

Parent – School Contract

Royal Grammar School Guildford 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:

- **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' behaviour.
- **School:** **Royal Grammar School Guildford L.L.C**
- **Curriculum:** **UK**
- **School tuition fees:** any amounts owing to the school for a student's enrolment, education and related activities at the

school. These fees are clearly communicated and are stipulated in this contract.

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

Latest published DSIB Rating for Royal Grammar School Guildford L.L.C is Very good.

1. Admission: The management of Royal Grammar School Guildford L.L.C is pleased to offer a holder of Emirates ID no. enrolment in Grade/Year for the academic year 2025-2026.

Student Special Support

To create a successful learning experience for all students, including those with special needs, schools and families must collaborate and set clear expectations for student identification and support.

Schools are expected to:

Schools have a responsibility to create an inclusive and supportive environment for students of determination. By upholding these responsibilities, schools can contribute to the personal growth and academic success of all students, regardless of ability. Schools are expected to:

- Publish their full inclusion policy on their website.
- Request a medical assessment or report to identify the type and degree of need in students with any form of disability.
- Ensure that procedures and criteria for early identification of disabilities in pre-school and school align with *the standards set in Directives and Guidelines for Inclusive Education* via KHDA website.
- Ensure that students of determination have equal access to educational facilities, resources, and opportunities.
- Work with parents, special educators, and support staff to create Individualized Education Plans (IEPs) for students of determination. These plans outline specific goals, accommodations, and services tailored to each student's unique needs.
- Adapt and diversify their curriculum to meet the diverse learning needs of all students. This may involve modifying teaching methods, using assistive technology, or providing additional support in the classroom.
- Regularly assess students' progress and adapt their support accordingly.

Parents are expected to:

- Provide the school with copies of all medical, psychological or educational assessments or reports before finalising enrolment in the school. Schools must have this information to better assess children and plan for and meet the student's educational needs. Failure to disclose this information, including the deliberate withholding of information, does not allow schools to formulate specific learning plans for the student and may result in inadequate progress in school.
- Notify the school in writing if they are aware or suspect that their child has a learning difficulty. If, following engagement with parents and student, the principal and the child's teachers judge that essential information about a student of determination has been intentionally withheld, parents will be asked to withdraw their child. This action will be taken only after obtaining approval from KHDA.
- Provide the school with relevant medical, psychological, or educational assessments or reports upon request at any point during the academic year.
- Refer to the school's inclusion policy, available on its website.

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2. Curriculum and Educational programmes:

Please refer to the section below for detailed information on the school's curriculum and educational programs.

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

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

The table below indicates boards and organisations which have accredited or authorised the school. The school must have KHDA approval for any accreditation mentioned in the contract. Parents who need more information can contact the school directly.

Phase/ Cycle:	Curriculum/ Programme:	Accreditation/ Authorisation (add the website)
Foundation Stage	British Early Years Foundation Stage	https://www.gov.uk/early-years-foundation-stage
Preparatory Phase (Years 1-6)	National Curriculum for England, Wales and Northern Ireland	https://www.gov.uk/government/collections/national-curriculum

a. Subjects offering:

Phase 1 (Foundation Stage) FS1 - FS2	Communication and language, Physical development, Personal, Social and Emotional Development, Literacy, Mathematics, Understanding the World, Expressive Arts and Design, Arabic, Music
Phase 2 (Preparatory) Years 1-6	Arabic Studies, Islamic Education, English, Mathematics, Science, Social Studies, Music, French/Spanish/Mandarin, History, Geography, Library, Art/ Design Technology, PE, Games, Swimming, Computing, Drama, Personal, Social and Health Education, Design Technology, Moral Education

c. Choice of educational streams: Not applicable

d. Assessment policy:

Foundation Stage

- Assessment of pupil records and reports
- EYFS framework in school assessment

Primary Phase

- Assessment of pupil records and reports
- EYFS framework in school assessment
- Online CAT testing (CAT4)
- Additional assessments that Dubai participates in such as PISA, TIMSS and PIRLS.

For further information please see the school's admissions policy

e. Promotion and retention policies: Royal Grammar School Guilford Dubai operates a retention policy based on children's academic performance, their maturity and social ability. If the school determines that a child is unable to cope with the expectations of the National Curriculum for the next year, there will be a consultation process with the parents to ensure the child is appropriately placed. RGSGD does not operate a promotion process based on age alone.

f. Extra-curricular activities and celebrations:

September	Introduction of new students
October	Breast Cancer Awareness Week, Pink Day
November	UAE Flag Day, National Day Celebration

December	Commemoration Day
January	Road Safety Awareness Week,
February	
March	Book Week
April	
May	
June	
July	Graduation

g. Graduation requirements: Not applicable

h. Graduate certificate: Not applicable

UAE certificate equivalency requirements:

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

Extra-curricular activities and celebrations:

**** All extracurricular activities and events offered by the school must be approved by KHDA and should be optional for students.**

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.

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

Tuition fees are updated annually in accordance with the Education Cost Index (ECI) and the School Fees Framework. This is communicated by KHDA through various channels. The updated fees will be published on the KHDA website and app.

Fees are subject to change based on the above and subject to KHDA's approval of the school's request for a fee increment.

**** Parents are encouraged to refer to the School Fees Fact Sheet for a complete list of all the mandatory and optional fees they will be asked to pay each academic year.**

- Responsible/authorised party for payment of fees name .
- The **Royal Grammar School Guildford L.L.C** School, vouches that no additional mandatory fees will be required from parents during the academic year **2025-2026** except for fees clearly indicated in this contract.
- The Tuition fee structure at **Royal Grammar School Guildford L.L.C** for the academic year **2025-2026** is as follows:
- The following are additional mandatory fees required for the academic year **2025-2026** :

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

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

Status	Percentage	Amount (AED)	Date due (dd/mm/yyyy)
First installment	%		
Second installment	%		
Third installment	%		
Fourth installment	%		
Fifth installment	%		
Sixth installment	%		
Seventh installment	%		
Eighth installment	%		
Ninth installment	%		
Tenth installment	%		
Eleventh installment	%		
Twelfth installment	%		
Re-registration fees	%		Deduct from first instalment
Sibling Discount	%		
Staff Discount	%		

Other Discount	%	Amount comment	Deduct from first instalment Deduct from all instalments
Shift Discount			

h. 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)

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

Registration and Refund Policy

General Definitions

Application fees:

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

Registration fees:

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

Re-registration fees:

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

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

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

Existing students:

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

New students:

- Schools can register new students at any time during the academic year.
- New schools must have KHDA pre-approval prior to registering students.
- The registration deposit for new students should not exceed 10% of the annual tuition fees.
- This registration deposit is deductible from the first term's tuition fees.
- If new students enroll at a school during the course of the academic year, the school can charge tuition fees starting from the month of enrolment. (For example, if a student enrolls in a new school in the 3rd week of October, the school can charge tuition fees from the beginning of October).
- Schools cannot ask for payment of registration deposit until they have made a formal offer of enrolment. Prior to this, schools can only charge an application fee of AED 500/ maximum.
- The application fee of AED 500/ is:
 - refundable if the school does not offer the student a place.
 - non-refundable if the school offers the student a place but the student chooses not to take it.
 - not deductible from the total tuition fees to be paid if the student is offered and accepts a place.

General conditions:

- Apart from the Registration or Re-registration deposits, schools cannot ask for any additional payment to guarantee student enrollment and re-enrollment
- Schools can only collect annual tuition fees in three installments, due at the beginning of each term. The first term's payment

should not exceed 40% of the annual tuition fees; the second term payment not more than 30% of annual tuition fees; and the third term not more than 30% of annual tuition fees

- Schools can also choose to collect annual tuition fees as 10 equal monthly installments. The monthly repayment amount is calculated by dividing the total tuition fees by 10
- Schools may ask for payment of registration deposit only when students have been offered a place.
- The school forfeits the right to collect registration/re-registration fees if these fees were not collected at the time of registration/re-registration, and the student decides to leave the school prior to the start of the academic year.

Tuition fees Refund:

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

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

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

General conditions:

- The above refund policy is applicable per term depending on the date of the withdrawal request.
- The refund will be calculated from the start of the term and the date of the official request by the parent stating the intent of withdrawal and not from the date when the student was absent. Being on the school registrar counts as days in school.
- Registration or Re-registration deposits are refundable in cases where a school's quality rating has dropped and students wish to move to a school with a better rating, as stated in the Dubai Schools Inspection Bureau report.

- Book fees are refundable if the student decides to leave the school prior to the beginning of the academic year.
- Any provisions in any other policies or approvals will be repealed in the event that they contradict this policy.

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

1-Suspend students from learning for a maximum of 3 days per 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.

**** Any discounts provided by the school must be approved by KHDA.**

Discounts policy:

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**** Kindly note that the discounts specified in the contract are valid only for the current academic year. Parents are advised to verify with the school before re-registering for the upcoming academic year.**

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 i.e. English 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 twice 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 members 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.

Photographic records

- The school reserves the right to use photographic evidence as a record of assessment. All photographs of pupil work can be used for internal purposes as records of assessment (i.e. yearbook, seesaw, school cloud, parent portal). Student photographs might also be used for external purposes - social media, digital and print advertisements, newsletters, blog. Students will never be identified by name in external photographs. Should parents wish that their child's photograph not be used for internal and external purposes, they are requested to hand in a formal letter of non-consent.

5. Attendance and punctuality:

First academic day for	Winter	Not	Last academic day for
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students	Break	applicable	students
		Not applicable	

The daily routine:

Please see the calendar on the school website for more detail.

Timing of the day

<u>Mon - Thurs timings :</u>
lesson 1 7:50 - 8:30
lesson 2 8:30 - 9:20
lesson 3 9:20 - 10:00
Break 10:00 - 10:20
lesson 4 10:20 - 11:00
lesson 5 11:00 - 11:40
FS and Y1 lunch 11:40 - 12:20
Lunch Y2-Y6 12:20 - 12:50
lesson 6 12:50 - 13:20
lesson 7 13:20 - 14:00
lesson 8 14:00 - 14:40
lesson 9 14:40 - 15:20
FRIDAY
7:50 - 8 Form time
8 - 8:30 P1
8:30 - 9 P2
9 - 9:30 P3
9:30 - 10 P4
10 - 10:30 Break
10:30 - 11 P5
11 - 11:30 P6
11:30 - 11:45 Class assembly, star of the week and dismissal

<u>Mon - Thurs timings :</u>
lesson 1 7:50 - 8:30
lesson 2 8:30 - 9:20
lesson 3 9:20 - 10:00
Break 10:00 - 10:20
lesson 4 10:20 - 11:00
lesson 5 11:00 - 11:40
FS and Y1 lunch 11:40 - 12:20
Lunch Y2-Y6 12:20 - 12:50

lesson 6 12:50 - 13:20
lesson 7 13:20 - 14:00
lesson 8 14:00 - 14:40
lesson 9 14:40 - 15:20
FRIDAY
7:50 - 8 Form time
8 - 8:30 P1
8:30 - 9 P2
9 - 9:30 P3
9:30 - 10 P4
10 - 10:30 Break
10:30 - 11 P5
11 - 11:30 P6
11:30 - 11:45 Class assembly, star of the week and dismissal

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
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 without a valid reason.	The fifth incident 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 their discretion, schools may decide on one or more of the following: <ul style="list-style-type: none"> • Community hours at the school. • Detention during school hours. • A written notice announcing refusal to re-enroll the student in the school for the following academic year.
Offence	Frequency	Implications

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

- 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 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 suspension from the school.

Note: Additionally, beyond the responsibilities outlined for students and parents above, there is also the following requirement:

- Ensuring Students must not engage in any behaviours or activities intended as jokes - including senior pranks - which result in damage to property, harm to individuals, , or disrespect the reputation of people, the school, the community, or Dubai. These may lead to further action including prohibiting final-year students from attending graduation ceremonies, or in expulsion from the school, after obtaining KHDA's approval.

****The school has the right to issue warning letters to a student for any behavioural issue. This may include requirement 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.**

****The school administration and authorised government officials may interview students if needed, to address and clarify school-related matters.**

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.
- always Wearing the parent security lanyard whilst on school premises.
- Complying with any health and safety directions issued by the school management.

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.

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.

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.)
- The School bus service is subject to the school's transportation policies, procedure and directives. Which are available from the school .

**** Parents are responsible for ensuring that their children are transported to and from school using safe and secure means of transportation and adhere to the transportation guidelines set by the relevant authorities in the emirate.**

**** Failure to comply with all transportation rules set by the school and RTA may result in disciplinary action, or in being refused permission to board the bus in future.**

Distance and blended learning Mode

Responsibilities of schools include:

- Providing updated information to parents and the school community about school policies, rules, expectations, possible changes, programmes, and any other information deemed necessary by the school
- Communicating to parents the school's timetable and routine. The timetable should include mode of teaching and learning (e.g. live sessions, recorded sessions, self-learning).

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

Responsibilities of parents:

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

Terms & Conditions:

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

9. Appeal process:

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

It is expected that parents refer to this process , as well as the school's complaints Policy available on the school's website .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. 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 Knowledge and Human Development Authority to resolve any dispute between the school and 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 Royal Grammar School Guildford L.L.C is Very 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

Name: Name: Name: Alternative resp
Emirates ID: Emirates ID: Emirates ID:
##DeclParentEmiratesID## ##DeclMotherEmiratesID## ##DeclGuard
