



المدرسة الهندية الجديدة  
NEW INDIAN SCHOOL

# Parent School Contract 2026-2027

**Signed**

**Principal**

:

**Date : 09/03/2026**

**Reviewed By**

: SLT

**Date : 09/03/2026**

**Next Review Due By**

**Date : 09/03/2027**

## Contents

1. Introduction .....	2
2. Glossary of Terms .....	3
3. Admissions .....	5
4. Guidelines For Student Transfers Between Schools .....	7
5. Fees (Including Tuition, Uniform, Books, and Transportation).....	8
6. Curriculum and Educational Programmes.....	12
7. Assessments requirements .....	12
Table A: International Assessments and External Benchmark Assessments.....	13
Table B: Required External Benchmark Assessments as per NIS curriculum.....	13
8. UAE certificate equivalency requirements .....	14
9. Extracurricular activities .....	14
10. Communication .....	14
11. Attendance and Punctuality .....	15
12. Attitudes and Behaviour .....	16
13. Health and Safety .....	17
14. Transportation.....	17
15. Distance and Blended Learning Mode .....	17
16. Appeal Process .....	18
Declaration.....	19

## 1. Introduction

A positive and constructive relationship between the NIS and families is key to ensuring student well-being, which is at the core of a practical educational experience. Both NIS and families benefit when these constructive relationships are based on clearly agreed-upon terms and the outlined conditions in a contract.

In addition to this contract, NIS should have adequate procedures to address and mitigate parental concerns and complaints. At the same time, parents should be recognized and used as valuable resources and partners in their children's educational experience.

To ensure that all parties in this relationship understand their duties and responsibilities, all families must read this document carefully and sign it only after the NIS has addressed all queries.

The terms and conditions outlined in this contract are a reference for any potential dispute resolution. RAK DOK will uphold the agreement specified in this contract when a party refers to a matter to RAK DOK for deliberation and any future recommendation.

## 2. Glossary of Terms

Term	Definition
<b>Authority or RAK DOK</b>	Ras Al Khaimah Department of Knowledge
<b>MoE</b>	Ministry of Education
<b>Child</b>	The child or children (at any age) admitted by the NIS to be educated and whose name appears in this document.
<b>Contract</b>	This document sets out the responsibilities of both the NIS and the parent.
<b>Educational model</b>	The form of teaching and learning a NIS delivers or facilitates. In this context, 'educational model' refers to face-to-face or online, blended, or distance learning.
<b>Educational services</b>	The services a NIS provides to support the students' learning and development.
<b>Face-to-face learning or onsite learning</b>	Teaching and learning occur when Students and teachers are together in a physical NIS building.
<b>Additional Learning Needs</b>	Individual requirements for additional support, modifications, or accommodation within a NIS setting on a permanent or temporary basis in response to a specific context. This applies to any support required for Students of Determination, those with special educational needs and/or additional barriers to learning, access, or interaction in that specific context (e.g., dyslexia, hearing or visually impaired, or gifted and/or talented)
<b>Individualized Education Plan (I.E.P.)</b>	An individualized plan or programme designed for children with SEN / SEND to describe the provision and adaptations they need to access their learning and set personalised targets.
<b>Parent</b>	Refers to one or both people legally responsible for a child, including biological parents or legal guardians. This also includes anyone entrusted with the child's care by law or appointed as a guardian by court order, as defined by the <i>Federal Decree Law No. 3 of 2016 Concerning Child Rights</i> .
<b>Policies</b>	The principles, guidelines and/or rules adopted by a NIS and shared with all stakeholders to achieve specific objectives. These objectives could be related to any issue about the NIS's operation, such as academics, health and safety, or students' behaviour.



<b>NIS</b>	The educational institution that provides education for students.
<b>NIS tuition fees</b>	Any financial amounts owed to the NIS for a student's enrolment, education and related activities. These fees are communicated and are stipulated in this contract.
<b>Student(s)</b>	All those children admitted and registered at the NIS must be educated at any grade level.
<b>Third-party</b>	The provider, other than the NIS, of a specific service for the students via the NIS.
<b>Students of Determination</b>	Students with long-term physical, mental, intellectual, or sensory impairment that, in interaction with various barriers, hinder their full and effective participation in education on an equal basis with peers of the same age.



### 3. Admissions

The New Indian School (NIS) is pleased to offer (\_\_\_\_\_) Insert Student Name Here holder of Emirates ID no (\_\_\_\_\_) Insert Emirates ID Number Here enrolment in (\_\_\_\_\_) Insert Grade Here for the academic year (2026-2027).

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#### • Registration and Admission Fees

##### Admission of New Students

The School confirms that admission and registration of new students shall be conducted in accordance with RAK DOK policies and regulations. By signing this Contract, the Parent/Guardian acknowledges and agrees to the following terms:

- The School may register new students at any time during the academic year, provided that students meet the admission requirements, obtain the necessary approval from RAK DOK, and comply with the designated registration periods.
- The School shall obtain RAK DOK pre-approval prior to registering any new student.
- The School shall develop, implement, and adhere to an Admissions Policy in line with RAK DOK policies and regulations.
- The registration deposit for new students shall not exceed **5% of the annual tuition fees.**
- The registration deposit shall be deductible from the **first term's tuition fees.**
- In cases where new students enrol during the academic year, the School may charge tuition fees starting from the **month of enrolment.** For example, if a student enrolls in the third week of October, tuition fees may be charged from the beginning of October.
- The School shall not request payment of a registration deposit until the student has been **formally offered enrolment.**
- Prior to issuing a formal offer of enrolment, the school may charge an **application fee not exceeding AED 500 only.**
- The application fee of **AED 500** shall be:
  - Refundable if the School does not offer the student a place.
  - Non-refundable if the School offers the student a place and the Parent/Guardian

chooses not to accept it.

- Not deductible from the total tuition fees if the student is offered and accepts a place.

### **Currently Enrolled Students (Re-Registration)**

The Parent/Guardian of a currently enrolled student acknowledges and agrees to the following re-registration terms:

- The School may open re-registration at any time during the academic year.
- The re-registration deposit shall not exceed **5% of the annual tuition fees or AED 500 (whichever is higher)**.
- The re-registration deposit shall be deductible from the **first term's tuition fees**.
- The School shall not request any additional fees or deposits other than the re-registration deposit stated above.
- Schools that commence the academic year in **September** may collect re-registration deposits only **after the end of the Spring Break**.
- Schools that commence the academic year in **April** may collect re-registration deposits only **after the end of the Winter Break**.
- Schools that commence the academic year in **January** may collect re-registration deposits only **after the end of the Summer Break**.

### **Additional Learning Needs – School–Parent Agreement Clause**

To ensure a safe, inclusive, and productive learning environment for all students, including Students of Determination, the School and Parents/Guardians agree to work in close partnership to support each child's educational needs. This partnership is based on transparency, shared responsibility, and timely communication.

### **Responsibilities of Parents/Guardians**

By signing this agreement, the Parent/Guardian agrees to:

#### **1. Full Disclosure of Information**

Provide the School, at the time of admission and whenever updated, with **accurate and complete copies of all relevant medical, psychological, behavioural, or educational assessments, diagnoses, and reports** (where applicable). These documents are essential for appropriate student identification, support planning, and safeguarding.

#### **2. Ongoing Notification**

Inform the **School Principal in writing** if they are aware of, or later suspect, that

their child has or may develop any **learning difficulty, disability, behavioural condition, or additional learning need**, so that appropriate interventions and support can be arranged.

### 3. Cooperation with Support Plans

Actively cooperate with the School in implementing recommended support strategies, Individual Education Plans (IEPs), interventions, referrals, or external assessments, when required.

#### Failure to Disclose Information

The Parent/Guardian acknowledges and agrees that:

- **Failure to disclose, or deliberate withholding of vital information** related to a student's additional learning needs, may:
  - Prevent the School from providing appropriate educational support; and
  - **Affect the student's admission, continued enrollment, or re-enrollment** at the school.
- **If, after professional assessment and consultation with the Parent/Guardian and student (where appropriate)**, the NIS determines that critical information has been deliberately withheld, the School reserves the right to **request the withdrawal of the student**, subject to **RAK Department of Knowledge (RAKDOK) approval**, in accordance with regulatory guidelines.

### 4. Guidelines For Student Transfers Between Schools

To be admitted to a private school in Ras Al Khaimah, a student must meet the minimum age requirements specified in Table 1 (below). This is a legal requirement for student enrolment in private schools in Ras Al Khaimah.

- For schools that start the academic year in September, the age requirement in the table refers to the student's age as of August 31.
- For schools that started the academic year in April, the age requirement in the table refers to the student's age as of March 31.

**Age / Grade Requirement for enrolling students in New Indian School according to the Ministerial Decree no. 24 for the year 2021**

Level	NIS / Year	Minimum age (for entry)	Maximum age (as a cut-off for this grade)
A	Pre-KG / FS1	3	4
B	K.G. 1 / FS2	4	5
C	K.G. 2 / Year 1	5	6
D	Grade 1 / Year 2	6	8
E	Grade 2 / Year 3	Based on the transfer certificate	9
F	Grade 3 / Year 4		10
G	Grade 4 / Year 5		11
H	Grade 5 / Year 6		12
I	Grade 6 / Year 7		13
J	Grade 7 / Year 8		14
K	Grade 8 / Year 9		15
L	Grade 9 / Year 10		16
M	Grade 10 / Year 11		17
N	Grade 11 / Year 12		18
O	Grade 12 / Year 13	19	

**5. Fees (Including Tuition, Uniform, Books, and Transportation)**

The Parent/Guardian acknowledges that the payment of tuition and other applicable fees is essential for the effective operation and sustainability of the School. The School has ongoing financial obligations, including but not limited to staff salaries, maintenance of the physical environment, provision of learning resources, and enhancement of student learning through academic programmes and external benchmark assessments.

All fees charged by the School are subject to approval by the Ras Al Khaimah Department of Knowledge (RAK DOK). The School shall communicate all approved fees to parents through its official communication channels.

By signing this Contract, the Parent/Guardian agrees to the following terms and conditions:

- a. The party responsible for the payment of all school-related fees shall be clearly identified in this Contract.
- b. The School confirms that no additional mandatory fees will be charged to parents during the academic year **2026–2027**, except for those fees explicitly stated in this Contract.

- c. The Parent/Guardian commits to paying all applicable school fees for the academic year **2026–2027** in accordance with the terms outlined in this Contract.
- d. The tuition fee structure applicable for the academic year **2026–2027** is detailed in **Table 2** below. The Parent/Guardian is required to ensure that all fees are paid in full before the end of the academic year.
- e. The School may charge separate fees for Board examinations. However, the School shall not charge any additional fees for benchmark assessments.
- f. The School may charge additional fees for learning support services provided to registered Students of Determination, in accordance with applicable RAK DOK policies.
- g. The Parent/Guardian has the right to request written evidence from the School confirming RAK DOK approval for any additional mandatory fees, where applicable.

**Table 2: NIS's mandatory fees for Academic Year (2026-2027)**

Mandatory Item	Fee (AED)				Due Date (DD/MM/YYYY)
	1 <sup>st</sup> term	2 <sup>nd</sup> term	3 <sup>rd</sup> term	Total	
Kindergarten 1&2	1564	2086	1564	5214	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)
Grade 1	1699	2266	1699	5664	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)
Grade 3	1829	2438	1829	6096	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)
Grade 5	1898	2528	1898	6324	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)
Grade 7	2173	2896	2173	7242	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)
Grade 9	2506	3340	2506	8352	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)
Grade 10	2711	3614	2711	9036	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)
Grade 11	2983	3976	2983	9942	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)
Grade 12	3186	4248	3186	10620	(1 <sup>st</sup> term 23/03/2026) (2 <sup>nd</sup> term 31/08/2026) (3 <sup>rd</sup> term 04/01/2027)



## Fees, Payments, and Refunds

### Registration Fees Payment and Refunds

The Parent/Guardian agrees to the following terms regarding registration-related fees:

- **Application Fees** - NIS may charge an application fee of up to **AED 500** to process applications for new students. This fee includes standard assessment fees and **is not deductible from tuition fees**. The application fee **may be refundable** if NIS refuses to enrol the child.
- **Registration Fees** - NIS may require Parents/Guardians to pay a **registration deposit** to confirm a new enrolment. This deposit shall be payable **only after** the student has been formally offered a place and the Parent/Guardian has accepted the offer. The registration deposit **shall not exceed 5% of the total tuition fees** and **shall be deductible from the total tuition fees** for the academic year.
- **Re-registration Fees** - NIS may require a **re-registration deposit** to secure a student's place for the following academic year. This deposit **shall not exceed 5% of the total tuition fees or AED 500 (whichever is higher)** and **shall be deductible from the total tuition fees** for the relevant academic year.

### Non-Payment Regulations

The Parent/Guardian acknowledges and agrees that the School:

- may offer **payment facilities, payment plans, or scholarships** to selected students, subject to NIS internal approval procedures.
- shall ensure **clear communication** with Parents/Guardians regarding the fee collection process.
- shall **notify both parents/guardians** in the event of a missed payment.
- may **withhold student certificates and reports** until all outstanding fees are paid in full.
- may **withhold re-enrolment for the following academic year** until all outstanding payments are settled at the beginning of the next academic year, provided that **three (3) warnings** have been issued to Parents/Guardians by the end of the current academic year.
- may **temporarily suspend a student for up to three (3) days**, which may be repeated as necessary until outstanding fees are paid. Such suspension shall occur **only after three (3) warnings** have been issued and **subject to RAK DOK approval**.
- **shall not prevent students from sitting for any end-of-term or end-**

**of-year examinations**, or any examinations scheduled during the academic term, due to non-payment of fees.

- shall handle all non-payment matters **discreetly**, ensuring students are protected from unnecessary attention or embarrassment.

### Refund Policy

- Refunds may be considered by NIS **only in extenuating circumstances**, such as documented evidence of family or student relocation to another Emirate or country. Such cases **may be submitted to RAK DOK for review**.
- If a refund is approved, fees shall be calculated as follows:
- Tuition fees paid **before the start of the academic year** are refundable, with **registration or re-registration fees deducted**.
- **One month's tuition fee** shall be deducted if the student has attended NIS for **two weeks or less**.
- **Two months' tuition fees** shall be deducted if the student has attended NIS for **more than two weeks but less than one month**.
- **Full term fees** shall be deducted if the student has attended NIS for **more than one month**.
- The refund policy shall be applied **per term**, based on the official withdrawal request date.
- Refunds shall be calculated **by month**, with the monthly value determined by dividing the total tuition fees by **ten (10) months**.
- **Book fees** shall be refundable only if the student withdraws **before the beginning of the academic year**.
- The **same refund conditions** applicable to tuition fees shall apply to **transportation fees**.
- Any provisions in other policies or approvals that **contradict this refund policy** shall be repealed.

### Discounts Policy

- NIS may offer **discounts, payment plans, or scholarships** to students, subject to NIS internal approval processes and policies.
- **Note:**  
Where a **sibling discount** is offered without a specified duration or conditions, Parents/Guardians shall be provided with **at least one (1) academic year's notice** prior to any change or cancellation of the discount.

## Payment Conditions

- The Parent/Guardian agrees to the following payment conditions:
- NIS **shall not request any additional payments** beyond the registration or re-registration deposits required to secure enrolment or re-enrolment.
- Tuition fees may be paid:  
As a **lump sum** for the full academic year; or  
In **three (3) instalments**, payable at the beginning of each term, provided that:  
Term 1 does not exceed **40%** of annual tuition fees  
Term 2 does not exceed **30%** of annual tuition fees  
Term 3 does not exceed **30%** of annual tuition fees
- Alternatively, tuition fees may be paid in **ten (10) equal monthly instalments**, calculated by dividing the total tuition fees by ten (10).
- NIS may request a **registration deposit only after** a student has been formally offered a place in the School.

## 6. Curriculum and Educational Programmes

- **Mandatory Subjects:** All Muslim students are required to study Islamic Education from Grades 1 to 12.
- All students registered with an Arab passport must study Arabic as a first language (Arabic A) from Grades 1 to 12.
- Students with a non-Arab passport must study Arabic as an additional language (Arabic B) from Grades 1 to 9.
- Social and Moral Education studies are mandatory from Grades 1 to 9.
- All mandatory subjects are subject to modifications by the UAE Ministry of Education. Any changes or updates will be communicated to all private NIS.

## 7. Assessments requirements

The assessment plan and policy for NIS focus on teacher-led assessment of students' progress and attainment. The external benchmark assessments, highlighted in the table below, form an essential measurement of student performance and are used as one of the many indicators to assess the NIS's overall quality. These assessments contribute to measuring your child's progress and the overall NIS's quality evaluation.

Table 3: Summary of External Benchmark Assessments that align with the UAE Ministry of Education's requirements:

**Table A: International Assessments and External Benchmark Assessments**

International Assessments and External Benchmark Assessments	Targeted grades	Which students participate?
<p><b>International assessments:</b></p> <ul style="list-style-type: none"> <li>Programme for International Student Assessment (<b>PISA</b>)</li> <li>Trends in International Mathematics and Science Study (<b>TIMSS</b>)</li> <li>Progress in International Reading Literacy Study (<b>PIRLS</b>)</li> </ul>	<ul style="list-style-type: none"> <li>15-year-olds</li> <li>Grades 4 and 8</li> <li>Grade 4</li> </ul>	Sample of students (as informed by MoE)
<p><b>External Benchmark Assessments in Arabic, Mathematics, Science, and English</b></p> <p>(Refer to Table B, as recommended for each curriculum)</p>	All grades from 3 to 9	All students
<b>C.A.T. 4 (or any equivalent)</b>	Grades 3, 5, 7 & 9	All students

**Table B: Required External Benchmark Assessments as per NIS curriculum**

Curriculum	External Benchmark Assessment (online versions only) * Any equivalent test with an approved provider	Subjects	All students in Targeted Grades
<b>Indian</b>	<ul style="list-style-type: none"> <li>EI - ASSET</li> <li>ACER - IBT</li> </ul> <p>ACER - I.B.T. or A.B.T. or other appropriate External Benchmark Assessment</p>	English, Mathematics, Science Arabic	Grades 3 to 9

Please note: During the Academic year (2026/2027), NIS will conduct an external benchmark assessment for the Arabic language for all students in Grades 3 to 9. RAK DOK

has identified a range of pre-approved providers to conduct these assessments. A wide variety of both formative and summative internal assessments will be used to measure student outcomes. Regularly using authentic, high-quality formative assessments is expected to increase student achievement.

## 8. UAE certificate equivalency requirements

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

## 9. Extracurricular activities

Extracurricular activities can enhance and support student learning and engagement. Students can engage in activities promoting innovation, creativity, and social contribution, providing a well-rounded education. These activities encourage students to engage in community service learning, allowing them to positively impact and contribute to their community. A strong emphasis is placed on sustainable development activities that enhance well-being, such as promoting physical activity for a healthy lifestyle and fostering community engagement.

NIS offers a diverse range of social, cultural, intellectual, emotional, and physical extracurricular activities across most grade levels. These activities are designed to extend students' learning and interests and are planned by developmental area (e.g., social, emotional, intellectual, cultural, or physical) to ensure a balanced program. Students can sign up for clubs and activities that interest them after reviewing the extracurricular activity booklet provided to parents and students before the selection period. Most activities are scheduled once a week, but NIS may decide to offer additional days. The extracurricular offerings may vary yearly based on student interest, teacher availability, and expertise.

All extracurricular activities supervised by NIS faculty and conducted using NIS facilities are already included in the tuition fees. However, parents may be required to pay additional fees if an activity requires the NIS to hire an external provider or if the activity occurs in an external facility (outside the NIS premises). Parents will be informed of any additional costs in advance through the extracurricular activity booklet released before activity selection. Parents must complete registration forms each term to permit their child to participate in these activities.

Please refer to the NIS's "extracurricular activities" policy for details.

## 10. Communication

Effective communication fosters a strong partnership between New Indian School (NIS) and Parents/Guardians, enhancing the student's learning experience. Communication with parents shall be conducted through various channels, including the NIS website, pamphlets,

the NIS parents' communication platform, and newsletters. All communications from NIS shall be provided in the NIS language of instruction, and an additional language shall be included that best serves the needs of the NIS community.

### **Responsibilities of NIS**

#### **NIS agrees to:**

- Communicate all NIS policies, any changes, and important announcements to parents promptly.
- Use all contact details provided by parents to communicate key messages.
- Keep parents informed by updating NIS information on policies, expectations, programmes, staff, and other necessary details.
- Inform parents of their child's progress through regular assessment reports (at least three) and parent/teacher meetings, ensuring fairness, objectivity, transparency, and credibility.
- Offer parents the opportunity to see and review their child's work and assessments.

### **Responsibilities of Parents/Guardians**

#### **Parents/Guardians agree to:**

- Provide accurate and updated contact details, including home and mobile numbers, email addresses, and home addresses, and inform NIS of any changes.
- Regularly check NIS-established communication channels for updates and important information.
- Approach NIS staff respectfully when making enquiries about their child's progress.
- Attend all scheduled meetings, conferences, and reviews regarding their child's progress and performance. Active participation may impact re-enrolment for the following academic year.
- Ensure high attendance and punctuality.
- Ensure their child(ren) adhere to the NIS Code of Conduct and Behaviour Policy.

## **11. Attendance and Punctuality**

Regular attendance is essential to ensure students have the best opportunity to learn and achieve their potential. Regular lateness negatively impacts achievement and disrupts the learning of others. Parents, students, and NIS agree to work collaboratively to maintain high attendance rates.

### **Responsibilities of NIS**

#### **NIS agrees to:**

- Share and implement a clear attendance and punctuality policy.
- Clearly define expectations regarding attendance, punctuality, registration, and distinctions between excused and unexcused absences.

- Proactively communicate with parents where patterns of non-attendance or lateness occur.
- Notify the Child Protection Unit if a student is absent for more than three (3) consecutive days without valid excuse or response.
- Promptly report chronic absenteeism (10 consecutive or 15 non-consecutive days of unexcused absence) to RAK DOK.
- Share the MoE Student Behaviour Policy for acknowledgement and signature.

### **Responsibilities of Parents/Guardians**

#### **Parents/Guardians agree to:**

- Review, agree to, and support the NIS attendance and punctuality policy.
- Encourage and support regular attendance and punctuality.
- Understand that continued tardiness or absenteeism may lead to disciplinary action and affect re-enrolment.
- Sign the MoE Student Behaviour Policy.

RAKDOK endorses these decisions and upholds the consequences of continued tardiness and absenteeism.

## **12. Attitudes and Behaviour**

NIS aims to provide a safe and supportive environment enabling students to reach their full academic and personal potential. Parents and students agree to adhere to the NIS Behaviour Policy during NIS hours, extracurricular activities, on NIS buses, during NIS trips, and in social media forums.

Parents shall ensure students understand expectations and consequences of breaches. NIS maintains a zero-tolerance policy for bullying, including emotional, physical, psychological, and cyberbullying. Proven cases may result in immediate suspension in accordance with the MoE Student Behaviour Policy and referral to RAK DOK for ratification. NIS will not tolerate defamation or intentional harm through social media. Parents and students agree to:

- Demonstrate respect toward all members of the NIS community.
- Not breach confidentiality, defame, or threaten any individual.
- Proven breaches may result in sanctions, including suspension.

### **Disciplinary Actions**

- Issuance of warning letters.
- Requirement of undertaking letters.
- Suspension for up to three days with RAK DOK approval.
- Refusal of re-enrolment for repeated behavioural issues, subject to documentation and RAK DOK approval.



### 13. Health and Safety

NIS and Parents/Guardians share responsibility for providing students with a safe and healthy environment.

#### Responsibilities of NIS

- Provide appropriate medical care in line with regulations.
- Treat medical cases with confidentiality.
- Promote healthy lifestyle awareness.

#### Responsibilities of Parents/Guardians

- Share all relevant medical information and history.
- Ensure meals and snacks comply with NIS policies.
- Support confiscation of non-compliant food or drink items.

### 14. Transportation

NIS is responsible for ensuring student safety on NIS buses, whether managed directly or outsourced, and shall implement all regulatory safety procedures.

#### Private Vehicles

Parents agree to:

- Follow issued route maps.
- Use designated entry and exit routes.
- Follow instructions issued by NIS personnel.

#### Buses

- NIS buses are considered part of NIS premises.
- Students and parents must comply with all safety and behaviour rules.

Failure to comply may result in disciplinary action and affect eligibility for transportation services.

### 15. Distance and Blended Learning Mode

NIS may shift from face-to-face to online learning due to circumstances such as inclement weather, in consultation with RAK DOK and relevant authorities. Learning shall continue uninterrupted.

#### Responsibilities of NIS

NIS agrees to fulfil all responsibilities outlined in the RAKDOK guidelines, including communication, safety, wellbeing, assessments, attendance, resources, and intervention plans.

## **Responsibilities of Parents/Guardians**

Parents/Guardians agree to fulfil all responsibilities outlined in the RAKDOK guidelines, including attendance, conduct, assessments, wellbeing, communication, and access to devices.

## **Terms and Conditions**

If a student has a chronic illness preventing physical attendance, NIS shall provide distance learning options in accordance with RAK DOK conditions and determine the most suitable learning approach.

## **16. Appeal Process**

NIS establishes an appeal process to ensure that parents and students are provided with fair and impartial decisions affecting their educational experience. While it is preferable to resolve issues informally through meetings and discussions, certain concerns or complaints may require further review. Parents/Guardians agree to follow the appeal process outlined below for conflict resolution within NIS.

### **Appeal Procedure**

- a. If a student or parent wishes to question a decision made by NIS, the Parent/Guardian shall first meet with the person directly involved in the decision, such as the teacher or supervisor.
- b. If the Parent/Guardian remains unsatisfied, the Parent/Guardian shall meet with the Head of Section or a representative of the Senior Leadership Team, where applicable.
- c. If the issue remains unresolved, the Parent/Guardian shall meet with the Director or Principal of NIS.
- d. If the issue continues to remain unresolved after the above steps, the Parent/Guardian shall submit an official written letter to the relevant NIS committee (for example, the Grievance Committee).

#### **NIS may then form a committee comprising:**

- **A teacher**
- **A parent**
- **A NIS leader**
- **A member of the Board of Governors**

None of the committee members shall have any connection to the original concern or complaint. The committee shall review the matter and issue a written report to the NIS Principal (Director) and the Parent/Guardian within ten (10) working days.

- e. Each step of the appeal process from (a) to (c) shall not exceed five (5) working days. If the Parent/Guardian remains dissatisfied after completing all internal appeal steps, the Parent/Guardian has the right to refer the matter to RAK Department of Knowledge (RAK DOK) through the E-Feedback System, either via the official portal or by email at [info@dok.rak.ae](mailto:info@dok.rak.ae).



## Declaration

I/We, parent/ guardian of **(Insert Student Name Here)**, hereby certify that I/we have read the terms and conditions and all related NIS policies and agree to abide by them. I/we agree to support the NIS in all aspects of our child's education and any sanctions that may be deemed appropriate concerning my child.

I/we, parent/guardian, hereby agree to pay all mandatory fees (including tuition) to the NIS on time. If, for any reason, there is a need to delay payments, this should be communicated in writing to the NIS for their review and agreement, who may agree to a payment plan with the parent. All outstanding fees must be paid before the end of the current academic year. Failure to comply may result in the NIS withholding the student's transfer certificate, leaving certificate, or NIS reports. It is also important to note that the student will not be eligible to be enrolled in another NIS until all outstanding fees have been paid to the NIS.

**Please note that signing this contract implies fully accepting the above terms and conditions.**

### **Important Information:**

This contract is valid as long as your child studies at this NIS. Any future amendment to the contract will be shared with you for review, and concerns must be raised within four weeks of the announcement of changes. Beyond this period, the changes will be considered accepted by the parent.

The contract will automatically be renewed for the entire year if the student resumes classes for the new academic year at the same NIS.

Principal	Father	Mother	Guardian	Coordinator
<i>Beena Rani</i>				