



ADCOTE MATRIX

MALAYSIA

BOARDING HANDBOOK 2025-2026

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1. Welcome & Introduction

1.1 Welcome Message

Dear Students and Parents,

Welcome to our boarding house community.

We are delighted to welcome you as part of our boarding family and look forward to making this year a positive and memorable experience. Boarding life is a special journey where students not only focus on their academic progress, but also develop important life skills, build lasting friendships, and grow in a supportive environment.

Our dedicated team of Houseparents, nurses, and staff are committed to ensuring every student feels safe, supported, and comfortable throughout their stay. Whether through academic guidance, extracurricular activities, or emotional support, we are always here to help.

We understand that adjusting to life away from home can be challenging at first. Please be assured that our priority is to provide a nurturing environment where each student can thrive, and where parents can feel confident that their children are well cared for.

This handbook has been designed to help both students and parents understand how our boarding house operates. It includes important information such as routines, rules, facilities, and contact details. While it is as comprehensive as possible, it does not cover every operational detail. It will also be updated regularly as we seek to improve our boarding experience. If you have any questions, please do not hesitate to contact a member of the boarding team.

We are excited to embark on this journey together and look forward to creating many wonderful memories along the way. Once again, welcome to our boarding house—your home away from home.

Warm regards,

Mr Richard Beddoes
Head of Boarding House
Adcote Matrix International School

1.2 Our Boarding Ethos

Our boarding programme is carefully designed to support students in both their academic and personal development. Boarders are encouraged to build the self-management skills that will help them thrive at university and beyond. Over time, they develop independence and the social skills needed to live and work successfully with others.

While we aim to make boarding life comfortable and enjoyable, we also expect and reinforce positive behaviour at all times. This is supported through a system of rewards and sanctions consistent with the wider school. We are proud that our boarding community is made up of students from a wide range of cultural and ethnic backgrounds, and we celebrate this diversity throughout the boarding house and the school. Within the Boarding House, we strive to create a warm, family-oriented atmosphere. Core values such as respect, kindness, forgiveness, honesty, tolerance, understanding, and self-control are nurtured throughout daily life.

The relationship between Houseparents and boarders combines both care and supervision. Houseparents play a vital role in providing guidance, support, and acting as positive role models. All staff treat students with respect, and we expect boarders to respond in the same spirit. We promote transparency, honesty, and fairness, and boarders are encouraged to approach their Houseparent as the first point of contact for any concerns or difficulties.

Student Leadership in Boarding

Boarders are provided with regular opportunities to apply for leadership positions within the boarding house. Students in these roles are expected to act as the 'voice' of their peers by bringing forward concerns, requests, and suggestions during regular meetings with the boarding leadership team. In addition, they serve as role models for the wider boarding community and are therefore expected to demonstrate exemplary behaviour at all times.

1.3 Key Staff and Communication

The common language of communication in the Boarding House is English.

All of our boarding staff are committed to fostering a welcoming environment and promoting a healthy balance of study and leisure. It is important for parents and Boarding House staff to work together as partners to support their child's growth and development.

Head of Boarding: Mr. Richard Beddoes

Assistant Head of Boarding: Ms. Julie Jones

Boarding House Administration Coordinator: Ms. Siti Fatimah Binti Abdullah

The primary communication channels for all boarding matters are the official Boarding House email address and the Orah system.

Parents and guardians must not share their registered email or Orah login details with their child or with any third party. Doing so poses a risk to your child's safety and wellbeing and will be regarded as a serious security breach. In such cases, the school cannot accept responsibility for any consequences that may arise.

The Boarding Office can be contacted by email at mgs.bh.ft@matrixschools.edu.my at the following times. We aim to respond to emails within 24 hours.

Monday to Friday 8.00am to 5.00pm

*Closed on Saturday, Sunday and Public Holidays

At other times, please make contact with your Houseparent.

Male Boarding House

Contact Number: +601140000170

Female Boarding House

Contact Number: +601140000201

Houseparent Contact Hours:

- Weekdays: 3:30 PM – 9:00 PM
- Weekends: 9:00 AM – 9:00 PM

2. Boarding Life Overview

2.1 Boarding Options

Boarders can choose from three accommodation options:

Full-time boarding (7 days per week)

Full-time boarders return to the boarding house at the **start of each term or half-term** between **2:00 p.m. and 8:30 p.m.**, unless otherwise advised. The boarding house **reopens one day before** the start of school to allow students to settle in comfortably.

At the **end of each term or half-term**, full-time boarders must vacate their rooms by **5:00 p.m. on the final day**. Personal belongings should be packed neatly and stored or taken home as instructed by the boarding staff. Boarders are not permitted to remain on campus unsupervised during school holidays.

Holiday Arrangements

Full-time boarders may apply to remain in residence during short holidays, such as mid-term or festival breaks, provided that the boarding house remains operational. Applications must be submitted in advance through the Orah app. Additional charges may apply, subject to the duration of the stay and the nature of the programme offered.

Fees for residence during short holiday periods will be levied for the entire duration of the holiday, starting on the final day of the term or half-term. Charges will be calculated at the prevailing per-night rate, with supplementary fees applicable for organised activities, excursions, or special events. The total estimated costs will be determined and communicated to parents prior to the commencement of the holiday period.

In certain circumstances, such as limited flight availability, boarders may be permitted to remain in residence on the first night of a short school holiday. Such arrangements require prior approval and will incur an additional nightly charge.

Parents should inform the boarding team of arrival and departure details at least **two weeks in advance** to facilitate planning and supervision.

Weekly boarding (Monday to Friday only)

Weekly boarding is designed for students who live within a reasonable distance from the school and wish to board during the school week, returning home at weekends. This option provides a balance between structured academic support, social interaction, and family time.

Return to Boarding House

Weekly boarders should return to the boarding house each **Sunday between 5:00 p.m. and 8:30 p.m.** Please note that **dinner is not provided** for weekly boarders on Sunday evening. If returning to the boarding house earlier than 5:00 pm is unavoidable, please contact the boarding team to explore possible arrangements. Please also note that a charge may be incurred if any meals are required.

Alternative Return Option

Students may alternatively return directly to school on **Monday morning**. In this case, they should:

- report to their **form tutor** wearing full school uniform, and
- **store their luggage in school** for the day.

Weekly boarders are **not permitted to return to the boarding house on Monday morning**. They should bring their luggage to the boarding house **after the end of the school day**.

Communication of Changes

Parents must inform the boarding team of any changes to arrival or departure plans in advance through the **Orah** system or by contacting the **Boarding Office by email**. The duty staff will supervise boarders who arrive within the designated window to ensure a smooth and safe return to boarding.

Flexi-boarding (short term stays)

Flexi-boarding is designed to support families whose circumstances require temporary boarding for a fixed period of time — for example, when parents are away on business trips or attending important family commitments overseas.

Parents should first contact the **Admissions Office** to apply for flexi-boarding. The Admissions team will provide details of the procedure and applicable fees. To allow

sufficient time for arrangements to be made, the **Boarding and Admissions teams require at least one week's notice.**

Please note that a **minimum charge equivalent to two nights' stay** applies to all flexi-boarding arrangements, due to administrative and operational costs.

The boarding team may not be able to accommodate students whose needs fall outside the options described above. However, parents are encouraged to **contact the Admissions Office** to discuss their individual circumstances. The Admissions team will liaise with the **Boarding team** to explore any possible arrangements.

Boarding Fees

All matters relating to **boarding fees, deposits, and refunds** are managed by the **Admissions Office** (admissions@matrixschools.edu.my). Parents should contact the Admissions Office directly for information or clarification regarding fee schedules, payment methods, or refund policies.

2.2 Boarding Facilities and Rooms

Located on our expansive campus on the outskirts of the city of Seremban and surrounded by wooded hills and local residential areas, our Boarding House is a seven-floor, modern, spacious, secure and fully air-conditioned building with excellent facilities, including a dining room and a staffed laundry. It has 24-hour security, CCTV and separate, secure living spaces for boys and girls. Timed lift access controls ensure that our boarders have access only to their own living spaces and at appropriate times.

Boarders typically share a room with two to three other students of the same or similar year group. Each boarder has their own study desk and chair with lockable storage. Ample communal shower and toilet facilities are cleaned daily and are within close proximity to all bedrooms.

When students first join our boarding community, rooms are allocated by the Houseparents. Boarders will have the opportunity to request a room change once per term, and may also submit a request in exceptional circumstances. All requests must be made formally to the Houseparent, and final approval rests with the Head of Boarding.

Boarders are personally responsible for keeping their rooms tidy and organised. Rooms should be tidied by 7:30 am each weekday morning and at weekends in preparation for inspection by the Houseparents.

Tidiness and cleaning routines:

- making their own beds
- keeping desks and belongings tidy
- drawing the curtains
- clearing the floor (mopping at least once per week)
- hanging up clothes

- arranging shoes neatly in the shoe rack
- storing stationery and books neatly
- keeping dirty clothes in the laundry bag
- ensuring the bin is clean and emptied
- turning off the AC and lights when they leave.

2.3 Common Areas and Leisure Facilities

Our spacious common areas and other spaces provide students with room to study, read, socialise and involve themselves in playing board games or pool, table tennis and futsal. The common areas are also used for a wide range of in-house activities, especially during the weekend. They should also be kept tidy after use and shared equally. Any furniture, games, books, or equipment that have been moved should be returned to their original location.

Each floor has a well-equipped pantry where boarders can prepare snacks and hot drinks. Students can socialise with other boarders in the common areas on each level, or relax by playing board games, or reading during rest time.

The Boarding House offers a variety of leisure and entertainment facilities to help boarders relax and enjoy their free time, especially during non-school days and weekends. These facilities are provided to promote social interaction, creativity, and balance between study and relaxation.

- **Leisure Room (with Board Games Area)**
A comfortable and welcoming space where boarders can relax, socialise, or enjoy board games with friends during non-school days and weekends.
- **Reading Area**
A quiet and cosy space offering a variety of books for boarders to enjoy light reading and self-enrichment during their free time.
- **Karaoke Room**
Perfect for boarders who enjoy singing and group entertainment. The room is available during designated leisure hours.

- PS5 Gaming Room
A dedicated space with a PS5 console where boarders can enjoy console gaming during approved leisure hours under supervision.

Boarders are expected to use these facilities responsibly and to leave them clean and tidy. Boarders who misuse the facilities may face loss of use and/or other disciplinary actions.

2.4 Daily Routines and Schedules

- Weekdays
- Saturdays
- Sundays & Public Holidays

Boarding Trips

On most weekends, the boarding team organises off-campus excursions and on-site events on Saturdays or Sundays to support social development and wellbeing. These may include:

- go-karting, swimming, tennis, badminton, pickleball, snooker, wall climbing
- Historic and cultural locations
- beach resorts
- shopping and cinema outings
- BBQs and cultural celebrations such as Chinese New Year and Hari Raya
- special events such as Open Mic Night, International Day, birthdays and end-of-term celebrations

Weekday Schedule (Monday to Friday)

6:45 am	Wake up
7:00 am	Breakfast at the boarding house
7:30 am	All boarders to vacate the dorm floor / last serving for breakfast Seniors collect devices (not phones)
7:45 am	Leave the boarding house for the school day
3:30 pm / 4:30pm	Boarders return from school. CCA Days: Tuesday, Wednesday, Thursday
3.30 pm / 4:30 pm	Personal organisation (shower / laundry / pack bags / study / social time)
5.30 pm - 6.30 pm	Dinner at the boarding house
6.45 pm - 8:00 pm 6:45 pm - 8:30 pm 7:30 pm - 8:30 pm	Prep Time (Monday to Thursday). Juniors Seniors Night market visit (Friday)
7:30 pm 8:15 pm 8:30 pm	Friday only-phones returned to all boarders Phones returned (juniors) Mobile phones returned (seniors)
9:00 pm 9:30 pm	All devices collected Juniors Seniors
9:00 pm 9:30 pm	Shower and brush teeth Juniors Seniors
9:30 pm 10:00 pm	Lights out Juniors pm Seniors pm

- Weekly boarders leave after school on Friday at 3:30 pm.
- Year 7 to Year 11, including Pre-A, are required to participate in a minimum of three CCAs. Year 12 and Year 13 are required to participate in at least one CCA per week.

Saturday Schedule

8:30 am	Wake up
9:00 am - 10:15 am	Breakfast
10:30 am - 12:00 pm	Sports / leisure activities / independent study
12:00 pm - 1:00 pm 12:00 pm	Lunch OR Depart for off-campus trip
1:00 pm - 5:30	Devices and phones returned to boarders Sports / leisure activities / independent study
12:00 pm - 5:30 pm	OR Off-campus trip
5:30 pm - 6:30 pm	Dinner
6:30 pm - 9:00 pm	Leisure activities / movie night
9:00 pm 9:30 pm	All devices and phones collected in Juniors Seniors
9:00 pm 9:30 pm	Shower and brush teeth Juniors Seniors
9:30 pm 10:00 pm	Lights out Juniors Seniors

Please note: Saturday trip departure and return times may vary depending on location and public holiday arrangements. For longer trips, students may need to purchase lunch and/or dinner during the trip. Students may take their devices, including phones on trips. Changes to the schedule will be published in advance.

Sunday Schedule

8:30 am	Wake up
9:00 am - 10:15	Breakfast
11:00 am - 12:00 pm	Prep Time
12:00 pm - 1:00 pm	Lunch
1:00 pm - 2:00 pm	Room tidying
2:00 pm - 5:30 pm	Devices and phones returned to boarders Sports / leisure activities / independent study
5:30 - 6:30 pm	Dinner
6:30 pm - 8:30 pm 8:30 pm - 9:00 pm	Leisure activities / independent study Prepare for school
9:00 pm 9:30 pm	All devices and phones collected in Juniors Seniors
9:00 pm 9:30 pm	Shower and brush teeth Juniors Seniors
9:30 pm 10:00 pm	Lights out Juniors Seniors

Please note: Weekly boarders sign in to Boarding House on Sunday between 5:00 pm - 8:30 pm. Occasional Sunday trips may be arranged. Students may take their devices, including phones on trips. Changes to the schedule will be published in advance.

2.5 Prep And Private Online Tuition

Prep time is an integral part of boarding life, providing a structured and supervised environment that promotes independent learning, the development of effective study habits, and the completion of academic work within designated times.

- prep is held on weekdays and Sundays as scheduled
- attendance is compulsory for all boarders
- students must arrive punctually and follow prep rules
- if no homework is assigned, students must read quietly
- laptops/tablets may be used for academic purposes only
- mobile phones are not permitted
- parents should not contact students or request leave during prep
- the Head of Boarding may decline leave requests that conflict with prep.

Attendance, punctuality and behaviour during prep is monitored carefully and failure to meet the standards outlined above will result in disciplinary action.

All requests for private online tuition must be submitted through the Orah app. During online tuition sessions, students are permitted to use only their laptop or tablet for study; mobile phones are not allowed to ensure focus and minimise distractions. The Head of Boarding reviews every request and may decline if the tuition is likely to conflict with a student's overall academic workload or wellbeing.

2.6 Digital Devices and Communication

Adcote Matrix encourages regular family contact while ensuring healthy and responsible use of digital devices. The following guidelines apply:

- all devices including smartwatches must be declared; undeclared devices will be confiscated until collected by parents or end of term/half term
- laptops/tablets are for academic use only
- recreational gaming is allowed in moderation during leisure time
- misuse of devices during prep or formal study time is forbidden and may result in loss of device privileges or other appropriate sanction
- phone usage is limited to 45 minutes per evening (Mon–Thu), with extended use allowed at weekends and on public holidays
- all devices (phones, laptops, tablets, smartwatches) must be handed to Houseparents for secure overnight storage
- overnight exceptions: Year 12 and 13 students may hand in devices later during exam periods with prior approval from the Head of Boarding
- the school has a zero-tolerance approach to cyberbullying
- serious device misuse may lead to temporary or permanent exclusion from boarding and/or school.

2.7 Meals and Dining

Boarders are provided with freshly prepared, balanced meals every day. The dining programme ensures that students enjoy a healthy diet, with daily servings of vegetables and fruit, while also accommodating individual dietary needs.

Boarders receive three meals daily:

- breakfast & dinner are served in the boarding house
- lunch is served in the school canteen on schooldays and in the boarding house at weekends
- dietary needs (e.g., vegetarian, religious, allergies) are catered for; parents must inform boarding staff in advance
- special arrangements are made during Ramadan
- pork is never served
- all food is nut-free
- all allergies should be declared in the medical record during enrollment or communicated immediately to boarding staff

2.8 Laundry Services and Bedding

Laundry is provided as part of the boarding programme to ensure students always have access to clean clothing. Services are organised by a professional provider and included in the boarding fees.

- laundry is provided **twice weekly** for weekly boarders and **three times weekly** for full-time boarders and is included in boarding fees
- female boarders: Tuesday, Thursday, Saturday-full boarders only
- male boarders: Monday, Wednesday, Friday-full boarders only
- clean laundry is returned on the next scheduled service day
- laundry is provided by a professional laundry service, boarders are not permitted to use the laundry equipment
- laundry submitted must fit within the supplied laundry bag
- the school is not responsible for colour-run or damage.

Boarders are supplied with a full set of bedding (sheet, pillow case, duvet, duvet cover) on arrival. This will be washed once per month. Boarders may bring their own bedding if they prefer and it is recommended to bring two sets so that one can be used while the other is being washed and dried.

3. Health, Safety & Security

3.1 Medical Care and Insurance

Adcote Matrix Schools provides boarders with access to trained nurses, on-site nurse stations/sick bays, and approved panel doctors to ensure their health and wellbeing. Boarding staff can manage minor ailments, but more serious cases will be referred to clinics or hospitals. Parents remain responsible for medical costs through comprehensive health insurance.

- parents must complete the **Boarder Health Record** accurately at enrolment, declaring any medical conditions, treatments, allergies, and relevant history
- any changes to a student's health, including new prescriptions, must be reported promptly to the school and Boarding House staff
- inaccurate or incomplete declarations could result in removal from boarding and/or the school
- boarders must not share medication, take another student's medication, or keep health supplements or controlled prescriptions without prior approval
- parents must ensure their child is covered by comprehensive **health insurance**, as all medical costs are the responsibility of parents or their insurer
- a clear colour copy of the student's passport and valid insurance documents must be submitted to the **Admissions Office** and kept up to date.

3.2 Medical Procedures

Nurse stations/sick bays are located at **MPS** and **AMIS** for treatment during the school day.

- school days: nurses are on duty 8:00 a.m.–5:00 p.m. (school) and 3:00 p.m.–8:00 a.m. (Boarding House)
- weekends: a nurse is available at the Boarding House Medical Centre/Sick Bay from 9:00 a.m.–9:00 a.m. (24-hour cover)
- for serious ailments, the nurse will arrange a consultation with a panel doctor or hospital visit
- if a doctor issues a medical certificate (MC), the boarder will remain in the school nurse stations/sick bays until the end of the school day, then be transferred to the Boarding House nurse stations/sick bays for overnight supervision
- when medical leave is issued, the nurse will notify parents by email or message with details of the illness and treatment
- in emergencies, the boarder will be taken to a local hospital accompanied by a nurse or staff member, and parents will be contacted as soon as possible. Once admitted, the hospital assumes primary duty of care

For details of emergency medical procedures, please refer to the section D of the Health Records Form signed by parents on enrollment to school.

3.3 Safeguarding, Access, and Security

The safety of boarders is ensured through trained staff, secure facilities, and strict procedures.

- 24-hour security personnel monitor the school and boarding house
- all communal areas are covered by CCTV
- bedrooms and bathrooms are not covered by CCTV for privacy and security
- residential areas are restricted to boarders and authorised staff
- visitors must sign in at the gate and may enter communal areas only under staff supervision
- non-boarding Adcote Matrix students may visit the ground floor common room (Mon & Fri, 3:30–5:30 pm) with prior Houseparent approval
- opposite-gender boarders may use shared common rooms only under staff supervision
- external contractors require supervision by Maintenance or Boarding staff and should visit outside boarding hours unless work is urgent

3.4 Attendance and Rollcalls

During boarding hours, students are expected to attend roll calls with their Boarding Houseparents at designated times. These roll calls allow the boarding team to know each student's whereabouts and provide an important opportunity to check that everyone is healthy and safe. For example, roll calls are held in the morning before leaving the boarding house and during evening prep time.

- It is each boarder's responsibility to report to the Boarding Houseparent taking the roll call at the specified location
- if a student is unable to attend, they must inform their Houseparent of the reason for their absence
- missing a roll call without a valid reason will be followed up and may lead to disciplinary action.

4. Personal Responsibilities

4.1 Personal Possessions and What to Bring

What to Bring

- alarm clock (phones and other devices are handed in at night and may not be used as an alarm clock)
- sports shoes, sandals, and dress shoes (one pair of each) other sports shoes like basketball, soccer, etc (one pair each for the sport the Boarder takes part in)
- black shoe polish and a brush
- casual clothes for after school (please avoid clothing that may cause colour run)
- cell phone and charger
- laptop/tablet and charger
- flashlight (for field trips)
- insect repellent
- light jacket or sweater
- modest bathing suit
- modest sleepwear
- spectacles / contact lenses and accessories
- overnight bag for sleepovers, dorm outings, and sports
- face washing basin, brush, and detergent (for hand-washing clothes, if necessary)
- sunscreen
- toiletries such as toothbrush, toothpaste, shampoo, conditioner, deodorant, comb/brush
- towels
- shaver
- umbrella
- eating utensils such as fork, spoon, mug, and lunch box

Closet and dresser space in the Boarding House is limited, so students are asked to use good judgment when deciding what personal belongings to bring. Students are fully responsible for the care of their own items.

The Boarding House cannot accept liability for any items that are lost, damaged, or shared with other boarders. Students are strongly advised not to bring valuable items, as the school will not be responsible for lost or stolen cash or belongings.

At the end of each academic year, all personal items must be taken home.

What not to Bring

- non-halal food
- alcohol or alcoholic drinks
- chewing gum
- controlled substances
- dangerous items or instruments
- expensive items
- fire lighters
- firearms
- fireworks
- illegal drugs or drug equipment
- Kettle
- kitchen or cooking appliances
- knife
- matches
- pet(s) including insects and spiders
- inappropriate swimwear
- tobacco products or smoking equipment (cigarettes, e- cigarettes, nicotine)
- vapes and related accessories
- excessive cash or expensive items

Students should seek permission to use any plug-in electrical appliances. This may be agreed or declined at the discretion of the Houseparent. Any other items deemed unsuitable will be confiscated by boarding staff.

4.2 Uniform and Appearance

Boarders are expected to wear the correct school uniform for all academic activities and official school events, and it must be worn smartly in full accordance with the school's dress code. PE attire is permitted only during scheduled sports or exercise sessions, and clothing with offensive language or imagery is strictly not permitted. Boarders should change out of school uniform at the end of the day and wear their personal clothing during evenings and weekends. If boarders lack any items or sufficient quantities of school uniform, parents will be notified and arrange for these items to be purchased as soon as possible.

4.3 Valuables and Passports

To ensure the safety and security of all personal belongings, clear procedures are in place for the storage of passports, cash, and valuables. Boarders are expected to take responsibility for their own items while also following the guidelines below, which help protect both students and the wider boarding community.

- boarders are expected to take full responsibility for the safekeeping and organisation of their personal belongings
- each boarder has a safety deposit box in their room for storing valuables. Please note that designated boarding and security staff will have access to the box for safety and security purposes
- alternatively, boarders may choose to leave cash in the Boarding safe. This will be signed in and out by boarders if needed
- full-time boarders are required to hand their passport and/or national ID card to boarding staff on arrival for secure storage in the boarding office safe. These will be signed in and out by boarders if needed
- any items or cash left unsecured are the sole responsibility of the boarder
- for safety and safeguarding reasons, boarders are not allowed to lock their rooms
- boarders are strongly encouraged to take valuables home during term breaks
- at the end of the academic year, all belongings must either be taken home or packed and clearly labelled for secure storage, to facilitate deep cleaning and scheduled maintenance of the boarding.

4.4 Care of Property and Damage Procedures

Boarders are expected to respect both the belongings of others and all boarding property. Clear procedures are in place to ensure accountability, fairness, and care for the boarding environment.

- boarders are expected to respect the belongings of others and boarding property
- any loss or damage caused by a boarder to another boarder's property must be compensated by the responsible boarder
- damage to significant boarding property will be deducted from the boarder's security deposit held by the Finance Office
- deliberate damage to any property is regarded as a very serious incident and will result in significant disciplinary action
- all such matters will be handled by the Head of Boarding and Houseparents
- a Check-In and Check-Out form will be used for boarders to complete when they move into their rooms and when they leave the house

Compensation for Damage to Property

There are occasions when the school's property is accidentally damaged. However, if the boarding team deem that a boarder has caused deliberate damage to any school property, the cost of repairing or replacing the item(s) will be borne by the parent or guardian of the boarder. If any item(s) is deliberately damaged but no boarder identifies themselves as the cause of the damage, the school reserves the right to ask parents of all boarders present when the damage was caused to bear the cost of any repair or replacement jointly.

The Boarding House will not be responsible for any loss or theft of personal property.

4.5 Searches of Personal Belongings and Device Data

The Boarding House reserves the right to conduct unannounced searches of boarders' rooms, including their personal safety deposit box and personal belongings when necessary. These inspections may take place without the student being present.

Searches will be:

- conducted by the Houseparent and one other boarding staff member
- carried out in accordance with school safeguarding procedures
- In exceptional cases, students may be asked to show boarding staff information on their electronic devices, including mobile phones. This is particularly important when an incident of cyberbullying is suspected.

5. Leave & Travel

5.1 Arrival and Departure Procedures

Boarders are expected to follow the published term dates, and we ask parents not to arrange early departures or late arrivals, as these can disrupt both learning and supervision (see the Attendance Policy for details).

Students arriving outside the designated arrival and departure times will be asked to wait in the boarding house lobby, as access to dormitory floors is restricted. For reasons of safety, safeguarding, and privacy, visitors — including parents, relatives, or representatives — are not permitted to enter dormitory areas. Boarding staff will be on hand to help students settle into their rooms on arrival and ensure they leave their rooms in an orderly manner at the end of term.

Arrival at the Start of Term / Half Term

- the Boarding House reopens **the day before term resumes**
- standard arrival times: **2:00 p.m. – 8:30 p.m for all boarders**
- to support smooth supervision, parents should ensure arrivals fall within this window
- if arrival outside these hours is unavoidable, parents must contact the boarding team in advance to make alternative arrangements. Failure to do so could result in the student being refused entry to the school campus.

Departure at the End of Term / Half Term

- rooms must be vacated and left tidy
- personal belongings should be placed in designated storage
- all belongings must be taken home
- the boarding house will close at **8:00 pm** on the last day of term / half term
- dinner is not provided on the last day of term or half term during holidays when the boarding house is closed
- if departure after this time is unavoidable, please contact the Houseparent **at least two weeks prior to departure** date so that alternative arrangements can be explored
- boarders are not permitted to remain on campus unsupervised during school holidays
- boarding is available during holidays of less than two weeks. An **extra fee** applies for each day or night and this will be applied from 7:00 pm on the last day of term / half term
- details of arrangements will be published before each holiday
- please check flight details carefully when booking as many airlines do not allow children **under 16 years of age** to check in for flights without an accompanying adult

Departure at the End of School Year

Boarders will receive a Departure Checklist, which includes:

- rooms must be fully cleared
- settling all outstanding accounts
- returning keys, access cards and library books
- completing a Withdrawal Form (approved by the Head of Boarding) if permanently withdrawing from boarding
- submitting the Boarding House Check-In/Check-Out list
- boarders are not permitted to remain on campus unsupervised during school holidays
- to facilitate arrangements, parents are requested to submit their child's flight details using the official form **at least two weeks before travel**

- any late changes or cancellations must be communicated to the Boarding Office as soon as possible.

Deposit Refund

Refunds will only be issued once all check out requirements have been met. The terms of deposit and refunds are laid out in the terms and conditions of the Admission Application. All deposit and refund issues are handled by the Admissions team.

5.2 Guardianship and Hosts

Host: A host is an adult who provides temporary, overnight care for a boarder away from the school campus. This is usually a relative, close family friend, or the parent of another student. For example, a boarder may wish to attend a classmate's birthday party and stay overnight at their home, with the host parent accepting responsibility for their care. Hosts can be added via the Orah app. Hosts must:

Be aged 25 or above and known to the family. They must:

- provide safe accommodation, meals, and adequate supervision
- maintain communication with the Duty Houseparent
- notify the school immediately in case of emergencies

Guardian: A guardian is a responsible adult formally appointed by parents to provide longer-term accommodation and support. This arrangement is usually needed when parents live a considerable distance from the school and require a local representative to care for their child. A guardian is required for day students who do not live with their parents and optional for boarding students. In this case, parents should request and complete a *Guardianship Agreement* from the school Admissions department (admissions@matrixschools.edu.my)

5.3 Leave Arrangements

- boarders may go out with parents or guardians on any day, but leave during school days is strongly discouraged and permitted only in exceptional circumstances
- on weekdays, boarders taken out must return to the Boarding House before 9:00 p.m.
- boarders leaving during school hours must obtain written permission from the school office
- during boarding hours, all boarders must report to the Houseparents both before leaving and upon return. The Boarding House reserves the right to approve or deny any request

- responsibility transfers to the parent, guardian, or approved host once a boarder is signed out.
- parents requesting leave for students are requested to give 3 days notice unless this is unavoidable due to an emergency*

***Please note:** Parents of **weekly boarders** are not required to submit leave requests for their child to return home as normal on weekends. However, if someone other than a parent or guardian will be collecting a boarder on Friday afternoon, parents should notify boarding staff as early as possible using the **Orah app**.

Leave Request Process

- all leave requests must be submitted by through the **Orah Student app**
- parents and boarding staff will approve or decline leave requests via the **Orah app**
- if the app cannot be used, parents must email the boarding team, who will provide a secure link to enable the request
- parents will receive confirmation by automated email and push notification once a decision is made
- the Head of Boarding may decline leave requests until further clarification is provided.

Check out process:

- during boarding hours, all boarders must notify the duty Houseparent who will arrange an exit slip for the student before leaving the campus
- parents of weekly boarders are required to follow a sign-out procedure when collecting their child for the weekend
- exits after 9:30 pm are not permitted without adult supervision

5.5 Collection and Supervision Rules

- Any visitor to the boarding house who wishes to take boarders out temporarily or permanently may be asked for photographic ID, including parents or other relatives. **Please do not be offended if identification is requested**, as security staff may ask for photographic ID from parents who are already known to boarding staff
- if a boarder is not collected on time, staff will contact the parent or guardian
- the boarder will be supervised until collected or until alternate arrangements are confirmed
- boarders are not permitted to remain on campus unsupervised during school holidays
- collection must be by a parent, guardian or a driver authorised by a parent/guardian
- collection by Grab must be authorised by parents and full details must be forwarded to boarding staff

- the Head of Boarding reserves the right to decline any travel request if there are concerns about a child's safety or well-being

5.6 Return Delays

Boarders must return on time and delays beyond 15 minutes should be reported to the Duty Houseparent.

6. Behaviour & Conduct

6.1 Boarding Behaviour Expectations

Positive behaviour is the foundation of a safe, inclusive, and respectful community in which every boarder can flourish. When behaviour falls below expectations, it affects not only the individual but the wider boarding community. While it is not possible to list every type of behaviour, boarders are expected to uphold the core Adcote Matrix values at all times.

The boarding and school pastoral teams work closely to ensure that behavioural expectations are consistent across the campus. Expectations for boarders reflect the school's pastoral policies, interpreted appropriately for the circumstances of boarding life. We ask that parents support us in reinforcing these positive standards at home so that, together, we can guide students towards responsible decision-making and away from negative behaviours. Behaviour is managed in a supportive and respectful manner, with individual circumstances taken into account and a restorative, learning-focused approach used wherever possible.

6.2 Rewards and Privileges

Positive behaviour and contributions to the boarding community are recognised and encouraged through:

- verbal praise and informal recognition
- celebration during boarding meetings and assemblies
- house points or commendations
- positions of responsibility within the boarding community
- awarding of certificates of achievement

6.3 Sanctions and Disciplinary Procedures

When behaviour does not meet expectations, staff will apply appropriate and proportionate consequences. These may include:

- verbal warnings and reflective conversations
- loss of privileges (e.g. trips, device use, free time, use of facilities)
- boarding duties or service to the house
- reports or behaviour monitoring
- communication with parents or guardians
- internal boarding sanctions or temporary restrictions

Serious or repeated breaches—such as bullying, theft, damage to property, inappropriate conduct, or substance misuse including smoking or vaping—will be escalated to senior pastoral staff and may result in written formal warnings, internal exclusion, temporary removal from boarding, or permanent exclusion from the boarding programme and/or school. The following list gives examples, but is not exhaustive:

- stealing and dishonesty
- repeated use of foul language (verbal or written form)
- bringing inappropriate or dangerous items to the Boarding House
- significant deliberate damage to property
- possession, consumption or distribution of pornographic material
- threatening other boarders with physical harm or bullying violent conduct
- entering the room of a student of the opposite gender
- smoking or vaping or encouraging others to do so or possession of such items
- possession or consumption of alcohol
- emotional or sexual harassment
- displaying defiance to staff members or adults in authority
- committing any criminal act

Decisions on temporary or permanent exclusion from boarding will be agreed by the Head of Boarding, Head of School and Campus Principal.

6.4 Anti-Bullying Policy

At Adcote Matrix, we are committed to creating and maintaining a safe, respectful, and inclusive environment for all members of our community – students, staff, parents, and visitors. Every student is entitled to learn and thrive free from bullying, harassment, or discrimination.

Bullying is unacceptable in all its forms. Through prevention, education, and swift intervention, we aim to:

- protect and support those affected by bullying
- educate individuals who engage in bullying to change their behaviour
- promote empathy, respect, and restorative practices that rebuild relationships.

We ask that Parents and Guardians:

- support the school in promoting respectful behaviour
- report concerns promptly to relevant staff
- work collaboratively with the school to resolve issues.

7. Additional Information

7.1 Food Deliveries and Snacks

Boarding aims to provide students with a healthy, balanced diet while also allowing opportunities to enjoy meals out and celebrate special occasions together. To ensure safety, inclusivity, and the smooth running of the boarding house, the following guidelines apply:

- three nutritious meals are provided daily in the school dining facilities
- due to health and hygiene concerns, takeaway food may only be ordered by boarding staff, typically to celebrate special occasions. Students are not permitted to bring takeaway or pre-cooked food into the boarding house
- snacks will be stored in a secure area away from bedrooms and only eaten in the pantry
- boarders have opportunities to dine out regularly at restaurants (e.g., X-Park Country Club, D’Tempat Resort, or shopping malls)
- monthly birthday celebrations are organised by staff; parents wishing to send birthday cakes should seek prior approval from Houseparents
- parents may send healthy items (e.g., fruit, low-sugar drinks) if notified in advance via the Orah app
- unnotified deliveries may be held until notification is completed
- boarders are not allowed to bring their own cooking utensils such as pots, pans, kettles, or frying pans into the house.
- pork products and alcohol, tobacco and vaping equipment are strictly prohibited in the boarding house. Any such items will be **confiscated and disposed of** in accordance with school policy.

Please note that this handbook may be revised as needed to reflect updates to school policies or procedures. All changes will be communicated to parents accordingly.