

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 education 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 have effective procedures to address and mitigate parental concerns and complaints; while at the same time parents should 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 to this document.

Educational services: it is all 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 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: means the **Pakistan Education Academy**.

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 services for the students via the school.

1. Admission:

The management of Pakistan Educational Academy is pleased to offer (name of student) a holder of emirates ID no. _____ enrolment in Grade/year _____ for the academic year 2016/17.

Parents are expected to:

- Provide the school with copies of all medical, psychological or educational assessments or reports on entry to the school. Such materials are a prerequisite in enabling us to provide the best education to 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. Parent will be asked to withdraw their child if, in the professional judgment of the principal and the child’s teachers and after consultation with the parents and with the student (where appropriate) the school suspects that such vital information about special needs has been deliberately withheld.
- Refer to the school’s policy on “special educational needs” for full details.

2. Curriculum and Educational programs:

Please refer to table below for detailed information regarding the school’s curriculum and programs. The table also indicates boards and organizations which have accredited or authorized the school. Websites are included if parents wish to seek for the information.

Phase/Grade	Curriculum/program	Accreditation/ Authorization
PEA Curriculum Phase I KG1-KG2	Early Childhood Education aligned with British and National Curriculum of Pakistan	http://www.pea.ae/Academic_kgwing.php
PEA Curriculum Phase II Grade 1-Grade 5	National Curriculum of Pakistan	http://786times.com/ttsskpr/Pakistan-NATIONAL-CURRICULUM-Syllabus-for-schools.php
PEA Curriculum Phase III Grade 6-Grade 8	National Curriculum of Pakistan	http://786times.com/ttsskpr/Pakistan-NATIONAL-CURRICULUM-Syllabus-for-schools.php
PEA Curriculum Phase III Grade 9-Grade 12	Federal Board of Intermediate and Secondary Education	http://fbise.edu.pk/

- a. Mandatory Subjects:** As per the rules and regulations in the UAE, it is mandatory for:
1. All Muslims students to study Islamic Education form 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 form 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 form Grade 1 to Grade 9 inclusive.

1. Subjects offering:

Grade	Subjects
PEA Phase I KG1-KG2	English, Urdu, Science, Mathematics, Social Studies, Computer, Art, Physical Education, Library, Islam, Arabic, Sand & Water.
PEA Phase II Grade 1 – Grade 5	English, Urdu, Science, Mathematics, Social Studies, Arabic, Computer, Islam, Art, Physical Education, Library.
PEA Phase III Grade 6 – Grade 8	English, Urdu, Science, Mathematics, Social Studies, Arabic, Computer, Islam, Art, Physical Education, Library.
PEA Phase IV (Grade 9 – Grade 12) Grade IX (Grade 9)	<ul style="list-style-type: none"> ▪ Science Group: English, Urdu / Geography of Pakistan, Mathematics, UAE social Studies, Arabic, Computer Science / Biology, MOE Islamic Studies Islamiat Compulsory / Ethics, Physics, Chemistry, Physical Education. ▪ Humanities Group: English, Urdu / Geography of Pakistan, Mathematics, UAE social Studies, Arabic, General Science, MOE Islamic Studies Islamiat Compulsory / Ethics, Food & Nutrition. ▪ Commerce Group: English, Urdu / Geography of Pakistan, Mathematics, UAE social Studies, Arabic, General Science, MOE Islamic Studies Islamiat Compulsory / Ethics, Economics, Computer Science, Physical Education, Library.
Grade X (Grade 10)	<ul style="list-style-type: none"> ▪ Science Group: English, Urdu / Geography of Pakistan, Mathematics, Arabic, Computer Science, / Biology, MOE Islamic Studies, Pakistan Studies, Physics, Chemistry, Physical Education, Library. ▪ Humanities Group: English, Urdu / Geography of Pakistan, Mathematics, Arabic, General Science, MOE Islamic Studies, Pakistan Studies, Food and Nutrition, Home Economics (for girls only), Computer Science, Physical Education, Library. ▪ Commerce Group: English, Urdu / Geography of Pakistan, Mathematics, Arabic, General Science, MOE Islamic Studies, Pakistan Studies, Economics, Computer Science, Physical Education, Library.
Grade XI (Grade 11)	<ul style="list-style-type: none"> ▪ Science Group: English, Urdu / Pakistan Culture, Mathematics, Biology, Arabic, Computer Science / Chemistry, MOE Islamic studies, Islamiat Compulsory, Physics, Physical Education, Library. ▪ Humanities Group: English, Urdu / Pakistan Culture, Psychology, Arabic, Computer Science, MOE Islamic Studies, Islamiat Compulsory / Civics, Home Economics, Physical Education, Library. ▪ Commerce Group: English, Urdu / Pakistan Culture, Principles of Commerce, Arabic, Principles of Economics, MOE Islamic Studies,

	Islamiat Compulsory, Business Mathematics, Principles of Accounting, Physical Education, Library.
Grade XII (Grade 12)	<ul style="list-style-type: none"> ▪ Science Group: English, Urdu / Pakistan Culture, Mathematics, Biology, Arabic, Computer Science / Chemistry, MOE Islamic, Pakistan Studies, Physics, Physical Education, Library. ▪ Humanities Group: English, Urdu / Pakistan Culture, Psychology, Arabic, Computer Science, MOE Islamic Studies, Pakistan Studies, Home Economics, Physical Education, Library. ▪ Commerce Group: English, Urdu / Pakistan Culture, Arabic, MOE Islamic Studies, Pakistan studies, Principles of Accounting, Banking, Business Statistics, Commercial Geography, Physical Education, Library.

b. Choice of Educational Streams:

Grade IX-X (Grade 9-10)

1. Science Group: Physics, Chemistry, Computer Science/Biology.
2. Humanities Group: Mathematics, General Science, Economics, Food & Nutrition.
3. Commerce Group: Mathematics, General Science, Economics, Computer Science.

Grade XI-XII (Grade 11-12)

1. Science Group:
 - Pre- Medical: Physics, Chemistry, Biology
 - Pre- Engineering: Physics, Chemistry, Mathematics
 - General Science: Physics, Chemistry, Computer Science
2. Commerce Group:
 - 1st Year: Principal of Accounting, Principle of Economics, Principals of Commerce, Business Math.
 - 2nd Year: Commercial Geography, Banking / Computer Studies, Business Statistics.
3. Humanities Group:
 - Psychology, Education, Computer Science, Home Economics, Economics.

c. Assessment Policy:

Assessment is an important component in the teaching and learning process as it provides us the information whether students achievement level commensurate with their potential or there is requirement of corrective measures. Assessment helps us in measuring student progress and attainment it also allows us to differentiate instructions based on the results.

PEA's assessment focuses on two types of assessment:

1. Formative assessment (assessment FOR learning):
 - To monitor students' learning to provide ongoing feedback.
 - Used by teachers to improve their teaching.
 - Used by student to improve their learning.
2. Summative assessment (assessment OF learning):
 - Such as end of unit tests, end of unit projects, mid-terms, finals.

- Teachers also employ information from a variety of formative assessments, including projects, presentations and quizzes, to analyze needs of the individuals and group of students with varying educational needs.

For More details on the assessment policy please refer to the school book or web link below:

www.pea.ae/Our_School_Policies.php

Note: All the students of target grades have to appear in IBT, TIMSS, PISA, PERLS and all other external examinations mentioned in KHDA framework/supplement in this regard.

d. Promotion and Retention Policy:

Policy form Promotion to next Grade:

Minimum Pass Percentage is 40% in all subjects except for Arabic and Islam for Which pass percentage is 50%.

Policy for Retention in the same Grade:

Grades I to III: students are not retained in grades I to III; however, if a student shows extreme weakness in all areas/ subjects, the matter is discussed with Parents. With their Consent, the child may be retained to repeat the class. For this, parents have to sign an undertaking.

Grades IV & V (Grade 4-8): Students must pass all compulsory subject; however if they don't, they have to take a Re-Test on Failing Subjects. If a Student is unable to make-up; he is retained to the same class.

Note: All the students of target grades have to appear in IBT, TIMSS, PISA, PERLS and all other external examinations mentioned in KHDA framework/supplement in this regard.

The School tentative plan is duly designed in the light of standards and directives of KHDA. A number of curricular and co-curricular activities have been incorporated in the tentative plan keeping in view the age group and the interests of the students of various classes and ages

e. Extra-curricular Activities and Celebrations:

Event	Day	Date	Remarks
Prefects/C.Rs elections	Sunday	16-04-2017	Grade I-IX
Prefects/C.Rs elections	Monday	15-05-2017	Grade X
Quaid -e -Azam Death anniversary	Wednesday	13-9-2017	All grades
Prefects/C.Rs elections	Monday	18-9-2017	Grade XI-XII
Investiture Ceremony	Tuesday	26-9-2017	All grades
Picnic	Saturday	21-10-2017	Grade XI-XII (Girls)
	Saturday	28-10-2017	Grade XI-XII (Boys)
UAE National Day (Poster Competition)	1 st week of November	01-11-2017 to 28-11-2017	All Grades
Iqbal Day	Thursday	09-11-2017	All grades
Picnic	Saturday	11-11-2017	Grades IX-X (Girls)
	Saturday	18-11-2017	Grades IX-X(Boys)

UAE National Day	Saturday	2-12-2017	All Grades
Spallation (Eng. & Urdu)	Wednesday	10-1-2018	Grades IV-VIII
Sports Week	Monday	22-1-2018	KG Section
	Tuesday	23-1-2018	Primary Section
	Wednesday	24-1-2018	Boys Section
	Thursday	25-1-2018	Girls Section
University visit	Wednesday	24-1-2018	Grades XI-XII (Girls)
	Thursday	25-1-2018	Grades XI-XII (Boys)
Educational trip to museum	Wednesday	24-1-2018	Grades IX-X (Girls)
	Thursday	25-1-2018	Grades IX-X (Boys)
Picnic	Monday	22-1-2018	Grades I-V Primary
	Wednesday	24-1-2018	Grades III-VIII (Girls)
	Thursday	25-1-2018	Grades VI-VIII (Boys)
Creative writing contest	Wednesday	31-1-2018	All Grades
Qirat Competition	Sunday	04-2-2018	Grades VI-VIII
Universities Career Fair	Thursday	08-2-2018	Grades XI-XII

Note: the dates mentioned above in the calendar of activities are tentative and are subject to change.

f. Graduation requirement:

In order to graduate Pakistan Education Academy, a student of Grade 12:

- Must pass in all subjects form the F.B.I.S.E (Federal Board of Intermediate and Secondary Education- Islamabad)
- Must pass in Islamiyat & Arabic Subjects as per Ministry of Education Standard.

Note:

PEA continues to serve as a Center of Examination for those students of grade 12 who fail in the final board exams if they get registration in FIBSE to appear in the next examination. However, they are not allowed to attend regular classes.

g. Graduate Certificate:

Grade 12 students receive certificate from Federal Board of Intermediate and Secondary Education to get admission in professional colleges and university.

3. Fees:

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

- Responsible / authorized party for payment of fees (parents, company, institution, etc.)
- The PEA (Pakistan Educational Academy) School, vouches that no additional mandatory fees will be required parents during the academic year 2017-18 except for fees clearly indicated in this contract. All external assessments described in KHDA framework/supplement under National Agenda requirements are mandatory for the students in the target grades and all the dues are mandatory in this regard. **This is acceptable only if you have already obtained RPC approval**
- The fee structure of PEA (Pakistan Education Academy) for the academic year 2017-18 is as follows:

Grade	Year Level	Age Range	School Fees
KG I	FS I	4-5	Dhs. 5,985
KG II	FS II	5-6	Dhs. 5.985
Grade 1	Year 1	6-7	Dhs. 5,857
Grade 2	Year 2	7-8	Dhs. 5,857
Grade 3	Year 3	8-9	Dhs. 5,867
Grade 4	Year 4	9-10	Dhs. 5,857
Grade 5	Year 5	10-11	Dhs. 5,857
Grade 6	Year 6	11-12	Dhs. 6,112
Grade 7	Year 7	12-13	Dhs. 6,112
Grade 8	Year 8	13-14	Dhs. 6.112
Grade 9	Year 9	14-15	Dhs. 6,817
Grade 10	Year 10	15-16	Dhs. 6,817
Grade 11	Year 11	16-17	Dhs. 8,210
Grade 12	Year 12	17-18	Dhs. 8,210

- d. Payment of approved fees (....) is expected in ----- (number of) instalments according to the following timetable.
- e. Fee will be payable in advance on quarterly basis and will be due at every 10th of first month of every quarter.

Status	Percentage	Amount	Due Date
First installment	35%	xxxx	10 th April, 2017(KG-VIII). 10 th May, 2017 (IX-X) 10 th September, 2017 (XI-XII)
Second installment	30%	xxxx	10 th September, 2017(KG-VIII). 10 th October , 2017 (IX-X) 10 th December, 2017 (XI-XII)
Third installment	35%	xxxx	10 th December, 2017(KG-VIII). 10 th January, 2018 (IX-X) 10 th March, 2018 (XI-XII)
Re-registration fees	10%	xxxx	10 th April, 2017(KG-VIII). 10 th May, 2017 (IX-X) 10 th September, 2017 (XI-XII)
New admission	30%	xxxx	10 th April, 2017(KG-VIII). 10 th May, 2017 (IX-X) 10 th September, 2017 (XI-XII)

- f. The following are **additional mandatory fees** required for the academic year 2017-18

Grade	Admission Fee At the time of Admission	Amenity fee Once in a year	Lab Fee Monthly
KGI-KGII	300	300	35
Grade 1-5	300	300	35
Grade 6-8	300	300	35
Grade 9-10	300	400	75
Grade 11-12	300	500	85

- g. The following are **additional mandatory fees** required for the academic year 2017-18

Item	Fee	Due Date
Transport		
Dubai	200	
Sharjah	250	

NOTE: Now RTA is providing transportation facility to students of PEA For better service, safety, security and support.

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

Grade	Examination	Fee	Due Date
Grade 9-10	Annual	920	December
Grade 9-10	Supplementary	570	July
Grade 11-12	Annual	970	January
Grade 11-12	Supplementary	620	August

Note: Fee for IBT, TIMSS, PISA and PERLS is also mandatory for the target grades.

Returning students:

For returning students, and according to the school's fee 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 form another school situated outside Dubai.
- This amount is deductible form the first term of the academic year.

New students:

- For new students, and according to the school's fee Framework, the school will charge parents up to 30% of the total fee amount to be paid within 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 form the first term of the academic year. First term fee is nonrefundable.

Refunds:

- For students who are withdrawn from the school during the academic year, fee deduction will be applied as per the School's fee Framework quoted below:
 - If the student attends school for two weeks or more, one month's fee will be deducted.
 - If the student attends school for a period ranging between two weeks and one month, one month fees will be deducted.
 - If the student attends for more than a month, two months fee 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.

Sibling Policy:

It is the policy of the school that siblings shall receive discounted fees. The deductions apply to school fees only do not include other fees stipulated in this contract. This is a binding promise for the 2015-16 academic year and until otherwise specified in another binding school-parent contract. Deductions are to be calculated as follows:

Sibling	Deduction Rating
Sibling 3rd Child	10%
Sibling 4th Child	15%
Sibling 5th Child onwards	20%

Discount Policy/Scholarship Policy:

Staff Concession	
1st Child	100% of tuition fee
2nd and onward child	50% of tuition fee
Orphan Concession	100% tuition fee for all children of the family.
Scholarship: 50% of tuition fee	
a.	Students who obtain 90% and above marks in board Classes/External Examinations.
b.	Students from grade I to VIII, who secure 1 st position in the Grade/class (not section) in annual examination with 90% or above marks.

4. Communication for effective partnership:

Effective communication is essential to build a school-parent partnership which will strengthen the student's learning experience. Communication happens through different means, such as the school's website, SMS service, school Facebook page, phone calls, meetings other than parent-Teacher meeting and newsletter, to inform all parents. The language of communication for school is the language of instruction at the school, which is 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 contract details provided by parents to communicate key messages.
- Updating the information about school expectations, programs and any other information deemed necessary by the school.
- Informing parents of their child's progress through regular assessment reports (at least thrice 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 update about the school.
- Being courteous in their approach to staff when enquiring about their child.
- Attending all meetings and reviews related to their child’s progress and performance. Failure to do so may jeopardize 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 or her chances for re-enrolment the following year.

5. Attendance and Punctuality:

The daily routine:

KG SECTION (KG 1- KG 2)

MORNING CIRCLE: 7:30 AM TO 8:00 AM
 LESSON TIME: 8:00 AM TO 10:00 AM (3 Lessons Each Of 40 Minutes)
 SNACK/PLAY TIME: 10:00 AM TO 10:30 AM
 LESSON TIME: 10:30 AM TO 11:50 AM (2 Lessons Each Of 40 Minutes)
 CLOSING CIRCLE: 11:50 AM TO 1:30 PM

PRIMARY SECTION (GRADES I TO V):

MORNING ASSEMBLY: / Quran 7:15 AM TO 7:40 AM
 LESSON TIME: 7:40 AM TO 9:40 AM (3 Lessons Each Of 40 Minutes)
 BREAK: 9:40 AM TO 10:00 AM
 LESSON TIME: 10:00 TO 12:00 PM (3 Lessons Each Of 40 Minutes)
 BREAK: 12:00 PM TO 12:20 PM
 LESSON TIME: 12:20 PM TO 01:40 PM (2 Lessons Each Of 40 Minutes)

GIRLS SECTION (GRADES 6 TO 12):

MORNING ASSEMBLY / Quran 7:15 AM TO 7:40 AM
 LESSON TIME: 7:40 AM TO 10:20 AM (4 Lessons Each Of 40 Minutes)
 BREAK: 10:20 AM TO 10:40 AM
 LESSON TIME: 10:40 TO 12:40 PM (3 Lessons Each Of 40 Minutes)
 SALAT BREAK: 12:40 PM TO 01:00 PM
 LESSON TIME: 01:00 PM TO 01:40 PM (1 Lessons Each Of 40 Minutes)

BOYS SECTION (GRADES 6 TO 12):

MORNING ASSEMBLY/Quran 7:15 AM TO 7:40 AM
 LESSON TIME: 7:40 AM TO 11:00 AM (5 Lessons Each Of 40 Minutes)
 BREAK: 11:00 AM TO 11:20 AM
 LESSON TIME: 11:20 TO 01:20 PM (3 Lessons Each Of 40 Minutes)
 SALAT BREAK: 01:20 PM TO 01:40 PM

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 as well.

Likewise, the attendance of teacher is imperative to securing continuous and progressive learning experience 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 work together to improve and maintain high attendance rates.

The following must be abided by the students:

- a. It is mandatory for the students of grades IX-XII (Grade 11-12) to appear in send-up and Mock examinations. If any student is absent without any prior approval from the section head or principal, he/she won't be eligible to appear in the federal board's exams.
- b. Attend school, classes and other school activities punctually. Skipping any of the above will be treated as truancy.
- c. Absence from school activities must be substantiated with a valid medical certificate.
- d. In case where medical certificates are not applicable, parents/legal guardians are to approach the school requesting that their child / ward be excused.
- e. Permission to leave school before official dismissal may be granted for special cases.
- f. Permission must be obtained from the Head of the Wing or Head of the school.
- g. Permission to leave school (T.C. Form) before the end of term may be granted for special cases. Permission must be obtained from the Principal **at least one month beforehand**.
- h. Students must write an application explaining his/her reasons for absence. Such a letter must have his/her parents' signature as a confirmation.
- i. If any student is absent for more than three consecutive days, she/he must inform the school office and/or class teacher for a record. If sick, a letter from a doctor is required.
- j. Students from KG to Grade XII must have more than or at least 92% attendance in an Academic Year.

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 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 timing 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.

6. Attitudes and behavior:

The school strives to offer all their students a hazard free and emotionally safe environment in which they can achieve their full academic and personal potential. For school, in order to achieve this objective, **the responsibilities of students and parents include:**

- Abiding by the school's behavior policy which is attached with this contract. This policy will cover expected code of behavior during the school timings, during extra-curricular activities, on school buses, during school trips and students' participation in social media forums.
- Ensuring that the student understands the school's expectations and possible consequences that arise due to breach of the behavior code.

The school has a zero-tolerance policy for bullying and all its forms. Bullying is the intentional and deliberate intimidation of another person through emotional, physical, psychological and/or cyber means. Instances of proven and intentional bullying will result in immediate expulsion of the aggressor from the school. The matter will be referred to KKHDA for ratification.

Aligned with the above, the school will not tolerate any form of defamation or intentional harm practiced through social media forums. The school must set a clear policy for parents and students about the use of and participation in social media outlets and/or forums. This policy must include, but not be restricted to, the following:

- Parents and students in all grade levels using any social media forum must, at all times demonstrate respect for the members of the school community (including all students and personnel);
- Parents and students must not breach confidentiality, defame or make threats to any person in the school community.

Instances of proven and intentional breach of the above will result in sanctions that may include expulsion from the school, for detail refer to www.pea.ae/Our_School_Policies.php.

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.
- To send their ward in neat and proper uniform as described by the school. Use of jewelry, hairstyling and makeup is not allowed.
- Cell phones and other gadgets are not allowed in the school. If found, will be confiscated and will be returned to the parents after under taking and their assurance.
- 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 organization of students' arrival and dispersal times represent the school 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.
- 1 students who avail school bus, if leaving early or on private vehicle, have to get written permission form the section head.
- 2 stops of student once decided will not be changed unless there is a proven case of shifting of residence of the parents.

Refer to (www.pea.ae/Our_School_Policies.php) for more details.

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 discussion; 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 along with either the Section Head or Academic Coordinator.
- b. If the issue is still not resolved, then the parent must meet the principal of the school to try to resolve the issue;
- c. If the issue is still not resolved at this stage, then the parent shall write an official letter to the board of governors;
- d. The board of governors set up 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 form (A to C) should not exceed more than (5) working days, if the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by contacting ***the Compliance and Resolution Commission*** on CRC@khda.gov.ae.

KHDA has the right to uphold or repeal any and all decision. 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 parents/alternate responsible (if not a parent, then please specify with documents authorizing responsibility) of (Name of Students) _____ 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 / Guardian's

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 July 31st, 2017

Alternate responsible (specify name and relation)

Signature

Date

The school stamp and insignia

KHDA has ratified a registered copy of this contract.