

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 the German International School Dubai

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 German International School Dubai is pleased to offer _____ *(name of student)* _____ a holder of Emirates ID no. _____ enrolment in Grade/Year-----
----- for the academic year 2015/2016

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 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 on the website of the German International School Dubai.

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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Phase 1 Pre-KG, KG 1, KG 2	German	http://www.thueringen.de/imperia/md/content/tmbwk/kindergarten/bildungsplan/th_bp_2011.pdf
Phase 2 Grade 1, Grade 2, Grade 3, Grade 4	German	http://www.schulportal-thueringen.de/lehrplaene
Phase3 Grade 5, Grade 6, Grade 7, Grade 8, Grade 9, Grade 10	German	http://www.schulportal-thueringen.de/lehrplaene
Phase 4 Grade 11, Grade 12	German	http://www.schulportal-thueringen.de/lehrplaene

- 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.

b. **Subjects offering:**

Phase 1 Pre-KG, KG 1, KG 2	Art and Creative Education, English Language, German as a Foreign Language, Haptic Skills and Health Education, Linguistic Skill, Mathematical Education, Physical Education, Science and Technical Education, Socio-Cultural Education and Moral Values, Music.
Phase 2 Grade 1, Grade 2, Grade 3, Grade4	Arabic Language/Arabic Language for non-native speakers, Art Education, English Language, German Language, Islamic Education/Islamic Education for non-native speakers/Ethics, Mathematics, Music, Physical Education, Science & Social Studies.
Phase 3 Grades 5	Arabic Language/Arabic Language for non-native speakers, Art Education, Biology, English Language, Geography, German Language, History, Islamic

	Education/Islamic Education for non-native speakers/Ethics, Mathematics, Music, Physical Education, Physics, Science.
Phase 3 Grade 6	Arabic Language/Arabic Language for non-native speakers, Art Education, Biology, English Language, French, Geography, German Language, History, Islamic Education/Islamic Education for non-native speakers/Ethics, Mathematics, Music, Physical Education.
Phase 3 Grade 7	Arabic Language/Arabic Language for non-native speakers, Art Education, Biology, English Language, French, Geography, German Language, History, Islamic Education/Islamic Education for non-native speakers/Ethics, Mathematics, Music, Physical Education, Physics.
Phase 3 Grade 8	Arabic Language/Arabic Language for non-native speakers, Art Education, Biology, Chemistry, English Language, French, Geography, German Language, History, Islamic Education/Islamic Education for non-native speakers/Ethics, Mathematics, Music, Physical Education, Physics.
Phase 3 Grade 9	Arabic Language/Arabic Language for non-native speakers, Art Education, Biology, Chemistry, English Language, French, Geography, German Language, History, Islamic Education/Islamic Education for non-native speakers/Ethics, Mathematics, Music, Physical Education, Physics.
Phase 3 Grade 10	Arabic Language/Arabic Language for non-native speakers, Art Education, Biology, Chemistry, English Language, French, Geography, German Language, History, Islamic Education/Islamic Education for non-native speakers/Ethics, Mathematics, Music, Physical Education, Physics.
Phase 4 Grade 11	Arabic Language/Arabic Language for non-native speakers/French, Art Education/Music, Biology/Chemistry/Physics, English Language, French, Geography, German Language, History, Islamic Education/Islamic Education for non-native speakers/Ethics, Mathematics, Physical Education.
Phase 4 Grade 12	Arabic Language/Arabic Language for non-native speakers/French, Art Education/Music, Biology/Chemistry/Physics, English Language, French, Geography, German, History, Islamic Education/Islamic Education for non-native speakers/Ethics, Mathematics, Physical Education.

c. **Choice of educational streams:**

Not applicable

d. **Assessment policy:**

The main requirements are mentioned below. Please refer to the assessment policy (Schulordnung Anlage 1 / school regulation Annex 1) on the website of the German International School Dubai for the details.

Kindergarten and Preschool:

The kindergarten children's development will be observed by using the "Dortmund Development Screening for the Kindergarten" (DESK) and additionally the "Basic Preschool" for the preschool children.

Primary:

- **Grading** - the following applies:

	96%	85%	69%	49%	27%	
Grade	1	2	3	4	5	6

Secondary I:

- **Class tests (Klassenarbeiten KA)** (at least 45 minutes) are written in the core subjects German, Mathematics, English and French. Class tests make up 50% of the report mark.
- **Learning success tests (Lernerfolgskontrollen LEK)** (20 up to maximum 30 minutes) are written in the subjects where no class tests are written, however in which at least two such learning success tests are to determine 50% of the report mark per half-year upon the resolution of the class conference.
- **Tests** (other written performance tests of 10 up to maximum 15 minutes).
- **Other performance reviews** for example, daily exercises and short vocabulary tests (under 10 minutes), speeches, homework, presentations, assessments of pupil activity in the subject classes. A grade for these general parts is compiled from the grades for tests and all other performance reviews in the subjects in which class tests or learning success tests are written, that likewise determine 50% of the report mark.
- **Grading:**

The grading on the report is basically done without tendency. The following table applies:

Grammar	90%	75%	60%	45%	20%	
Secondary	85%	70%	55%	40%	15%	
Sec. modern	80%	65%	50%	35%	10%	
Grade	1	2	3	4	5	6

Secondary II:

- **Grading**

The assessment criteria for the Abitur examinations are prescribed to us. Therefore the following table applies to the Grammar school sixth form (classes 11 and 12):

Percent	95	90	85	80	75	70	65	60	55	50	45	40	34	27	20	
Grade points	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0
Grade	1+	1	1-	2+	2	2-	3+	3	3-	4+	4	4-	5+	5	5-	6

The grading is basically done with a tendency. If at least 45% of the points are not achieved, the test will be assessed with an insufficient grade.

e. Promotion and retention policies:

The main requirements are mentioned below. Please refer to the promotion and retention policy (Versetzungsordnung) on the website of the German International School Dubai.

All decisions according to the promotion and retention of students are made by the class conference under the chairmanship of the school principal.

At the end of the school year the students, providing nothing has been determined to the contrary, receive an annual report about their performances in the subjects decisive for moving up to the next class. Subjects of decisive importance are the subjects taught and shown in the school's own timetable for the respective class level.

f. Extra-curricular activities and celebrations:

Below are some selected dates listed for the school year 2015/16. Dates may be subject to changes. For more details please refer to school-year-calendar on the website of the German International School Dubai.

20.09.2015 – 24.09.2015	Project-week Eid al Adha
12.12.2015	Winter Market
20.12.2015 – 02.01.2016	School Holiday
21.01.2016	Sports Day (Bundesjugendspiele) school
24.01.2016	Sports Day Kindergarten
07.02.2016-11.02.2016	Project week

February 2016	Field trips
05.03.2016	Spring festival
June 2016	Ramadan Projects
June 2016	Music Concert

g. Graduation requirements:

Realschul- und Hauptschulabschluss – Secondary I:

The main requirements are mentioned below. For details please visit the following homepage:
<http://www.kmk.org/bildung-schule/auslandsschulwesen/sek-i-abschlusspruefung.html>

The “Realschule” (secondary school) path goes up to class 10 and is completed with 2 written examinations in the subjects of German, Mathematics or English as well as an oral examination.

Successfully passing class 10 grants the pupil a “Realschule” (secondary school) qualification.

In order to reach the grammar school sixth form the secondary school pupils/the pupils in class 10 must successfully pass the aforementioned examinations for the grammar school path at a grammar school level.

DIAP (Deutsche Internationale Abiturprüfung) – Secondary II:

The main requirements are mentioned below. For details please visit the following homepage:
http://www.kmk.org/fileadmin/veroeffentlichungen_beschluesse/2005/2005_06_17-PO-Abitur-deutsche-Auslandsschule.pdf

10th class: conclusion with the written secondary level 1 examination in the 2nd half-year in the subjects of German, English and Mathematics.

11th to 12th class: divided into four semesters.

4th half-year: written and oral Abitur examinations

h. Graduate certificate:

The German „Abitur“ which is equivalent to the high school diploma of UAE.

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 German International School Dubai, 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 German International School Dubai, 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	
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d. Payment of approved fees (.....) is expected in ----- (number of) instalments according to the following timetable.

Status	Percentage	Amount	Due date
First instalment			
Second instalment			
Third instalment			
Re-registration fees			
New admission			

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.

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.

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 2015/2016 academic year and until otherwise specified in another binding school- parent contract. Deductions are to be calculated as follows:

Sibling	Deduction rating
Sibling 1	0%
Sibling 2	0%
Sibling 3	20%
Sibling 4	20%

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

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 2 per year: half term certificate, end of year certificate) and meetings (1st parent-teacher meeting, 2nd parent-teacher-meeting). 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. (2 reports/certificates)

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:

Timing of the day: From 8:00 am until 02:10 pm for all grades.

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:

1) Duty to inform

Parents have to inform the school about their child being absent by 8.30 am on the school day on which the child is absent in writing (email, letter) or by a telephone call to the secretary's office of the school

If the information is received late, the first day will basically be assessed as the pupil being unexcused. If the information is not received at all, all absent days will be assessed as the pupil being unexcused.

(2) Excuse notes

The parents respectively the pupils are obliged to bring in excuse notes. An excuse note can only be accepted respectively reviewed if it is done in writing and was submitted to the class teacher at the latest on the third day of the pupil participating in lessons again without the pupil being requested to do so. If this is not the case, the absent days will be assessed as the pupils being unexcused.

(3) Arriving late

Arriving late to lessons will be recorded by the subject teacher in the class book. A late arrival must also be excused in writing, as described under (2). If this is not the case, the absent days will be assessed as the pupils being unexcused.

(4) Ending the school day prematurely:

If a pupil ends the school day prematurely, he or she must deregister stating the reasons to the subject teacher. The subject teacher shall record this absence in the class book.

In the case of frequently deregistering for health reasons, the principal may order that a doctor's note has to be subsequently submitted for future deregistrations.

Consequences for above mentioned points 1-4:

The **first five (5) incidents** of tardiness in a short period of time such as a month or an academic term implicates in a written warning to student and notification of the 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 implicates in a meeting between with the principal or a designated person by the principal and the Parents and student. Parents and student have 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:

- 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 "six" 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.

(5) Excusing foreseeable absences:

All absences that are foreseeable cannot be subsequently assessed as excused.

(6) Granting leave:

An application (see annex) must be submitted to the class teacher for each foreseeable absence at least one week beforehand. The class teacher shall decide in favour of the application if acceptable reasons are on hand.

Leave of absence directly before and after the holidays for any reasons other than the stated ones is not acceptable.

In one school year leaves of absence are only possible for a maximum of seven school days in total. All absences in a timeframe for which leave of absence was not granted will be assessed as unexcused.

Please refer to the school regulation Annex IV "Dealing with Absences" (Schulordnung, Anlage 4 "Umgang mit Fehlzeiten") on the website of the German International School Dubai.

The above rules are in line with ministry of Education in Germany

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. Please refer to the school regulation Annex II "dealing with misconduct of pupils" (Schulordnung Anlage 2 "Umgang mit Fehlverhalten von Schülerinnen und Schülern") and to the Bus-regulation (Busordnung) on the website of the German International School Dubai.

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.

Please refer to the social media policy on the website of the German International School Dubai.

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.

Please refer to the health and safety policy on the website of the German International School Dubai.

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.

Please refer to the bus-regulation-policy on website of the German International School Dubai.

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:

School - Individual case

- a. Parents promptly get in touch in writing with the relevant subject teacher resp. the subject teacher gets in touch with the parents. A meeting takes place between both parties as soon as possible.
- b. The parents contact the class teacher who consults the subject teacher. A meeting takes place between the parents, the class teacher and the subject teacher as soon as possible.
- c. The parent representative contacts the relevant head of department of the primary school, secondary level I and secondary level II through the class teacher. A meeting promptly takes place between the parent representative, the relevant head of department, the relevant subject teacher and if need be the class teacher/head of the subject conference.
- d. Involvement of the principal and the chairperson of the parents' council.

School - Internal class case

- a. The parent representative contacts the relevant subject teacher in writing. The class teacher is informed about the incident.
- b. In the case of a subject problem the parent representative contacts the head of the subject conference resp., in the case of an educational problem the class teacher.
- c. The parent representative contacts the relevant head of department of the primary school, secondary level I or secondary II. A meeting promptly takes place between the subject teacher, the parent representative, the head of department and the class teacher/head of the subject conference.
- d. Involvement of the principal and the chairperson of the parents' council.

School - Cross class case

- a. In the case of a subject problem the parent representatives of the concerned classes contact the head of the subject conference in writing via the respective class teacher resp. in the case of an educational problem the relevant head of department of the primary school, secondary level I or secondary level II.
- b. Involvement of the principal and the chairperson of the parents' council.
- c. Involvement of the board for final clarification

Kindergarten - individual case

- a. Parents promptly get in touch in writing with the relevant group leader resp. the group leader gets in touch with the parents. A meeting takes place between both parties as soon as possible.
- b. Parents contact the parent representative who consults the group leader.
- c. The parent representative contacts the head of the kindergarten.
A meeting takes place between the parent representative, the head of the kindergarten and the group leader as soon as possible.
- d. Involvement of the principal and the chairperson of the parents' council of the kindergarten.*

Each process from (A to D) in each case type should not exceed more than (5) working days. The points ascertained are recorded in writing and if need be a deadline will be set for review. 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.