

Parent – School Contract

The Arbor School L.L.C

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:

- 1 **Authority or KHDA:** The Knowledge and Human Development Authority.
- 1 **Child:** the child or children (at any age) admitted by the school to be educated and whose name appears in this document.
- 1 **Contract:** this document.
- 1 **Educational Services:** the services that the school provides in order to support the learning and development of the students.
- 1 **Parent:** both parents of the child when both have the legal standing of guardians or are the legal guardian by court order.
- 1 **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' behaviour.
- 1 **School:** The Arbor School L.L.C
- 1 **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.
- 1 **Student(s):** all those who are admitted and registered at the school to be educated at any grade level.
- 1 **Third party:** the provider, other than the school, of a specific service for the students via the school.
- 1 **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.
- 1 **School's policy on "special educational needs"** includes "Students of determinations" and "students with special learning needs".
- 1 **Face-to-face learning or onsite learning:** teaching and learning that takes place when students and teachers are in a physical school building together.
- 1 **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).
- 1 **Blended learning:** Blended learning uses both face-to-face learning and distance learning to facilitate teaching and learning.
- 1 **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.
- 1 **School re-opening protocols:** the full health and safety measures that schools should follow and comply with to re-open in the academic year.

Latest published DSIB Rating for The Arbor School L.L.C is Good.

1. **Admission:** The management of The Arbor School L.L.C is pleased to offer Jude Belal Mohd Khir Mirza a holder of Emirates ID no. 784201273241519 enrolment in Grade/Year YEAR 6 for the academic year 2023-2024.

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:

- 1 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.
- 1 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.

1 Refer to the school's policy on "Inclusion"/"special educational needs" for full details.

n Inform the school of any changes to personal details as and when they occur.

2. Curriculum and Educational programmes:

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

- 1 All Muslim students to study Islamic Education from Grade1-12/Year 2 -13 inclusive.
- 1 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.
- 1 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
- 1 Moral Education is mandatory from Grade1-12/Year 2-13, and can be taught in either Arabic or English.
- 1 Social studies are mandatory from Grade 1-9/Year2-10.
- 1 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 organizations which have been accredited or are authorised for use by the school. Websites are included if parents wish to seek further information.

Phase/ Cycle:	Curriculum/ Programme:	Accreditation/ Authorisation
Phase 1 Foundation stage	EYFS	1. https://www.gov.uk/education/early-years-curriculum
Phase 2 Keystages 1&2 Years 1 - 6	National Curriculum of England	1. https://www.gov.uk/national-curriculum 2. http://fieldworkeducation.com/curriculums/primary-years
Phase 3 Keystage 3 Years 7 - 9 Keystage 4 Years 10-11	National curriculum of England IGCSE	1. https://www.gov.uk/national-curriculum 1. CIE http://www.cambridgeinternational.org/programmes-and-qualifications/cambridge-secondary-2/cambridge-igcse/
Phase 4 Keystage 5 Years 12 & 13	A Level BTEC	1. https://www.gov.uk/national-curriculum 1. https://qualifications.pearson.com/en/about-us/qualification-brands/btec.html 1. http://www.cambridgeinternational.org/programmes-and-qualifications/cambridge-advanced/cambridge-international-as-and-a-levels/
Phases 2-5 Years 5-13	ASDAN	1. https://www.asdan.org.uk/

a. **Subjects offering:**

EYFS

Knowledge and Understanding of the World, Communication skills, Maths (Numbers & Shapes and Space), English (reading and writing), PSE (personal, social and emotional), PE & Swimming, Expressive Arts and Design, Arabic, Moral Education.

Key stage 1:

Maths, English, Science, Humanities (Geography, History), Art and Design Technology, Music, PE & Swimming, Drama, Computing, UAE Social Studies, Arabic, Islamic, Moral Education.

Key stage 2:

Maths, English, Science, Humanities (Geography, History) Art and Design Technology, Music, PE & Swimming, Drama, Computing, UAE Social Studies, Arabic, Islamic, Moral Education, Modern Foreign languages, ASDAN

Key stage 3:

Maths, English, Science, Humanities (Geography, History) Art and Design Technology, Music, PE & Swimming, Drama, Computing, UAE Social Studies, Arabic, Islamic, Moral Education, Modern Foreign languages, ASDAN

Key stage 4:

Maths, English, Science, Humanities (Geography, History) Art and Design Technology, Music, PE & Swimming, Drama, Computing, UAE Social Studies, Arabic, Islamic, Moral Education, French, Spanish, Business, Engineering, Global Impact Studies, Psychology,

Persons of Determination

ASDAN: Life skills, Working with others, PSED

- b. **Choice of educational streams:** Not Applicable
- c. **Assessment policy:**

It is our belief at The Arbor School that assessment does not come at the end of the learning process, but rather at the beginning and at regular points. That is, assessments should not be conceived after teaching a unit, but actually be designed as part of the planning process itself. This sense of 'backwards planning' enables the teacher to set out the key skills and knowledge to be assessed, and to create a unit plan that enables students to demonstrate those areas of learning. Assessment should therefore not be summative at the end of the unit, but rather frequent and cumulative, allowing students the opportunity to reflect and improve. For the Arbor School, this focus upon Assessment for Learning and its effect upon planning has opened up the possibilities of making the curriculum even more fit for purpose. Backwards planning gives teachers the opportunity to dispense with learning that does not move children towards the 'big ideas' and rids planning and teaching of unnecessary content. In practice, this means concentrating upon the skills, knowledge and understanding required by students at key points, such as for annual PTE/PTM/PTS assessments, IGCSE and A Level. We therefore envisage that it will help students 'move beyond' much more quickly and prepare students more rigorously for the academic challenges awaiting them.

In order to understand your child's progress and attainment all students and parents receive;

- An end of Term 1 progress report and an opportunity to meet staff to discuss your child's learning during the term;
- A Term 2 Parent - Teacher conference to discuss your child's learning during the term;
- An end of Year Full Report;

- d. **Promotion and retention policies:**

All students are expected to move on to the next year group with their peers unless it is advised by a panel of internal specialists that a student will significantly benefit from repeating a year and /or in the cases of low attendance levels.

- e. **Co-curricular activities and celebrations:**

- f. As part of the Arbor School's rich curriculum, co-curricular activities are provided for all students in Years 1 & above. All students are provided opportunities to attend a broad spectrum of activities which promote their strengths, interests and areas for development.

Co-curricular themes

All students may attend a weekly programme of co-curricular activities which will include clubs from the following headings.

Sports
Community and Culture
Creativity

Annual celebrations and educational visits.

Each term students will have opportunities to participate in offsite trips which will be arranged around the available facilities in the UAE and current school topics. In addition, they will have opportunities to celebrate key festivals from different cultures. As part of school program, an adventure residential shall be held each academic year for the appropriate year groups.

- g. **Graduation requirements:**

Not Applicable

- h. **Graduate certificate:**

Not Applicable

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

Guidelines for student transfers between schools:

To be admitted, a student must meet the minimum age for the grade/year group as outlined in the table below. This is a legal requirement per the legislation governing enrolment of students in Dubai private schools.

- i For schools that begin in **September**, the age in the table refers to the age of the student on **August 31**.
- i For schools that begin in **April**, the age in the table refers to the age of the student on **March 31**.

This table explains the age/grade requirements:

Level	Grade/Year	Minimum age (for entry)	Maximum age (as a cut-off for this grade)
A	Pre-KG/FS 1	3	4
B	KG 1/FS 2	4	5
C	KG 2/Year 1	5	6
D	Grade 1/Year 2	6	8
E	Grade 2/Year 3	Based on the transfer certificate	9
F	Grade 3/Year 4		10
G	Grade 4/Year 5		11
H	Grade 5/Year 6		12
I	Grade 6/Year 7		13
J	Grade 7/Year 8		14
K	Grade 8/Year 9		15
L	Grade 9/Year 10		17
M	Grade 10/Year 11		18
N	Grade 11/Year 12		19
O	Grade 12/Year 13	20	

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 **Parent** name .
- b. The **The Arbor School L.L.C** School, vouches that no additional mandatory fees will be required from parents during the academic year **2023-2024** except for fees clearly indicated in this contract.
- c. The Tuition fee structure at **The Arbor School L.L.C** for the academic year **2023-2024** is as follows:

	Grade	Section	School fees (AED)
	FS 1	-	56000
	FS 2	-	56000
	YEAR 1	-	65000
	YEAR 2	-	65000
	YEAR 3	-	71000
	YEAR 4	-	71000
	YEAR 5	-	76000
√	YEAR 6	-	76000
	YEAR 7	-	85000
	YEAR 8	-	85000
	YEAR 9	-	90000
	YEAR 10	-	90000

- d. The following are additional **mandatory** fees required for the academic year **2023-2024** :

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

- e. International boards examinations Fees:

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

Parents are required to pay the **International boards examinations** fees on a **cost** recovery basis as charged by the **Board examination** itself with no extra charges.

- f. Payment of approved fees is expected in **3** instalments according to the following timetable:

Status	Percentage	Amount (AED)	Date due (dd/mm/yyyy)

First installment	40%	25840	01/08/2023
Second installment	30%	19380	01/12/2023
Third installment	30%	19380	01/03/2024
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	15%	Amount 11400 comment	Deduct from first installment √ Deduct from all installments
Shift Discount			

g. Total fees for the academic year:

Tuition fees (AED)	Other fees (AED) (mandatory fees+ mandatory board exams)	Discount (AED)	Total Cost (AED)	Prepayment (AED)	Total due (AED)
76000	0	11400	64600	0	64600

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:

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

New students:

- 1 Schools can register new students at any time during the academic year.
- 1 New schools must have KHDA pre-approval prior to registering students.
- 1 The registration deposit for new students should not exceed 10% of the annual tuition fees.
- 1 This registration deposit is deductible from the first term's tuition fees.
- 1 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).

- 1 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.
- 1 The application fee of AED 500/ is:
 - o refundable if the school does not offer the student a place.
 - o non-refundable if the school offers the student a place but the student chooses not to take it.
 - o not deductible from the total tuition fees to be paid if the student is offered and accepts a place.

General conditions:

- 1 Apart from the Registration or Re-registration deposits, schools cannot ask for any additional payment to guarantee student enrollment and re-enrollment
- 1 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
- 1 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
- 1 Schools may ask for payment of registration deposit only when students have been offered a place.
- 1 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:

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

General conditions:

- 1 The above refund policy is applicable per term depending on the date of the withdrawal request.
- 1 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.
- 1 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.
- 1 Book fees are refundable if the student decides to leave the school prior to the beginning of the academic year.
- 1 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 term, 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.

Discounts policy:

Discount Type	Discount	Approval Date
Embassies	10%	06/04/2023
Emirati Students	10%	06/04/2023
Government Employees	10%	06/04/2023
Sibling - Sibling 1	10%	06/04/2023
Sibling - Sibling 2	10%	06/04/2023
Sibling - Sibling 3	10%	06/04/2023
Sibling - Sibling 4	10%	06/04/2023
Early Payment	5%	06/04/2023
School Employees	Upto 100%	06/04/2023

The school reserves the right to not re-enroll students for the following academic year when fees are repeatedly not paid on

time. This will be documented by the school through the issuance of dated warning letters.

The school also reserves the right to not issue the concerned student his or her progress report and to refer the issue to the KHDA.

**** If the sibling discount was not limited to a specific period of time and/or conditions, 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 build 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 relevant 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 as identified in the previous section. The school will exercise fairness, objectivity, transparency and credibility in the assessment reports shared with parents.
- Providing parents the opportunity to see and review their child’s work and assessments.

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 all 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 may affect his or her chances for re-enrolment the following year.

- Acting as positive roles models around the school environment.
- Working with the school leadership team to ensure a consistent approach is taken towards behavior management of their child(ren).

Parental absence from Dubai

- From time to time, it sometimes occurs that a child is looked after at home by a guardian/other family member while the parents are away. In the interests of the child, we respectfully request that you inform the child’s form tutor so that this can be taken into consideration when observing a pupil’s behaviour and progress at school.

Contacting your child at school

- Please remember to adhere to the school policy on mobile phones, Mobile phones and other such items are unauthorised, and the school takes no liability for their security. They are not to be used during school time by students. If you wish to contact your child for an emergency situation, or have an urgent message, please contact the school reception who shall either collect your child to talk to you or pass the message on.

5. Attendance and punctuality:

First academic day for students	Last academic day for students	Term Break 1	Term Break 2	Term Break 3
28/08/2023	05/07/2024	11/12/2023 to 29/12/2023	25/03/2024 to 05/04/2024	Not applicable

The daily routine:

Timing of the day:

Year Group	Start	Finish	Optional Co-curricular
FS1 (M-TH)	8.00 am	1.00 PM	
FS2(M-TH)	8.00 am	2.00 PM	-
Y1-Y6 (M-TH)	8.00 am	3:20 PM	3:20-4:20 PM
Y7-Y11 (M-TH)	7:45 am	3:20 PM	3:20-4:20 PM
FS1 (F)	8.00 am	11.30 AM*	
FS2(F)	8.00 am	11.30 AM*	-
Y1- Y6 (F)	8.00 am	12.00 PM	-
Y7-Y11 (F)	7:45 am	12:00 PM	-

* On Friday rolling dismissal for early years from 11:30 with all FS students to be picked up by 11:45.

It should be noted that a 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 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:

- n 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.
- n 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.

The responsibilities of the parents include:

- n Reading, ratifying and implementing the school's policy on attendance and punctuality.
- n 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.
- n 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"> ı Community hours at the school. ı Detention during school hours. ı 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"> 1 Community hours at the school. 1 Detention during school hours. 1 A written notice announcing refusal to re-enroll the student in the school for the following academic year.

These decisions are endorsed by KHDA and consequences resulting from continued tardiness and absenteeism will be upheld by the Authority.

6. Attitudes and behaviour:

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:**

- n Abiding by the school's behaviour policy which can be found on the school's website. 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.
- n Ensuring the student understands the school's expectations and possible consequences that may arise due to breach of the behaviour code.

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:

- 1 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);
- 1 Parents and students must not breach confidentiality, defame or make threats to any person in the school community;

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 suspend a student for up to three days in case of a serious behavioral issue, after obtaining KHDA approval.

****The school has the right to issue warning letters to a student for any behavioural issue. This may include to sign an undertaking when necessary.**

**** The school reserves the right to suspend a student for up to three days in case of a serious behavioural issue, after obtaining KHDA approval.**

**** The school reserves the right to not re-enroll students for the following academic year when behavioural 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:

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

The responsibilities of the parents include:

- n Sharing with the school all information related to their child's medical condition and history.
- n Ensuring that meals and snacks provided to students adhere to the school's policies and guidelines in this regard.

- n Upholding the school's decision to confiscate food and drink items which do not fit the expectations set by 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:

- 1 To ensure the safety of all students, parents driving to school will receive a route map detailing entry and exit points to the school.
- 1 Parents must abide by the designated entry and exit routes set by the school.
- 1 School personnel and staff helping in the organisation of students' arrival and dispersal times represent the school and their instructions must be obeyed.

b. Buses:

- 1 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.
- 1 All safety rules and behaviour expectations set by the school and enforced by personnel must be adhered to by students and parents.

**** Failure to comply with any of the transportation rules set by the school will result in disciplinary action and may affect the student's registration chances for transportation services the following academic year.**

Distance and Blended learning Mode

School's Responsibilities

- 1 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
- 1 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).
- 1 Sharing with parents the school's main points of contact, including how best to reach them.
- 1 Responding to parents' calls and requests in a timely manner
- 1 Informing parents and students of the exams and assessments platforms including expectations and responsibilities of all parties.
- 1 Ensuring flexible timetable that accommodates working parents' need to support their children when possible
- 1 Communicating availability of extracurricular activities and the mode of delivery, if applicable
- 1 Informing parents of tuition fees and other mandatory and optional fees, including deadlines for payments
- 1 Raising awareness and setting clear expectations of safe online behaviour for both parents and students
- 1 Ensuring the safety and security of IT systems and programmes used to deliver distance learning
- 1 Supporting students' wellbeing and raising awareness about ways to protect their mental, physical and emotional health
- 1 Regularly updating parents on their child's progress
- 1 Informing parents about their child's attendance and behaviour when applicable.
- 1 Ensuring that resources required for home activities are accessible and not burdensome on parents.
- 1 Informing parents how different events will be held.
- 1 Communicating with parents on the delivery interventions plans for students of determination

Parent's Responsibilities

- 1 Ensuring your child attends classes, activities, assessments and exams on time.
- 1 Keeping up-to-date with news or announcements from the school and responding in a timely manner when required.
- 1 Being courteous when communicating with staff and students.
- 1 Adhering to the school's requirements for completion of tasks and homework within the time specified by school.
- 1 Complying with the school's policy on assessment and examinations.
- 1 Supporting your child's physical, emotional and mental wellbeing in collaboration with the school, if needed.
- 1 Formally informing the school if your child faces any challenges.
- 1 Making sure students have the devices and resources they need to access distance learning.
- 1 Complying with school policy on parent and student behaviour.
- 1 Keeping your child/children at home if they are generally unwell.
- 1 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.
- 1 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.
- 1 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:

- 1 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.

- 1 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.
- 1 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.
- 1 Schools cannot choose to change the education model they are offering once the academic year has started, without prior approval from KHDA.
- 1 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).
- 1 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.
- 1 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 supervisor;
- 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 **Jude Belal Mohd Khir Mirza** 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 The Arbor School L.L.C is Good

Please note that signing 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:
Mr.Brett Girven		Luda Zuheir Muhyealdeen Kushha		
	Emirates ID:	Emirates ID: 784198374720401	Emirates ID:	