

SAFA Early Learning Centre



Contract between Parent and the Centre

This contract is deemed to be valid for the entire duration of the child's stay at Safa Early Learning Centre.

Name of Child	
Emirates ID	

Introduction

A constructive relationship between the Centre and families is key to ensuring that the children's well-being is at the core of an effective educational experience. It is beneficial for both parties, the Centres and the families, if these constructive relationships are based on agreed terms and conditions set out clearly in a contract form.

To ensure that all parties in this relationship are aware of their duties and responsibilities, families are required to read this document carefully and to ratify it only after all queries have been addressed by the Centre.

1. Admission:

The management of Safa Early Learning Centre is pleased to offer the above child enrolment.

Student Special Support

To ensure a productive learning experience for all children at the Centre, including those with special needs, it is essential that the Centre and the families work in partnership. This is defined by certain expectations from both parties to set the condition for a successful identification and support mechanism for the children.

Parents are expected to:

- Provide the Centre with copies of all medical, psychological or educational assessments or reports before entry to the Centre. Such materials are a prerequisite in enabling us to provide the best education for your child. Failure to disclose any such information, including the deliberate withholding of information, may result in your child not making the expected progress in the Centre.
- Notify the Centre Manager in writing if they are aware or suspect that their child has a learning difficulty, and the parents must provide the Centre with copies of all written reports and other relevant information. The Centre reserves the right to vary or reverse any decision regarding the student admission where a child's specific needs prove to be such that the setting's resources and /or facilities are insufficient to meet these special requirements

2. Curriculum and Educational programmes:

EYFS – British Curriculum

- Toddlers I (TI) – Age 1 to 2 years old
- Toddlers II (TII) – Age 2 to 3 years old
- Foundation Stage I – (FSI) - Age 3 to 4 years old
- Foundation Stage II – (FSII) - Age 4 to 5 years old

Arabic Language

- Children attending Toddlers II classes are given two lessons per week.
- Children attending FSI classes are given three lessons per week.
- Children attending FSII classes are given four lessons per week.

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Islamic Culture and Understanding

Muslim children attending FSI and FSII classes will attend this session once a week

3. Assessment policy:

Ongoing assessments using appropriate milestones for Early Years Education

4. Fees:

It is important to note that fees included in this contract and any increases noted are in line with the Centres Fees Framework approved by the KHDA.

* See Fee Structure Form for the relevant academic year for fees which are clearly indicated.

- Fees are charged per term and are payable by Cash, Cheque or Electronic Transfer
- A copy of the Electronic Transfer is to be sent to the Centre as proof of payment
- Term Fees can be paid Termly or Annually
- Fees once paid are non-refundable and non-transferable.
- All fees including medical fees MUST be paid in advance to your child's first day at the Centre
- No refund or reduction shall be given in the case of illness, absence or vacation.
- A Registration Fee is required to secure the child's place and is payable once only, for the duration of your child's stay within the Centre
- The Medical fee is required towards the cost for the visiting physician and for covering the medical expenses
- A minimum of one month's written notice is required if you want to withdraw your child from the Centre
- All fees must be paid in full before the first day of term commencement and all required documentation and forms should be completed and handed in prior to the first day of school.
- If a place has been held from the beginning of the Term and attendance begins mid-term the full amount of the Term Fees must be paid
- If joining mid commencement of the Term and the place has not been held but a place becomes available then the Centre will pro rata Term Fee amount will be paid
- During the year, the Centre will run optional after school programmes such as soccer, ballet, karate and holiday camps which require additional payment.
- Field Trips – these will require additional fees including transportation
- The Centre reserves the right to add, modify and/or amend the fee structure and/or above-mentioned terms from time to time at its absolute discretion with approval from KHDA.

5. Returning children:

- For returning children, and according to the Centre Fees Framework, the Centre will charge AED 2000 per child to secure a place for the new academic year starting September to be paid within the time frame specified by the Centre:
- Please note, this amount is non-refundable/non-transferable should your child not commence at the Centre.
- This amount is deductible from the first term of the academic year.

6. New children:

- For new children, and according to the Centre Fees Framework, the Centre will charge parents the fees as listed on the relevant academic year Fee Structure Form which are clearly indicated.

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7. Refunds:

- Registration, Re-Registration, Medical and Term Fees are non-refundable and non-transferable.
- No refunds will be given in case of absences, illness or holidays
- The Centre reserves the right to not re-enrol children for the following term and/or academic year when fees are repeatedly not paid on time. This will be documented by the Centre through the issuance of dated warning letters. The Centre also reserves the right to not issue the concerned child his or her progress report and to refer the issue to the KHDA if fees are not paid.

8. Communication:

Effective communication is essential to building a Centre-Parent partnership which will strengthen the student's learning experience. Communication can and should happen through different means, such as the Centre's website, pamphlets and/or newsletters, to target all parents. The language of communication at Safa Early Learning Centre is English and correspondence with our parents is done via emails sent by the Centre and/or teachers.

The responsibilities of the Centre include:

- Communicating to parents all policies, possible changes and immediate announcements.
- Using all contact details provided by parents to communicate key messages
- Updating the information about Centre policies, expectations, programmes, staff and any other information deemed necessary by the Centre.
- Informing parents of their child's progress through regular assessment reports and Parent/Teacher Conferences twice a year. The Centre will exercise fairness, objectivity, transparency and credibility in the termly assessment reports shared with parents and the End of Year Report.
- Providing parent's the opportunity to see and review all of their child's work and assessments.

The responsibilities of the parents include:

- Supplying the Centre with valid and updated contact details, including home and mobile numbers, e-mail addresses and home locations.
- Updating the Centre about any changes in the contact information.
- Referring regularly to established means of communications for any updates about the Centre.
- Being courteous in their approach to staff when enquiring about their child.
- Attending meetings, conferences and reviews related to their child's progress and performance.

9. Attendance and Punctuality:

The daily routine:

Timing of the day: 8.00am until 1.00pm

FSI and FSII must arrive in class by no later than 8:15am

Children's absenteeism and tardiness affect the Centre's ability to provide effective educational services, it limits the achievements of consistently absent or late children and disrupts the learning experiences of other children in the Centre.

The responsibilities of the Centre include:

- Sharing and implementing a Centre policy on attendance and punctuality which stresses that attendance for all children in FSI and FSII is mandatory on all the days the Centre is declared open.

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The responsibilities of the parents include:

- Reading, ratifying and implementing the Centre's policy on attendance and punctuality.
- Promoting their child's attendance and punctuality and abiding by the timings set by the Centre for the start and the end of the Centre day.

10. Social Media Forums

The Centre will not tolerate any form of defamation or intentional harm practiced through social media forums. The Centre must set a clear policy for parents 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 using any social media forum must, at all times, demonstrate respect for the members of the Centre community (including all children and personnel).
- Parents must not breach confidentiality, defame or make threats to any person in the Centre community.

11. Health and Safety:

Health & Safety Policy can be found in the Centre Policy Book

It is the responsibility of the Centre and the parents to secure a safe and healthy environment for the children. In this regard, the Centre 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 Centre include:

- Providing children with appropriate medical care as per the regulations set.
- Providing children 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.
- Ensure that all parents and children are using the main gate to monitor people entering and exiting the Centre premises.

The responsibilities of the parents include:

- Sharing with the Centre all information related to their child's medical condition and history, including medications started before or after enrolment.
- Ensuring that meals and snacks provided to children adhere to the Centre's policies and guidelines in this regard.
- Upholding the Centre's decision to confiscate food and drink items which do not fit the expectations set by the Centre.

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12. Transportation:

The Centre is responsible for ensuring the children's safety while on Centre buses, whether managed by the Centre or outsourced to a third party. In addition to implementing rigorous safety procedures outlined in the Centre Transport policy, the Centre will also ensure the full implementation of the guidelines outlined by RTA on the matter.

The following are expectations set by the Centre for parents at the Centre.

a. Private vehicles:

- Parents must abide by the designated entry and exit routes set by the Centre.

b. Buses:

- For all intents and purposes, Centre buses, whether managed by the Centre or outsourced to a third party, are considered part of the Centre premises when being used by children.
- All safety rules and behaviour expectations set by the Centre and enforced by personnel must be adhered to by children and parents.

13. Address Complaints and Concerns Form

Complaints and Concerns Form Policy can be obtained from the Manager's office

- If a parent wants to question a decision made by the Centre at any level, then the parent should meet the person directly involved in the decision such as the educator;
- If the parent is still not satisfied, then he/she should meet with the Centre Manager;
- If the issue is still not resolved, then the parent must meet the Director / Owner to resolve the issue;
- Each process from (A to C) should not exceed more than (5) working days. If the parent is still not satisfied, then the parent has the right thereafter to refer the matter to KHDA by contacting the Compliance and Resolution Commission on CRC@khda.gov.ae.

KHDA has the right to uphold or repeal any and all decisions. The final decisions are binding to both the Centre and parents.

14. Documentation

Parent Hand Book – Upon completion of registration parents will receive the Parent Hand Book by email

Centre Policy Book – On display in Reception for viewing

Declaration

I / We, the Parent/Guardian of the child listed above acknowledge that I/We have read, understood and fully agree to all the Terms and Conditions set out in this Centre-Parent Contract.

Parent / Guardian Name	
Signature	
Date	