

Parent-School Contract

This Parent-School Contract serves as a formal agreement outlining the shared responsibilities, rights, and obligations of both the school and the parents, in accordance with the regulatory frameworks established by the Sharjah Private Education Authority (SPEA).

By entering into this contract, both parties commit to fostering a positive, respectful, and collaborative partnership aimed at supporting the holistic development and academic success of the student. The agreement promotes open communication, mutual accountability, and a shared commitment to the values, policies, and educational goals of the school.

Together, we strive to create a safe, inclusive, and engaging learning environment that upholds the highest standards of education and student well-being.

Definitions

For the purpose of this Contract, the following terms shall be defined as follows:

- **Authority:** Refers to the **Sharjah Private Education Authority (SPEA)**, the regulatory body overseeing private education in the Emirate of Sharjah.
- **Contract:** This **Parent-School Contract**, which outlines the mutual commitments, responsibilities, and expectations between the school and the parent(s).
- **Educational Services:** The full range of academic and non-academic services provided by the school to support student learning, development, and well-being.
- **Parent:** The legal guardian(s) of the student, responsible for meeting all financial, legal, and educational obligations as stipulated in this contract.
- **School:** *Al Zuhour Private School*, a private educational institution licensed by SPEA to operate within the Emirate of Sharjah.
- **Student:** The child enrolled and registered at the school for the purpose of receiving educational instruction and support.
- **School Tuition Fees:** The financial payments required from the parent for the provision of educational services, including any applicable fees for extracurricular activities, resources, and school-related services, as specified in this contract.
- **Policies:** The internal rules, regulations, and operational guidelines set by the school, in alignment with the directives and regulations issued by SPEA.

1. Admission Policy

1.1 Age Criteria

Admission will be granted in accordance with the age requirements set by the Sharjah Private Education Authority (SPEA). The student must meet the following age criteria by **31st August** of the academic year of entry:

- **Pre-KG / FS1:** 3 years
- **KG1 / FS2:** 4 years
- **KG2 / Year 1:** 5 years
- **Grade 1 / Year 2:** 6 years

1.2 Required Documentation

Parents are required to submit all relevant documents at the time of admission, including but not limited to:

- Valid Emirates ID (student and parent)
- Previous school records and academic transcripts
- Medical records and immunization certificates
- Any relevant psychological, medical, or educational assessments (if applicable)

Failure to disclose essential information regarding the student's academic, behavioral, or health needs may result in delays in placement, inappropriate class allocation, or a review of continued enrolment.

1.3 Re-enrolment and Transfers

Re-enrolment is subject to the school's approval and the payment of a re-registration deposit, in accordance with SPEA guidelines.

For student transfers between schools, parents must:

- Settle all outstanding tuition or fees
 - Obtain clearance certificates
 - Ensure academic documentation is complete and accurate
- All transfers must comply with SPEA's established transfer protocols.

1.4 Dis-enrolment

A student may be subject to dis-enrolment under the following circumstances:

- **Prolonged unexcused absences:** 15 consecutive or 30 intermittent school days
- **Non-payment of dues:** Failure to settle financial obligations within the specified timelines
- **Other grounds:** Any violation of school policies or other conditions as outlined by the school and approved by SPEA
- **Incomplete Documentation:** Schools have the right to cancel admission if parent is unable to submit the required document for register on ministry Portal / SPEA.

1.5 Withdrawal / TC Process and Policy

Parents should give written notice to the registrar of the School, for withdrawal of students from the school. In the said event the fees to be collected against balance outstanding / refunded towards any excess paid by Parent, would be calculated as per below method:

- In case of cancellation within 15 days of enrollment - one month's fees to be charged.
- In case of cancellation within 1 month from the date of enrollment - two months fees to be charged.
- In case of cancellation after 1 month from the date of enrollment – three months fees to be charged.

2. Curriculum and Assessment

2.1 Mandatory Subjects

In accordance with the UAE Ministry of Education and SPEA regulations, the following subjects are compulsory:

- **Islamic Education:** Mandatory for all Muslim students from KG through Grade 12.
- **Arabic Language:**
 - *As a first language:* Compulsory for Arab students from KG through Grade 12.
 - *As an additional language:* Mandatory for non-Arab students from Grade 1 to Grade 10.
- **Moral Education and UAE Social Studies:** Compulsory for all students as per national curriculum requirements.

Equivalency Requirements for the American Diploma

To obtain equivalency for the High School Diploma and qualify for university admission within the UAE, students must meet the following minimum requirements:

- **English Proficiency:**
 - *IELTS:* Minimum score of **5**
 - *TOEFL IBT:* Minimum score of **61**
- **Mathematics Proficiency (SAT):**
 - *SAT Math:* Minimum score of **450**

Our **Student Guidance Counselor** works closely with students to support the selection of elective courses aligned with their career aspirations and university entry requirements. However, it remains the responsibility of students and parents to verify admission criteria with their target universities—whether in the UAE or abroad.

Should any discrepancies between university expectations and the school curriculum be identified, it is the duty of the parent/student to inform the school at the earliest to explore viable solutions.

2.2 Assessment and Promotion

The school follows a comprehensive assessment framework that includes:

- **Formative Assessments** (ongoing, class-based evaluations)
- **Summative Assessments** (end-of-term or unit evaluations)
- **External Benchmark Assessments** (as mandated by SPEA or other accrediting bodies)

Minimum Passing Criteria:

- **Grades 1 to 8:** 50% in all subjects
- **Grades 9 to 12:** 60% in all subjects

Where necessary, students may be provided with remedial support or the opportunity to re-sit assessments, subject to school policies.

Note: Fees associated with mandated **external benchmark assessments** (as required by SPEA or other authorities) will be borne by parents. The school will notify parents of the timelines and cost structures in advance.

3. Attendance Policy

3.1 Attendance Expectations

Regular and punctual attendance is a fundamental expectation for all students, as it directly impacts academic progress and overall development.

Students are required to attend all school days as per the approved academic calendar. Valid absences must be supported by appropriate documentation (e.g., medical certificate, official letters in case of emergencies). Acceptable reasons for absence may include:

- Illness or medical appointments
- Family emergencies
- Other circumstances approved by school leadership

Parents are expected to notify the school promptly in the event of a student's absence and to provide necessary documentation upon the student's return.

3.2 Consequences of Absenteeism, Tardiness, and Early Leave

The school has established clear procedures to address repeated unexcused absences, habitual tardiness, and early departures, in alignment with **Sharjah Private Education Authority (SPEA)** regulations.

Consequences may include:

- Formal written warnings
- Meetings with parents to address attendance concerns
- Academic support or intervention plans (if learning loss is evident)
- Suspension from school in severe or unresolved cases
- **Disenrollments** if a student accumulates **15 consecutive** or **30 intermittent unexcused absences** in an academic year

The school reserves the right to take disciplinary and administrative action to ensure that attendance expectations are met and to maintain a productive learning environment.

4. Fees and Payments

4.1 Fee Structure

The school's tuition fees are published annually in the **SPEA-approved Fee Schedule**. Tuition fees are payable in **three instalments** over the academic year.

Failure to pay tuition or other approved fees by the stipulated deadlines may result in the following actions:

- Withholding of student progress reports, transcripts, or transfer certificates
- Temporary suspension from classes or school activities
- Denial of re-enrolment for the following academic year

Parents are responsible for ensuring timely payments in accordance with the due dates communicated by the school.

External Fee: Examination fees are not included in the total fees. These will be paid separately by the parent at the time of admission.

4.2 Refund Policy

Refunds upon student withdrawal are governed by **SPEA regulations**, and are calculated based on the duration of attendance within the term:

- **Withdrawal within 2 weeks** from the beginning of the term: **1 month's tuition fee** will be deducted
- **Withdrawal between 2 weeks and 1 month** of attendance: **2 months' tuition fees** will be deducted
- **Withdrawal after 1 month** of attendance: The **full term's tuition fees** will be charged

Refunds, where applicable, will be processed after the completion of internal clearance and upon submission of official withdrawal documentation.

4.3 Discounts

The school offers limited **sibling discounts** in accordance with its internal policies.

Eligibility and continuation of discounts are subject to:

- Compliance with school rules
- Timely fee payments
- Approval by the school's finance committee

Parents must consult the school's finance office for the most current information on available discounts.

5. Communication

5.1 School Responsibilities

The school is committed to maintaining open, timely, and transparent communication with parents. To ensure that all stakeholders remain informed, the school will:

- Share regular updates through official platforms, including the **school app, website, newsletters, and circulars**
- Provide timely notifications regarding student academic progress, behavioral matters, school events, and changes in school policies or procedures
- Schedule regular parent-teacher meetings, progress reviews, and other engagement opportunities to support student development

5.2 Parent Responsibilities

Parents play a vital role in the communication process and are expected to:

- Ensure that **contact details (email, phone number, address)** are always **accurate and up to date** with the school administration
- Regularly check official communication channels (e.g., school app, email, website) to stay informed
- Attend scheduled meetings, conferences, and orientation sessions as required
- Communicate respectfully and constructively with school staff through appropriate channels, in line with the school's parent communication policy

Failure to respond to repeated communications or to attend critical meetings may affect the school's ability to fully support the student's learning and development.

6. Behavior and Discipline

6.1 Student Code of Conduct

Students are expected to uphold high standards of behavior, demonstrating respect for their peers, staff, the school environment, and property at all times. The following are strictly prohibited and will result in disciplinary action in accordance with the school's Behavior Policy and SPEA guidelines:

- Bullying (physical, verbal, or cyber)
- Harassment or discrimination of any kind
- Disruptive or defiant behavior in class or on school premises
- Vandalism or damage to school property

Parents are expected to thoroughly review and abide by the school's Behavior Policy, which is provided to them upon enrolment and remains accessible on the school website (www.alzuhourschool.com).

6.2 Parental Conduct

Parents are expected to model respectful communication and collaboration with school staff and to support the school's policies and procedures. Inappropriate behavior towards school personnel, including aggression, disrespectful language, or interference with school operations, will not be tolerated and may result in restricted access to school premises or involvement of external authorities.

6.3 Procedures for Managing and Resolving Disputes

At our school, we are committed to fostering open, respectful, and constructive communication with all members of the school community. While we believe that most concerns can and should be resolved promptly through informal dialogue, we acknowledge that some matters may require a more formal approach. To this end, a clearly defined dispute resolution procedure has been established to ensure all

concerns are addressed fairly, transparently, and in a timely manner, with the goal of reaching a mutually acceptable outcome.

Parents are expected to follow the steps below to raise and resolve any concerns:

A. Parents/guardians should first raise their concern through official communication channels (e.g., the school reception or official school email), if they disagree with a decision made at any level within the school.

B. If the concern remains unresolved, a meeting may be requested with the relevant Head of Department or Vice Principal for further clarification.

C. Should the matter persist, the concern may be escalated by scheduling a meeting with the School Principal for final internal review.

D. Steps A to C should be completed within a maximum of **five (5) working days** to ensure a prompt and effective resolution process.

If the parent remains dissatisfied after all internal resolution steps have been exhausted, they may submit a formal complaint to the **Sharjah Private Education Authority (SPEA)** for independent review and guidance

7. Health and Safety

7.1 Health Records

Parents are required to provide complete, accurate, and up-to-date medical records at the time of admission and must notify the school promptly of any changes in the student's health status. This includes, but is not limited to:

- Immunisation records
- Known allergies
- Chronic medical conditions
- Any prescribed medications or medical interventions required during school hours

Failure to disclose relevant health information may hinder the school's ability to provide appropriate care and may compromise the student's safety in the event of an emergency.

7.2 Safety Guidelines

The school places the highest priority on the health, safety, and well-being of all students and staff, in full compliance with the health and safety standards set by the **Sharjah Private Education Authority (SPEA)**.

All students are expected to:

- Adhere to school-wide safety protocols, including fire drills, emergency evacuation procedures, and hygiene practices
- Comply with all safety instructions issued by school staff during school hours, field trips, and other school-sponsored events
- Refrain from bringing any prohibited, dangerous, or unsafe items to school

Parents are expected to reinforce these expectations at home and to cooperate fully with the school in matters concerning student safety and emergency preparedness.

8. Transportation

The school is committed to ensuring the safety, security, and well-being of all students during transit to and from school, whether they utilise school-managed transportation or third-party services. All transport-related operations are aligned with the regulations and safety standards prescribed by the **Sharjah Private Education Authority (SPEA)**.

8.1 School Responsibilities

The school will:

- Ensure that all school buses—whether operated internally or through outsourced providers—fully comply with **SPEA safety standards** and undergo **regular inspections and maintenance**.
- Implement and enforce a comprehensive **School Transportation Policy**, which includes the appropriate **training and monitoring of drivers and bus attendants**.

- Treat all school buses as **extensions of the school environment**, where the same rules, behavioural expectations, and safety standards apply.

8.2 Parent Responsibilities

a. Use of Private Vehicles

To support smooth operations and ensure student safety during **arrival and dismissal**, parents must:

- Follow the **designated route map** provided by the school, which outlines specific **entry and exit points**.
- Comply with all **traffic management guidelines** and refrain from obstructing school operations.
- Cooperate respectfully with school staff who are officially designated to manage student entry and exit procedures.

b. Use of School Buses

For families opting for school transport services:

- Students must strictly follow all **safety protocols**, the **school's bus code of conduct**, and instructions from the bus driver and supervisor.
- Any form of **misconduct, disruption, or safety violation** will result in disciplinary action in line with the school's **Behaviour Policy**.
- **Persistent non-compliance** may result in **temporary or permanent suspension** from using the school transport service and may impact **re-enrolment eligibility** for the following academic year.
- Parents must ensure their child is **on time** at the designated pick-up and drop-off points.
- Repeated **delays or disruptions** may lead to formal warnings and, if unresolved, loss of transportation privileges.
- The school is **not liable for any personal items** lost, misplaced, or left behind on the school bus.

9. Data Privacy and Consent

Al Zuhour Private School is committed to protecting the privacy and confidentiality of personal data belonging to students and their families, in accordance with applicable data protection laws and the regulatory requirements set forth by the **Sharjah Private Education Authority (SPEA)**.

9.1 Purpose of Data Collection

The school collects and processes personal data for the following purposes:

- To maintain academic records, assessment data, and student progress reports
- To provide student services such as counselling, medical care, and Special Educational Needs (SEN) support
- To facilitate enrolment, re-enrolment, and statutory reporting to SPEA and other relevant authorities
- To ensure the safety, security, and welfare of all students during school hours and school-related activities
- To manage communication with parents and legal guardians

9.2 Types of Data Collected

The school may collect, store, and process the following types of personal information:

- Student details (e.g. name, date of birth, nationality, Emirates ID/passport numbers, academic history, medical conditions)
- Parent/guardian information (e.g. names, contact numbers, email addresses, Emirates ID/passport copies, relationship to the student)
- Academic performance, attendance records, behaviour logs, and internal/external assessment results
- Photographs and/or video recordings of students for internal displays, school events, newsletters, and promotional materials (with prior consent)

9.3 Data Sharing

Personal data will only be shared in accordance with legal and regulatory guidelines, under the following circumstances:

- With authorised regulatory bodies such as SPEA for compliance, audits, and inspections
- With approved third-party service providers (e.g. transport providers, educational platforms), who are contractually bound by confidentiality and data protection obligations
- In cases of emergency, or when required by law or court order

9.4 Parent Consent

By signing this contract, parents/legal guardians:

- Provide explicit consent for the school to collect, store, and process personal information for the purposes outlined above
- Authorise the school to share relevant data with authorised third parties, in compliance with applicable regulations
- Acknowledge their right to access, update, or request corrections to their personal data by contacting the school administration

9.5 Opt-Out for Media Use

- Parents who do **not** wish for their child's image, video, or name to appear in any form of school-related publicity (e.g. school website, social media, brochures) must inform the school in writing at the **start of each academic year**.
- The school will honour and record such preferences as part of its internal communication and media policy.

10. Digital Learning and Acceptable Use

Al Zuhour Private School of science is committed to integrating digital tools and technologies to enrich the learning experience across all phases. All students and parents are expected to adhere to the school's **Digital Learning and Acceptable Use Policy**, which aligns with the **UAE's cyber safety regulations**.

10.1 School Responsibilities

The school will:

- Provide students with access to **secure, age-appropriate, and approved digital learning platforms**
- Ensure all staff are **trained** in delivering technology-supported instruction in a **safe and responsible manner**
- Monitor student use of digital tools during school hours and **respond to any concerns or misuse appropriately**
- Promote **digital citizenship** and implement a robust **Cyber Safety Policy** across all year groups

10.2 Student Responsibilities

Students are expected to:

- Use school devices, internet access, and learning platforms **exclusively for educational purposes**
- Follow all school guidelines regarding **online behaviour**, including **respectful communication** and **academic integrity**
- Refrain from all forms of **cyberbullying, impersonation, or sharing of inappropriate or harmful content**
- Handle all school-owned devices with care and **report any technical or security issues** to staff immediately

10.3 Parent Responsibilities

Parents are expected to support their child's education and contribute positively to the school community by ensuring the following:

- Monitor and assist their child with homework, projects, and assigned tasks on a regular basis.
- Acknowledge that their child is accountable for all learning content covered in class, regardless of absence, late arrival, or early departure.
- Ensure their child brings all necessary items to school, takes proper care of them, and understands that the school is not liable for any personal items that are lost, misplaced, damaged, or left behind on school premises.
- Install and regularly use the **Orison app** to stay updated on attendance records, academic performance, announcements, and other important communications.
- Ensure their child complies with all school policies, dress codes, and behavioural expectations.
- Reinforce the importance of respecting teachers, staff members, and fellow students at all times.
- Ensure their child does **not** bring a mobile phone to school. The school reserves the right to confiscate any phone found in the student's possession.

10.4 Consequences of Misuse

Breaches of the Digital Learning and Acceptable Use Policy will result in:

- **Restriction or suspension** of access to school digital resources and platforms
- **Disciplinary action** in accordance with the school's **Behaviour Policy**
- In serious or repeated cases, referral to **relevant UAE authorities** under applicable **cybercrime laws**

11. Special Educational Needs (SEN) and Learning Support

The school is committed to providing an inclusive learning environment that supports the diverse needs of all students. To ensure appropriate planning and effective provision, it is essential that parents are fully transparent during the admissions process.

- Parents are required to **disclose any special educational needs (SEN), medical conditions, or learning support requirements** at the time of admission.
- Failure to provide accurate or complete information may significantly hinder the school's ability to meet the child's needs and may result in:
 - A formal **review of the child's placement**
 - **Withdrawal of admission** if the school is unable to meet the identified needs
 - Other appropriate measures, in line with the school's **SEN Policy** and regulatory guidelines

The school remains committed to supporting students with additional needs; however, **timely and accurate disclosure is critical** to ensure the effective delivery of interventions and support services.

12. Emergency Procedures and Parental Consent

To ensure the safety and well-being of all students, the school has clearly defined emergency procedures in place. By signing this contract, parents/legal guardians acknowledge and agree to the following:

- The school is authorised to take all **reasonable and necessary steps** in the event of a **medical emergency** involving their child.
- **Parents will be contacted immediately**, and every effort will be made to obtain their consent prior to any medical intervention, where circumstances permit.
- In urgent or life-threatening situations, where a delay could endanger the child's health or safety, the school is authorised to act in the **best interest of the student** until a parent or guardian is present.
- Parents are responsible for ensuring that all **emergency contact information is accurate and kept up to date** with the school at all times.

These measures are intended to prioritise student safety while maintaining clear communication and accountability during emergency situations.

13. Academic Integrity

The school upholds the highest standards of academic honesty and expects all students to demonstrate integrity in their learning. With the increasing use of technology in education, it is essential that students develop responsible and ethical academic practices.

- Students must complete all assignments, projects, and assessments **independently and honestly**, without unauthorised assistance.
- Any form of **cheating, plagiarism, or falsification of academic records** will result in disciplinary action in accordance with the school's **Behaviour Policy**.
- Parents are expected to actively support the school's efforts in promoting **academic integrity**, including reinforcing these values at home and during online or at-home assessments.

14. Parent Engagement and School Partnership

A strong school-home partnership plays a vital role in supporting student success and fostering a positive school culture. The school encourages proactive and respectful engagement from all parents and guardians.

- Parents are encouraged to participate in **school activities, workshops, and decision-making forums** when invited.
- The school will provide **regular opportunities for feedback**, dialogue, and collaborative planning to ensure a supportive and inclusive learning environment.
- All communication between parents and school staff must be **open, respectful, and solution-focused**, in alignment with the school's values and code of conduct.

15. School Policies

All official school policies are available on the school website: www.alzuhourschool.com. It is the responsibility of parents/legal guardians to familiarize themselves with these policies and ensure ongoing compliance.

By enrolling their child at **Al Zuhour Private School (AZPS)**, parents/legal guardians agree to adhere to all current and future school policies and procedures, including but not limited to those related to:

- Academics and assessment
- Student behavior and discipline
- Attendance and punctuality
- Tuition fees and financial obligations
- Health, safety, and medical care
- Digital learning and acceptable use of technology

16. Termination of Contract

The school reserves the right to **terminate this Parent-School Contract** under any of the following circumstances:

- Repeated or **persistent non-compliance** with school policies and expectations
- **Non-payment** of tuition fees or failure to meet financial obligations
- **Conduct by the student or parent(s)/guardian(s)** that compromises the school's values, safety, reputation, or learning environment
- **Any other reason deemed valid** by the school in accordance with the regulations and guidance of the **Sharjah Private Education Authority (SPEA)**

All decisions regarding termination will follow a **formal review process**, and parents will be given **adequate written notice** in accordance with school policy and regulatory requirements.

17. Acknowledgment and Declaration

By signing this Parent-School Contract, I/We, the undersigned, hereby confirm the following:

- We have **read, understood, and accepted** all terms and conditions set forth in this Parent-School Contract.
- We agree to **abide by all school policies, rules, and regulations**, as outlined in this document and any updates communicated by the school.
- We commit to **maintaining a cooperative, respectful, and constructive relationship** with the school in order to support the academic, social, and emotional development of our child.

Parent(s)/Guardian(s):

Name: _____

Signature: _____

Date: _____

School Representative / Principal:

Name: _____

Signature: _____

Date: _____