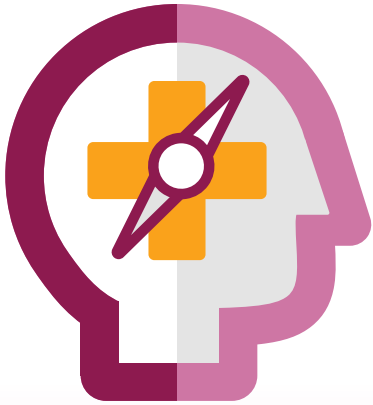




A COMMITMENT TO SAFEGUARDING EXCELLENCE:

HOW BIS HANOI TRANSFORMED STUDENT WELLBEING WITH CPOMS

BIS is set on the outskirts of Hanoi in the Long Bien district. The school is situated within Vinhomes Riverside which allows the luxury of additional security to allow safe and easy access to the school. The school serves 1100 students.

THE CHALLENGE

1

Before fully utilizing CPOMS StudentSafe, BIS Hanoi lacked a structured system for early intervention, which made it difficult to identify and respond to emerging concerns in a timely and consistent manner.

2

Previous safeguarding processes relied heavily on manual documentation and fragmented communication, which often led to delays in addressing student needs.

3

Tracking incidents, monitoring patterns, and assessing risk were inefficient and lacked the clarity needed to support vulnerable students effectively. This limited their ability to manage safeguarding concerns proactively and made it harder to engage parents in meaningful support for their children.



What sets BIS Hanoi apart is how we've embedded CPOMS into our daily safeguarding culture. We record an average of 20-30 incidents per day, using CPOMS not just as a tool, but as a central part of our proactive care strategy. The platform's comprehensive reporting and analytics have enabled us to identify trends, assess risk factors, and implement early interventions with greater precision.

HOW CPOMS STUDENTSAFE HELPED

Since fully integrating CPOMS StudentSafe into our safeguarding framework, we've seen a significant transformation.

1

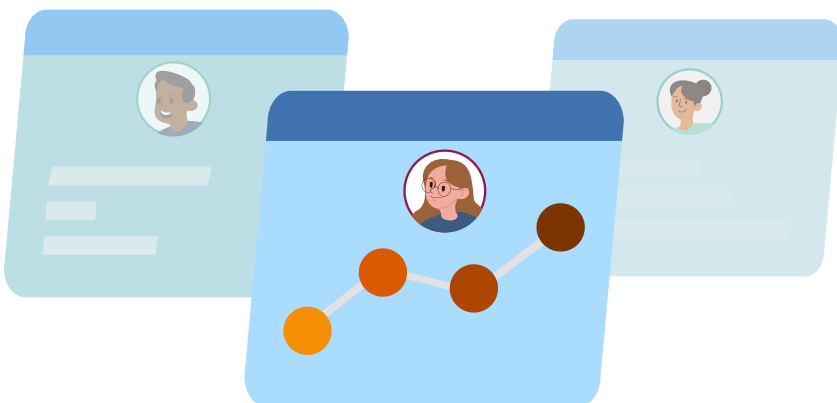
The user-friendly interface made it easy for staff to record and access incident reports quickly, while integrated safeguarding features—such as risk assessment tools and compliance checklists—provided a structured and reliable framework for managing student wellbeing.

2

CPOMS' digital incident reporting and tracking enables focused attention on key safeguarding areas and supports a proactive approach to student wellbeing. The real-time alerts and notifications ensures timely communication with relevant staff, allowing swift action and documentation when needed.

3

The platform now allows staff to track, monitor, and assess student care with precision, ensuring that every child receives the support they need. CPOMS has also strengthened their connection with parents, enabling collaborative efforts to support student wellbeing both at school and at home.



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THE RESULTS

The rollout was carefully phased:

1

OPERATIONAL EFFICIENCY

Since fully integrating and providing adequate staff training with CPOMS StudentSafe, the time required to report and escalate safeguarding incidents has significantly decreased. Previously, incident documentation could take up to 30–45 minutes due to manual processes and fragmented communication. Now, reports are logged within 5–10 minutes, allowing staff to focus more on student support and follow-up actions. This efficiency has also improved coordination between departments and reduced delays in intervention.

2

ENHANCED COMPLIANCE

CPOMS has strengthened adherence to both internal safeguarding policies and external child protection regulations. With built-in compliance checklists and audit trails, BIS Hanoi now maintains a clear and consistent record of all safeguarding actions. Both our Nord Anglia central office and CPOMS keep us informed of the latest Safeguarding concerns and provide additional support where necessary. This has led to improved outcomes during internal reviews and external audits, with safeguarding now recognized as one of our strongest operational areas within our organisation.

3

USER SATISFACTION

BIS secondary staff feedback has been overwhelmingly positive. In our most recent internal survey, 92% of respondents reported that CPOMS is easy to use and has improved their ability to manage student wellbeing. Teachers and pastoral staff especially appreciate the real-time alerts and centralized access to student histories, which help them respond more effectively and confidently.

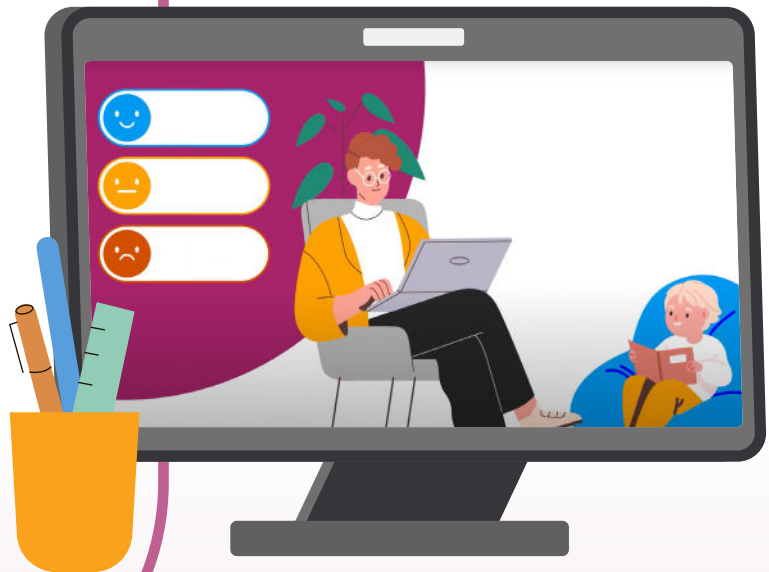
4

IMPACT ON CHILD PROTECTION OUTCOMES

The ability to track and monitor incidents in real time has led to faster response times and a noticeable reduction in unresolved cases. Early intervention is now a core part of our safeguarding strategy, supported by our tiered reporting system which is made easier through CPOMS. As a result, BIS Hanoi has created a safer, more responsive environment where students feel supported and concerns are addressed promptly.



Our continued partnership with CPOMS is built on mutual trust and collaboration. Over the years, CPOMS has shown a willingness to listen to feedback and adapt to our evolving needs, making it more than just a software provider—it's a responsive partner in student care.



For more information on how CPOMS software can help your setting enhance safeguarding processes and information sharing capabilities, request a personalised demonstration.

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