

Parent – School Contract

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 encouraged 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: refers this document.

Educational services: it is all the services that the schools provided 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 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' behaviour.

School: means Al Mawakeb School – Al Garhoud

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/year level.

Third party: the provider, other than the school, of a specific service for the students via the school.

1. Admission:

The management of **Al Mawakeb School – Al Garhoud** is pleased to offer _____ *(name of student)* _____ a holder of Emirates ID no. _____ enrolment in Grade/Year-----
----- for the academic year 2015/2016

(For the school to add if student is in need of any temporary or long term support)

Parents are expected to:

- Provide the school with copies of all medical, psychological or educational assessments or reports on entry to the school. Such materials are a prerequisite in enabling us to provide the best education for your child. 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 they are aware or suspect that their child (or anyone in his or her immediate family) has a learning difficulty, and the parents must provide the school with copies of all written reports and other relevant information. Parents will be asked to withdraw their child 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 special needs has been deliberately withheld.
- Refer to the school’s policy on “special educational needs” for full details.

2. Curriculum and Educational programmes:

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. Websites are included if parents wish to seek further information.

Phase/ Cycle:	Curriculum/ Programme:	Accreditation/ Authorisation
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KG 1 – 12	AMSI International Curriculum for the UAE (K-12)	AdvancEd website: www.advanc-ed.org
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Curriculum Statement:

The AMSI curriculum is unique and reflects our commitment to personal development and academic excellence. The structure and content cater for the cultural and social sensitivities of the complex demographic population of our schools. It is language-rich, student-centered, skills-driven and outcomes-focused, consisting of a dynamic, flexible and comprehensive blend of international curricula.

Curriculum Rationale

Al Mawakeb School curriculum is structured to integrate the school core values and it stems from a blend of curricula including but not exclusive to the Lebanese, American, and UAE curricula. The fusion between these curricula, in addition to appropriate alignment to the CCSS and the National Council for Sciences provides the framework that enables the school to serve its diverse and complex population.

The curriculum is designed to provide knowledge, skills and understanding through a broad range of compulsory subjects. ICT is integrated as a tool to enhance the curriculum and spans across different levels with a clear vision that all students should learn effectively and progress academically. Students must master the fundamentals to be promoted to the next academic level.

Our trilingual program enables the students to develop their language skills from an early age because:-

- a) In KG French is the main medium of instruction
- b) From Grade 1- 12 the curriculum is delivered in English and Students receive differentiated Arabic lessons across the school.

A variety of academic support programs and intervention strategies allow the school to fulfill its mission to meet the needs of the community through an open admissions policy and commitment to inclusion.

The student-centered approach with interdisciplinary and differentiated teaching and learning enables students to develop their full potential. As a result of the range, diversity and progression of our rigorous and comprehensive curriculum, our students secure admissions to their choice of English, French and Arabic medium universities. This progression ensures the students continue their

academic progress and personal development beyond school to succeed in a range of career pathways.

- 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 Grade 1 to Grade 12 inclusive.
 2. All Arab students (registered at the school with an Arab passport) to study Arabic as a first language from Grade 1 to Grade 12 inclusive.
 3. All students registered at the school with a non-Arab passport to study Arabic as an additional language from Grade 1 to Grade 9 inclusive.

- a. Subjects offering:**
1. All students K-12 to study French as an additional language.
 2. All students registered at the school with a non-Arab passport to study Arabic as an additional language from Grade 1 to Grade 12 inclusive.

KG1	KG2
IE	IE
Arabic	Arabic
English	English
Mathematics	Mathematics
Science	Science
French	French
PE	PE
Arts	Arts
Music (Activity)	Music (Activity)

Grade 1	Grade 2	Grade 3	Grade 4	Grade 5	Grade 6
IE	IE	IE	IE	IE	IE
Arabic	Arabic	Arabic	Arabic	Arabic	Arabic
English	English	English	English	English	English
Mathematics	Mathematics	Mathematics	Mathematics	Mathematics	Mathematics
CS	CS	CS	CS	CS	CS
Science	Science	Science	Science	Science	Science
French	French	French	French	French	French

SS	SS	SS	SS	SS	SS
PE	PE	PE	PE	PE	PE
Arts	Arts	Arts	Arts	Arts	Arts
Music (Activity)	Music (Activity)				

Grade 7	Grade 8	Grade 9	Grade 10	Grade 11	Grade 12
IE	IE	IE	IE	IE	IE
Arabic	Arabic	Arabic	Arabic	Arabic	Arabic
English	English	English	English	English	English
Mathematics	Algebra	Algebra	Algebra	Pre-Calculus	Calculus
CS	Geometry	Geometry	Geometry/Trigo	Trigonometry	Trigo/ Statistics
Science	CS	CS	CS	CS/Technology	CS/Technology
French	Science	Science	Chemistry	Chemistry	Chemistry
SS	French	French	Biology	Physics	Physics
PE	History	History	French	French	Physics
	Geography	Geography	History	History	Biology
	Civics	Civics	Geography	Geography	French
	PE	PE	PE	PE	History
					Geography
					Business
					PE

Abbreviations : Islamic Education (IE) – Physical Education (PE) – Computer Science (CS) – Social Studies (SS) – Trigonometry (Trigo) – Business Studies (Business)

b. Choice of educational streams:

No choice of educational streams, the students benefit from the full range of courses. Our courses are mandatory in all levels.

c. Assessment policy:

Terms:

There are 3 terms in the scholastic year.

Each term is roughly 10 weeks. (12 weeks for Gr. 1, 2).

First & Second terms are immediately followed by Term Exams.

Term 3 is immediately followed by Final Exams (FE) to conclude the year.
Continuous assessment policy is applied in KG1 to grade 2.

Written Work:

All graded work is returned to students. (except Final Exam)
Graded work happens regularly in all subjects.
Parents are encouraged to monitor results throughout the year.

Report Cards:

Computer-generated report cards are distributed to all students 2 times a year. Report Cards may also be viewed online through our website.

Tentatively: - First in January
 - Second in April

Parents may collect Final Report Cards from school in June.

Parents are encouraged to contact us if they have not received their children's report cards around the listed dates.

60 and less = Fail (except Arabic and IE where less than 50 = F)

A+ = 97 - 100	A = 94 - 96	A- = 90 - 93
B+ = 87 - 89	B = 84 - 86	B- = 80 - 83
C+ = 77 - 79	C = 74 - 76	C- = 70 - 73
D+ = 67 - 69	D = 64 - 66	D- = 60 - 63

d. Promotion and retention policies:

- 50% is the passing grade in Arabic and IE from grade 1 to 12.
- 60% is the passing grade in all other subjects from grade 1 to 12
- An "F" is a failing grade
- A student who finishes the year with 4 or more F's is held back in the same grade the following year.
- A student who finishes the year with an annual cumulative average equal to F is held back in the same grade the following year.
- A student who finishes the year with 1, 2 or 3 F's has to sit for and pass a Make-up exam before he/she is promoted to the next grade level. Make-up exams are usually scheduled for the end of June.

- e. **Extra-curricular activities and celebrations:**
 All extra-curricular activities and/or celebrations will be shared online. These activities include:
- UAE National Day (December)
 - Sports days (Through the year)
 - Scouts' camps (Through the year)
 - Graduation ceremony (May)
 - Others
- f. **Graduation requirements:**
 Successful completion of Grade 12
- g. **Graduate certificate:**
- High School Diploma
 - Successful SAT 1 and TOEFL results are required for the equivalence of the Diploma to the UAE High School Certificate.

3. Fees:

It is important to note that fees included in this contract and any increases noted are in line with the Schools Fees Framework published on the KHDA website.

- a. Responsible/authorised party for payment of fees (parents, company, institution, etc.)-----

- b. The Al Mawakeb School – Al Garhoud, vouches that no additional mandatory fees will be required from parents during the academic year 2015/2016 except for fees clearly indicated in this contract.
- c. The fee structure at The School Al Mawakeb School – Al Garhoud for the academic year 2015/2016 is as follows:

Grade	Year level	Age range	School fees
	Reception	Up to 3	
Pre-KG	FS I	3-4	
KG I	FS II	4-5	
KG II	Year 1	5-6	
Grade 1	Year 2	6-7	

Grade 2	Year 3	7-8	
Grade 3	Year 4	8-9	
Grade 4	Year 5	9-10	
Grade 5	Year 6	10-11	
Grade 6	Year 7	11-12	
Grade 7	Year 8	12-13	
Grade 8	Year 9	13-14	
Grade 9	Year 10	14-15	
Grade10	Year 11	15-16	
Grade11	Year 12	16-17	
Grade12	Year 13	17-18	

d. Payment of approved fees (.....) is expected in ----- (number of) instalments according to the following timetable.

Status	Percentage	Amount	Due date

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

e. The following are additional **mandatory fees** required for the academic year 2015/2016

Item	Fee	Due date

f. The following are additional **optional fees** required for the academic year 2015/2016

Item	Fee	Due date

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

Grade/Year	Examination	Fee	Due date

Returning students:

- For returning students, and according to the Schools Fees Framework, the school will charge up to 10% of the total fee amount to be paid within the time frame specified by the school:
 - This amount is non-refundable unless the family has to move outside the Emirate of Dubai before the start of the academic year.
 - The school reserves the right to ask for proof that the family is moving outside the Emirate of Dubai such as an acceptance offer from another school situated outside Dubai.
 - This amount is deductible from the first term of the academic year.

New students:

- For new students, and according to the Schools Fees Framework, the school will charge parents up to 30% of the total fee amount to be paid within ten (10) days of the issuing of the acceptance letter.
- This amount is non-refundable unless the family has to move outside the Emirate of Dubai before the start of the academic year.
- This amount is deductible from the first term of the academic year.

Refunds:

- For students who are withdrawn from the school during the academic year, fee deduction will be applied as per the Schools Fees Framework quoted below:
 - If the student attends school for two weeks or less, one month's fee will be deducted.
 - If the student attends school for a period ranging between two weeks and one month, two months' fees will be deducted.
 - If the student attends for more than a month, three months' fees will be deducted.
 - If the student attends school for a period longer than 3 months and the parents opt to withdraw him/her then they shall be credited with the value for the remaining period.
 - All deliverables are non-refunded. Examples: Books, Uniform, laptop.
 - All non-mandatory activity fees are non-refundable within a week from commencement.
 - Fees for after school academic support are non-refundable for sessions taken or skipped.

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.

4. Communication for effective partnership:

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 (at least 3 times per year) and meetings. 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.

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

5. Attendance and punctuality:

The daily routine:

Timing of the day:

Schools Hours

Classes begin at 07:50 sharp. The first bell rings at 07:40. Students are required to attend the morning assembly at 07:40.

For KG:

Classes begin at 07:50 and end at 14:25 every day.

Fridays and Saturdays are off.

For Grades 1 through 8:

Every day consists of 7 periods.

Every period is approximately 50 minutes long.

There are two breaks during the day (from 10:20 to 10:45 & from 12:25 to 12:45).

Classes end at 14:25.

Busses move at 14:30.

Fridays and Saturdays are off.

For Grades 9 through 12:

Every day consists of 7 periods.

Every period is approximately 50 minutes long.

There is one break during the day (from 11:10 to 11:55).

Classes end at 14:25.

Busses move at 14:30.

Fridays and Saturdays are off.

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:

- 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.

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
	The first five(5) incidents of tardiness in a short period of	Written warning to student and notify parents.

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	time such as a month or an academic term	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. 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 or beyond. • Detention during school break or after school hours. • Temporary suspension for up to three days where the student will receive a “zero” on any test administered during suspension days. • 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. 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 or beyond. • Detention. • Temporary suspension for up to three days where the student will receive a “zero”

		<p>on any test administered during suspension days.</p> <ul style="list-style-type: none"> • 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 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:**

- 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.

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 will result in immediate expulsion 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;

Instances of proven and intentional breach of the above will result in sanctions that may include expulsion from the school. The matter will be referred to KHDA for approval and ratification.

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.
- 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.

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 the school's policies and guidelines in this regard.
- 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:

- 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.
- 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:

- 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.

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.

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 parent is still not satisfied then he / she shall write an official letter to AMSI and email it to: comments@amsi.ae . If the issue is not resolved within 2 working weeks of the letter to AMSI then the parent has the right thereafter to refer the matter to KHDA by contacting the Compliance & Resolution Commission.
- 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 contacting *the Compliance and Resolution Commission* on CRC@khda.gov.ae.

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 polices which may conflict with its clauses.

Declaration

I/We parent/ alternate responsible (if not a parent, then please specify with documents authorising responsibility) of (name of student)_____ hereby certify that I/we have read the above 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.

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

Father’s name

Father’s signature

Mother’s name

Mother’s signature

I, (the student’s full name _____) , acknowledge reading the contract.

Student’s Signature

For students 15 years old on December 31st, 2015

Alternate responsible (specify name and relation)

Signature

Date

The school stamp and insignia

KHDA has ratified a registered copy of this contract.