

# AIS Welcome Pack



Welcome to the AIS community!

Our Welcome Pack is designed to help you navigate the important procedures and communications platforms to life at AIS.

Respect | Opportunity | Achievement



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## Enrolment Requirements

If your child is not a Permanent Resident of Singapore or Singapore Citizen, a valid visa must be obtained before your child starts school.

Valid Visa types: Dependent's Pass card (or 'IPA'), Student Pass Digital Card, Immigration Exemption Order, LTVP Letter of Consent ('LOC') or an unexpired Permanent Resident Re-Entry Permit.

All students must be living with at least one parent who is a full-time resident in Singapore or a guardian who complies with our Safeguarding and Guardianship Policies.





## School Day

**Drop off:** 8:00am-8:15am

**Class Begins:**

Early Years: 8:00am-8:30am

Elementary: 8:30am

Secondary: 8:15am

**Lunch:**

Early Years: 11:50am-12:50pm

Elementary: 11:50am-12:50pm

Secondary: 12:50pm-1:30pm

**Dismissal:**

Early Years: 2:50pm-3:00pm

Elementary: 3:10pm-3:20pm

Secondary: 3:30pm-3:40pm

**CCAs and Sport:**

Early Years: 3:00pm onwards

Elementary & Secondary: 3.20pm onwards (depending on the activity)

# First Day Of School - Where to Go

We want you to have an outstanding first day and can't wait to welcome you to the AIS Community in person. Our Admissions Staff members will be at each gate wearing an AIS shirt to direct you as needed, but most importantly, to give you a warm welcome.



## Taxi/Private Car

### Early Years

(Infant Care to Pre-School 4: 2 months - 4 yrs)

Enter Gate 3 and U-turn to Drop Off at the Early Learning Village. Proceed to Level 2.

### Elementary

(Prep to Year 5: 6 yrs to 11 yrs)

Gate 1: Years 3 - 5

Gate 3: Years 1 - 2

Gate 4: Prep

### Secondary

(Year 6 to 12: 12 yrs to 18 yrs)

Gate 1: Coral Dixon Theatre

## On Foot

### Early Years

(Infant Care to Pre-School 4: 2 months - 4 yrs)

Enter at the Gate 4 pedestrian entrance.

### Elementary

(Prep to Year 5: 6 yrs to 11 yrs)

Gate 1: Years 3 - 5

Gate 3: Years 1 - 2

Gate 4: Prep

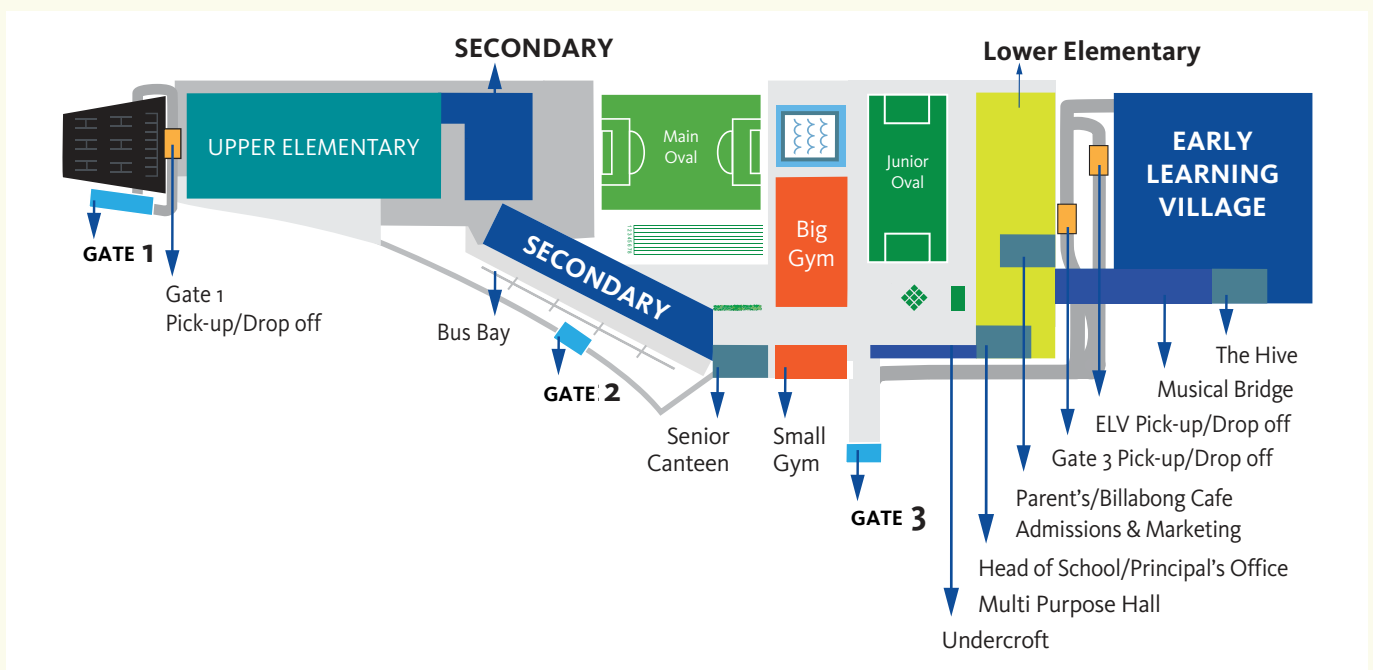
### Secondary

(Year 6 to 12: 12 yrs to 18 yrs)

Gate 1: Coral Dixon Theatre

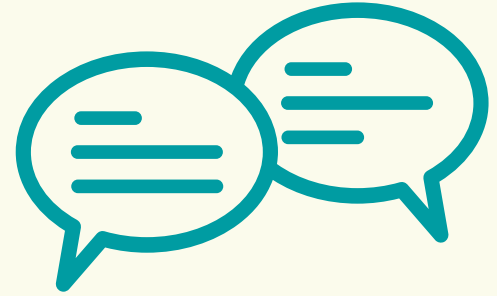
Enter at the Gate 1 pedestrian entrance.

## Map of AIS Campus



# Communication

There is a lot of great teaching and learning to share as well as exciting school events. We look forward to connecting with you throughout the year to share details about your child's learning journey and progress.



## All Grade Levels

### Connect AIS

(Only can be accessed on your child's first day of school)

Connect AIS is the community portal used by Parents, Students and Staff in AIS. You can use the portal to access lunch ordering, register for bus transport, register for CCAs, apply for a parent pass and other school administrative tasks.

Here is a step-by-step guide on how to activate your account.

## Step by Step Guide

### 1. Activate your Account

On the first day of school, go to [ais.fireflycloud.asia](https://ais.fireflycloud.asia). Select **"New to Firefly? Activate your account"** and create your password.

### 2. Login

Go to [ais.fireflycloud.asia](https://ais.fireflycloud.asia). Select **"Parent Login"**.  
**Username:** Email address you provided during the application process (the email address you received Welcome Pack)

**Password:** Created in Step 1

If you need to change your email address, contact [records@ais.com.sg](mailto:records@ais.com.sg).

### 3. Forgotten Your Password?

Click on the "Forgotten your password?". (link beneath the "Log In" button and follow prompts)

### 4. Individual Accounts

Parents **do not** need to share a login. If you provide an email address for both parents (or a registered guardian) during admissions, each parent will receive an email to create their own password.

1

Australian International School

Log in with your email address and password

Staff / Student Login

Username

Password

Show password

Log in

Forgotten your password?

Or log in with

Parent login

Google account

Office 365

firefly

2

Australian International School

Log in with your email address and password

Parent Login

Jane\_doe@gmail.com

\*\*\*\*\*

Show password

Log in

Forgotten your password?

Logging in for the first time? Activate your account.

Or log in with

Staff / Studentlogin

Google account

Office 365

firefly

3

Log in with your email address and password

Parent Login

E-mail address

Password

Show password

Log in

Forgotten your password?

Logging in for the first time? Activate your account.

Or log in with

Staff / Studentlogin

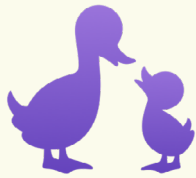
Google account

Office 365

firefly

# Communication Platform by Sub School

## Early Years (Infant Care to Preschool 4) - Storypark



### Download Storypark Mobile App to receive: Infant care P1 and P2:

- Daily updates (routines, meals, nappy changes and sleep)
- Bi-weekly child and class updates
- Connect AIS newsletter weekly (Friday)

### P3-P4

- Bi-weekly class and child updates
- Connect AIS newsletter weekly (Friday)



## Elementary (Prep to Year 5) - Toddle



### Download Toddle Mobile App to receive:

- Reports
- Attendance
- School Calendar
- Weekly Class Updates (Friday)
- Homework (Bi-weekly Monday)
- Announcement



## Secondary (Year 6 to Year 12) - iSams Parent Portal



### Login to Connect AIS and Click on iSams Parent Portal to access:

- Class grades
- Attendance records
- Report cards
- Assignments

iSams Parent Portal

### Sign up for Google Classroom

In Week 1, parents will receive a Google Classroom invite from your child's STRIVE teacher, which will then trigger an automatic sign up for each student's respective classes.

You will then be able to view:

- Homework
- Auto-generated daily reports



## CCA Registration

### P3 - Year 12

**Sign up for CCAs on the first day of school.**

We offer over 300 different CCAs across our school, ranging from sports, music, arts and more. Students are encouraged to participate in at least one but can choose as many as they want. Our CCA programs are available from Preschool onwards (P3 class and above). Our students are encouraged to sign up, enjoy what's on offer and meet like-minded friends.

Once you have activated your Connect and iSAMS accounts, [click here](#) for more information on how to get onto SchoolsBuddy.



**SchoolsBuddy**



## Campus Security

At AIS, campus security is a priority. All parents are required to either wear a temporary visitor sticker or parent pass while on campus. All parents or caregivers on AIS premises are required to wear their pass at all times.

Wearing your parent pass or temporary visitor sticker tells our staff and students that you are authorised to be on campus.



### Before Day 1

You can register for your passes [here](#) ►

### After Day 2

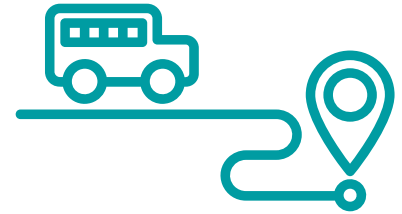
Login to Connect AIS ► Online Forms ► [Parent Passes](#)

Be sure to have a scanned copy of your passport (or your child's birth certificate) and a passport style or clear photo of yourself for registration.



# Transport

Located at Lorong Chuan, our campus is strategically positioned for easy reach, ensuring a hassle-free commute for both parents and students.



## By Car



For those commuting by car, Lorong Chuan is conveniently accessible from Ang Mo Kio Avenue 1 and the southbound Exit 10 of the CTE. Please note that access from the northbound Exit 10 of the CTE is unavailable. Traveling from the city? Utilise CTE Exit 11 and either make a u-turn to access the southbound Exit 10 or proceed via Ang Mo Kio Avenue 1.

Parents driving to school are advised to display the AIS car decal prominently. Cars without a parking decal will be considered general visitors and must register with the Security Office before entering the school campus. Drop-off and pick-up points are facilitated at Gate 1 and Gate 3 for your convenience.

## By MRT



Our proximity to the Lorong Chuan MRT station, just an eight-minute walk from the school, ensures seamless connectivity. Linked to the Circle Line, it connects to the North-South (Red) line leading to Orchard MRT and the North-East (Purple) line connecting to Dhoby Ghaut MRT.

## Bus



### By Public Bus:

Public transportation is easy with buses #73, #105, and #159 stopping right outside the front gate of the Main campus. These buses provide convenient links to various bus and MRT stations, making commuting to AIS a straightforward affair.

### By School Bus:

AIS has partnered with KAYE Transport Service Pte Ltd (KAYE), an independent transport company, to meet all transportation needs. If you prefer the school bus service, complete the registration form available [here](#). This reliable and safe transportation option ensures a comfortable journey for your child to and from AIS.



# Lunch Ordering

AIS canteens are managed for the school by Sodexo. Sodexo cooks its dishes fresh on site. Each dish is created and analysed by qualified chefs and dedicated service teams for you. If your child has any allergies please make sure to indicate in the Health Declaration Form. Further details on our canteen services can be found [here](#).



## P1, P2, P3 and P4

- No ordering required.
- All meals are standardised and will be delivered to your child's class.
- Weekly menus are shared via the weekly Connect newsletter.

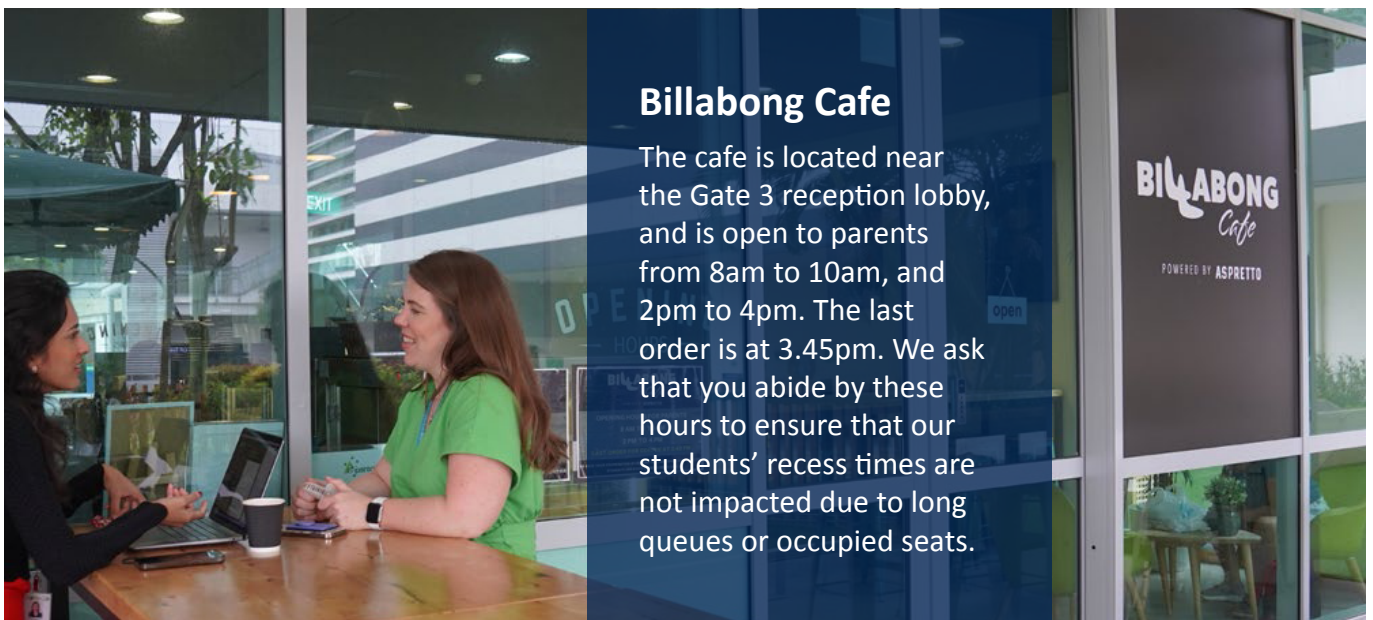
## Prep to Year 2

- Canteen lunches must be **Pre-ordered** (students may also bring packed lunch).
- Food will be delivered to your child's class.
- Pre-orders are available until 7am on the school day but are subject to availability.
- To ensure your meal selection, please order at least two days in advance.

## Year 3 onwards

- Pre-order online for collection at the Senior Canteen.
- On-site purchases are done via AIS student card (which requires regular credit top-ups) or cash. For credit top-ups, this is done **via Connect**.

We recommend that you ensure your child's account always has sufficient balance to purchase lunch on-site.



## Billabong Cafe

The cafe is located near the Gate 3 reception lobby, and is open to parents from 8am to 10am, and 2pm to 4pm. The last order is at 3.45pm. We ask that you abide by these hours to ensure that our students' recess times are not impacted due to long queues or occupied seats.

# Uniform

Students attending the Australian International School must adhere to the school's uniform policy during regular school days. The exclusive retailer for AIS school uniform items is Lim's Uniforms, situated in Holland Village Shopping Centre.

For those interested in purchasing uniforms, it is recommended to purchase them beforehand at Lim's Uniforms retail shop to guarantee stock availability. Although uniforms are also available for purchase on Orientation Day, please be aware that no new uniforms will be sold on campus on the first day of school.



## The AIS Recommended Starter Kit

[Click here](#)

### Lim's Uniforms

[Website](#)

**Contact:**

+65 6468 3655

**Address:**

#02-18 Holland Road Shopping Centre  
(above Cold Storage)  
211 Holland Avenue  
Singapore 278967

**MRT Station:**

Holland Village Station, Exit C

**Operation Hours:**

**Monday – Saturday:** 10:30 am – 7:15 pm

**Sunday & Public Holidays:** 10:30 am – 6:00 pm  
(except Christmas Day and Chinese New Year)



# Uniform

Item List	P1, P2, P3 and P4
Mandatory	<p>PE Top PE Shorts Bucket Hats School Bags (Small) Library Bag</p>

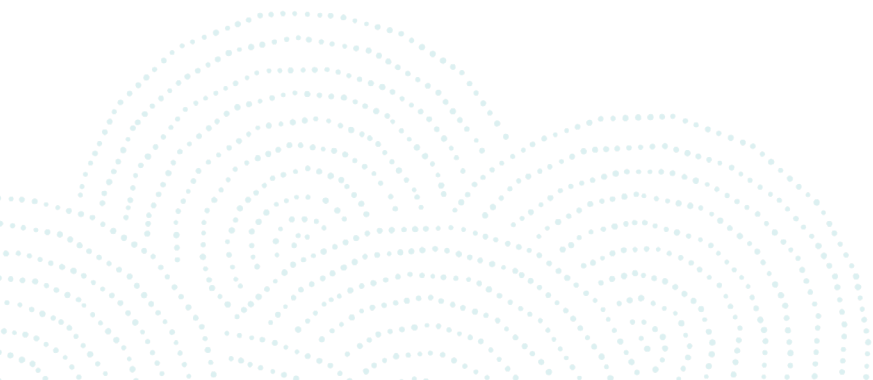
Item List	Prep to Year 5	
Mandatory	Boys	Girls
	<p>PE Top PE Shorts House T-shirt Hats AIS White socks School Bag (Medium) Library Bag (Compulsory Prep - Year 5)</p>	
	<p>Elementary Stripe Shirt Elementary Shorts</p>	<p>Please note girls can either use 2-piece or dresses or both</p> <p>Elementary Girls Blouse Elementary Girls Skort Elementary Girls Dress</p>
Optional	<p>Jumper PE Skort (Limited sizes only)</p>	

Please refer to your offer letter for your house shirt colour



Item List	Year 6 to Year 12	
Mandatory	Boys	Girls
	<p>Secondary PE Top Secondary PE Shorts House T-shirt AIS White socks School Bag (Large) Formal leather shoes</p>	
Optional	<p><b>Boys White Shirt</b> <b>Boys Bermudas (Year 6-10 ONLY)</b> <b>Boys Pants (Year 11 &amp; 12 ONLY)</b> <b>Boys Blue Tie (Year 6-11)</b> <b>Boys Grey Tie (Year 12 ONLY)</b> <b>Black Belt with AIS Logo</b></p>	<p>Please note girls can either use 2-piece or dresses or both</p> <p><b>Girls Blouse</b> <b>Girls Dress</b> <b>Girls Blue Tie (Year 6-11)</b> <b>Girls Grey Tie (Year 12 ONLY)</b></p>
	<p><b>Bucket Hats</b> (If they are out to play, they must have a cap - blue or white) <b>Jumper</b></p>	

Please refer to your offer letter for your house shirt colour





## Tuition Fees

For your convenience we offer 3 payment options.

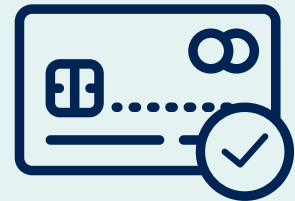
### 1 Local fund transfer / Telegraphic transfer



### 2 PayNow



### 3 Credit Card (one-time payment or instalment)



You can find a step-by-step guide on each of the options [here](#).

Please take note when paying by credit card you will incur an additional 2.5% convenience fee per transaction completed.

For payment and accounts enquiries contact [accounts\\_billing@ais.com.sg](mailto:accounts_billing@ais.com.sg).



## Secondary

### Bring Your Own Device ('BYOD')

Once a laptop has been selected for use, students must first present the device at the IT Service Desk on Level 3, Block B, for registration and configuration to enable its use on the school network and to also activate the Self-Service App Catalogue. This can be done at any time during school term, school holidays or for new students at Orientation or the first day of school.

Students will then be able to use the use Self-Service App Catalogue to conveniently install the necessary applications required for their curriculum. The following instructions detail how to install the required applications for your studies.

#### [BYOD Self-Service Instructions \(English\)](#)

#### System Requirements

The following outlines the minimum technical specifications for your BYOD.

- Model – MacBook, MacBook Air, MacBook Pro
- Operating System – Ventura (MacOS 13) and later
- Minimum Technical Specs – M1, 8GB Ram, 128 GB HDD

#### Incompatible Operating Systems

- High Sierra (MacOS 10.13)
- Mojave (MacOS 10.14)
- Catalina (Mac OS 10.15)
- Big Sur (MacOS 11)
- Monterey (MacOS 12)





## AIS Parents' Association (AISPA)

You are becoming a part of a dynamic and engaged parent community that represents over 50 nationalities. The Parents' Association is accessible from the moment you arrive, consistently organising events for new families. From the Newcomers Morning Tea happening each term to the annual Fish 'n' Chips event, AISPA aims to provide various opportunities for connection. The AISPA Preloved Uniform Shop (PLUS) also sells second-hand regulation school uniforms at a discounted price. [Click here](#) to find out more about PLUS.



AISPA committee are all AIS parents who volunteer their time and skills to create connection opportunities for parents, support students and the strong community at AIS. If you are interested in helping AISPA at events or would like to know more, please sign up [here](#) or scan the QR code.



The Classlist app is the main platform to connect with AISPA, the wider community, and other parents in your child's class. Parents are also able to join interest groups available, receive AISPA's announcements and purchase tickets for AISPA-related events and programs. Download the app to connect with your home country ambassadors.

The AISPA office is located opposite the Billabong Cafe in the Lower Elementary campus and is open on Monday and Wednesday mornings. We are always happy to have a chat with our parents.



# Housekeeping Checklist

- Sign Student Contract & Submit Health Declaration Form**
- Copy of immunisation history since birth**
- Relevant visa**  
Dependent's Pass card (or 'IPA'), Student Pass Digital Card, Immigration Exemption Order, LTVP Letter of Consent ('LOC') or an unexpired Permanent Resident Re-Entry Permit.
- Tuition Fees paid**
- Bus Registration (if applicable)**  
We recommend registering as soon as possible ahead of Day 1 to avoid any delay.
- Updated contact details for Singapore
- RSVP for Orientation Day or Enrolment Meeting (mid-term enrolments)
- Purchase Uniform

## Secondary Only

- Subject selections**
- Macbook laptop: BYOD (bring your own device)**  
Please confirm with your Admissions Manager (Secondary students only).  
Please also be sure to see our term dates [here](#).



# Absences and Student Related Enquiries



## Early Years Secretary

Extension: 8200

[eyc\\_secretary@ais.com.sg](mailto:eyc_secretary@ais.com.sg)

## Lower Elementary Secretary Inform of absences via toddle

Extension: 5103

[lowerelementary\\_secretary@ais.com.sg](mailto:lowerelementary_secretary@ais.com.sg)

## Upper Elementary Secretary

Extension: 3100

[upperelementary\\_secretary@ais.com.sg](mailto:upperelementary_secretary@ais.com.sg)

## Secondary Secretary

Extension: 6303

[secondary\\_secretary@ais.com.sg](mailto:secondary_secretary@ais.com.sg)

## Important Contacts

### IT assistance

Extension: 3300

[help@ais.com.sg](mailto:help@ais.com.sg)

### Finance team

Extension: 1052

[accounts\\_rec@ais.com.sg](mailto:accounts_rec@ais.com.sg)

### CCA office

Extension: 6303

[cca@ais.com.sg](mailto:cca@ais.com.sg)

### Transport office

65170255

[transport@ais.com.sg](mailto:transport@ais.com.sg)

### Nursing team

Extension: 7011

[nurse@ais.com.sg](mailto:nurse@ais.com.sg)

### Reception & Parent General Enquiries

Extension: 0

[ask@ais.com.sg](mailto:ask@ais.com.sg)

### Records team

Updating the school with any changes to your address, phone number, email or visa status: [records@ais.com.sg](mailto:records@ais.com.sg)





Celebrating over 30+ years  
of Academic Excellence

1 Lorong Chuan, Singapore 556818  
Contact: **+65 6517 0247** | [www.ais.com.sg](http://www.ais.com.sg)

AIS is part of the global Cognita family of schools [www.cognitaschool.com](http://www.cognitaschool.com)  
Australian International School Pte Ltd is registered by the Committee for Private Education (CPE),  
part of SkillsFuture Singapore (SSG).

CPE Registration Number: 199204405H, Period of Registration: 5 July 2023 to 5 July 2027