

Parent – School Contract Arab Unity School

Introduction:

A constructive relationship between the school and families is key to ensuring that the students' well-being is at the core of an effective educational experience. It is beneficial for both parties, the schools and the families, if these constructive relationships are based on agreed terms and conditions set out clearly in a contract form.

In addition to this contract, schools should have effective procedures to address and mitigate parental concerns and complaints, while at the same time parents should also be recognized and used as a valuable resource in the educational experience of their children.

To ensure that all parties in this relationship are aware of their duties and responsibilities, families are required to read this document carefully and to ratify it only after all queries have been addressed by the school.

The terms and conditions stipulated in this contract are a reference for dispute resolution. KHDA will uphold the agreement stipulated in this contract when a party refers a matter to KHDA for deliberation and endorsement.

Definitions:

- **Authority or KHDA:** The Knowledge and Human Development Authority.
- **Child:** the child or children (at any age) admitted by the school to be educated and whose name appears in this document.
- **Contract:** this document.
- **Educational Services:** the services that the school provides in order to support the learning and development of the students.
- **Parent:** both parents of the child when both have the legal standing of guardians or are the legal guardian by court order.
- **Policies:** the principles, guidelines and/or rules adopted by a school and shared with all stakeholders for the purpose of achieving specific objectives. These objectives could be related to any issue pertaining to the operation of the school, such as academics, health and safety or students' behavior.
- **School:**

- **School tuition fees:** any amounts owing to the school for a student's enrolment, education and related activities at the school. These fees are clearly communicated and are stipulated in this contract.
- **Student(s):** all those who are admitted and registered at the school to be educated at any grade level.
- **Third party:** the provider, other than the school, of a specific service for the students via the school.
- **Students of determinations:** are students with a long-term physical, mental, intellectual or sensory impairment, which, in interaction with various barriers, hinders their full and effective participation in education on an equal basis with other peers of the same age.
- **School's policy on "special educational needs"** includes "Students of determinations" and "students with special learning needs".
- **Face-to-face learning or onsite learning:** teaching and learning that takes place when students and teachers are in a physical school building together.
- **Distance learning:** teaching and learning that takes place remotely and is facilitated digitally. Distance learning may be delivered to all students at the same time (synchronous) or at different times (asynchronous).
- **Blended learning:** Blended learning uses both face-to-face learning and distance learning to facilitate teaching and learning.
- **Educational model:** The form of teaching and learning that a school will deliver or facilitate. In this context, 'educational model' refers to face-to-face or online learning; blended learning; or distance learning.
- **School re-opening protocols:** the full health and safety measures that schools should follow and comply with to re-open in the 21/22 academic year.

Latest published DSIB Rating for is Acceptable.

1. Admission: The management of is pleased to offer a holder of Emirates ID no. enrolment in Grade/Year for the academic year 2021-2022.

Student Special Support

To ensure a productive learning experience for all students at the school, including Students of determination, it is essential that the school and the families work in partnership. This is defined by certain expectations from

both parties to set the condition for a successful identification and support mechanism for the students.

Parents are expected to:

- Provide the school with copies of all medical, psychological or educational assessments or reports before entry to the school. Such materials are a prerequisite in enabling us to better assess your child, and enhance our ability to plan for and meet the student's educational needs. Failure to disclose any such information, including the deliberate withholding of information, may result in your child not making the expected progress in school.
- Notify the Principal in writing if you are aware or suspect that your child has or might have a learning difficulty in order to support provision planning systems. Parents will be asked to withdraw their child after obtaining KHDA approval, if, in the professional judgment of the principal and the child's teachers, and after consultation with the parents and with the student (where appropriate), the school suspects that such vital information about Students of determination has been deliberately withheld.
- Refer to the school's policy on "special educational needs" for full details.

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2. Curriculum and Educational programmes:

a. Mandatory subjects: As per the rules and regulations in the UAE, it is mandatory for:

- All Muslim students to study Islamic Education from Grade1-12/Year 2 -13 inclusive.
- All Arab students (registered at the school with an Arab passport) to study Arabic as a first language from Grade1-12/Year 2 -13 inclusive.
- All students registered at the school with a non-Arab passport to study Arabic as an additional language from Grade1-9/Year 2 -10 inclusive
- Moral Education is mandatory from Grade1-12/Year 2-13, and can be taught in either Arabic or English.
- Social studies are mandatory from Grade 1-9/Year2-10.
- All mandatory subjects are subject to UAE Ministry of Education modifications.

Please refer to table below for detailed information regarding the school's curriculum and programmes. The table also indicates boards and organisations which have accredited or authorised the school in addition to standard MOE and KHDA requirements regarding Arabic, Islamic Education, Moral Education and UAE Social Studies. Websites are included if parents wish to seek further information.

Phase/ Cycle: Curriculum/ Accreditation/ Authorisation		
Programme:		
Phase 1 [EYFS]	National Curriculum of England Development Matters EYFS	https://www.gov.uk/national-curriculum www.early-education.org.uk
Phase 2 [Year 1-6]	National Curriculum of England	https://www.gov.uk/national-curriculum
Phase 3 [Year 7, 8 & 9]	National Curriculum of England	https://www.gov.uk/national-curriculum
Phase 3 [Year 10 & 11]	Cambridge Assessment International Education (CAIE) and Edexcel	www.cie.org.uk and www.pearson.com
Phase 4 [Year 12 & 13]	CAIE and Edexcel	www.cie.org.uk and www.pearson.com

a. **Subjects offering:**

Phase:	Subjects
Phase 1 [EYFS]	Literacy, Mathematics, Communication and Language Physical Development, Personal, Social and Emotional Development Understanding the World, Expressive Arts and Design, PE, Music and Arabic (informal exposure)

<p>Phase 2 [Year 1-6]</p>	<p>Arabic, Islamic Education or Value Education, UAE Social Studies, Moral Education, English, Mathematics, Science, Computing, PE, Art, Music (till Year 4). Urdu is offered in Year 4, but if selected, it must be followed through to Year 6 at least. Those not taking Urdu take English Literature.</p>
<p>Phase 3 [Year 7 & 8]</p>	<p>Arabic, Islamic Education or Value Education, UAE Social Studies, Moral Education, History (adapted UK Curriculum), Geography (adapted UK Curriculum), English, Mathematics, Science, Computing, PE, Art. Urdu, Business Studies or French (depending on numbers) are offered in Year 7. Whichever subject is selected, must be followed through to at least the end of Year 8.</p>
<p>Phase 3 [Year 9, 10 & 11]</p>	<p>Year 9 Subjects (all optional subjects will only be offered depending on student numbers)</p> <p>COMPULSORY SUBJECTS (meeting Ministry of Education Requirements): Arabic, Islamic Education OR Value Education, Moral Education, UAE Social Studies</p> <p>COMPULSORY SUBJECTS (meeting CAIE Requirements): English with Integrated Moral Education, Mathematics, Science (Combined Science OR Physics), ICT, and Physical Education</p> <p>Plus, THREE subjects chosen from the List below.</p> <p>Year 9 Optional Subject List (depending on numbers):</p> <p>Urdu, Design and Technology, Business Studies, Geography, Art and Design, Economics, Chemistry, Travel and Tourism, Accounting, Biology</p> <p>Please note: School will make the final decision as to which IGCSE Paper is taken by students in the following subjects, on the basis of students' proven academic ability by the end of Year 10 (scoring AT LEAST a D in the Final Year 10 Exam) and after consulting with parents:</p> <ul style="list-style-type: none"> ▪ English as a First or Second Language - Core or Extended Paper ▪ Mathematics - Core or Extended Paper ▪ Biology - Core or Extended Paper ▪ Chemistry - Core or Extended Paper ▪ Combined Science - Core or Extended Paper

	<ul style="list-style-type: none"> ▪ Physics – Core or Extended Paper <p>-----</p> <p>Year 10 & 11 Subjects</p> <p>For all students: Arabic as a First or Second Language, Islamic Education or Values Education, Moral Education, English with Integrated Moral Education, Mathematics, ICT and PE, Environment Management or Urdu</p> <ul style="list-style-type: none"> ▪ Plus, BIOLOGY or COMBINED SCIENCE ▪ Plus, THREE subjects chosen from the List below. <p>Year 10 & 11 Optional Subject List (depending on numbers):</p> <p>Accounting, Art & Design, Business Studies, Chemistry, Design and Technology, Geography, Global Perspectives, Travel & Tourism, Urdu, Economics, Enterprise, and Physics</p>
<p>Phase 4</p> <p>[Year 12 & 13]</p>	<p>Compulsory Subjects (Years 12 and 13):</p> <p>Moral Education, PE, Islamic Studies for all Students</p> <ul style="list-style-type: none"> ▪ Arabic as a First Language for Arab Passport Holders. <p>NB. Non-Arab Passport Holders can choose to add Arabic as a Second Language in Year 12 but it is not compulsory.</p> <p>All Year 12 and 13 students then take TWO or THREE further subjects from the list below, subject to demand:</p> <p>Accounting, Biology, Business Studies, Chemistry, #CIPQ, Economics, English Literature, Computer Science/Information Technology, Mathematics, Physics, Psychology, Media Studies, Travel & Tourism</p> <p># CIPQ (the Cambridge Integrated Project Qualification) is only open to Year 13 students after review of their Year 12 results</p> <p>For the UAE certificate equivalency requirements, please visit the UAE Ministry of Education website (https://www.moe.gov.ae)</p>

c. Choice of educational streams:

Not applicable

d. Assessment policy:

The school operates a variety of external standardized tests to support the UAE National Agenda such as CAT4 and GL **Progress Test** Assessments in various Phases. Beyond those, we also operate assessments as follow:

EYFS:

Ongoing formative assessments throughout the year against Early Learning Goals, reported to parents in terms of competence in relation to the child's skills and understanding when set alongside their age-related expectations and with reference to the EYFS Development Matters guide.

Primary (Years 1 - 6):

- Ongoing formative assessments (**2 submissions per week per subject**)
- End of unit assessments throughout the year
- Term End Assessments (Winter, Spring and Summer), reported to parents to indicate standards achieved against age-related expectations and personal potential
- Reading age test

Secondary (Year 7-10)

Formative assessments:

- Research projects and continuous assessments

Summative assessments:

- In class tests, research projects and assessments

- Term End Examinations (Winter and Summer), reported to parents to indicate standards achieved against age-related expectations and personal potential

Secondary (Years 11 - 13):

Formative assessment:

- Project work
- Coursework as applicable

- Continuous assessment tasks

Summative assessments:

- In class tests

- Winter Term internal examinations and tests, reported to parents to indicate standards achieved against final IGCSE/A Level Grades and personal

potential

- Interim, Mock and Final IGCSE Exams (Year 11)
- Interim, Mock and Final A Level/AS Level Exams (Year 12 and 13)

Key assessment papers are shared with students after having been marked and

moderated by staff, in order for targets for improvement to be identified.

e. Promotion and retention policies:

1. Promotion / Passing Marks (all Years):

Arabic/Islamic Studies : 50%

All other subjects : 40% or its equivalent IGCSE Grade

Re-tests may be required if students fail to register a pass in any Core subject

2. Retention / Re-entry:

Retention will be actioned where the school judges that remaining in the same Year for

12 more months is in the best interests of the child for any or all of the following reasons:

- Educational Psychologist advice
- Personal and/or Social Development deficit
- Poor attendance record, hindering the child's academic progress
- Failure to achieve the Promotion Marks above

Exceptional consideration for promotion will be given to Students of Determination and others categorized as being in special need who fail to achieve the published Passing Marks.

Parents will be consulted on any such decision, but the final outcome will be decided by the school

Year 12:

Entry

As per the relevant Options Booklet and signed agreement between the parent and the school, detailed entry requirements are included in the school's Sixth Form Options Booklet and these form part of the agreement between school, student and parent once the Sixth Form Application and Offer Forms are signed by all parties.

Entry into 'Option A':

Students opting for the above option should take three subjects and are required to score at least a Grade B in those subjects at IGCSE. These students are also required to score at least Grade C in the rest of the subjects at IGCSE.

Admission to Media Studies, Computer Science and Psychology will be based on the performance of the students in an Entrance Test.

All Sixth form students must also achieve at least a grade B in IGCSE English Second Language or a Grade C in IGCSE English First language.

Year 13:

Entry

Students must achieve at least a D at AS Level in order to continue that subject into Year 13.

Students may be allowed to continue only two subjects but will not be allowed to study only one subject in Year 13.

The Principal will consider students wishing to return to school to re-sit a subject(s) in which they have failed to achieve at least a D Grade if he is satisfied that they are likely to improve *their Grade(s)*. His decision will be final.

Failure of achieving this grade in all three subjects can result in the student being denied admission to year 13.

f. Extra-curricular activities and celebrations (fees are also used for resources, certificates, medals, and prizes to conduct these activities successfully):

Sr. No	Events	Date
1	Orientation Days	September and June
2	Founders' Day, Investiture Ceremony and Prize-giving (IGCSE and A Level)	September
3	Sports Days (Primary)	November
4	Career Fair/s	Annually
5	National Flag Day UAE National Day	December
6	Sports Days (Senior School)	February
7	Ethnic Day	December
8	Other competitions e.g, MUN, Mathematics, Spelling Bee, Islamic Competition, and others as decided that academic year	September - June
9	Annual Day (Primary)	March
10	Celebration Days (Years 7-13)	March
11	Option Choices for Year 8/9 going into Year 9/10 and Year 11 going into Sixth Form	April
12	Summer Prize-giving (Internal Exams)	June

13	School e-magazines / e-yearbooks	
14	Staff School Activities managed by school staff**	September – May
15	*OPTIONAL: Any after school activities offered by external providers will be at an additional cost to parent who opt for these activities and will only be offered after approval has been provided by the relevant authorities	
16	Other activities that are not mentioned above as the school develops the co-curricular provision in the school	
17	#PLEASE NOTE: This fee does NOT include the Academic Awards/Graduation Fee that will be charged separately for the relevant year groups	
18	#PLEASE NOTE: If overseas trips are re-introduced, these will be at an additional cost for those who opt to participate	

g. Graduation requirements:

Year 11 (IGCSE):

- Minimum 5 IGCSE subjects at Grade E or above
- Pass in the Arabic & Islamic Education (Ministry), as applicable
- 96% attendance (except if valid reasons are given and accepted by school)
- 130 hours contact tuition

Year 12 - 13 (AS/A Level):

- Minimum 2 subjects at AS Level and 1 subject at AL, all at Grade D or above
- Pass in the Arabic & Islamic Education (Ministry) , as applicable
- 96% attendance (except if valid reasons are given and accepted by school)
- 130 hours contact tuition

For the UAE certificate equivalency requirements, please visit the UAE Ministry of Education website (<https://www.moe.gov.ae>)

Guidelines for transferring between schools in Dubai: As per Article (37) of the articles and laws in force, every student has the right to transfer between schools in the country or enroll in a school following another curriculum as per the age-grade table below:

MOE curriculum and other curricula following a 12-year system	Curricula following a 13-year system	Minimum age for admission
Pre-KG	FS I	3by end of August
KG I	FS II	4by end of August
KG II	Year 1	5by end of August
Grade 1	Year 2	6by end of August
Grade 2	Year 3	According to the transfer certificate
Grade 3	Year 4	
Grade 4	Year 5	
Grade 5	Year 6	
Grade 6	Year 7	
Grade 7	Year 8	
Grade 8	Year 9	
Grade 9	Year 10	
Grade10	Year 11	
Grade11	Year 12	
Grade12	Year 13	

3.Fees:

Fees will be updated and approved by KHDA on a yearly basis in accordance with DSIB rating and the Educational Cost Index (ECI) which is announced yearly by Dubai Statistics Center (DSC), and it will be communicated by KHDA through various channels.

- a. Responsible/authorised party for payment of fees name .
- b. The School, vouches that no additional mandatory fees will be required from parents during the academic year **2021-2022** except for fees clearly indicated in this contract.
- c. The Tuition fee structure at for the academic year **2021-2022** is as follows:
- d. The following are additional **mandatory** fees required for the academic year **2021-2022** :

Mandatory item	Fee (AED)	Due date (dd/mm/yyyy)	Add to installments

- e. The following additional fees apply for **mandatory** external examinations in the following Grade/Year levels:

Examination	Fee (AED)	Due date (dd/mm/yyyy)	Comments

- f. Parents are required to pay the Board examination fees on a **cost** recovery basis as charged by the **Board examination** itself with no extra charges.
- g. Payment of approved fees is expected in instalments according to the following timetable:

Status	Percentage	Amount (AED)	Date due (dd/mm/yyyy)
First installment	%		
Second installment	%		
Third installment	%		
Fourth installment	%		
Fifth installment	%		
Sixth installment	%		

Seventh installment	%		
Eighth installment	%		
Ninth installment	%		
Tenth installment	%		
Eleventh installment	%		
Twelfth installment	%		
Re-registration fees	%		Deduct from first installment
Sibling Discount	%		
Staff Discount	%		
Other Discount	%	Amount comment	Deduct from first installment Deduct from all installments
Shift Discount			

h. Total fees for the academic year:

Tuition fees (AED)	Other fees (AED) (mandatory + exams)	Discount (AED)	Total Cost (AED)	Prepayment (AED)	Total due (AED)

i. *Private agreements to "facilitate" payments for some families are to have permanent standing, and not to be altered from year to year.*

Registration and Refund Policy

General Definitions

Application fees:

Schools may charge up to AED 500/ to process the application of new students. This fee includes standard assessment fees. The application fee is not deductible from the tuition fees.

Registration fees:

Schools may ask parents to pay a deposit to confirm new enrollment. This deposit is payable after the student has been offered a place and parents have accepted the offer. The registration deposit cannot be more than 10% of the total tuition fees, and is deductible from the total tuition fees for the academic year.

Re-registration fees:

Schools may ask parents to pay a re-registration deposit to guarantee a place for their children for the following academic year. This deposit cannot be more than 5% of the total tuition fees, or AED 500/ (whichever is higher) and is deductible from the total tuition fees for the academic year.

Registration and Admission Fees (applicable to all Dubai private schools)

As well as the conditions mentioned in the parent-school contract, the regulations for fees and deposits for admission and registration are as follows:

Existing students:

- The school may open re-registration anytime during the academic year.
- The re-registration deposit should not exceed 5% of the annual tuition fees or AED500 (whichever is higher).
- The re-registration deposit is deductible from the first term's fees.
- The school cannot ask for payment of any additional fees or deposits other than the re-registration mentioned above.
- Schools that begin the academic year in September can only collect re-registration deposit after the end of the Spring break.
- Schools that begin the academic year in April can only collect re-registration deposit after the end of the Winter break.

New students:

- Schools can register new students at any time during the academic year.
- New schools must have KHDA pre-approval prior to registering students.
- The registration deposit for new students should not exceed 10% of the annual tuition fees.

- This registration deposit is deductible from the first term's tuition fees.
- If new students enroll at a school during the course of the academic year, the school can charge tuition fees starting from the month of enrolment. (For example, if a student enrolls in a new school in the 3rd week of October, the school can charge tuition fees from the beginning of October).
- Schools cannot ask for payment of registration deposit until they have made a formal offer of enrolment. Prior to this, schools can only charge an application fee of AED 500/ maximum.
- The application fee of AED 500/ is:
 - refundable if the school does not offer the student a place.
 - non-refundable if the school offers the student a place but the student chooses not to take it.
 - not deductible from the total tuition fees to be paid if the student is offered and accepts a place.

General conditions:

- Apart from the Registration or Re-registration deposits, schools cannot ask for any additional payment to guarantee student enrollment and re-enrollment
- Schools can only collect annual tuition fees in three installments, due at the beginning of each term. The first term's payment should not exceed 40% of the annual tuition fees; the second term payment not more than 30% of annual tuition fees; and the third term not more than 30% of annual tuition fees
- Schools can also choose to collect annual tuition fees as 10 equal monthly installments. The monthly repayment amount is calculated by dividing the total tuition fees by 10
- Schools may ask for payment of registration deposit only when students have been offered a place.
- The school forfeits the right to collect registration/re-registration fees if these fees were not collected at the time of registration/re-registration, and the student decides to leave the school prior to the start of the academic year.

Tuition fees Refund:

In the cases of both existing and new students, the registration/re-registration deposit will not be refunded unless there are extenuating circumstances. These circumstances include, but are not limited to, evidence of family/student relocation to another country/emirate or any other

unforeseen circumstances. Such cases may be submitted to KHDA for review.

In the case of refund, the school fees will be calculated as follows:

- Tuition fees paid prior to the beginning of the academic year are refundable and only the registration/ re-registration fees will be deducted.
- If the student was enrolled in the school for two weeks or less, a month's fees will be deducted.
- If the student was enrolled in the school for a period ranging between two weeks and one month, two months' fees will be deducted.
- If the student was enrolled in the school for more than a month, the full term's fees will be deducted.

General conditions:

- The above refund policy is applicable per term depending on the date of the withdrawal request.
- The refund will be calculated from the start of the term and the date of the official request by the parent stating the intent of withdrawal and not from the date when the student was absent. Being on the school registrar counts as days in school.
- Registration or Re-registration deposits are refundable in cases where a school's quality rating has dropped and students wish to move to a school with a better rating, as stated in the Dubai Schools Inspection Bureau report.
- Book fees are refundable if the student decides to leave the school prior to the beginning of the academic year.
- Any provisions in any other policies or approvals will be repealed in the event that they contradict this policy.

**** when fees are not paid in any mode of learning, the school reserves the right to:**

1-Suspend students from learning for a maximum of 3 days per semester, excluding exam days.

2-Not re-enroll students for the following academic year. This will be documented by the school through the issuance of dated warning letters.

3-Withhold students' progress reports and to refer the issue to the KHDA.

4-Not issue the Transfer Certificate.

Students in Y11-13 will be required to pay the IGCSE, AS and/or A Level examination entry fee for **all of the subjects** which they are registered by the school to study at the **start** of each Academic Year. These fees will become payable **from November 2021 till December 2021**, as notified by the school to parents.

**** If the sibling discount was not limited to a specific period of time, the parent must be given one academic year's notice prior to any changes or cancellation of the discount.**

4. Communication:

Effective communication is essential to building a school-parent partnership which will strengthen the student's learning experience. Communication can and should happen through different means, such as the school's website, pamphlets and/or newsletters, to target all parents. The language of communication for all schools should be available in the language of instruction at the school and an additional language most suitable to the school community.

The responsibilities of the school include:

- Communicating to parents all policies, possible changes and immediate announcements.
- Using all contact details provided by parents to communicate key messages.
- Updating the information about school policies, expectations, programmes, staff and any other information deemed necessary by the school.
- Informing parents of their child's progress through regular assessment reports and Parent Teacher meetings held at least 2 times per year. The school will exercise fairness, objectivity, transparency and credibility in the assessment reports shared with parents.
- Providing parents the opportunity to see and review all of their child's work and assessments in a manner most appropriate to the school.

The responsibilities of the parents include:

- Supplying the school with valid and updated contact details, including home and mobile numbers, e-mail addresses and home locations.
- Updating the school about any changes in the contact information.

- Referring regularly to established means of communications for any updates about the school.
- Being courteous in their approach to staff when enquiring about their child.
- Attending meetings, conferences and reviews related to their child's progress and performance. Failure to do so may jeopardise their child's progress and learning experience. Parents' level of participation, involvement and responsibility in their child's learning will affect his or her chances for re-enrolment the following year.

5. Attendance and punctuality:

First academic day for students	Last academic day for students	Term Break 1	Term Break 2	Term Break 3
		12/12/2021 to 30/12/2021	27/03/2022 to 07/04/2022	Not applicable

The daily routine:

Timing of the day:

FS: 07:45 A.M. TO 11.45 A.M (After care at additional cost till 2 P.M.)

YR. 1 - 13: 07:45 A.M. TO 2:00 P.M.

Students' absenteeism and tardiness affect the school's ability to provide effective educational services, the achievements of consistently absent or late students and disrupt the learning experiences of other students in the school.

Likewise, the attendance of teachers is imperative to securing continuous and progressive learning experiences for all students at the school. The school will secure and improve teachers' attendance at all times and will do all that it can to ensure that students are not left without a qualified teacher for long durations of time exceeding a week.

Parents, the students and the school must work together to improve and maintain high attendance rates.

The responsibilities of the school include:

- Sharing and implementing a school policy on attendance and punctuality which stresses that attendance for all students is mandatory on all the days the school is declared open.

- Clarifying to parents and students the definition of a school day, the start of registration process in the morning, the school's expectations in relations to punctuality all through the school day, the definition of absenteeism and a list of what is considered excused and unexcused absenteeism.
- Communicating with parents when a student's absence or lateness is causing either a Health and Safety concern or is damaging their academic progress

The responsibilities of the parents include:

- Reading, ratifying and implementing the school's policy on attendance and punctuality.
- Promoting their child's attendance and punctuality and abiding by the timings set by the school for the start and the end of the school day.
- Understanding and upholding the school's policy which states that continued tardiness and absenteeism will result in disciplinary measures and will affect the students' chances of enrolment for the upcoming academic year.

In case of repeated tardiness and absenteeism the following applies:

Offence	Frequency	Implications
Tardiness - this refers to being late in coming to school at the start of the school day and to instances of being late to lessons within the school day	The first five(5) incidents of tardiness in a short period of time such as a month or an academic term	Written warning to student and notify parents. Tardiness will be noted in the students' progress report.
	Up to an additional three(3) instances of tardiness in a short period of time, such as a month	Parents and student to be called to a meeting with the principal or a designated person by the principal. Parents and student to sign a written pledge not to repeat the offence. Tardiness to be noted in students' progress report.

	Any additional incidents to the above	At the discretion of the school, decision might include one or more of the following: <ul style="list-style-type: none"> • Community hours at the school. • Detention during school hours. • A written notice announcing refusal to re-enroll the student in the school for the following academic year.
Offence	Frequency	Implications
Absenteeism - this refers to frequent or habitual absence from school or from lessons without a valid medical or family related excuse.	The four(4) incidents of absenteeism in a short period of time such as a month or an academic term	Written warning to student and notify parents. Absent days will be noted in the students' progress report.
	Up to an additional three(3) instances of absenteeism in a short period of time	Parents and student to be called to a meeting with the principal or a designated person by the principal. Parents and student to sign a written pledge not to repeat the offence. Absent days to be noted in students' progress report.
	Any additional incidents to the above	At the discretion of the school, decision might include: <ul style="list-style-type: none"> • Community hours at the school.

		<ul style="list-style-type: none"> • Detention during school hours. • A written notice announcing refusal to re-enroll the student in the school for the following academic year.
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These decisions are endorsed by KHDA and consequences resulting from continued tardiness and absenteeism will be upheld by the Authority.

6. Attitudes and behavior:

Schools strive to offer all their students a hazard free and emotionally safe environment in which they can achieve their full academic and personal potential. In order for schools to achieve this objective, **the responsibilities of students and parents include:**

- Abiding by the school's behaviour policy which is attached with this contract. This policy will cover expected code of behaviour during the school timings, during extra-curricular activities, on school buses, during school trips and students' participation in social-media forums.
- Ensuring the student understands the school's expectations and possible consequences that may arise due to breach of the behaviour code.
- Attitudes and Behaviour should be aligned to the Vision and Mission of the school.
- An attitude of diplomacy and camaraderie should be followed at all times.

The school has a zero-tolerance policy for bullying in all its forms. Bullying is the intentional and deliberate intimidation of another person through emotional, physical, psychological and/or cyber means. Instances of proven and intentional bullying may result in immediate suspension of the aggressor from the school. The matter will be referred to KHDA for ratification.

Aligned with the above, the school will not tolerate any form of defamation or intentional harm practiced through social media forums. The school

must set a clear policy for parents and students about the use of and participation in social media outlets and/or forums. This policy must include, but not be restricted to, the following:

- Parents and students in all grade levels using any social media forum must, at all times, demonstrate respect for the members of the school community (including all students and personnel);
- Parents and students must not breach confidentiality, defame or make threats to any person in the school community;
- Parents and students must not use School's name, School Logo or any other official matters related to school in social media forums;
- Parents and students are solely responsible for their public and social posts and may be subject to legal procedures should the post be found defamatory constituting any kind of harassment or discrimination;
- Parents and students should support the School policy on anti-bullying;

Instances of proven and intentional breach of the above will result in sanctions that may include Suspension from the school.

**** The school reserves the right to not re-enroll students for the following academic year when behavioral issues are repeated. This will be documented by the school through the issuance of dated warning letters supported with evidence and after obtaining KHDA approval.**

7. Health and safety:

It is the responsibility of the school and the parents to secure a safe and healthy environment for the students. In this regard, the school shall issue and implement various health and safety guidelines that parents are expected to abide by and ensure their children do so as well.

The responsibilities of the school include:

- Providing students with appropriate medical care as per the regulations set by Dubai Health Authority.
- Providing students with medical conditions the care and attention they deserve while treating cases with confidentiality.
- Promoting and reinforcing awareness about healthy lifestyle habits, including choice of food and practice of exercise.
- Vaccinating students as per the guidelines of Dubai Health Authority.

- Taking cases of CP seriously and taking necessary actions to abide by the policy.

The responsibilities of the parents include:

- Sharing with the school all information related to their child's medical condition and history.
- Ensuring that meals and snacks provided to students adhere to any school's policies and guidelines in this regard.
- Ensuring that the students are vaccinated against vaccine preventable diseases.
- Ensuring to inculcate the importance of healthy diet, exercise and hygiene to the students.
- Ensuring students with any infectious or communicable disease like viral flu, chicken pox, mumps, measles, etc are not coming to school until he/she is certified fit by a licensed Physician.
- Ensuring students come neat and tidy to the school with hair clean and nails trimmed.
- Upholding the school's decision to confiscate food and drink items which do not fit the expectations set by the school.
- Abiding by the school's Child Protection
- Providing parental intervention and support whenever necessary as per the guidance of the school.

8. Transportation:

The school is responsible for ensuring the students' safety while on school buses, whether managed by the school or outsourced to a third party. In addition to implementing rigorous safety procedures outlined in a school policy, the school will also ensure the full implementation of the guidelines outlined by RTA on the matter.

The following are expectations set by the school for parents at the school.

a. **Private vehicles:**

- To ensure the safety of all students, parents driving to school will receive a route map detailing entry and exit points to the school.
- Parents must abide by the designated entry and exit routes set by the school.
- The safety of children and other pedestrians is our highest priority and careless or reckless driving will be recorded and reported.
- Any abuse of our staff, students and parent volunteers will not be tolerated.

- Car owners of private vehicles should not stop in the middle of the road to drop or pick their wards.
 - School personnel and staff helping in the organisation of students' arrival and dispersal times represent the school and their instructions must be obeyed.
- If a child is not travelling away from school on the school bus at the end of the school day, parents must arrange for their child(ren) to be collected from school by 2.30pm at the latest, except
- a. at the end of an after-school activity (in which case the child must be picked up at the time of the activity ending),
 - b. as the result of an emergency, or
 - c. with a clear, time-defined and written agreement, signed and dated by the parent and the Principal

b. Buses:

- For all intents and purposes, school buses, whether managed by the school or outsourced to a third party, are considered part of the school premises when being used by students.
- All safety rules and behaviour expectations set by the school and enforced by personnel must be adhered to by students and parents.
- RBT reserves the right to decline the provision of service, if students do not adhere to the rules.

Failure to comply with all transportation rules set by the school will result in disciplinary action and will affect the students' registration chances for the following academic year.

Distance and Blended learning Mode

School's Responsibilities

- Providing updated information to parents and the school community about school policies, rules, expectations, possible changes, programmes, and any other information deemed necessary by the school
- communicating to parents the school's timetable and routine. The timetable should include mode of teaching and learning (e.g. live sessions, recorded sessions, self-learning).
- Sharing with parents the school's main points of contact, including how best to reach them.
- Responding to parents' calls and requests in a timely manner

- Informing parents and students of the exams and assessments platforms including expectations and responsibilities of all parties.
- Ensuring flexible timetable that accommodates working parents' need to support their children when possible
- Communicating availability of extracurricular activities and the mode of delivery, if applicable
- Informing parents of tuition fees and other mandatory and optional fees, including deadlines for payments
- Raising awareness and setting clear expectations of safe online behaviour for both parents and students
- Ensuring the safety and security of IT systems and programmes used to deliver distance learning
- Supporting students' wellbeing and raising awareness about ways to protect their mental, physical and emotional health
- Regularly updating parents on their child's progress
- Informing parents about their child's attendance and behaviour when applicable.
- Ensuring that resources required for home activities are accessible and not burdensome on parents.
- Informing parents how different events will be held.
- Communicating with parents on the delivery interventions plans for students of determination

Parent's Responsibilities

- Ensuring your child attends classes, activities, assessments and exams on time.
- Keeping up-to-date with news or announcements from the school and responding in a timely manner when required.
- Being courteous when communicating with staff and students.
- Adhering to the school's requirements for completion of tasks and homework within the time specified by school.
- Complying with the school's policy on assessment and examinations.
- Supporting your child's physical, emotional and mental wellbeing in collaboration with the school, if needed.
- Formally informing the school if your child faces any challenges.
- Making sure students have the devices and resources they need to access distance learning.
- Complying with school policy on parent and student behaviour.
- Keeping your child/children at home if they are generally unwell.
- Ensuring that you immediately pick up your child/children from school in case they become sick or show symptoms of Covid-19. In

case this happens, you must follow the protocols as advised by the school.

- In case your child/children test positive, you must not bring your child/children to school until tested negative. In this case, the school will ensure your child's education continues through distance learning.
- In case anyone in your family tests positive for Covid-19, you must inform school and follow the protocols that the school advises.

Terms & Conditions:

- In the unlikely event of a government directive instructing schools to return to a distance-learning model, parents will pay distance learning tuition fees, as specified by your child's school. These may or may not be different from the tuition fees for face-to-face learning, each school is free to decide whether to grant distance-learning discounts.
- If your child has a chronic illness that prevents them from attending school in person, the school must provide them with a distance learning option.
- After the start of the academic year, all refunds will be regulated by the "School Registration and Refund Policy" and applicable to all education models offered.
- Schools cannot choose to change the education model they are offering once the academic year has started, without prior approval from KHDA.
- If schools offer a discount on tuition fees, this discount will be applicable for the valid period, regardless of any external changes, which may take place during that time (e.g. government directives).
- It is everyone's responsibility to comply with the **Protocols for the Reopening Private Schools in Dubai**. Parents or students who refuse to comply with protocols may be denied access to the school. Schools must show evidence of non-compliance if they choose to refuse a parent or student entry on these grounds.
- Once the academic year has begun, parents can only change the education delivery model for their child/children after seeking written approval/Email from the school.

9. Appeal process:

Every school must set up an appeals process to ensure parents and students the right to fair and impartial decisions affecting their educational experience at the school. It is best to solve issues informally through meetings and discussions; however, at times, there are concerns and complaints that need further deliberations.

It is expected that parents refer to this process for any conflict resolution within the school:

- a. If a student/parent wants to question a decision made by the school at any level, then the parent should meet the person directly involved in the decision such as a teacher or heads;
- b. If the parent is still not satisfied, then he/she should meet with the head of section such as head of elementary or senior school if applicable;
- c. If the issue is still not resolved, then the parent must meet the principal of the school to try to resolve the issue;
- d. If the issue is still not resolved after this stage, then the parent shall write an official letter to the board of governors. The board of governors will be required to set up a committee comprised of a teacher, a parent, a school leader and a member of the board of governors. None of the members of the committee shall have any connection to the original concern or complaint. The committee shall study the matter and within 10 working days issue a written report to both the principal of the school and to the parent;
- e. Each process from (A to C) should not exceed more than (5) working days. If the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by raising it through E-Feedback System.

KHDA has the right to uphold or repeal any and all decisions. Its final decisions are binding to both the school and parents.

This contract is the sole reference for the Knowledge and Human Development Authority to resolve any dispute between the school and the parents. It supersedes all prior or subsequent agreements, and understandings between both parties including school policies which may conflict with its clauses.

Declaration:I/We parent/ guardian of hereby certify that I/we have read the terms and conditions and all related school policies and agree to abide by them. I/we agree to support the school in all aspects of our child's

education and any sanctions that may be deemed appropriate concerning my child.

Latest published DSIB Rating for is Acceptable

Please note that signing and returning this contract implies full acceptance of all the above terms and conditions.

Important Information:

- This contract is valid as long as your child is studying in this school. Any future amendment of the contract will be shared with you for review and concerns will have to be raised within four weeks of announcement of changes. Beyond this period the changes will be considered accepted by the parent.

- Should the student resume classes for the new academic year at the same school, the contract will automatically renew for the entire duration of that new academic year.

Principal	Father	Mother	Guardian	Coordinator
Name:	Name:	Name:	Alternative responsibility:	Name:
LEONARD MURPHY				

Emirates ID: Emirates ID: Emirates ID: