

## Parent – School Contract Lycee Libanais Francophone Prive-Dubai

### **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".

### **Latest published DSIB Rating for is Very good.**

**1. Admission:** The management of is pleased to offer a holder of Emirates ID no. enrolment in Grade/Year for the academic year 2020-2021.

### **Student Special Support**

To ensure a productive learning experience for all students at the school, including those with 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 KHDA obtaining 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:

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

- All Muslim students to study Islamic Education Grade1-12/Year 2 -13 inclusive.
- All Arab students (registered at the school with an Arab passport) to study Arabic as a first language 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 Arabic or English.
- Social studies is 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. Websites are included if parents wish to seek further information.

Phase/ Cycle:	Curriculum/ Programme:	Accreditation/ Authorisation
Kindergarten Pre-Primary, KG1, KG2	FRENCH	HOMOLOGATION-AEFE  www.aefe.fr
Elementary Grade 1, 2, 3,4 & 5	FRENCH	HOMOLOGATION-AEFE  www.aefe.fr
Intermediate 6, 7, 8, 9	FRENCH	HOMOLOGATION-AEFE  www.aefe.fr
Secondary 10, 11, 12	FRENCH	HOMOLOGATION-AEFE  www.aefe.fr

- In Lycée Libanais Francophone Privé - LLFP, its mandatory for all Arab origin students to study Arabic A as a first language and no

request of moving to Arabic B will be entertained or permitted unless it's a special need case supported with evidences and after obtaining KHDA approval.

(please refer to the school policy "spécificité du LLFP").

**b. Subjects offering:**

This will include mandatory and optional languages, math, science, social studies and other subjects on offer.

Phase 1 : Kindergarten Pre-Primary, KG1, KG2	Arabic, French, Mathematics, Science, art, Music, Physical development (fine and gross motor skills).
Phase 2: Grade 1, Grade 2, Grade 3, Grade 4, Grade 5	Arabic , Islamic Education (Muslim students), French, English(from grade 3), Mathematics, Science, Social Studies, Music, PE, Library, Art
Phase 3: Grade 6, Grade 7, Grade 8, Grade 9	Arabic, Islamic Education (Muslim students), French, English, Spanish, Mathematics, Physics, Chemistry, Biology, History, Geography, Music, PE, Library, Art.
Phase 4: Grade 10	Arabic, Islamic Education (Muslim students), French Literature, English, Spanish, Mathematics, Physics, Chemistry, Biology, History, Geography, Library, Art, Economics, Art, Music, PE.
Phase 4: Grade 11 - Science , Economics	Arabic, Islamic Education (Muslim students), French Literature, English, Spanish, Mathematics, Physics, Chemistry, Biology, History, Geography, PE, Art, Economics.
Phase 4 Grade 12 - Science , Economics	Arabic, Islamic Education (Muslim students), Philosophy, English, Spanish, Mathematics, Physics, Chemistry, Biology, History, Geography, PE, Art, Economics.

**c. Choice of educational streams:**

At the LLFP, starting grade 10 students are prepared for the French Baccalaureate program, in one of the following main streams: Scientific (Mathematics, Physics & Chemistry, or Biology), Social and Economic studies (Mathematics or Economic & Social Sciences) or Literary.

**d. Assessment policy:**

At the Kindergarten, students undergo ongoing assessments according to the common core standards and the competences set for attainment in the framework of the French program.

Evaluations are based on fine observation of students individual work oral, written or manipulation activities.

At the elementary level, grade 1 to 5, and according to the common

core standards and the competences set for students' attainment, students undergo continuous forms of evaluations and common evaluations testing the acquired competences.

All students at the secondary and upper secondary levels (from grade 6 to grade 12) undergo an evaluation system comprised of continuous short tests and end of term exams. Teachers carry out their continuous tests, in their own subject of teaching, with a common objective of helping students understand and learn the notion explained. The end of term exam is common for all students in the same grade level and in all disciplines. These exams have many objectives that are set at the beginning of each term and to which students are tested on. They are prepared by subject teachers and approved by the subject coordinators

**e. Promotion and retention policies:**

Starting grade 1, and in order to pass to another grade level, a student must obtain at least a 10/20 annual total average in the key subjects which are Arabic, French, Mathematics and Sciences.

The class teachers meeting held at the end of every school academic year decides on the promotion of students to the next grade level based on the annual total average obtained by the student in the key subject.

**f. Extra-curricular activities and celebrations:**

Extra-curricular activities are offered (optional) for students from grade 1 to grade 7. Sports teams, cultural and artistic workshops are offered at the secondary levels. They help develop students' talents and allow them to participate in various competitions and exhibitions, whether national or international.

Starting grade 8 to grade 12, orientation program and activities are mandatory set for students to help them elaborate their career project and choose the stream of their studies in higher grades and universities. The LLFP celebrates, on a yearly basis, the Lebanese Independence Day, the UAE National Day, the International Day of Francophonie and the end of year celebrations for all levels.

**g. Graduation requirements:**

In grade 9 all students have to pass successfully their French "Diplôme national du brevet".

In grade 12 students graduate after succeeding in the French baccalaureate exam.

**h. Graduate certificate:**

Students at the LLFP undertake the following official exams:

1. At the end of grade 9, students present their French Brevet exams.
2. In grade 12, students present their French Baccalaureate exams as part of their higher secondary studies. However, students need

to undertake anticipation exams in grade 11, in which they carry the scores obtained on those exams to grade 12.

The French Baccalaureate diploma is recognized in most countries around the world and enables students to enroll in all French or English universities.

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

### 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 **2020-2021** except for fees clearly indicated in this contract.
- c. The Tuition fee structure at for the academic year **2020-2021** is as follows:
- d. The following are additional **mandatory** fees required for the academic year **2020-2021** :

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)
<b>First installment</b>	%		
<b>Second installment</b>	%		
<b>Third installment</b>	%		
<b>Fourth installment</b>	%		
<b>Fifth installment</b>	%		
<b>Sixth installment</b>	%		
<b>Seventh installment</b>	%		
<b>Eighth installment</b>	%		
<b>Ninth installment</b>	%		
<b>Tenth installment</b>	%		
<b>Eleventh installment</b>	%		
<b>Twelfth installment</b>	%		
<b>Re-registration fees</b>	%		Deduct from first installment
<b>Sibling Discount</b>	%		
<b>Staff Discount</b>	%		
<b>Other Discount</b>	%	Amount comment	Deduct from first installment Deduct from all installments
<b>Shift Discount</b>			

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 enrolment. 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 enrol 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 3<sup>rd</sup> 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 enrolment and re-enrolment
- Schools can only collect annual tuition fees in three instalments, 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 instalments. 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.**

**Sibling policy:**

It is the policy of the school that siblings shall receive discounted fees. The deductions apply to school fees only and do not include other fees stipulated in this contract. This is a binding promise for the 2020/2021 academic year and until otherwise specified in another binding school-parent contract. Deductions are to be calculated as follows:

<b>Sibling</b>	<b>Deduction rating</b>
<b>Sibling 1</b>	0%
<b>Sibling 2</b>	0%
<b>Sibling 3</b>	15%
<b>Sibling 4</b>	25%

**In case of a change or cancelation of the above policy, parent will be given a notice period of one academic year**

**\*\* In case of a change or cancellation of the above discount policy, parent will be given a notice period of one academic year.**

**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 between the school and the parents is the language of instruction: French. 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 three 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 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
30/08/2020	01/07/2021	13/12/2020 to 31/12/2020	28/03/2021 to 08/04/2021	Not applicable

**The daily routine: Sunday to Thursday Timing of the day:**

Pre-primary, KG1: 7:55 to 13:15 (students are not supervised before 7:45 and after 13:30)

KG2 - Grade 10: 7:55 to 15:30 (students are not supervised before 7:45 and after 15:45)

Grade 11 & 12: 7:55 to 16:35 (students are not supervised before 7:45 and after 16:35)

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 (please refer to the school policy).

**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	Parents and student to be called to a meeting with the principal or a

	period of time, such as a month	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"> <li>• Community hours at the school.</li> <li>• Detention during school hours.</li> <li>• A written notice announcing refusal to re-enroll the student in the school for the following academic year.</li> </ul>
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	<p>At the discretion of the school, decision might include:</p> <ul style="list-style-type: none"> <li>• Community hours at the school.</li> <li>• Detention during school hours.</li> <li>• A written notice announcing refusal to re-enroll the student in the school for the following academic year.</li> </ul>
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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.

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 LLFP will abide by the Emirati law on these matters of use 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 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.
- 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.

a. **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 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 Very good**

**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.**

<b>Principal</b>	<b>Father</b>	<b>Mother</b>	<b>Guardian</b>	<b>Coordinator</b>
Name:	Name:	Name:	Alternative responsibility:	Name:
<b>Joseph Salamé</b>				

Emirates ID: Emirates ID: Emirates ID:

### **Parent-School Contract Addendum**

#### **Definitions:**

**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 20/21 academic year.

#### **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
2. communicating to parents the school's timetable and routine. The timetable should include mode of teaching and learning (eg.

- live sessions, recorded sessions, self-learning) with the number of live sessions per subject)
3. Sharing with parents the school's main points of contact, including how best to reach them
  4. Responding to parents' calls and requests in a timely manner
  5. Informing parents and students of the exams and assessments platforms including expectations and responsibilities of all parties.
  6. Ensuring flexible timetable that accommodates working parents' need to support their children when possible
  7. Communicating availability of extracurricular activities and the mode of delivery, if applicable
  8. Informing parents of tuition fees and other mandatory and optional fees, including deadlines for payments
  9. Raising awareness and setting clear expectations of safe online behaviour for both parents and students
  10. Ensuring the safety and security of IT systems and programmes used to deliver distance learning
  11. Supporting students' wellbeing and raising awareness about ways to protect their mental, physical and emotional health
  12. Regularly updating parents on their child's progress
  13. Informing parents about their child's attendance and behaviour when applicable.
  14. Ensuring that resources required for home activities are accessible and not burdensome on parents.
  15. Informing parents how different events will be held.
  16. 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.
2. Keeping up-to-date with news or announcements from the school and responding in a timely manner when required.
3. Being courteous when communicating with staff and students.
4. Adhering to the school's requirements for completion of tasks and homework within the time specified by school.
5. Complying with the school's policy on assessment and examinations.
6. Supporting your child's physical, emotional and mental wellbeing in collaboration with the school, if needed.
7. Formally informing the school if your child faces any challenges.
8. Making sure students have the devices and resources they need to access distance learning.
9. Complying with school policy on parent and student behaviour.
10. Keeping your child/children at home if they are generally unwell.
11. 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.

12. 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.
13. 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. Your child's school will not be able to formally enroll your child in any form of learning in the 20/21 academic year until you have read and signed this contract addendum.
2. 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.
3. 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.
4. If the parent does not opt for the educational model offered by the school, parents are entitled to re-enrolment refunds before the start of the new academic year only. No re-enrolment refund request, will be accepted once the academic year has begun.
5. 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.
6. Schools cannot choose to change the education model they are offering once the academic year has started, without prior approval from KHDA.
7. 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).
8. If your child's school offers you a discount on tuition fees, you will be eligible to get that discount for the period specified, regardless of any external changes, which may take place during that time. (e.g. government directives)
9. 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

## **Education Delivery Model:**

Our reopening plan is adapted to work either on premises or online for all students and teachers who cannot attend for medical reasons.

Normally, our courses were scheduled between 8:00 am and 3:30 pm. In order to adapt our schedule to sanitary situation and the recommendations of the authorities, all courses are now scheduled between 8:00 am and 2:00 pm. (minus 20%). All courses will be simultaneously held face-to-face on school premises and/or online on Teams platform. The remaining 20% of school time will go to distance learning synchronous or/and asynchronous activities to all grades between 3:30 pm and 5:pm.

Therefore, All teachers, with medical conditions, in isolation or quarantine, will be able to deliver their lessons online, through the Teams platform.

All high-risk students, with medical conditions, in isolation or quarantine, or those whose families are uncomfortable with sending them at school premises, will be able to attend all courses online at the same timings as their fellow students of their classes. A particular online support from all coordinators across all phases will be implemented to assist in small groups students whose families have chosen distance learning.

All students of determination will benefit from a daily special follow up and assistance either on-premises or online, during specially allocated time with a teacher in small group of 3 to 6 students.

## **Areas for development in the School Distance Learning Profile:**

### **1-Ensure better balance between screen time and other learning activities:**

All students will have regular courses, either face to face on school premises or online through distance learning, between 8:00 am and 2:00 pm.

After 2:00 pm, a variety of activities is proposed to each level or cycle from primary to secondary school. These activities include physical activities, cultural, artistic, culinary, etc.

### **2- Adjust flexibility in setting students' assignment deadlines:**

All assignment deadlines will be announced to the students, at least a week before the deadline, and the submission will be exclusively online on Teams platform

### **3- Improve further communication systems between school and parents:**

The communication systems between the school and the parents is three-dimensional:

**Email:** Official emails are sent by the management on regular basis to inform parents and stakeholders of any new measure taken or procedure implemented.

Any parent can communicate with any teacher, staff member, via email. And this email will be answered with 48 hours.

**Weekly newsletter published on the school social networks:**  
Website, Facebook, Instagram

WhatsApp messages between the school Well-being Team and the chosen Representative of the parents in each class