

Admissions Policy and Guidelines

Service Guideline	Admissions Process – KCD
Service Pillar	Operations Admissions
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KENT COLLEGE
DUBAI

Implementation and Exemptions

All schools are required to observe and implement this service guideline as a minimum expected service level.

Exemptions will only be granted for legal (contravention of local and / or federal legislation), technological, cultural, or physical reasons. Sufficient supporting documentation is required to obtain an exemption.

Objective and/or Scope

This service guideline defines and determines the company's detailed admissions procedure for Kent College Dubai.

The objective of this service guideline is to establish a fair, transparent, and efficient admissions process while ensuring clear communication channels and outlining the responsibilities of the involved parties.

1. Online Application

- 1.1 The application is loaded into the MIS once the online form on the website admissions page is completed and submitted by the parents.
- 1.2 The default stage name for the submitted application is set as "Enquiry".
- 1.3 Parents will receive a confirmation email that the application form was completed successfully sharing the required documents and bank details to pay the application fees.
- 1.4 Admissions team to contact parents to verify the received application, request school report and change the admission stage to application verified, while maintaining a completed record.
- 1.5 Admissions to inform finance to issue the application fee payment link, or to share the POP if the family paid by bank transfer and sent proof of payment.
- 1.6 Admissions to send the standard verification email following the call verification.
 - 1.6.1 Completed verification template after the phone call acknowledgment.
 - 1.6.2 Pending verification template requesting an update on the missing information.
- 1.7 Admissions to manage a standard admission stage name allocation, a primary allocation status application must be kept verified, followed by allocation to the relevant admission stage in accordance with the priority placement and the application progression.

2. Priority Placement

- 2.1 Applications are dealt with on a first-come, first-served basis. SLT may use information from admission tests (GL CAT4) or assessment visits to prioritise the application of individual cases to ensure an appropriate balance of gender, nationalities, English as an additional Language (EAL), medical or additional support needs across a year group or phase of the school.
- 2.2 Where a year group is oversubscribed, we may have to decide between two or more candidates who meet our admission criteria. In such circumstances, priority placement will be given as below:
 - 2.2.1 A sibling already in the school, a confirmation of parents' contact information, ensuring a link to the existing family account code is recorded in the MIS.
 - 2.2.2 A student whose parent is a current member of Aldar Education, ensuring the parent staff records are formed and verified in the school MIS contacts' additional information fields. If the staff member is working

in a different school, the school HR must confirm their eligibility and communicate with other schools if the parent staff is working in different school.

2.2.2.1 HR-AE Parent Staff.

2.2.2.2 HR-AE Parent Staff name.

2.2.2.3 HR-AE Parent Staff School.

2.2.2.4 HR- AE Parent Staff ID.

2.2.2.5 HR- AE Parent Staff Edu Allowance Yes/ No.

- 2.2.3 A student who wishes to transfer within Aldar Education network - a verification of the internal transfer request, including the collection of supporting forms and reports are required.
- 2.2.4 A student whose parent is an employee of the Aldar group and subsidiaries. Admissions to ensure additional information field box is checked.
- 2.2.5 A student whose parent works under a corporate arrangement. Admissions should check the necessary information field box in the MIS.
- 2.2.6 Network cross-selling waitlist.

3. Waiting list

- 3.1 Admission to manage the applications and assessments waiting lists and the reactivated declined or expired offers.
- 3.2 Admissions must send a waiting list notification to parents who wish to keep their application on the waiting list on a bi-weekly basis.
- 3.3 Admissions to update the waiting list student's tracking on the MIS.
- 3.4 Admissions to contact the parent if a seat becomes available and to arrange assessment for the waitlisted application and assessment or to send offer for the offers on the waiting list.
- 3.5 If a student is selected but fails to appear for the entrance interview or assessment, in the event the parent does not respond, the application will be returned to the waiting list or closed, and they will be notified of the closure status.
- 3.6 Admissions should review the waiting list and keep a 20% overbooking until the school completes the re-registration process balancing the projected enrolment targets.

4. Assessments

Admissions considers the current capacity at the recommended year group level for shortlisting applications for the school to consider. The school will give special attention to an applicant's prior academic and non-academic records (as measured by grades, previous school reports and attendance) and may decide to:

- 4.1 Offer a place without an assessment on the strength of a previous school's report.
- 4.2 Offer a place on the strength of a previous school's report and internal transfer form when transferring within Aldar Education network of schools. In the case of any assessed application within the Aldar Education network of schools, no further evaluation is required.
- 4.3 Invite a student to the school for playdate/ assessment. The purpose of the assessment is to evaluate the skills of each student and, in the case of younger children, assess school readiness and levels of maturity. The assessment will provide a basis for the school to identify any support or intervention judged necessary to support admission. OSM oversees organising the play date/assessment's location, as well as providing the necessary resources and facilities. Admission ensures that the venue is ready and all requirements in place prior to the arrival of the child/ren.
- 4.4 Early year and lower primary playdates:
 - 4.4.1 Applicants for early years and lower primary will be invited to attend an observational face to-face playdate or virtual playdate if necessary.
 - 4.4.2 During the schools' breaks, and for overseas applicants, a video assessment or interview may be organised as required by the school.
 - 4.4.3 Senior leadership must confirm and schedule weekly early years and lower primary playdates, which are then shared with the admissions team for playdate invitation management.
 - 4.4.4 To support the high flow of applications for the new year open admissions, two playdates must be scheduled per week as a minimum and booked in the school's assessments calendar, considering school breaks, which must be confirmed by the education team and shared with admissions.
 - 4.4.5 Admissions shall ensure the preparation of entry observation forms with admissions notes, cover page, and distribution to the SLT to add their assessment observation notes.
 - 4.4.6 Admissions is in control of the playdate invitations, MIS stage updates, date and time updates, and distribution of the list of confirmed attendees to the SLT / FOH.
 - 4.4.7 Admissions shall share the applications supportive documents with the SLT for review.
 - 4.4.8 Admission must be present at playdates, greeting families, directing them to the playdate area, introducing the team, and advising parents on the next step after the playdate or assessments.

- 4.4.9 SLT conduct the observation session and provide the principal with rejection forms for his approval and signature.
- 4.4.10 SLT shall send completed observation forms, cover pages, and feedback to admissions, whether to confirm the offer or to recommend learning support for those who do not meet the year group entry requirements, as well as to mention areas for improvement.
- 4.4.11 SLT shall introduce any POD or learning support concerns to the Head of Inclusion within 24 hours in case HOI will be present during the playdate.
- 4.4.12 Admissions will contact the no-show and offer a rescheduling option if the family is still interested.

4.5 GL - CAT4 - Year 3 - Year 12 - MAP Assessments Grade 3 - Grade 12

- 4.5.1 GL CAT4/MAP is an online test which measures the students verbal, non-verbal, quantitative, and spatial reasoning.
- 4.5.2 Admissions to share the students reports and supporting documents of the applicants with the SLT for review.
- 4.5.3 Admissions shall arrange the assessment invites, MIS prospective stage update, date and time update, and distribution of a list of confirmed attendees to the FOH ensure a welcoming waiting area for the parent.
- 4.5.4 Admissions to manage the CAT4 assessment scheduling counting the school's break.
- 4.5.5 Admissions administer the test invigilator in accordance with the management guidelines for the GL CAT4/ MAP Assessment.
- 4.5.6 Admissions shall download and distribute the results to SLT for review straight after the assessment along with the cover page for the SLT to add their notes and reviews.
- 4.5.7 Admissions must update CAT4 assessment information fields on ISAMS/MIS and assessment feedback forms straight after the assessment.
- 4.5.8 SLT shall send the assessment results to admissions, whether to confirm the offer or to recommend learning support for those who do not meet the requirements for a place, as well as to mention areas for improvement within 2 working days.
- 4.5.9 SLT may support on the assessment observation when required.
- 4.5.10 SLT shall introduce any POD or learning support concerns or highlights to the Head of Inclusion.
- 4.5.11 Admissions would then request re-assessment after SLT consultation.
- 4.5.12 In case of overseas applications, admissions can do the CAT4 test online. Admissions staff will share instructions via email, test link and login details to be shared during the online meeting. Admissions staff should invigilate the test online.
- 4.5.13 Admissions to check with family and SLT the second language option for Y7 - Y9 and update assessment feedback forms.
- 4.5.14 Admissions to request reference and safeguarding form from previous school.

4.6 Year 10/11 Subjects Choices

- 4.6.1 Admissions to verify the applications and the uploaded reports and to share the information with the Head of year for review.
- 4.6.2 Admissions to arrange the CAT4 entry assessment.
- 4.6.3 Post- assessment, Admissions to share the results with SLT for review and to confirm the family meeting date to discuss the I/GCSE subjects' choices.
- 4.6.4 SLT to advise Admissions to make an offer of a place or not, providing the reasons to be disclosed in the rejection email.
- 4.6.5 Admissions will make a conditional offer based on the subjects' availability.
- 4.6.6 Offers of a place in Y11 are only made in exceptional circumstances when the subjects, examination boards, and Principal approval are consistent.
- 4.6.7 Admissions to request reference and safeguarding form from the student's previous school.

4.7 Post 16 phase

- 4.7.1 Admissions to verify the applications and the uploaded reports and to share the information with the Head of year for review.
- 4.7.2 Admissions to arrange the CAT4 entry assessment.
- 4.7.3 Following the assessment, Admissions will share the results with STL for review and will confirm the date for the family meeting to discuss the A Level subject choice and the career path.
- 4.7.4 SLT to advise Admissions to make an offer of a place or a recommendation for learning support for those where we are not offering places.
- 4.7.5 Admissions will make a conditional offer based on subjects' availability and subject to results predicted.
- 4.7.6 Offers of a place in Y13 are only made in exceptional circumstances when the subjects, examination boards, and Principal approval are consistent.

4.7.7 Admissions to request reference and safeguarding form from the student's previous school.

5. Rejection

- 5.1 The average CAT4 means score is 90 so those with less than that need to be reviewed and evaluated by the school's Academic and Inclusion team.
- 5.2 If an application is rejected, the SLT must complete the rejection form, including the reasons and justification for the decision and areas for improvement; the rejection form must be signed by the principal and uploaded to the DMS by the registrar.
- 5.3 Updating the admissions stage name as "failed academic" or "failed behaviour" on the SLT decision.
- 5.4 Sending the standard decline letter, which will include the identified areas for improvement.
- 5.5 If a POD is rejected, Admissions will send the standard decline letter with no additional information, and to maintain a high level of privacy. The school's inclusion Head must communicate the reasons for the decline while maintaining a copy for records for KHDA.

6. Enrolments

6.1 Standard offers

- 6.1.1 Sending the standard offer within 24 hours from receiving the offer recommendation along with the parents' information pack, registration essential required documents and toilet trained policy for early years offers.
- 6.1.2 Informing finance team to issue the deposit payment link.
- 6.1.3 Updating the admissions stage as "offer awaiting acceptance" is a must.
- 6.1.4 Notify the parents that the offer has been sent, as well as advising on the next steps and the offer expiry date (the offer is valid for 7 calendar days).
- 6.1.5 Maintaining the standard follow up on offers and observing a reasonable extension if possible.
- 6.1.6 Maintaining the admissions notes logs with the follow-up records.
- 6.1.7 Sending the standard expiration letter for incomplete acceptance after phoning the parents and informing them on the offer's expiry date.

6.2 Inclusion

- 6.2.1 Students will be given an equal opportunity for admission.
- 6.2.2 A waiting list will be maintained, and children will be invited from the list on a first come first served basis.
- 6.2.3 When a place becomes available the needs of a student with additional learning needs will be fully evaluated to establish if it is possible for the school to accommodate their needs, and if so, with what level of required support and intervention. Review of all diagnostic and evaluative reports, observations of the child in their current setting and meetings with specialists working with the child will be necessary to ensure the correct placement and a successful transition. Parents are required to provide all information and assessments to support our evaluation of their child's needs.
- 6.2.4 The placement of students identified as POD are carefully considered, considering the needs of the individual and the capacity of the class, teachers, and year team. An account is taken of the student's needs, the needs of their peers, protective factors such as friendship groups and relationships with teachers. An effective placement ensures that an advantageous learning environment is maintained for all concerned.

7. Conditional offer

- 7.1 Principal shall liaise with the Head of Inclusion if additional support may be required on a one-to-one basis. Meeting to be held, giving recommendation to parents and agreement sought in writing from parents – Parental Agreement and minutes should be captured from all meetings and attached to the child's DMS in MIS.
- 7.2 Head of Inclusion and Principal/SLT shall arrange and be present at the meeting with parents, when learning support is required. Admissions to request the specialist or supportive documents that need to be reviewed by the inclusion team; inclusion team are then to confirm offer or decline.
- 7.3 Admissions to send a conditional offer of a place with wording for learning support and parental contribution in offer letter.
- 7.4 Update the conditional offer additional information fields in MIS for tracking and reporting.
- 7.5 Inform the parents that the conditional offer has been sent as per the discussion with the HOI, advising on the following steps and the offer expiry date (The offer is only valid for 7 calendar days).
- 7.6 Maintaining the standard follow up on offers and observing a reasonable extension if possible.
- 7.7 Maintaining the admissions notes logs with the follow-up histories.
- 7.8 Admissions to inform the HOI/ Principal of the acceptance to ensure recruitment/placement of staff for one-on-one support. HOI to liaise with the family to provide support in identifying a suitable candidate as 1:1 support and to collate necessary documentation to complete KHDA approvals.

- 7.9 Sending the standard expiration letter for incomplete acceptance after phoning the parents and informing them on the offer's expiry date.
- 7.10 Conditional offer to be placed on waiting list. Admissions to send waiting list application status to the family as directed by the school's inclusion team, offering to move the application to the next academic year.

8. Registration

8.1 Acceptance

- 8.1.1 The default stage name for the acceptance is set to "offer accepted" once the parent completes the online acceptance and submit the file.
- 8.1.2 Admissions to check the acceptance stage daily.
- 8.1.3 Admissions to verify the registration documents, Payment, ensure that all are saved on the DMS and to advise the parent if the payment reference number is required to match the correct students.
- 8.1.4 Admissions to save it the registration documents and forms to the student DMS.
- 8.1.5 Admissions Liaise with finance on the newly accepted / Paid offers and ensure the admissions status update.

8.2 Payment

- 8.2.1 Finance to check the payment references with the bank statement daily and update the MIS once the acceptance fees are received.
- 8.2.2 Finance issues receipts upon reflecting the full payment on the bank account and move the student to new intake.
- 8.2.3 Finance to issue payment links upon request from admissions.
- 8.2.4 Finance issues receipts upon reflecting the full payment on the bank account and update the ADM accordingly.
- 8.2.5 Invoicing and payment as per the fees policy.
- 8.2.6 Refund as per the fees policy ref. The acceptance fees are non-refundable after 30th June and non-transferable to siblings or to next Academic year", except for unforeseen reasons

8.3 Offer letter Terms and conditions.

- 8.3.1 Inclusion condition as defined on the offer letter if any.
- 8.3.2 Attendance 95% attendance rate required.
- 8.3.3 Essential registration documents submission and completion.
- 8.3.4 Registration fees payment proof.
- 8.3.5 Annual tuition fees payment agreement.
- 8.3.6 Fees policy acceptance.
- 8.3.7 Equivalency grade system understanding.
- 8.3.8 Toilet trained for early years.

8.4 Compliance

- 8.4.1 Ensure compliance with regulatory requirements when registering students at Aldar schools and as such is aligned with Dubai's Knowledge and Human Development Authority (KHDA) corresponding the most up to date admissions and registrations regulations on KHDA portal and the Executive Council Resolution No. (2) of 2017 regulating private schools in the Emirate of Dubai, which cover the requirements of and procedures for admitting students to school.
- 8.4.2 Adhere to the Ministerial decree No. 24 for the year 2021 regarding the cut-off date for calculating the age of acceptance for students.
- 8.4.3 Children enrolled from Y2 will be taught compulsory subjects as per the MOE requirements. These subjects are Arabic, Islamic for Muslim children and Social and Moral Education. The school will introduce a tailored Arabic curriculum for all children from FS1.
- 8.4.4 Any demotion is subject to KHDA approval and the provision of a signed KHDA demotion form.
- 8.4.5 The admissions team and the compliance officer shall manage the enrolment and acceptance in accordance with the school's approved capacity in KHDA portal.
- 8.4.6 The compliance officer is responsible for any missing or pending registrations on the KHDA portal. When the KHDA portal opens for the new academic year, the child should be added to KHDA portal.

9. Re-registration

9.1 Commence

- 9.1.1 HQ Enrolments launch the re-registration survey in mid-January.
- 9.1.2 HQ Marketing distributes digital creatives to schools' PREs in mid-January.

- 9.1.3 Admissions to request the re-registration exclusion list from the Head of the Pastoral and Inclusion in mid-January.
- 9.1.4 Inclusion and Pastoral shall refer to the procedure for ending study, for the following year, as described in the behavior and inclusion policies.
- 9.1.5 Admissions to update graduate students' leaving dates and admissions status as confirmed leavers, sending leavers forms to parents in mid-January, and completing clearance activities as soon as they received the leaver form, as well as updating the leaving information and the school retention additional information fields.
- 9.1.6 Parents Relation Executive to arrange the principal letter, including the re-registration survey link, fees for next year, as well as showcasing accomplishments and investment during the previous academic year, to identify who intends to re-register in mid-January.
- 9.1.7 Parents Relation Executive shall publish an open notification for re-registration on all school communication channels and send the principal letter through the parent portal by Jan 24th.
- 9.1.8 Principal letter should be sent to Nursery – Year 11 parents, Year 12: *Insert this para in the letters: Students entering Year 12 may do so depending on their examination results. Therefore, this registration fee is refundable if your child does not continue with their studies.*
- 9.1.9 Do not send the notification to Year 13.

9.2 Re-registration status

9.2.1 Current

- 9.2.1.1 Admissions shall change all existing students' re-registration status to "001 Current" by mid-January and "006 staff children unpaid" for the eligible staff children.
- 9.2.1.2 Admissions shall create and distribute re-registration communication touchpoints for publication and implementation with the PRE, to send the communication out through the approved communication channels.
- 9.2.1.3 Admissions will oversee the follow-up activities to ensure that "001 current" lists are cleared by March 18th.

9.2.2 Intended to Re-register.

- 9.2.2.1 Admissions shall export the survey response daily and update the admissions status accordingly.
- 9.2.2.2 Admissions shall update the re-registration status daily for continuing students' as "002 Intended to Re-register" Until the re-registration fees are paid, this enrolment is not confirmed.
- 9.2.2.3 Staff child who is not entitled for education allowance, to be marked as 002 Intended to re-register until payment made, they must be committed to the re-registration cut-off-dates.
- 9.2.2.4 Any change of the student's re-registration status posts the invoicing date, admissions must share with the Credit Control Team a change of re-registration status list on weekly basis.
- 9.2.2.5 Credit Control Team to action the invoice update within two working days.

9.2.3 Confirmed leaver.

- 9.2.3.1 As a result of a response to a leaver, Admissions shall update the re-registration status as 003 confirmed leaver, informing the Parents Relation to begin retention action.
- 9.2.3.2 Parents Relation to initiate the retention process for non-returning students and update MIS retention tracker. Referring to the leaver's guidelines 11.1.
- 9.2.3.3 School Admissions will oversee the retention action. Parents Relations Executive will notify Admissions of the retention status to update the database and backfill if retention is not possible.
- 9.2.3.4 Once the leaving date has been entered into the MIS, no invoice will be sent out for the confirmed leavers students for the following academic year.
- 9.2.3.5 To support with data collection, any change of the student's re-registration status posts the invoicing date, Admissions must share with Credit Control Team a change of re-registration status list on weekly basis.
- 9.2.3.6 The principal withdrawn list will be marked as confirmed leavers once the principal office shares the final list, after the Finance confirmation. Admissions to update the reason for leaving as "021 School withdrawal outstanding fees and undecided".
- 9.2.3.7 Once the seats are released, any additional re-registration requests or payments should be confirmed with Admissions to advise on seats availability.

9.2.4 Sponsored by Employer

- 9.2.4.1 This status will be allocated for company pay; the parent must provide a company letter/proof of employment to the school finance confirming that the company will pay the fees.
 - 9.2.4.2 Finance to update to share the school entry type.
 - 9.2.4.3 Finance to issue the invoices before July 1st as per the signed agreement.
- 9.2.5 Undecided
- 9.2.5.1 As a result of the response as “undecided”, Admissions to update the status as “005 undecided” informing the Parent Relations Executive for retention action. Referring to leaver’s guideline.
 - 9.2.5.2 Parent Relations Executive shall contact the undecided parents to determine the reasons for being unsure, with a deadline of March 18th.
 - 9.2.5.3 Parent Relations Executive should consult the SLT if necessary to ensure productive retentions.
 - 9.2.5.4 Parent Relations Executive should provide Admissions with an update on the undecided list status every Tuesday to ensure that both departments are on the same page when it comes to reporting.
 - 9.2.5.5 To support with data collection, any change of the student’s re-registration status post the invoicing date, Admissions must share with the school finance a change of re-registration status list on weekly basis.
- 9.2.6 Staff children unpaid
- 9.2.6.1 Admissions to prepare a list of staff children to include the account code, pupil code, student’s name, year group, form, parent staff name, parent staff school, AE employee ID, education fees eligibility (Yes/ No).
 - 9.2.6.2 Before returning the list to admissions, the school HRO must verify, validate, and mark the staff education entitlements in the list. If the staff is at another school, they must communicate with the other school’s HRO.
 - 9.2.6.3 School HRO is then to confirm the education eligibility of the staff listed children.
 - 9.2.6.4 Admissions to confirm with the school HRO the continuation of the eligible staff children for the upcoming Academic year, reviewing the staff check box, eligibility, name, school, and the staff ID by mid-January.
 - 9.2.6.5 Admissions will check for any changes in status following the school HRO validation, update the MIS, and send the final list to the School Finance.
 - 9.2.6.6 Admissions to update the staff children admissions status on ISAMS/MIS as “006 staff child unpaid” in January’s third quarter, only for the continuing eligible staff.
 - 9.2.6.7 Admissions to share the staff children eligible list with School Finance for full year invoicing.
 - 9.2.6.8 School Finance will change the admission status of eligible staff children to “007 Confirmed re-registration” and will issue full year invoices to the eligible staff children list, by July 1st.
 - 9.2.6.9 Finance must notify the staff of any differences (if any), and the staff must pay the difference directly to the school.
- 9.2.7 Confirmed Re-registration
- 9.2.7.1 Students who are unable to register with KHDA due to missing documentation or those with an outstanding account balance, will not be able to enrol for the next academic year until they complete the missing documents and clear the outstanding fees.
 - 9.2.7.2 The seat will be reserved only for the student upon receiving (2,200 AED) registration fees in the school bank account and issuing the re-registration fees receipt by the school finance.
 - 9.2.7.3 School Finance will check the bank statement daily and issue receipts once proof of payment from parents is received. Assuring that there are no outstanding fees from prior years, 1st and 2nd term must be paid and commitment to settle the 3rd term fees after signing a written undertaking. If not, the re-registration will consider as partial payment against T3 O/S, hence the seat will not be confirmed.
 - 9.2.7.4 If the full re-registration amount is successfully received and there are no outstanding balance records, school finance should change the re-registration status to “007 confirmed re-registration”.
 - 9.2.7.5 After receiving confirmation from Credit Control Team that the payment was successful, admissions will send a mail merge from ISAMS/MIS to inform the parents of their child’s reserved seat for the following school year.
 - 9.2.7.6 Re-registration will not be permitted until all fees for the current academic year have been paid.
- 9.2.8 Principal Extension

- 9.2.8.1 Principals continue to have discretion to grant families extensions to pay the re-registration fees from May 1st until May 30th, as a deadline after which seats need to be released. No extensions will be allowed beyond May 30th, beyond this, seats will be released, unless the parents pay the re-registration fees.
- 9.2.8.2 School Finance should review and finalize the unpaid student list who are qualified to re-register next Academic year, under Principal discretion. Based on their commitments and clean historical records, this must be in written along with Principal justification by filling the undertaking letter and having it signed by the principal and the parent.
- 9.2.8.3 The reviewed list by Principal to be sent to the school Finance to raise the re-registration invoice as per timeline and confirm re-registration.
- 9.2.8.4 Accounts should NOT accept payment post the principal withdrawal notice from June 1st onward, without consultation with admissions on the available seats.
- 9.2.8.5 It is the school responsibility to manage school - parent communication around these extensions.
- 9.2.8.6 Final accountability rests with Principals, to account for the bad debt created from non-payment of fees when an extension is granted.
- 9.2.8.7 The re-registration is neither refundable nor transferable to other sibling or another academic year after June 30th.
- 9.2.8.8 Admissions to review the leavers and withdrawals list in ISAMS/MIS, to observe available seats during the re-registration period and the summer for replacement referring to the application guidelines.

9.2.9 Aldar Scholarship

- 9.2.9.1 Students who involved in the Aldar scholarship program will be assigned to “010- Aldar Scholarship” admissions status by the school admissions.
- 9.2.9.2 Credit Control Team to generate the invoices as per the scholarship protocol.

9.3 Credit Control

- 9.3.1 The re-registration confirmation must not be sent if there is an outstanding balance in the student's account.
- 9.3.2 By May 1st if the parents pay the re-registration fee while there is an outstanding balance, the re-registration fees amount will be applied toward any outstanding balance on the student account.
- 9.3.3 Invoicing, refund, and the payment as per fees policy.

10. Leavers

10.1 School Parents Relations

- 10.1.1 Any staff member who has received a leaving notification must direct the parent to the Parents Relations Executive if they are informed that a parent has intention to leave the school.
- 10.1.2 Parents Relations Executive shall contact the parent within 24 working hours of being aware of the parent's intention to leave and observing the reasons for leaving.
- 10.1.3 Parents Relations Executive shall arrange an exit interview to record any concerns and clarify whether the parent can be retained.
 - 10.1.3.1 Regarding reasons for leaving, such as “leaving UAE” or “Leaving the Emirates”, the Parents Relations Executive shall schedule a meeting to discuss any necessary paperwork to help student’s transition, provide advice on leaving protocol and sending the leaver form in the standard leaving confirmation email that includes a link to the exit survey.
 - 10.1.3.2 Leaving due to a reason other than leaving the Emirate or the country, the Parent Relations Executive shall arrange a meeting with the parent of the leaving child and a senior leadership team member to discuss retention options and get input on the leading cause of their decision.
- 10.1.4 Parents Relation Executives should discuss the retention options with the principal deploying the active retention programs.
 - 10.1.4.1 Parents Relation Executives should discuss the retention options with the OSM for transportation and facilities reasons and get approval from the principal if a solution can be offered.
 - 10.1.4.2 Parents Relations Executives should discuss the reasons for leaving due to education or pastoral with school senior leadership for possible retention and resolution of the complaint.

- 10.1.5 Parents Relation Executives shall cross-sell other schools within the Aldar Education network if the family is relocating to Abu Dhabi or Al Ain.
- 10.1.6 Parents Relations Executives shall update the retention additional information fields on MIS and the leaving information.
 - 10.1.6.1 RTN/SCH exit interview date.
 - 10.1.6.2 RTN/ SCH Exit interview conducted: Drop Down (Yes/No).
 - 10.1.6.3 RTN/ SCH Exit interview type: Drop Down (Phone call – Virtual meeting – Face to face meeting).
 - 10.1.6.4 RTN/ SCH Exit interview outcome: Drop Down (Retained – Retention not possible) if it is still ongoing, add an update to the leaver's notes).
 - 10.1.6.5 RTN/ SCH Date of receiving leaving notification.
 - 10.1.6.6 RTN/SCH Date of receiving leaving form.
- 10.1.7 If Retention is not possible: Parents Relations should initiate the leavers process for the confirmed leavers by entering the student's leaving date in ISAMS/MIS and sending the leavers form to the parent, copying admissions to notify them that the student has been confirmed to leave providing the leaving information for MIS update.
- 10.1.8 Parent Relations Executive shall follow up with the parents until they return the signed leaver form, collecting all clearance signatures, and returning the completed, signed, and stamped forms to admissions.
- 10.1.9 Parents Relation Executive to send monthly leavers report to the principal for leaving reasons insights and CC' Customer Relations Manager for HQ support in retention and auditing.

10.2 School Finance

- 10.2.1 Finance shall generate weekly list of outstanding fees for leavers and distribute the list to Principals, Parents Relations, and Admissions.
- 10.2.2 Finance to notify the Parents Relations Executive and Admissions when the outstanding fees settle to finalise the leaving process.

10.3 Principal

- 10.3.1 Principal shall review the reasons for leaving insights and develop a correction strategy.
- 10.3.2 Leaver letter to be signed and stamped by relevant teams if all balances have been paid and all items have been returned (books, instruments, sports equipment, IT devices).

10.4 School Admissions

- 10.4.1 Upon receiving the leavers confirmation, Admissions shall verify and fill any missing leaving information in ISAMS/MIS.
- 10.4.2 Admissions shall update the admissions stage & status to confirmed leavers.
- 10.4.3 Admissions to ensure the backfilling is actioned in accordance with the admissions policy and service guidelines.
- 10.4.4 Confirmed leavers completed clearance
 - 10.4.5 Admissions shall upload the completed, signed, and stamped form to the students' DMS.
 - 10.4.6 At the end of the year the MIS Manager will transfer the confirmed during the academic year rollover.
- 10.4.7 Confirmed leavers outstanding clearance
 - 10.4.7.1 Admissions must retain the student on the current stage until the term report is released and the KHDA marks files are exported before moving them to the leaver stage in engage at the end of the student's last day, while noting the date of leaving if it is close to the end of the term.
 - 10.4.7.2 Admissions to add note on the leaving information that the clearance is still pending. If the leaving date is during the Academic year.
 - 10.4.7.3 At the end of the Year, MIS Manager will transfer the confirmed leavers during the academic year rollover.
 - 10.4.7.4 Admissions to make sure to remove the leavers from CAT4 database.
- 10.4.8 KHDA Withdrawal
 - 10.4.9.1 During the Academic year, KHDA compliance officer can issue the Transfer certificate only if the student's account is clear. The academic year will be mentioned as "Incomplete".
 - 10.4.9.2 Compliance should not withdraw any students at the end of the academic year before uploading end of year grades.

10.4.9.3 Once end-of-year grades are uploaded to KHDA portal by the end of the academic year, and the pupils are promoted to the following academic year, compliance can issue transfer certificates marking the academic year as “Complete” and student “promoted to the following year”.

10.4.9.4 Compliance shall print the transfer certificate for all leavers moving to schools within Dubai or UAE, and only for cleared students, and upon the payment of an amount of 120 AED as requested by KHDA. The Transfer certificate can be issued to families moving outside UAE upon their request against a payment of 120 AED for KHDA.

10.4.9.5 Admissions to inform finance to issue the payment link for the 120 AED- KHDA fees for issuing transfer certificate. At the start of the new academic year if the clearance remains pending, compliance can withdraw the students retaining them by putting them in “Temp Class” ticking fees outstanding in KHDA Portal.

10.4.9 Graduate and phase transfer students

10.4.9.1 When re-registration begins, a standard leaver form will be sent by the registrar to all KCD graduate students.

10.4.9.2 Admissions shall update the leaving date to coincide with the end of the academic year.

10.4.9.3 Admissions shall update the leaving information, leaving date, Reason for leaving, Destination school/University, Type of transfer- Term of leaving - Year of leaving and leavers notes.

10.4.9.4 Admissions to inform finance to issue the payment link for the 120 AED - KHDA fees for issuing transfer certificate.

10.4.9.5 Transfer certificates for GCSE and AL students will not be issued before the results are announced.

10.4.9.6 KHDA report cards with detailed grades need to be issued by compliance for students leaving by Year 10 or above against 120 AED KHDA fees. Report cards with detailed grades might be requested from families relocating outside UAE in lower grades too.

11. KHDA Registration

11.1 KHDA is Electronic Student Information System is a fully automated online process introduced by KHDA to establish a comprehensive student database of all private schools in Dubai. KHDA introduced the KHDA system to enhance the student information data including and not limited to students’ registration, student results. Student transfers from one school to another within Dubai. In KHDA each user is given a unique username and password. The username is attached to a role which determines what you can see and do within the application.

11.2 Admitting new student to KHDA:

11.2.1 Registering new student with a clear copy of Emirates ID (front and back) for the student and one parent. Compliance officer will upload the Emirates ID copies and attaching the transfer certificate received from the student confirming his last school and last year group completed (from Year 3 onward).

11.2.2 A request to verify the mobile number and email will go to the parent via SMS and email. Parents need to click on the links to confirm verification.

11.2.3 Once verification is done, compliance can publish the KHDA parent contract and share with parents a guide on how to view and sign it.

11.2.4 If the contract is not signed the school has the right to withhold the child's school report and not enroll the child for next academic year.

11.2.5 Families moving from overseas who have their residency and Emirates IDs under process will have up to 30 days from the child's starting date to submit the missing documents.

11.2.6 The school will ask parents to sign an undertaking letter confirming terms and conditions for registration with missing documents. The school has the right to withhold the child's school reports and not enroll the child for the next academic year if the missing documents are not submitted within 30 days.

11.2.7 Registering Diplomats families with a valid diplomatic card, compliance to check in the box of student has no EID, select diplomatic cards, enter the card number in the application number fields and fill the dates as per the card. The information will be added manually and upload a copy of the valid diplomatic card to KHDA.

11.2.8 Compliance should upload the attested transfer certificate or report card to KHDA. Transfer certificate should be attested as per the below published by KHDA:

11.2.8.1 Other Emirate in the UAE or GCC Countries: School principal’s signature and school stamp and attestation by the Educational Authority in that Emirate or attestation by the MOE in the GCC Country.

11.2.8.2 North America, Western Europe and Australia: School principal’s signature and school stamp.

11.2.8.3 Middle East (excluding the UAE), South and Central America, Asia, Russia and former Russian States, Eastern Europe, Africa, and New Zealand: School principal’s signature and school stamp, attestation

by the MOE in the country of origin, attestation by the UAE embassy or consulate in the origin country OR by the Ministry of Foreign Affairs in the UAE.

11.3 MOE Equivalency requirement

11.3.1 Transfer from British to US Curriculum

- 11.3.1.1 Students who are changing the curriculum after G10/Year 11, must provide the schools with a valid MOE equivalency certificate to be admitted.
- 11.3.1.2 Registrar must send a conditional offer for G10 – G12 students, to submit the MOE equivalency Certificate and the Board Exam Pass Results by the end of August.
- 11.3.1.3 Students in G10/ Y11 can attend the school only if the academic team can calculate Grade 9 / Y10 credits.
- 11.3.1.4 Students in G11-G12 can't attend the school until the MOE equivalency certificate is submitted.

11.4 Transfer from US to British Curriculum

- 11.4.1 Students who are changing the curriculum after G10/Year 11, must provide the schools with a valid MOE equivalency certificate to be admitted.
- 11.4.2 Admissions must send a conditional offer for Year 11 – Year 12 students, to submit end of August MOE equivalency Certificate and the Board exam pass results.
- 11.4.3 Students in Y12 – Y13 can't attend the school till the MOE equivalency certificate is submitted.

11.5 Students Placement

Students will be placed in year groups or grades in accordance with KHDA/MOE regulations. Where practical, a child will be placed into the year group according to their age from Nursery/Pre-KG to Year 2/Grade1 and according to year/grade progression from Year 3/Grade 2 and above. For example, when a child completes Year 2/Grade 1 they will be enrolled in Year 3/Grade 2 and when a student completes Year 3/Grade 2 they will be enrolled Year 4/Grade 3. Unless if the student is coming from a school within UAE, the new school must honour the Transfer certificate and place the child accordingly.

11.5.1 Retaking

11.5.1 Any Demotion request needs to be approved by KHDA. The KHDA Demotion form needs to be signed by the parents and the school with reason of demotion and uploaded to KHDA portal under Demotion requests. Once approved, the Demotion request needs to be uploaded to KHDA portal with the registration documents for the child.

11.5.2 Promoting

- 11.5.2.1 In case of promoting a child, KHDA only asks for a letter from the school confirming the reason and the child's latest CAT4 test with a score not less than 125.
- 11.5.2.2 For students coming from schools ending in December, they can join in term two in the following year level based on the strength of their school report, CAT4 test and if they are age appropriate for that year group. The school would recommend for these children to repeat the same academic year if they are coming from non-British schools, school report is not strong, CAT4 test is below 100 or they are not age appropriate for that year group.

12. Associated Guidance

12.1 Further information is outlined in the following documents available on the Aldar Education online portal:

- 12.1.1 PL-OP-ME-001 - Admissions policy
- 12.1.2 Relevant policies/guidelines and forms (Finance/Education)
- 12.1.3 Relevant policies/guidelines and forms (School based)

12.2 The above documents are owned by HQ Operations and will be reviewed in line with the assessment cycle.

Responsibility

School Principal	Implementation & Review
School Operations Lead	Implementation & Review
School Staff	Implementation
HQ Admissions Team	Development, Implementation, Compliance & Review