

BXCL SAB REPORT TO PARENTS OCT 2023

CONTENTS

Introduction- Summary
Results of the Parent Survey
Enrolment
Building Works
Staffing/Recruitment Update
Academic Update
Pastoral Update
Communication
Co-Curricular Activities
Residential Trips and Visits
Safeguarding
Health and Safety
Community Events
Sport
Music and Drama

INTRODUCTION - SUMMARY

The academic year 22-23 was a positive one in many areas for the school with more student led activities and events than ever before, the first production in four years, debate competitions, two successful community golf events and major capital investment a highlight. Details are in the report.

Academically and pastorally BXCL students were offered, and achieved, much more than previously as the school was back fully for the whole year for the first time since 2018-2019. This is outlined in the report.

The school also achieved the Council of British International School (COBIS) Patrons Accreditation which is an objective verification of quality according to the COBIS internationally recognised standards and has helped the school re-affirm what it does well and what it can do better with the award of accreditation recognising the quality of education the school offers.

This year also saw the school take part fully as accredited members of the Federation of British International Schools in Asia (FOBISIA) with students travelling to Thailand to compete in the U11, U13 and U15 FOBISIA Games.

Staff have taken advantage of the many CPD opportunities within both COBIS and FOBISIA as well as the National College to enhance the learning they offer the students.

Students also had the opportunity this year to take part in various XCL Group activities such as XCL online Jeopardy and XCL Got Talent with the final in Singapore.

XCL International School

XCL British Education Sdn Bhd -201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

+60 4 509 7000 www.bxcl.edu.my



Students also competed in many MSSPP events this year, some of which are difficult for the school to compete in due to late notification and scheduling during the holidays, however excellent staff support allowed the school to participate.

School trips were begun again this year with several educational visits taking place to enhance learning. Unfortunately, residential visits could not take place due to the heatwave.

There were some disappointing events during the year. The delay from the school’s uniform supplier, while out of the school’s hands, caused concern for the community. This has now been resolved. There were also delays getting teachers into Malaysia, while again this was out of the school’s hands, it again caused concern for the school community. The ministry have changed their procedures for this year and all new staff entered the country in August easily.

Our graduating students once again were admitted to some top universities such as:



Academic scores are in the report below.

Duncan Grice
Executive Principal

RESULTS OF PARENT SURVEY – JUNE 2023

Net Promoter Score

The Net Promoter Score is a tool to measure client satisfaction with one single question: *How likely are you to recommend the school to a friend/colleague/relative?*

The NPS is derived from subtracting the percentage of detractors from the percentage of promoters. Creators of NPS, Bain & Company, suggest a score: Above 0 is good, Above 20 is favourable, Above 50 is excellent, and Above 80 is world class. 121 or 23% of our parents took the survey which is consistent with previous years. School will look to see if this can be offered in Mandarin this coming year.

Q: On a scale from 0-10, how likely are you to recommend the school to a friend or colleague?

| | May 2020 | Nov 2020 | June 2021 | June 2022 | Nov 2022 | June 2023 |
|--------------------|----------|----------|-----------|-----------|----------|-----------|
| Net Promoter Score | -23 | 19 | 27 | 61 | 30 | 22 |

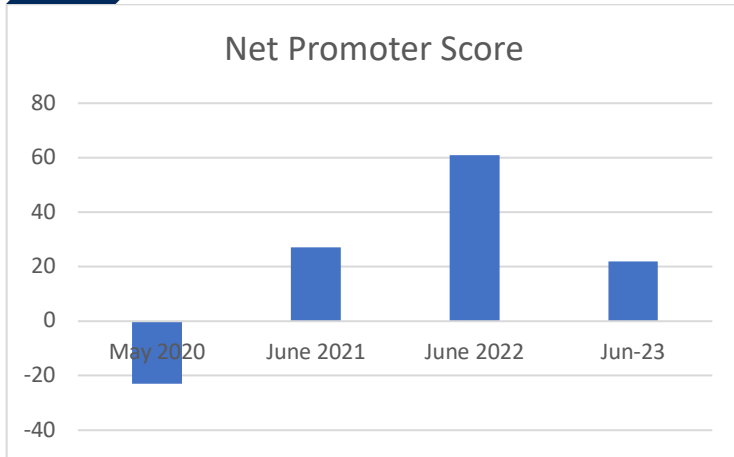
XCL International School

XCL British Education Sdn Bhd -201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

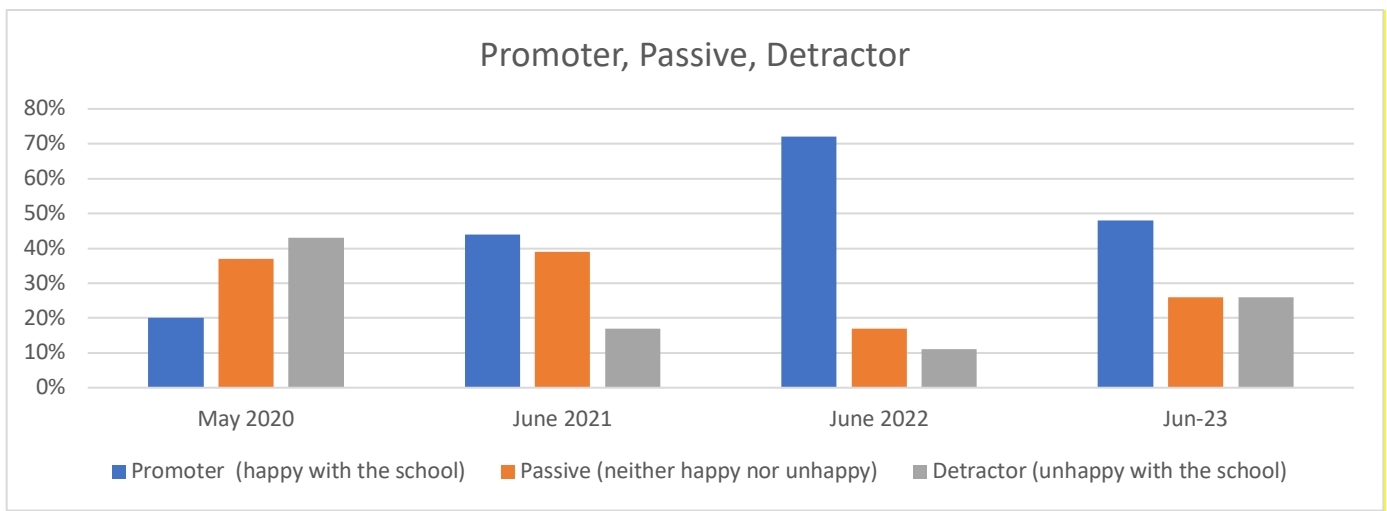
+60 4 509 7000 www.bxcl.edu.my





The school’s NPS score is currently 22 which is in line with June 2021 but significantly down on June 2022. From comments given in the parents’ survey and through the school Parent Relation Executive, this is largely due to the late arrival of the school uniform and some teachers (one of whom never arrived due to visa troubles). The June 2022 score was also abnormally high possibly due to it being an ‘End of Covid’ factor.

| Response | May 2020 | Nov 2020 | Jun 2021 | Jun 2022 | Nov 2022 | Jun 2023 |
|-------------------------------------|----------|----------|----------|----------|----------|----------|
| Promoter (happy with the school) | 20% | 43% | 44% | 72% | 50% | 48% |
| Passive (neither happy nor unhappy) | 37% | 34% | 39% | 17% | 30% | 26% |
| Detractor (unhappy with the school) | 43% | 23% | 17% | 11% | 20% | 26% |



The percentage of parents who are happy with the school is steady at around half. The school will focus on those who gave a 7 or 8 score to convert to a 9 or a 10. The main trends in the comments of this group were:

1. Leadership programme & entrepreneurship/business opportunities for students
2. More overseas excursions (in holiday times also study trips)
3. More frequent field trips

These three points have been incorporated into the School Improvement Plan. The percentage of parents who are unhappy with the school has risen by 15% in one year, which is disappointing.

XCL International School

XCL British Education Sdn Bhd -201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

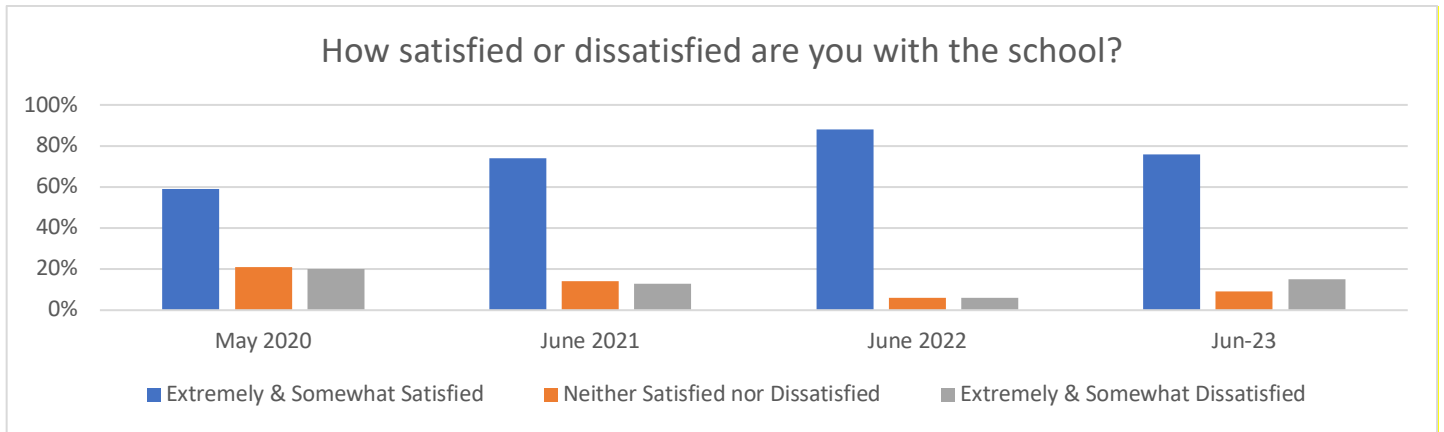
No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

+60 4 509 7000 www.bxcl.edu.my



| Question 1 | Response | May 2020 | Nov 2020 | Jun 2021 | Jun 2022 | Nov 2022 | Jun 2023 |
|--|------------------------------------|----------|----------|----------|----------|----------|----------|
| How satisfied or dissatisfied are you with the school? | Extremely & Somewhat Satisfied | 59% | 82% | 74% | 88% | 88% | 76% |
| | Neither Satisfied nor Dissatisfied | 21% | 12% | 14% | 6% | 7% | 9% |
| | Extremely & Somewhat Dissatisfied | 20% | 6% | 13% | 6% | 5% | 15% |

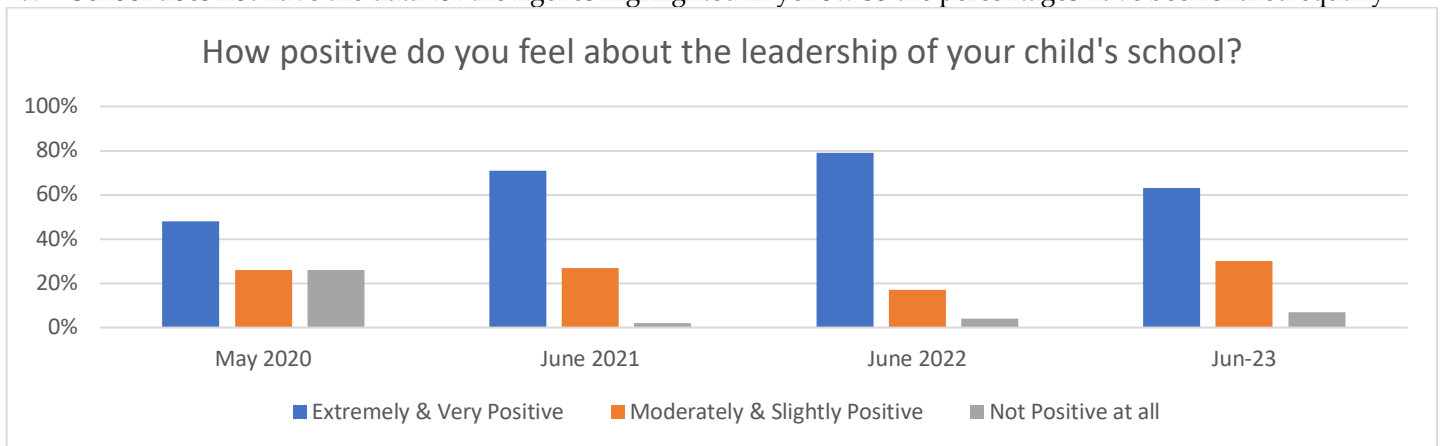
NB – School does not have the data for the figures highlighted in yellow so the percentages are shared equally



While satisfaction is still high at 76%, the school still has 15% of parents who are dissatisfied or 14 parents.

| Question 2 | Response | May 2020 | Nov 2020 | Jun 2021 | Jun 2022 | Nov 2022 | Jun 2023 |
|---|--------------------------------|----------|----------|----------|----------|----------|----------|
| How positive do you feel about the leadership of your child's school? | Extremely & Very Positive | 48% | 60% | 71% | 79% | 75% | 63% |
| | Moderately & Slightly Positive | 26% | 39% | 27% | 17% | 23% | 30% |
| | Not Positive at all | 26% | 1% | 2% | 4% | 2% | 7% |

NB – School does not have the data for the figures highlighted in yellow so the percentages have been shared equally



Feeling about leadership at the school has dropped to its lowest since May 2020. The SAB feel that this is fair considering the stretch of leadership last year with Mr. Grice in KL then being ill, Mr. Ferrier covering for late arriving teachers leaving Mr. Thomas covering campus and secondary school without any deputy leadership. This has been addressed with new deputy heads in secondary and primary for this coming academic year.

XCL International School

XCL British Education Sdn Bhd -201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

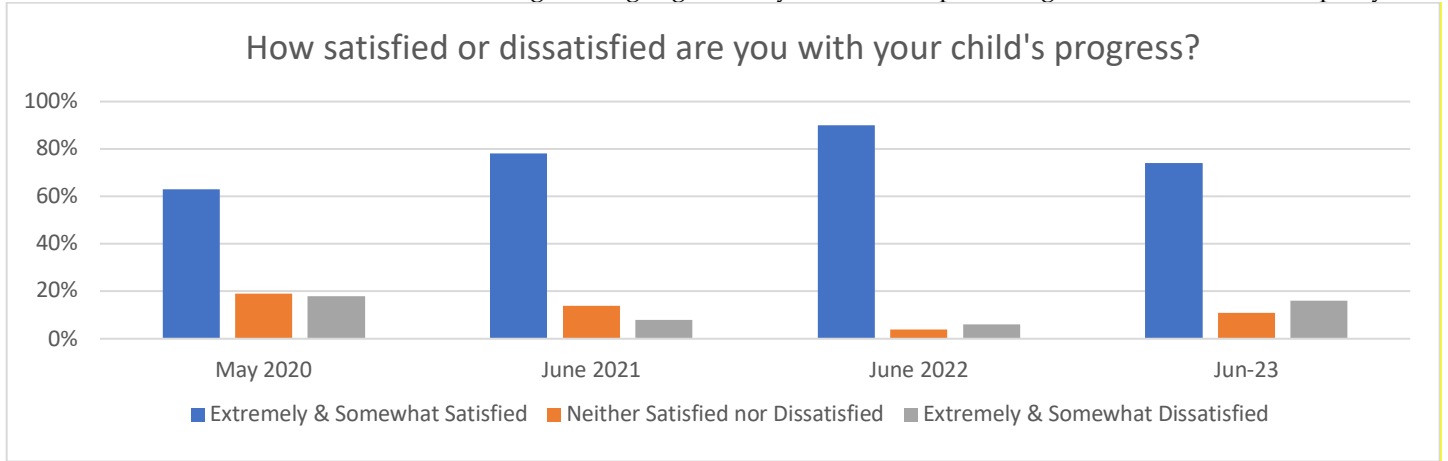
No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

+60 4 509 7000 | www.bxcl.edu.my



| Question 3 | Response | May 2020 | Nov 2020 | Jun 2021 | Jun 2022 | Nov 2022 | Jun 2023 |
|---|------------------------------------|----------|----------|----------|----------|----------|----------|
| How satisfied or dissatisfied are you with your child's progress? | Extremely & Somewhat Satisfied | 63% | 85% | 78% | 90% | 89% | 74% |
| | Neither Satisfied nor Dissatisfied | 19% | 13% | 14% | 4% | 7% | 11% |
| | Extremely & Somewhat Dissatisfied | 18% | 3% | 8% | 6% | 4% | 16% |

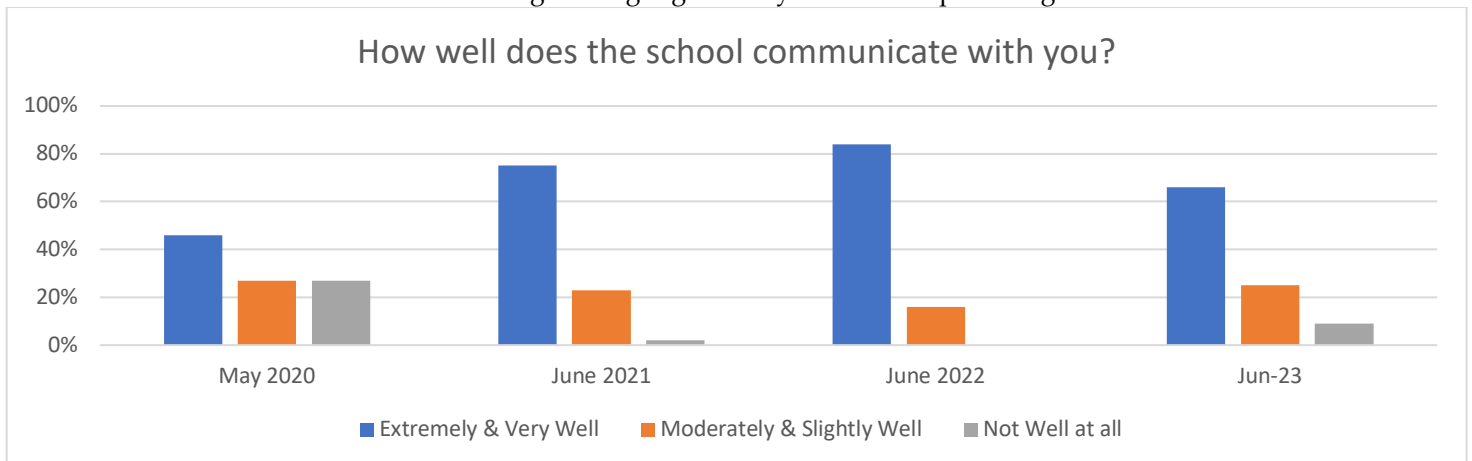
NB – School does not have the data for the figures highlighted in yellow so the percentages have been shared equally



Satisfaction regarding children’s progress has dropped by 16%. SAB feel that school need to get data out earlier and more regularly. School also needs to have more opportunities for parents to come into classrooms.

| Question 4 | Response | May 2020 | Nov 2020 | Jun 2021 | Jun 2022 | Nov 2022 | Jun 2023 |
|--|----------------------------|----------|----------|----------|----------|----------|----------|
| How well does the school communicate with you? | Extremely & Very Well | 46% | 76% | 75% | 84% | 71% | 66% |
| | Moderately & Slightly Well | 27% | 24% | 23% | 16% | 27% | 25% |
| | Not Well at All | 27% | 0% | 2% | 0% | 2% | 9% |

NB – School does not have the data for the figures highlighted in yellow so the percentages have been shared



Feeling about school’s communication has dropped to the lowest in two years. Comments did not really highlight any points to do with communication. SAB feel that part of this is possibly related to issues with Engage.

XCL International School

XCL British Education Sdn Bhd -201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

+60 4 509 7000 www.bxcl.edu.my



| Parent Survey June 2023 | | | | | |
|-------------------------|--------------|--------------|------------|------------|-------------|
| | # of Parents | % of Parents | | Total | % |
| 10 | 30 | 25% | Promoters | 58 | 48% |
| 9 | 28 | 23% | | | |
| 8 | 18 | 15% | | | |
| 7 | 13 | 11% | Passive | 31 | 26% |
| 6 | 10 | 8% | | | |
| 5 | 4 | 3% | | | |
| 4 | 4 | 3% | Detractors | 32 | 26% |
| 3 | 0 | 0% | | | |
| 2 | 5 | 4% | | | |
| 1 | 9 | 7% | | | |
| 0 | 0 | 0% | | | |
| Total | 121 | | | 121 | 100% |

ENROLMENT

School started the academic year 2022-23 with 417 students and ended with 515 – a rise of 23%. The starting number for 2023-24 is 466 seeing a start of year on start of year increase of 9%. The projected numbers below are hypothetical based on past trends. They could be too conservative an estimate or indeed too optimistic. Either error has recruitment connotations for the school.

| | Academic Year 2022-23 | | | | Academic Year 2022-23 (Projected) | | |
|--------------|-----------------------|------------|------------|--|-----------------------------------|------------|------------|
| | Term 1 | Term 2 | Term 3 | | Term 1 | Term 2 | Term 3 |
| FS1 | 5 | 10 | 12 | | 7 | 12 | 14 |
| FS2 | 8 | 17 | 17 | | 16 | 20 | 21 |
| Y1 | 12 | 20 | 20 | | 23 | 25 | 25 |
| Y2 | 18 | 23 | 25 | | 11 | 14 | 14 |
| Y3 | 33 | 36 | 36 | | 26 | 29 | 34 |
| Y4 | 28 | 29 | 29 | | 43 | 44 | 46 |
| Y5 | 27 | 33 | 34 | | 36 | 37 | 39 |
| Y6 | 36 | 45 | 46 | | 40 | 41 | 44 |
| Y7 | 31 | 41 | 41 | | 56 | 58 | 64 |
| Y8 | 30 | 45 | 45 | | 57 | 61 | 68 |
| Y9 | 37 | 49 | 50 | | 57 | 58 | 63 |
| Y10 | 55 | 60 | 60 | | 52 | 52 | 52 |
| Y11 | 52 | 52 | 52 | | 59 | 59 | 59 |
| Y12 | 25 | 28 | 28 | | 20 | 17 | 15 |
| Y13 | 20 | 20 | 20 | | 28 | 28 | 28 |
| Total | 417 | 508 | 515 | | 531 | 555 | 586 |

| Tour of school to registering child conversion rate | | Number of Students in the Sixth Form | |
|---|-----------------|--------------------------------------|--------------------|
| Year | Conversion Rate | Year | Number of Students |
| 2019-20 | 28% | 2019-20 | 10 |
| 2020-21 | 84% | 2020-21 | 15 |
| 2021-22 | 92% | 2021-22 | 29 |
| 2022-23 | 75% | 2022-23 | 48 |

XCL International School

XCL British Education Sdn Bhd - 201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

+60 4 509 7000 www.bxcl.edu.my



BUILDING WORKS

A significant amount of improvements to the school facilities have taken place during the year as part of a long term CAPEX plan. These include, but are not limited to:

1. Installation of a G3 AstroTurf on the main field.
2. Replacement and installation of a G3 AstroTurf on our Primary Foosball pitch.
3. Tiling of every toilet and changing room floor in the school.
4. A new climbing frame in Early Years Playground.
5. A new bike track in Early Years Playground.
6. New flooring for MPH.
7. Installation of new signage completed.
8. New flooring in the corridor and shared area of Early Years.
9. New dedicated Sixth Form Academy.

STAFFING/RECRUITMENT UPDATE

Despite school finding recruiting quality staff a challenge this year, a trend in international education at present, the school leadership team are delighted with the excellent staff that they managed to hire. The Leadership Team feel that this is largely down to the highly personalised way they go about the recruitment process so that potential staff want to come and join BXCL.

School’s low fees, compared to others internationally, dictate the salary the school can offer and BXCL is an unattractive overseas posting financially for some international teachers compared to Dubai, Singapore and Hong Kong etc. due to their higher fees and higher salaries.

Common reasons for turning the school down or for moving on at exit interviews:

1. Staff with families do not come/stay because they want their children to have an international education and feel that our student body is not diverse enough.
2. Staff with families say their children find it hard to make friends. Older students especially are not openly welcomed socially or out of school by local students. This is less the case in Primary.
3. Salary and tax.
4. Penang isn’t the most exciting place for a young single teacher.

All staff came back after the summer break.

The aim for expat staff turnover for an International School is to be as close to possible to 18%-20% which is seen as an average. Pre BXCL, the school as GEMS had issues with this, something which COVID did not help.

As seen below, staff retention rate has improved steadily. Staff turnover percentage for when the school was GEMS GIP is in black, BXCL is given below in blue:

| | 2018-19 | 2019-20 | 2020-21 | 2021-22 | 2022-23 |
|----------|---------|---------|---------|---------|---------|
| Teachers | 47% | 38% | 33% | 33% | 20% |

XCL International School

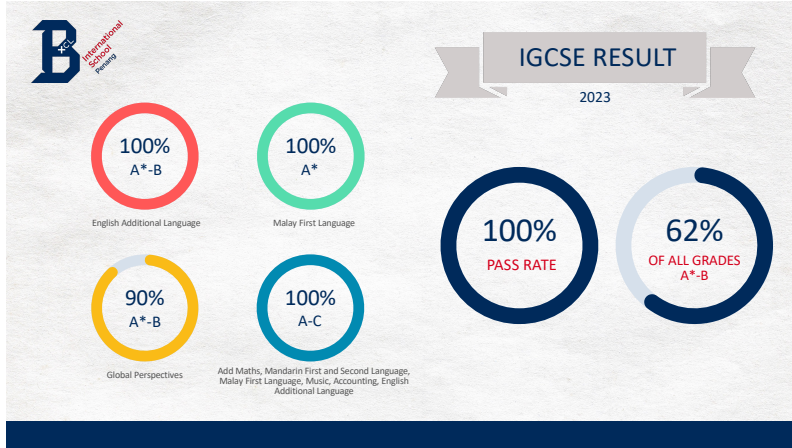
XCL British Education Sdn Bhd -201401002290 (1078364-D)
 (formerly known as GEMS Education M1 Sdn Bhd)

No. 2, Persiaran Mutiara 5
 Pusat Komersial Bandar Tasek Mutiara
 14120 Simpang Ampat, Pulau Pinang, Malaysia

+60 4 509 7000 www.bxcl.edu.my



ACADEMIC UPDATE

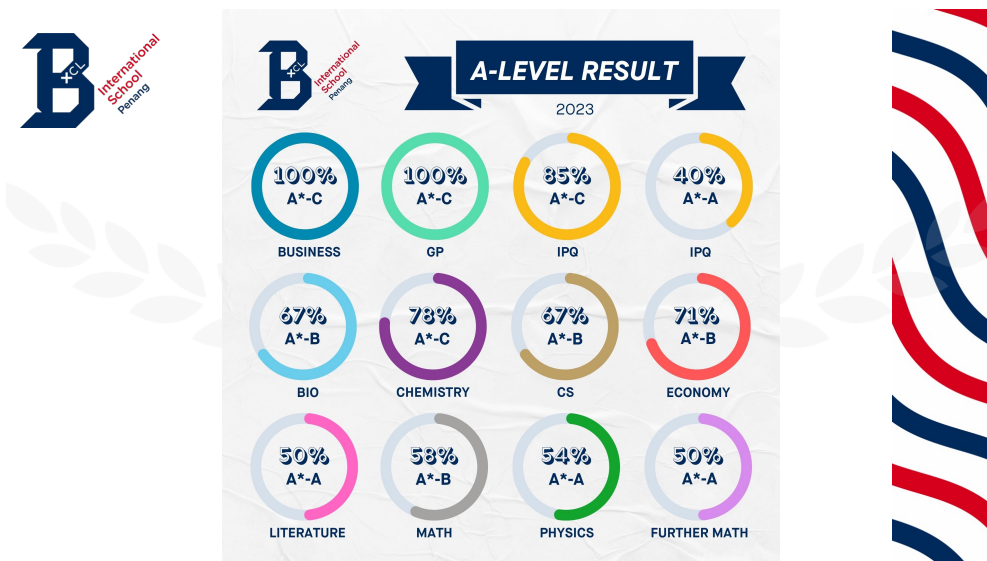


These achievements are extremely good considering the number of learners for whom English is an additional language, particularly for those who only join the school in Year 9. Also, the grade thresholds returned to pre-covid days which meant that it was more difficult to achieve grade levels than during the previous two years.

Correlation between grades and years spent at the school

The length of time spent at the school has an effect on the grades students achieve.

| Length of time at BXCL | A*-A | A*-B | A*-C |
|------------------------|------|------|------|
| 2 Years | 35% | 56% | 77% |
| 4 years | 39% | 57% | 80% |
| 6 Years | 50% | 75% | 90% |



XCL International School

XCL British Education Sdn Bhd -201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

+60 4 509 7000 | www.bxcl.edu.my



PASTORAL UPDATE

School has an issue with some mainly secondary students speaking Chinese around school and in lessons, sometimes using inappropriate words. Younger students are better at using English in school.

There are clear lines of communication for parents to solve any personal issues that they may have. These are mentioned in school weekly communication. Many parents, particularly Chinese speakers, prefer to go through Joyce, the Senior Parent Relations Executive. Sometimes they come through the old PSG WhatsApp chatgroup.

Bi-weekly parent information sessions were offered last year although parent participation was minimal. Sessions are offered in Chinese as well as English. School will continue to offer these type of sessions this year.

COMMUNICATIONS

The BXCL Times goes to parents each Friday in English and Mandarin. It is also sent to staff, students and new staff who will be joining the school. There are Executive Principals Weekly emails to staff as well as from Heads of School.

Parents are communicated with via Home School diaries and email in primary as well as email in secondary. The Senior PRE also sends messages to all parents via WhatsApp as well as Engage. All parents have the email addresses of staff or can get them from Joyce, in case they need to contact them.

The Parent Class reps do help with dissemination of information but they were not as actively involved with the school as hoped for. PSG executive committee including the class reps did not happen this year and the old PSG is largely made up of Dr Rao and Hairol. This will be a main push to develop during the coming academic year to involve more parents.

CO-CURRICULAR PROGRAMME

School CCA programme expanded to offer more than 40+ free teacher led activities and 10+ paid activities by outside providers. School intends to begin a small parental CCA programme for 23-24.

RESIDENTIAL TRIPS AND EDUCATIONAL VISITS

Residential visits were hit by the heatwave. School did undertake Educational Visits for most year groups last year before the heatwave curtailed the residential visits planned for Term 3. School has moved all residential visits out of Term 3 to avoid this happening again. Full Risk assessments are undertaken and all paperwork signed off by trip leader, Heads of School, Executive Principal and finance.

SAFEGUARDING

All teaching staff and adults in the school have had background checks. All staff were given termly training sessions by Mr. Rhys Thomas, Designated Safeguarding Lead, and have been sent the BXCL safeguarding framework and signed to say that they have read it. All staff also were required to complete the safeguarding course on The National College online.

There were no major safeguarding issues during the year. All adults on site must wear a pass around their necks. There are still incidents of parents accessing the site without wearing a pass. Security and the receptionist have

XCL International School

XCL British Education Sdn Bhd -201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

+60 4 509 7000 www.bxcl.edu.my



been reminded to insist that all adults wear passes and that they sign in when they enter school. All staff have been told that it is their responsibility to challenge any adult not wearing a pass.

HEALTH & SAFETY

The fire evacuation route improved this year. Three fire drills were conducted plus two lockdown drills. School security camera placements need review and their line of vision needs altering. The system does need an upgrade at some point in the near future.

COMMUNITY EVENTS

Class reps thought that a number of proposed events would not be popular last year. School did host two successful golf tournaments with the latter in June having 30 golfers (3 students, 5 parents, 7 staff and 15 other players). School intends to offer a few other activities this coming year including adult trivia quiz night, Charity Gala Dinner and Biathlon. International Carnival Day was a great success raising 18 851RM for charity

SPORT

Sport provision expanded last year with the return of school sports to the region. The U15, U13 and U11 Boys and Girl Teams went to Thailand to the FOBISIA Games. There were also a number of successful PSAC and MSSPP sporting events as well as a large number of fixtures against other schools. School also hosted a number of matches.

MSSPP events remain difficult for the school as the notification is always very late and their insistence on having a Malaysian qualified coach as a member of staff able to officiate events with many MSSPP events falling during school holiday periods. Despite the late notification and holiday period events, school did manage to have a staff member at all events including Joyce the PRE who attended a two-day training course on officiating table tennis in order to do so. All FOBISIA and PSAC sporting events are organized a year or a term in advance.

The XCL Olympiad was cancelled due to low numbers committing to attend from other schools in the group. Additionally, school had to have modified Interhouse Sports Days in Term 3 due to the heatwave. Interhouse swimming gala took place in Term 1.

MUSIC AND DRAMA

Deepavali, Christmas, CNY and Idul Fitri musical assemblies took place this year. Children from different year groups appear across all four so as to limit the amount of lost curriculum time to rehearsals (e.g Christmas is FS1, FS2, Years 12, and 13).

School had the BXCL Got Talent show with the winners representing the school in XCL Got Talent in Singapore. School also had its first production in four years with two casts performing 'Through the Looking Glass.'

Dr Sitaramarao Nageswerarav
Poh Jin Hor

SAB
October 2023

XCL International School

XCL British Education Sdn Bhd -201401002290 (1078364-D)
(formerly known as GEMS Education M1 Sdn Bhd)

No. 2, Persiaran Mutiara 5
Pusat Komersial Bandar Tasek Mutiara
14120 Simpang Ampat, Pulau Pinang, Malaysia

☎ +60 4 509 7000 🌐 www.bxcl.edu.my

