of the classroom during curriculum hours.</p> <p>As most schoolbooks and resources are stored in the classroom for P1 students, the use of school lockers is often unnecessary.</p>
19	Does participation in CCA starts from P1?	<p>No. P1 students will be involved in Programme for Active Learning (PAL). They will officially join CCA when they are in P3. More information about the allocation of CCA will be given when they are in P2.</p>
20	My child has Special Needs. I would like to know how NAPS can help my child.	<p>If your child has special needs, please inform the school via email: naps@moe.edu.sg.</p> <p>Our staff will contact and advise you accordingly. We would like to assure parents that the school is resourced with teachers and allied educators trained in learning needs and special needs, and for cases requiring more specialised attention, we have our MOE Educational Psychologist partners to support us.</p>
21	How does the school manage incidents (e.g. safety, hurtful behaviour, conflicts, misbehaviour) in school?	<p>The school is committed to fostering a culture of care and kindness amongst students. At the beginning of each year, the school leaders and Student Development Team will communicate a clear message to all students that the school has zero tolerance for hurtful behaviour. Termly sessions are conducted to guide lower primary students on positive peer interactions and to remind them of the avenues available when they need help.</p> <p>When the school is alerted of any incident, we take immediate action to investigate the incident, carry out appropriate disciplinary actions and provide counselling support for the students involved.</p> <p>If your child shares with you that he/she or his/her friends are involved in an incident, we request that you contact the Form Teacher with the</p>



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		<p>facts of the incident, and we will respond to you earliest possible. Do allow our teachers some time to carry out the investigation.</p> <p>In the interest of every child's safety, we seek the parents' understanding and cooperation not to approach any students directly within or outside school.</p>
22	I am concerned about my child's Mother Tongue Language as we don't speak it at home. Would he be able to cope?	<p>Bilingualism is a cornerstone of Singapore's education system. Under our bilingual policy, all students are required to offer English and a Mother Tongue Language (MTL).</p> <p>Our MTL teachers will work in close partnership with parents in encouraging our students to persevere in their MTL learning. School will provide differentiated learning support and explore the possibility of offering the Foundation MTL curriculum for students who are weaker in MTL when they reach the upper primary levels.</p>
23	When does Higher Chinese start in NAPS and how are students selected?	Higher Chinese (HCL) is offered at Primary 3 and Primary 4. At the end of Primary 2, the school considers the student's readiness, learning attitude and interest in the language when deciding on HCL placement.
24	Is there still Home-Based Learning (HBL) and how frequent? Do we need to prepare devices to help facilitate HBL activities?	<p>NAPS will usually have Home-Based Learning (HBL) in Term 4 each year. The HBL details will be communicated to parents and students nearer to the dates.</p> <p>Yes. If your child has a tablet or laptop that can be connected to internet, he/she will be able to do his/her HBL assignments.</p>
25	Can we take leave during school term?	<p>Regular attendance in school is important to a child's learning. Hence, students must be present on all school days.</p> <p>Should your child/ward be absent from school, kindly inform the school the reason for absence within the same working day. If your child/ward is unwell, a medical certificate must be produced upon his/her return to</p>



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		school. Absence from any examination must be accompanied by a medical certificate for marks to be computed accordingly.
26	What is the allowed hairstyle /hair ties/colour of ribbons for girls?	More details can be found in the Student Handbook page 7.

Communication

No.	Question	Answer																					
27	How often does the school have Parent-Teacher Conference?	<p>The school hosts a Parent-Teacher Meet session once a year in May for all students. Information on these sessions will be communicated to parents closer to the date.</p> <p>Teachers will contact parents to update on the students' development and progress throughout the year whenever necessary.</p> <p>Parents can also email or make an appointment to meet your child's teachers if you would like to find out more about your child's learning progress and performance.</p>																					
28	How can parents communicate with teachers?	<p>We have many established various channels of communication with parents / guardians to strengthen our collaborative partnership in delivering a holistic educational experience for our students as outlined in the table below. Please note that teachers may not be able to respond to your messages or phone calls immediately, nor meet with you without prior appointments, as they are often engaged in class with the students. Your understanding and cooperation in this matter are greatly appreciated.</p> <table border="1"><thead><tr><th>Channels of Communication</th><th>School with Parents</th><th>Parents with School</th></tr></thead><tbody><tr><td>Telephone: 6441 8677</td><td>✓</td><td>✓</td></tr><tr><td>Email Address: naps@moe.edu.sg</td><td>✓</td><td>✓</td></tr><tr><td>Website: www.ngeeannpri.moe.edu.sg</td><td>✓</td><td></td></tr><tr><td>Facebook: Ngee Ann Primary School 爱我義安</td><td>✓</td><td>✓</td></tr><tr><td>Termly School Communication Letter to Parents</td><td>✓</td><td></td></tr><tr><td>Termly Level Letter</td><td>✓</td><td></td></tr></tbody></table>	Channels of Communication	School with Parents	Parents with School	Telephone: 6441 8677	✓	✓	Email Address: naps@moe.edu.sg	✓	✓	Website: www.ngeeannpri.moe.edu.sg	✓		Facebook: Ngee Ann Primary School 爱我義安	✓	✓	Termly School Communication Letter to Parents	✓		Termly Level Letter	✓	
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	Parents Gateway	✓		
	Student Handbook <i>[Students are to bring Handbook to school on every school day.]</i>	✓	✓	
	Parents' Briefing / Parent-Teacher Meeting	✓	✓	
	Meeting with Form/Subject Teacher or Staff Member : <i>[To facilitate a productive discussion, kindly schedule an appointment to ensure that our teachers/staff are available to meet with you.]</i>	✓	✓	

Administrative Matters

No.	Question	Answer
29	I did not attend the P1 orientation on 21 November 2025. Where do I retrieve the necessary information?	Please refer to the briefing slides via this link: https://www.ngeeannpri.moe.edu.sg/partners/lettersandnotifications/
30	I am still not able to access Parents Gateway using SingPass. What should I do?	If you are still not able to access Parents Gateway, please check if your SingPass login information is correct. Should you require any assistance with your SingPass account, please contact SingPass helpdesk at 6335 3533 or email support@singpass.gov.sg. For Parents Gateway related technical issues, please email to MOE_Parents_Gateway@moe.gov.sg.
31	My child has applied for the Financial Assistance Scheme (FAS). Can I go ahead with purchasing the schoolbooks and school uniforms	Please do not purchase any schoolbooks or school uniforms from the vendors while your MOE FAS application is being processed. We will not be able to facilitate any refunds. The school will inform you of the application outcome and the details for the collection of the approved items (including the school meal subsidy card) by mid-December.



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	from the vendors and claim later?	
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