



# Parent Handbook

2026 - 27



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# F O R E W O R D

Balsam Academy believes in a personalised approach to instruction leading to mastery within a positive and enjoyable learning environment. Founded in 2004, its fundamental goal is to prepare students not only for successful further schooling, but also for the difficulties that will be encountered in the changing social, economic, and political environment of the modern world. Balsam Academy recognises the importance of offering a constructive, wide-ranging, and structured program.

This handbook is intended for both new and continuing parents. It has been produced in an effort for you to understand some of our expectations and goals in working with you. We are mindful that in an international community, students will leave to continue their education elsewhere. Therefore, we equip students with the skills and knowledge they will need to be successful in their next school and throughout life.

We encourage parents to participate in events and help the students enjoy their learning experiences here. We also encourage parents and students to give feedback that will enhance the educational experiences. We believe our relationship with students and parents is key to our success and we hope this document will provide helpful information.

Best wishes as you become part of our school community.

# WELCOME MESSAGE

We are excited to welcome both new and returning families to our vibrant community. As we begin another academic year, we recognise that each year brings fresh opportunities for growth, collaboration, and shared success. This handbook has been thoughtfully prepared to support you in understanding our practices, expectations, and the many ways you can engage with our school community.

While some of you may be familiar with certain aspects, we encourage all families to take a moment to review the handbook, as it contains important updates and reminders that will help ensure a smooth and rewarding year for everyone.

At Balsam, we place great value on creating an environment where every student and family feels welcomed, respected, and connected. Your comfort and involvement are essential to this process. We believe that strong communication is the cornerstone of a thriving school community. We encourage you to stay connected with our teachers, staff, and fellow parents, and to share your insights and feedback openly. Together, we can create a nurturing and dynamic environment where every student can thrive.

We look forward to an exciting year ahead, where each family's contributions will be vital to our collective growth. Thank you for being part of the Balsam community, and we are excited to see all that we will accomplish together.

# SCHOOL WEBSITE

## Homepage

[Announcements](#) | [Introduction to School](#) | [Student Achievements](#) | [Facilities](#) | [Book a Tour](#) | [Gallery](#)

## About School

[Our Vision and Mission](#) | [Core Values](#) | [Core Principles](#) | [School Pledge](#) | [What's in a name?](#) | [History](#) | [Facilities](#) | [Quality Management](#)

[Governing Body](#) | [School Timings](#) | [Message from School Committee](#) | [CBSE Compliance](#) | [Theory of Action](#) | [Alumni](#)

## Learning & Beyond

[Admission](#) | [Approach](#) | [Student Activities](#) | [Assessment](#) | [Circulars](#) | [School Calendar](#) | [E-prospectus](#)

## Experience

[Gallery](#) | [Newsletter](#)

## Students

[Student Login](#) | [Student Achievements](#) | [Student Feedback](#) | [Learners](#) | [Online Student Satisfaction Form](#) | [Grader Handbook](#)

## Parents

[Parent Login](#) | [Cycle of Assessment](#) | [Parent Feedback](#) | [Involvement of Parents](#) | [Online Parent Satisfactory Form](#) | [Parent Handbook](#)

## Staff

[Our Team](#) | [Staff Feedback](#) | [Staff Achievements](#) | [In-service Training](#) | [CBSE Circulars](#) | [Careers](#) | [Staff Handbook](#) | [Apply](#) | [School Improvement Plan](#)

## Make a Payment

[Online Payment Link](#)

*You may access the school website by clicking on the section titles above*

# GRADER HANDBOOK

We strive to provide students with positive educational experiences that are characterised by caring, supportive relationships and free from neglect or abuse of any kind. We are committed to working with you to ensure that the school maintains this type of environment.

By enrolling student(s), you agree to work in partnership with the school and you understand and agree to the guidelines outlined in the handbook.

The handbook contains all information pertaining to the section headings provided below:

- Message from School Committee
- About School
- Prayers, Songs & Pledges
- School Fundamentals
- Assessment
- Awards of Excellence
- Discipline & Expectations
- Merits & Demerits
- Student Activities
- Guidelines for Students & Parents

To access the Grader Handbook, [CLICK HERE](#)

# DOCUMENTS

The relationship between parents and the school is governed by several important documents, including agreements and codes of conduct. We expect parents to review and sign the required documents and agreements each year. These agreements formalise the partnership between the school and parents, binding both parties to the terms and conditions designed to ensure mutual benefit, cooperation, and, most importantly, the best interests of the students.

## AT THE TIME OF ENQUIRY

- Enquiry Form (available online through school website or in person with the Admissions Officer)

## AT THE TIME OF ADMISSION

- Completed and signed forms from the Admission Packet (Original copies)
- Original documents related to any Special Diagnosis (Medical/ Learning Disability etc. if applicable)
- Original Transfer Certificate (if applicable)
- Three (3) passport size photos of child and one (1) family photograph (parents, child and siblings only)
- Copy of Aadhaar Card (for Indian Nationals)
- Copy of Passport and appropriate Permission Letter (for Foreign Nationals)
- Two (2) copies of Birth Certificate
- Copy of Caste/ Community Certificate (if applicable; for categories other than General/ Open)
- Copy of Legal Document (related to custody or visitation right, if applicable)
- Copy of Progress Reports (previous 1 year for applicants to Grade 1 and 2; previous 2 years for applicants to Grade 3 and above)

# WHAT WE OFFER?

**A Safe School Environment:** At Balsam Academy, your child's safety is our highest priority. We cultivate a secure, nurturing environment where students can focus on learning without concern. Through vigilant security measures and a culture rooted in kindness and respect, we ensure every student feels safe, supported, and free to be themselves.

**Committed and Effective Teaching Staff:** Our educators are more than teachers — they are advocates, mentors, and motivators for every child. With a passion for teaching and a commitment to life-long learning, our staff brings both enthusiasm and expertise into the classroom, tailoring instruction to spark each student's individual potential.

**Values and Principles Fostered by the School:** We are dedicated to shaping not only scholars but also compassionate and responsible individuals. Our school culture promotes values such as integrity, empathy, resilience, and global awareness. These principles are embedded in our curriculum and daily interactions, preparing students to thrive in a diverse and evolving world.

**Structured Scholastic and Co-Scholastic Programs:** At Balsam Academy, education is balanced and comprehensive. We offer a robust academic framework complemented by a diverse range of co-curricular activities. From scientific exploration in the laboratory to creative expression on the stage, we foster every aspect of a student's development, promoting well-rounded growth.

**Strong Home/School Communication:** We view our relationship with parents as a true partnership. We are committed to maintaining open, transparent, and regular communication through newsletters, parent-teacher meetings, and our interactive digital platforms. Your involvement plays a crucial role in the child's success and development.

**Counselling and Mentoring:** Recognising that each student has unique needs, we offer comprehensive counselling and mentoring services. Whether through academic guidance, career exploration, or personal development support, our counsellors and mentors work to inspire and guide students toward their full potential.

**Beneficiary Satisfaction and Continuous Improvement:** At Balsam Academy, we embrace a culture of continuous improvement. We actively seek feedback from students, parents, and staff to refine our practices and enhance the educational experience. Our commitment to excellence ensures that every member of our community feels valued, heard, and empowered.

# WHAT YOU CAN OFFER?

**Unconditional Support to Children:** Your unwavering support is the foundation of the child's educational journey. Encourage their dreams, celebrate their successes, and stand by them through challenges. Your belief in their potential can make all the difference in their growth.

**Mutual Respect Towards School Members:** At Balsam, we foster a community rooted in respect. We invite you to join us in creating a positive environment by respecting teachers, staff, and fellow parents. This mutual respect helps create a thriving school atmosphere for all.

**Timely Payments to Help Us Serve Better:** Prompt payment of fees enables us to continue providing high-quality resources, opportunities, and facilities for the child. It directly supports our ability to maintain an excellent educational experience.

**Involvement in School Activities/Programs:** Your active involvement is invaluable to us. Whether attending events, volunteering, or participating in parent-teacher meetings, your engagement strengthens the school community and enhances the learning experience.

**Creating a Happy and Conducive Environment at Home:** Home is where learning begins. By offering a supportive, positive, and nurturing environment, you lay the foundation for the child's academic success and emotional well-being. A happy home life translates directly into a happy and productive school life.

**Uphold All School Policies and Processes:** Adhering to school policies ensures a smooth and organised environment for all. Your cooperation with guidelines, such as dress codes and attendance rules, helps maintain order and discipline, benefiting every student.

**Share Constructive Feedback:** We value your feedback as an essential part of our growth. Sharing your constructive insights helps us evolve and adapt to meet the needs of our school community. We welcome all suggestions that contribute to improvement and innovation.

By offering these contributions, you're not only supporting the child's education — you're helping shape a nurturing, vibrant school community. We deeply appreciate your partnership and look forward to seeing the positive impact of our collective efforts.

# POLICIES TO BE READ

We encourage both returning and new parents to familiarise themselves with the school's policies each year. These policies are regularly reviewed to ensure compliance with Education Board and Local Government guidelines, and to provide the best possible environment for our community.

A comprehensive set of policies, covering areas such as Admissions, Zero Tolerance, Safety, Withdrawals, and Refunds (in addition to the information in the Grader Handbook), is available in the Administration Office.

The Head of Operations will periodically orient parents on these policies. Adhering to these guidelines will strengthen the relationship among all stakeholders and contribute to the smooth functioning of the school community.

# POINTS TO REMEMBER

Every child comes to school eager to learn, and it is our mission to nurture and sustain this enthusiasm throughout their educational journey. We are committed to providing essential resources, including books, learning materials, and educational technology. In today's world, proficiency in using computers and related technology is crucial, as these tools enable students to accomplish a wide range of tasks.

Moreover, we believe in collaborating with parents to help students develop qualities that contribute to success long after formal schooling ends. These qualities include universally valued attributes such as trustworthiness, kindness, politeness, responsibility, independence, concern for others, effective group interaction, and an appreciation for the arts.

# CONTACT INFORMATION

The School encourages parents to use email as much as possible for communication with the administrative department.

School Office - 04172-272611/12

School Website - [www.balsamacademy.org](http://www.balsamacademy.org)

## RELATED TO

- General
- Appointment
- Admission & Withdrawal
- Transport
- Fee Payment / Certificate
- Complaints / Concerns
- Suggestions / Concerns related to School Admission

## MAIL TO (just click on the E-mail ID to draft the mail)

[balsamacademy@gmail.com](mailto:balsamacademy@gmail.com)

[hr@balsamacademy.org](mailto:hr@balsamacademy.org)

[admission@balsamacademy.org](mailto:admission@balsamacademy.org)

[transport@balsamacademy.org](mailto:transport@balsamacademy.org)

[asst\\_accounts@balsamacademy.org](mailto:asst_accounts@balsamacademy.org)

[grievance@balsamacademy.org](mailto:grievance@balsamacademy.org)

[hop@balsamacademy.org](mailto:hop@balsamacademy.org)

For the latest updates, events, and community insights, follow us on our social media platforms. Connect to stay engaged with our school community.

Facebook - <https://www.facebook.com/balsamacademyofficial>

LinkedIn - <https://www.linkedin.com/company/balsam-academy/>

Instagram - [@balsamacademyofficial](https://www.instagram.com/balsamacademyofficial)

YouTube - [@balsamacademy](https://www.youtube.com/balsamacademy)