Frequently Asked Questions

1. How do we sign up for Parents Gateway?

To perform a simple one-time onboarding process, click on the link below for the step-by-step guide.
https://www.sengkangpri.moe.edu.sg/quick-links/Parents/Parents-Gateway/

2. How do we register for Singpass?

Who is eligible for Singpass?
The following groups of users are eligible to apply for Singpass:
- Singapore Citizen and Permanent Resident
- Employment Pass and Personalised Employment Pass holders
- EntrePass holders
- S-Pass holders
- Dependant Pass holders (of EP, PEP, EntrePass and S-Pass holders)
- Long Term Visit Pass-Plus (LTVP+) holders
- Selected Long Term Visit Pass holders
- Work Permit holders
- Student Pass holders
- Immigration Exemption Order holders

Refer to the following link for step-by-step instructional guide to register for a Singpass account.

https://www.singpass.gov.sg/home/ui/register/instructions

3. If I have already downloaded the Parents Gateway app for my elder child, do I still need to download it for my younger one?

There is no need to download the app again. You will be able to access all your children's information through Parents Gateway under the same account, even if your children are attending different schools.

4. Do we need to register for a Singpass account for our child or can we use the parent's Singpass?

The minimum age requirement to register for a Singpass account is 15 years old. Your child can gain access to Parents Gateway using the parent's Singpass.

5. We are unable to access the Parents Gateway app. It is stated that "child needs to be currently studying in MOE school..."

As Phase 3 has just been completed, schools will need time to complete student detail updating process. Once this process is completed by end November, you will be able to access Parents Gateway in December.

6. Can both parents access Parents Gateway on their handphones? What about grandparents?

Both parents are able to access Parents Gateway on their handphones. Access to Parents Gateway is given to parents, legal guardians and authorised caregivers of students currently studying in MOE schools.

7. What is ClassDojo?

ClassDojo is a class communication platform that some teachers use to reach out to parents. It serves as a messaging system to facilitate communication between parents and teachers. Please note that not all teachers use ClassDojo and all official communication from school will be sent via Parents Gateway (PG). Your child's teacher will work with you on having you onboard ClassDojo if it is the teacher's preferred communication platform.

The following are various ways you can communicate with the teachers:
- Write in your child's Student Handbook
- Email the teacher
- Call the school and leave a message for the teacher to return your call
- Fix an appointment with the teacher if you want a face-to-face meeting

In view of work-life harmony, our teachers are not expected to give their personal mobile number to parents. We seek your understanding that teachers are not expected to return calls or meet parents after 5.00 p.m.

8. Why are parents not given the hardcopy of the Orientation booklet?

In support of the SG Green Plan, we are adopting environmentally friendly practices which include reducing the amount of paper used. As such, we are not giving out hardcopies of the Orientation booklet but providing an electronic version of it.

The e-Orientation booklet was sent to parents via email prior to P1 Orientation Day. Parents can access the booklet in our school website via the link below, under the heading *"Primary 1 Student - 2027"*.

https://www.sengkangpri.moe.edu.sg/quick-links/Parents/permalink/

9. Before we receive our purchased name tags, my child needs to use temporary name tag. Where can we get the temporary tag?

The temporary name tag was given to students on P1 Orientation Day. If your child/ward missed the P1 Orientation, he/she will receive it on the first day of school.

10. How do I know what my child's class and the colour of his PE attire are?

With reference to the letter "ORIENTATION DAY FOR PRIMARY 1 2027 INTAKE" which was sent via email prior to P1 Orientation Day, your child's class and the colour of his PE attire are stated on the first page of the letter. For further clarification, you may call the school at 6384 0809.

11. Can school shoes be black with white logo? Are black shoes with white soles acceptable? Is it compulsory to wear socks with school logo?

School shoes must be plain black. Logos with other colours are not allowed. Socks must be black with school logo.

12. What hair accessories are allowed for girls?

Only black hair accessories are allowed for girls. Girls with long hair must tie it neatly. Long fringes must be clipped back using black clips or a hairband. Fanciful hairstyles are not allowed.

Spot checks will be conducted once a term. Non-compliance must be rectified within three days; failure to do so will result in disciplinary action.

13. What do my child wear on the first day of school?

P1 and P2 students will wear their PE attire to school every day. For girls, they will wear their school skirt over their PE shorts.

14. When can we buy school attire and books from school?

Purchase of books and stationery can be made online. Parents can opt for either delivery or self-collection. For the purchase of school attire, parents can purchase them online, at the outlet in Ang Mo Kio or in school.

The stipulated dates for self-collection, purchase of books and school attire in school are stated in the e-Orientation Booklet. Please refer to the e-Orientation Booklet, pages 17 and 18, and online purchase links for more information.

Parents can access the e-Orientation booklet in our school website via the link below, under the heading *"Primary 1 Student - 2027"*.

https://www.sengkangpri.moe.edu.sg/quick-links/Parents/permalink/

15. What time must my child report to school every day?

Students are strongly encouraged to report to school latest by 7.25 a.m. every day so that they are in time for morning assembly by 7.30 a.m.

16. Can our P1 child enter the school via Gate 3A after the first week of school?

On 4 Jan, to help our P1 students familiarise with the arrival and dismissal routes, they will enter and exit school via Gate 2A. From 5 Jan onwards, P1 students can also enter via Gate 3A but exit via Gate 2A.

17. If students arrive late, where do they report to and what would happen to them?

The gates will be closed by 7.30 a.m. Latecomers will enter the school via the main gate (Gate 1). They will receive a late-coming slip and their attendance will be marked as 'Late'. We strongly encourage parents to send their children to school early so as to give them time to settle down and allow them to join the class for the morning routines.

18. What is the process of informing the school if my child is unwell and is unable to attend school?

If your child is unwell and unable to attend school, you can inform your child's form teacher by uploading his/her MC via Parents Gateway. We encourage parents to take their children to the doctor should they be unwell.

Absences must be supported with a medical certificate or parent's letter. Phone messages are not accepted. Absences without valid documents will be recorded as "Absent with No Valid Reason". Up to a maximum of 5 parent's letters are allowed in each semester. Subsequent absences will be recorded as "Absent with No Valid Reason", unless a medical certificate is provided.

19. My child has an elder sibling studying in the school and we are fetching the elder sibling from the back gate. Can our P1 child be dismissed by the back gate (Gate 3A)?

For the P1 students who have an elder sibling in the school, the elder sibling can fetch the younger one from the basketball court (dismissal point) and proceed to Gate 3A.

20. Where do students assemble if they are going to the student care centre or taking school bus?

During the first few days of school, students will be briefed on the various dismissal points. Their Form Teachers will take them to the various dismissal points so that they are familiar with the locations. To further ease them into the routines, students attending after-school care or taking school bus will be led to their respective dismissal points earlier during the first few days of school so that the staff-in-charge can induct them.

21. Our child attends the school-based student care centre, YMCA. Where can we fetch our child?

You can fetch your child from Gate 2A at the agreed time between you and the YMCA Student Care.

22. What happens if I am not in time to pick my child up by 1.25 p.m. at the basketball court?

The teacher will wait with your child till 1.30 p.m. at the basketball court before sending him/her to the General Office. Please pick your child from the General Office after 1.30 p.m.

23. What time is dismissal during the orientation days?

In our efforts to familiarise our P1 students with the dismissal route and routine, they will be dismissed at 1.00 p.m. on 4 Jan.

From 5 January onwards, they will be dismissed at 1.25 p.m.

24. Is home-cooked food allowed to be brought to school for recess?

Home-cooked food is allowed to be brought to school for recess. However, do note that P1 recess is from 9.00 a.m. to 9.30 a.m. Therefore, parents need to ensure that the food students bring is well-packed and can remain fresh till recess time. We encourage healthy eating. Unhealthy snacks are discouraged.

Students will have a 10-minute Snack Break between 11.00 a.m. and 12.30 p.m. in the classroom. Please note that only dry healthy food (e.g., biscuits, bread and fruits such as an apple) is allowed for snack. Students are encouraged to pack their snack in a lunch box. Do note that students will not be allowed to go to the canteen during Snack Break.

25. How do we join the Parent Support Group?

All parents in Seng Kang Primary School are part of our Parent Support Group. Information regarding opportunities to volunteer for school activities and events will be disseminated via Parents Gateway on a termly basis. This inclusive approach ensures that every parent has the opportunity to be involved in the school community right from the beginning, helping to build strong home-school partnerships and enrich students' learning experiences.