



JC PARENT HANDBOOK

2020-2021

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June 2020

Dear Parents

Welcome to Jumeirah College.

I would like to extend a very warm welcome to you and your family as you join Jumeirah College. I am delighted that you have chosen us as your preference for secondary education here in Dubai.

As one of the leading 11 – 18 schools offering the National Curriculum for England both in Dubai and the Middle East, we believe that your son/daughter will be joining a College that has high expectations of its learners in everything they do. High standards of self-discipline, work ethic and conduct are the norm. In addition, we have high expectations of our students in terms of their participation in the full life of the College, from their academic studies to the extensive extracurricular programmes that we offer. Our enrichment activities are central to the College's philosophy and objectives and are central to the everyday life at Jumeirah College.

We have a highly dedicated and talented staff who work tirelessly to support the progress and development of every student at the College. Their work is supported by an excellent administrative team, first-rate facilities and excellent curriculum resources.

Our external examination results year on year, both at GCSE and A level, serve as a testimony to the academic success of our students who go on to access their preferred university courses across the world. Beyond this, Jumeirah College prides itself in providing a warm and caring environment for its students and developing well-rounded young people who are capable of succeeding at the highest levels in their adult lives. Our outstanding status as judged by DSIB supports the story of our commitment to the highest educational standards.

We are privileged to welcome your son/daughter to our College and we gladly accept the trust and faith that you have shown in us to provide the very best possible education for them. All at the College look forward to working with you and your son/daughter as you embark on your secondary education with us.

Kind regards,

Mr M Morris
Principal



Summary of Term Dates 2020-2021

Winter Term 2020

New Student Induction - Year 8 to Year 10*	Sunday 30 August
New Student Induction - Year 7 & Year 12	Monday 31 August
Start of term for All Students	Tuesday 1 September
Staff Training Day (Students not in school)	Thursday 15 October
Half Term	Sunday 18 October - Thursday 22 October (inclusive)
<i>*Prophet Mohammad's (PBUH) Birthday</i>	<i>Thursday 29 October</i>
<i>*National Commemoration Day & UAE National Day Holiday</i>	<i>Monday 30 November to Thursday 3 December (inclusive)</i>
Last day of term	Thursday 10 December

Spring Term 2021

Start of term	Sunday 3 January
Staff Training Day (Students not in school)	Thursday 11 February
Half Term	Sunday 14 February - Thursday 18 February (inclusive)
<i>*Isra'a Wal Mi'raj</i>	<i>Thursday 11 March</i>
Last day of term	Thursday 25 March

Summer Term 2021

Start of term	Sunday 11 April
<i>*Eid Al Fitr</i>	<i>Thursday 13 May</i>
Staff Training Day (Students not in school)	Sunday 30 May
Last day of term	Thursday 1 July

**All Islamic holidays are subject to confirmation by the Ministry of Education*

College Information

Contact Details

Tel: 04 395 5524
Fax: 04 395 4586
www.gemsjc.com

Postal Address

Jumeirah College
PO Box 74856
Dubai, UAE

Physical Address

Street 19
Al Safa 1
Dubai, UAE

College Timings *

Sunday to Wednesday

07.45 – 07.50 Morning Registration
07.50 – 08.45 Period 1
08.45 – 09.40 Period 2
09.40 – 10.00 Break
10.00 – 10.55 Period 3
10.55 – 11.50 Period 4
11.50 – 12.40 Lunch
12.40 – 13.10 Study Time
13.10 – 14.05 Period 5
14.05 – 15.00 Period 6

Please note: All students should be inside the College gates no later than by 7:42am, this is to enable all students to reach their form room before 7:45am.

Thursday

07.45 – 07.50 Morning Registration
07.50 – 08.45 Period 1
08.45 – 09.40 Period 2
09.40 – 10.35 Period 3
10.35 – 11.00 Break
11.00 – 11.55 Period 4
11.55 – 12.50 Period 5
12.50 – 13.00 Afternoon Registration

During Ramadan

Sunday to Wednesday

08.30 - 08.35 Morning Registration
08.35 - 09.15 Period 1
09.15 - 09.55 Period 2
09.55 - 10.10 Break
10.10 - 10.50 Period 3
10.50 - 11.30 Period 4
11.30 - 11.55 Lunch
11.55 - 12.10 Study Time
12.10 - 12.50 Period 5
12.50 - 13.30 Period 6

Please note: All students should be inside the College gates no later than by 8:27am, this is to enable all students to reach their form room before 8.30am.

Thursday

08.30 - 08.35 Morning Registration
08.35 - 09.20 Period 1
09.20 - 10.05 Period 2
10.05 - 10.50 Period 3
10.50 - 11.15 Break
11.15 - 12.00 Period 4
12.00 - 12.45 Period 5
12.45 - 13.00 Afternoon Registration

**subject to change*

College Staff

All staff email addresses are to be found on the Communicator.
HOD Denotes teacher in charge of subject area or post-holder within the department.

Principal & Senior Leadership Team

Principal	Mr M Morris	principal_jcd@gemsedu.com
Vice-Principal	Mr R Kesterton	r.kesterton_jcd@gemsedu.com
Vice-Principal & Safeguard Lead	Miss L Rodger	l.rodger_jcd@gemseu.com
Assistant Principal	Mrs C Misra	c.misra_jcd@gemsedu.com
Assistant Principal	Mr S Pedder	s.pedder_jcd@gemsedu.com
Senior Teacher	Miss M Ryan	m.ryan1_jcd@gemsedu.com
Senior Teacher	Miss E Davies	e.davies_jcd@gemsedu.com

Pastoral Staff

Head of Year 7	Mr J Woolcock	j.woolcock_jcd@gemsedu.com
Head of Year 8	Mrs H Godinho	h.godinho_jcd@gemsedu.com
Head of Year 9	Miss N Deans	n.deans_jcd@gemsedu.com
Head of Year 10	Mrs L Radcliffe	l.radcliffe_jcd@gemsedu.com
Head of Year 11	Mr S Pedder	S.pedder_jcd@gemsedu.com
Head of Year 12	Miss M Ryan	m.ryan1_jcd@gemsedu.com
Head of Sixth Form	Mr R Lawton	r.lawton_jcd@gemsedu.com
Achievement Coordinator	Miss E Hearty	e.hearty_jcd@gemsedu.com
Pastoral Leader/ Assistant Head of Year 11	Ms C Enright	c.enright_jcd@gemsedu.com

College Post Holders

Head of Inclusion	Ms L Dawson	l.dawson_jcd@gemsedu.com
National Studies Coordinator	Mr S Forestiero	s.forestiero_jcd@gemsedu.com
International Award Scheme - Bronze	Ms C Clancy	c.clancy_jcd@gemsedu.com
International Award Scheme - Silver & Gold	Mr D Cooper	d.cooper_jcd@gemsedu.com
Educational Visits Coordinator	Mrs C Misra	c.misra_jcd@gemsedu.com
Extracurricular Activities Coordinator	Mr S Pedder	s.pedder_jcd@gemsedu.com
Academic Enrichment Coordinator	Mr D Hagar	d.hagar_jcd@gemsedu.com

Subject Heads & Teachers

Arabic & Islamic Education

HOD - Mrs A Roushdy	a.roushdy_jcd@gemsedu.com	Mrs R Mahdy	r.hosnisalahel_jcd@gemsedu.com
Ms S Elwaer	s.elwaer_jcd@gemsedu.com	Mr M Hassanin	m.hassanin_jcd@gemsedu.com
Mr M Afzal	m.afzal_jcd@gemsedu.com	Mr W Hemaidda	w.hegazi_jcd@gemsedu.com
Mr M Nabhan	m.nabhan_jcd@gemsedu.com		

Art

HOD - Miss S Jackson	s.jackson_jcd@gemsedu.com	Miss K King	k.king_jcd@gemsedu.com
Miss E Parsons	e.parsons1_jcd@gemsedu.com		

Business Studies & Economics

HOD - Mr N De Garis	n.degaris_jcd@gemsedu.com	Miss M Ryan	m.ryan1_jcd@gemsedu.com
Mr K Dawson	k.dawson_jcd@gemsedu.com	Miss C Doherty	c.doherty_jcd@gemsedu.com
Miss A O'Keefe	a.okeefe_jcd@gemsedu.com	Mr P Quane	p.quane_jcd@gemsedu.com

Design & Technology

HOD - Mr G Parkin	g.parkin_jcd@gemsedu.com	Mr M Cahalane	m.cahalane_jcd@gemsedu.com
Mr S Forestiero	s.forestiero_jcd@gemsedu.com		

Drama

HOD - Mr R Burke	r.burke_jcd@gemsedu.com		
Ms K Pegna	k.pegna_jcd@gemsedu.com		

English & Media Studies

HOD - Miss K Trotman	k.trotman_jcd@gemsedu.com	Ms R Brewer	r.brewer_jcd@gemsedu.com
Media Studies- Miss D Irwin	d.irwin_jcd@gemsedu.com	Miss O McCombe	o.mccombe_jcd@gemsedu.com
Miss E Tossell	e.tossell1_jcd@gemsedu.com	Ms M Ashton	m.ashton_jcd@gemsedu.com
Mrs L Larsen	l.larsen_jcd@gemsedu.com	Mr R Simpson	r.simpson_jcd@gemsedu.com
Mrs F Varley	f.phillips_jcd@gemsedu.com	Ms N Parchment	n.parchment_jcd@gemsedu.com

Geography

HOD - Mrs S White	s.white_jcd@gemsedu.com	Mr J Woolcock	j.woolcock_jcd@gemsedu.com
Mrs N Kesterton	n.kesterton_jcd@gemsedu.com	Mrs S Hallam	s.hallam_jcd@gemsedu.com

History & A-Level Politics

HOD - Mrs K Storey	<i>k.storey_jcd@gemsedu.com</i>	Ms A Balfe	<i>a.balfe_jcd@gemsedu.com</i>
Mr R Kesterton	<i>r.kesterton_jcd@gemsedu.com</i>	Mr J Troxler	<i>J.troxler_jcd@gemsedu.com</i>
Mr D Kilpatrick	<i>d.kilpatrick_jcd@gemsedu.com</i>	Mr L Sugden	<i>l.sugden_jcd@gemsedu.com</i>

ICT & Computer Science

HOD - Mr I Munshi	<i>i.munshi_jcd@gemsedu.com</i>	Mr S Salah	<i>s.salah_jcd@gemsedu.com</i>
Mr G Dela Cruz	<i>g.delacruz_jcd@gemsedu.com</i>	Mrs L Radcliffe	<i>l.radcliffe_jcd@gemsedu.com</i>

Mathematics

HOD - Mr P Tank	<i>p.tank_jcd@gemsedu.com</i>	Ms C Clancy	<i>c.clancy_jcd@gemsedu.com</i>
Second in Maths: Mrs N Ford	<i>n.ford_jcd@gemsedu.com</i>	Mr Z Noor	<i>z.noor_jcd@gemsedu.com</i>
Mr D Williams	<i>d.williams_jcd@gemsedu.com</i>	Mr Y Patel	<i>y.patel_jcd@gemsedu.com</i>
Mrs T Hosking	<i>t.hosking_jcd@gemsedu.com</i>	Mr A Banton	<i>a.banton_jcd@gemsedu.com</i>
Mr R Lawton	<i>r.lawton_jcd@gemsedu.com</i>	Mr B Keane	<i>b.keane_jcd@gemsedu.com</i>
Ms N Solani	<i>n.solani_jcd@gemsedu.com</i>	Mr M Eedan	<i>m.eedan_jcd@gemsedu.com</i>
Miss J Killin	<i>j.killin_jcd@gemsedu.com</i>	Mrs J Jevons	<i>j.jevons_jcd@gemsedu.com</i>

Modern Foreign Languages

HOD - Mrs F Temple-Smith	<i>f.templesmith_jcd@gemsedu.com</i>	Mrs S Spiers	<i>s.spiers_jcd@gemsedu.com</i>
Mrs L Trivic	<i>l.trivic_jcd@gemsedu.com</i>	Ms L Cañadillas Perea	<i>l.canadillaspe_jcd@gemsedu.com</i>
Mrs A Jenkinson	<i>a.jenkinson_jcd@gemsedu.com</i>		

Music

HOD - Ms S Wetherell	<i>s.wetherell_jcd@gemsedu.com</i>	Ms N Bath	<i>n.bath_jcd@gemsedu.com</i>
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Physical Education (PE)

HOD - Miss E Davies	<i>e.davies_jcd@gemsedu.com</i>	Miss H Southam	<i>h.southam_jcd@gemsedu.com</i>
Mr M Richards	<i>m.richards_jcd@gemsedu.com</i>	Mr G Stokes	<i>g.stokes_jcd@gemsedu.com</i>
Mr S Pedder	<i>s.pedder_jcd@gemsedu.com</i>	Miss N Deans	<i>n.deans_jcd@gemsedu.com</i>

Psychology

HOD - Ms L Johnson	<i>l.johnson_jcd@gemsedu.com</i>	Miss L Rodger	<i>l.rodger_jcd@gemsedu.com</i>
Ms J Thompson	<i>j.thompson_jcd@gemsedu.com</i>	Ms J Gregson	<i>j.gregson_jcd@gemsedu.com</i>

Science

HOD - Miss S Johal	<i>s.johal_jcd@gemsedu.com</i>	Miss E Hearty	<i>e.hearty_jcd@gemsedu.com</i>
HO Physics- Mr D Hagar	<i>d.hagar_jcd@gemsedu.com</i>	Mr D Cooper	<i>d.cooper_jcd@gemsedu.com</i>
HO Chemistry- Mr A Khan	<i>a.khan_jcd@gemsedu.com</i>	Mrs S Aziz	<i>s.aziz_jcd@gemsedu.com</i>
HO Biology- Miss K Wing	<i>k.wing_jcd@gemsedu.com</i>	Mr K Nisar	<i>k.nisar_jcd@gemsedu.com</i>
Mrs H Godinho	<i>h.godinho_jcd@gemsedu.com</i>	Mrs C Misra	<i>c.misra_jcd@gemsedu.com</i>
Mr A O'Regan	<i>a.oregan_jcd@gemsedu.com</i>	Miss C Enright	<i>c.enright_jcd@gemsedu.com</i>
Miss M Marmar	<i>m.marmar_jcd@gemsedu.com</i>	Miss G Daly	<i>g.daly_jcd@gemsedu.com</i>
Mrs C Scott	<i>c.scott_jcd@gemsedu.com</i>	Mrs J Rourke	<i>j.rourke_jcd@gemsedu.com</i>

Inclusion

HOD - Ms L Dawson	<i>l.dawson_jcd@gemsedu.com</i>	Mrs R Riordan	<i>r.riordan_jcd@gemsedu.com</i>
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Contact the School – Admin Department

Admissions Secretary	Mrs Renata Lynch	<i>r.butkute_jcd@gemsedu.com</i>
Careers Counsellor	Mrs L Willmoth	<i>l.willmoth_jcd@gemsedu.com</i>
College Counsellor	Mrs E Gregory	<i>e.gregory_jcd@gemsedu.com</i>
Doctor	Dr M Mamdouh	<i>m.botros_jcd@gemsedu.com</i>
Examinations Officer	Miss J McCully	<i>j.mccully_jcd@gemsedu.com</i>
Feedback	JC Feedback Email Address	<i>feedback_jcd@gemsedu.com</i>
Librarians	Miss E Davenport	<i>e.davenport_jcd@gemsedu.com</i>
Nurses	Mrs A Sibanda	<i>a.sibanda_jcd@gemsedu.com</i>
	Mrs J D'Souza	<i>j.dsouza_jcd@gemsedu.com</i>
	Miss C Laude	<i>c.laude_jcd@gemsedu.com</i>
PA to the Principal	Mrs N Estrugo	<i>n.estrugo_jcd@gemsedu.com</i>
Parent Relations Executive	Mrs J El Fadl	<i>j.elfadl_jcd_jcd@gemsedu.com</i>
Reception	Mrs S Kankaanpaa	<i>jcd_reception@gemsedu.com</i>
	Mrs M Smith	
Registrar	Mrs J Hubbard	<i>j.hubbard_jcd@gemsedu.com</i>

Kindly note email is a preferred method of communication as staff are in lessons during the day.
Please be advised that staff have a 24 hours in which to respond.

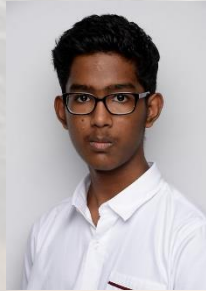
Student Leadership

STUDENT EXECUTIVE

exec.jcd@jumeirahcollege.com



Head Girl
Nour Emara



Head Boy
Arvind Sethu



Deputy Head Girl
Myome Mortimer-Davies



Deputy Head Boy
Ethan Kesterton

HOUSE CAPTAINS

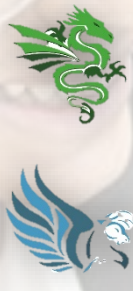
Fihri House Captains



Priscille De Mascarel



Varun Mittal



Diya Changani

Gibran House Captains



Prithvi Rao

Majid House Captains



Maham Mir



Akas Sabharwal



Alizeh Shaikh

Sina House Captains



Taine Baggott

SPORTS CAPTAINS



Sports Captains
Thomas Mariadason



Rhea Makhija



Sophia Fikree



Deputy Sports Captains
Iman Ibraheem Alabi

Student Leadership



ARTS CAPTAINS

Sydelle Bhalla



Sanya Saxena



HEADS OF HAPPINESS

Manav Kohli



Suhani Sharma



Head of Innovation

Nitya Bhat



Head of Innovation

Aditya Dahiya



Head of Charity & Service

Jenifer Hosking



Head of Cultural Committee

Rayaan Abdallah



Head of Eco-Committee

Devansh Chopra



COLLEGE PROCEDURES

Attendance and Punctuality

Attendance & Absences

Research shows that attendance and punctuality are the single most important factors in school success. Absence will impact upon a student's ability to maximise their potential. Occasionally there may be times when absence is unavoidable, and on these occasions it will be the student's responsibility to catch up on all of the work missed. DSIB expectations include an attendance rate of over 98%.

For planned absences parents must complete the **Authorised Absence Request form** which can be collected from reception, and submit this to the relevant Head of Year with as much notice as possible. If approved, the information will be up-dated on our electronic registers. Please note, we are restricted by the KHDA as to what we are able to authorise as absence in term time. We ask that all holidays are taken outside of term time only and do not extend beyond this. Similarly, all medical appointments should ideally be made outside College working hours. **For unplanned absences an email should be sent to the relevant Head of Year and Tutor before 7.45am on the day of absence.**

No student may leave the College premises without permission until the end of the College day as this will be regarded as truancy. Students who commit acts of truancy inside College or off campus risk their College place.

Punctuality

As a College, we believe that punctuality displays a person's respect for people and time. Being punctual is an indication that you are a reliable person and respectful of others. It is important to set positive patterns for the future and the development of such habits develop at a young age.

All students should have passed through the entrance gates at the latest by **7:42am**. The side gate will close at 7:42am prompt and students who arrive after this time will be recorded as late.

Sanctions for late arrival are as follows:

- 2 x late in one week - Thursday afternoon pastoral detention.
- 4 x late in one month - Thursday afternoon pastoral detention.

Pastoral detentions take place on Thursday afternoons from 1pm-2pm in the Sixth Form study area and students should bring homework to complete. Detentions are supervised by Heads of Year. One missed detention will result in a lunch break detention, and any further missed detentions may result in short term exclusion.

A persistent pattern of lateness could result in a short term exclusion from the College or eventual non-enrolment for the following academic year.

Band	Outstanding	Good	Adequate	Inadequate
%	98% or above	96%-97.9%	92%-95.9%	Less than 92%
What does this mean?	Well done. According to the Dubai School Inspection Bureau your attendance percentage is outstanding. This will make it more likely that your progress will be outstanding. Research shows that attainment and attendance are very closely linked.	According to the Dubai School Inspection Bureau your attendance percentage is good. Over the academic year this equates to being absent for more than 3.5 days and missing more than 21 lessons.	According to the Dubai School Inspection Bureau your attendance percentage is adequate. Over the academic year, this equates to being absent for more than 7 days and missing more than 42 lessons. Catching up with missed work is not an effective substitute for attending lessons.	According to the Dubai School Inspection Bureau you have inadequate attendance. Over the academic year, this equates to being absent for more than 14 days and missing more than 84 lessons. Your progress and attainment will be seriously affected by your missed lessons.
What to expect	Praise from your Form Tutor and Head of Year. Termly certificate awarded in formal Year Assemblies for 100% attendance. Entered into the termly prize draw for 100% attendance. Outstanding progress and attainment.	Discussion with Form Tutor. Set targets to improve your attendance. Catch up with missed work.	Email home from your Form Tutor. Set targets to improve your attendance. Catch up with missed work.	Parental meeting with Form Tutor and Head of Year. Set targets to improve your attendance. Attend termly intervention workshops with Head of Year. Catch up with missed work.

General Information

Curriculum Organisation

We are currently launching a new and improved VLE (called My Learning) which will further integrate the multiple platforms we work across. The curriculum at Jumeirah College is organised into three key stages:

- ⇒ **Key Stage 3** **Years 7-9** **11-14 years old**
- ⇒ **Key Stage 4** **Years 10-11** **14-16 years old**
- ⇒ **Key Stage 5** **Years 12-13** **16-18 years old (also referred to as 6th Form)**

The English National Curriculum specifies subjects to be studied up to the end of Key Stage 3 and attainment is measured in levels from 1-7 in most cases but level 8 and Exceptional Performance can also be recorded. Sub-levels are allocated to distinguish between students who are just entering a level by demonstrating some of the required features e.g. 5c. Those students demonstrating many of the required features of a level 5 would be awarded a 5b, whilst a 5a indicates that the student demonstrates all of the features required and is nearly ready to move onto the next level.

During Key Stage 4 most students undertake two years of study for the General Certificate of Secondary Education (GCSEs) in English Language, English Literature, Mathematics, Biology, Chemistry and Physics and an additional four options from a wide range of subjects. In each subject completed, students are awarded a grade ranging from A* - G, with most of our students targeting and achieving A* - B grades. This grading system is changing to a 1-9 scale. With a grade 8 roughly equivalent to the current A* and a grade 4 or 5 representing the current C grade.

Our Virtual Learning Environment (VLE) is known as the GEMS Learning Gateway (GLG), and is an excellent source of information about College matters. The GLG is up-dated regularly and additional features are to be added over the coming months.

Educational Visits

Each student will have the opportunity to participate in a range of educational visits. These are mapped against the curriculum and aim to ensure our students have access to opportunities to challenge and develop themselves beyond the classroom. The educational visits booklet will be emailed to you and is also published on the College web-site in June for the following academic year. Please note that some trips are fully booked within days of the letter being issued as almost all trips are on a first-come, first-served basis.

***Students will not be able to sign up for International Educational Trips if there are outstanding tuition fees.**

Extracurricular Activities (ECAs)

Each term there is a wide range of extracurricular activities available that students are encouraged to undertake and enjoy. It is recommended that students further develop existing skills and interests as well as exploring new opportunities and challenges by committing to at least two different activities each week per term. Details of the extracurricular programme are posted on the website and communicated through the tutor teams at the beginning of each college term.



Essential Documents

Documents required by the Knowledge and Human Development Authority (KHDA)

- Original Transfer Certificate (For students joining from outside Dubai only)
- Copy of Student's passport x 1
- Copy of Student's Residence Visa x 1
- Emirates ID card (front and back of both parents and students) x 1

Please note we are required to submit all registration documents to the Ministry of Education within ONE month of your son/daughter's admission, we have been informed that no extensions will be granted and students will be asked to leave the College if we have not received the required documents.

This is by instruction of the Ministry of Education and is not a GEMS or Jumeirah College decision.

Documents required by Jumeirah College:

- ⇒ Sponsor's Passport copy
- ⇒ Sponsor's Residence Visa copy
- ⇒ Sponsor's Emirates ID copy
- ⇒ Student's Passport copy
- ⇒ Student's Residence Visa copy
- ⇒ Student's Emirates ID copy
- ⇒ Internet Access/Permission Form
- ⇒ Off Site Permission Form
- ⇒ Medical Consent Form
- ⇒ Student Medical History
- ⇒ Consent for immunisation form
- ⇒ Contact Information Form
- ⇒ Code of Conduct
- ⇒ Home School Agreement
- ⇒ DDAUA Summary
- ⇒ Photography Permission Form

المعرفة
Knowledge
المعرفة

This documentation is required at the time of offer acceptance in order to complete your son/daughter's enrolment.

Once forms are returned and your son/daughter is enrolled, please ensure you inform us of any changes to your son/daughter's contact details. Please notify the nurse of any changes to your son/daughter's health.

Should a new passport and/or residence visa and/or Emirates ID Card be obtained for the student and/or parents, please provide a copy without delay.

Parent School Contract

The Knowledge and Human Development Authority (KHDA) recently introduced an initiative called The Parent/School Contract. This contract has been introduced to ensure that through clarity and transparency, schools and parents are aware of their duties and responsibilities towards each other and towards their children. It benefits both schools and families by clearly identifying agreed terms and conditions in the form of a contract; these terms and conditions stipulated in the contract will also be a reference for dispute resolution. KHDA will uphold the agreement stipulated in the contract when a party refers a matter to KHDA for deliberation and endorsement. Families are encouraged to read the contract carefully and seek clarification regarding any queries prior to signing it.

The school will prepare the contract for each new student and it will be forwarded to parents in digital format to read and sign, once registered with the KHDA.

Thank you in advance for your assistance in completing the contract signing.

Expectations

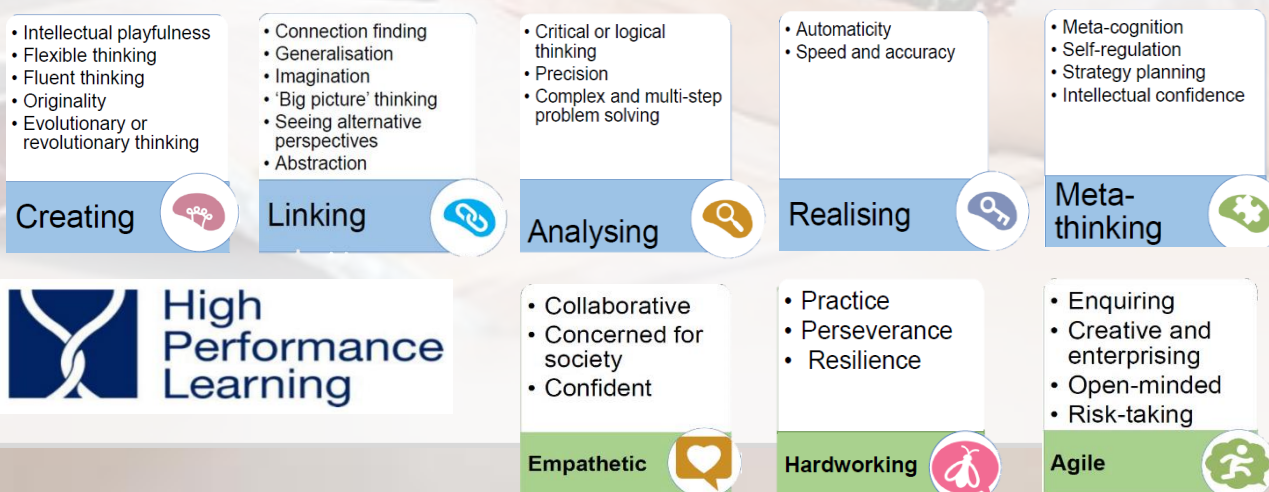
We are fortunate to work in a close-knit, caring and supportive community at Jumeirah College. As in all such communities however, rules must be formulated and adhered to for the benefit of the greatest number, and this inevitably involves some compromise on individual freedom.

We aim to ensure that behaviour at Jumeirah College is consistently of a high standard and creates a civilised environment in which effective learning and teaching can take place and students can mature in harmonious and safe surroundings. The following principles and guidelines are designed to support this aim:

- Every effort will be made to encourage, recognise and reward positive behaviour.
- Respect, politeness and co-operation towards everyone within the College environment and beyond is a core expectation.
- Willingness to work to the best of your ability is the standard.
- Positive behaviour, both in and on the way to and from College is expected of all.
- Attendance at all classes is obligatory. If it is necessary to miss a class students should excuse themselves beforehand from the member of staff in charge.
- Punctuality to class is essential. If students are unavoidably late they should apologise to the member of staff and provide a reason for lateness.
- For safety reasons, students walk on the right-hand side of corridors.
- We expect high standards of personal appearance and dress at all times.
- Consideration of other people and respect for their property and feelings is a must.
- Students should go out of their way to support and help their peers, younger students and guests to the College.
- All personal relationships must be conducted with discretion. Displays of affection in public places do not fit with the local customs and culture of Dubai. The College is a working public community and conspicuous displays of affection should not occur.
- Coarse or inappropriate language is not to be used in College.
- Compliance with the UAE law is expected at all times.
- Parents will be kept fully advised of any concerns and the College will seek to involve parents in strategies to support students experiencing difficulties.
- Behaviour that jeopardises the learning, safety or sense of security of other students or which brings the College into disrepute, will not be tolerated.
- All members of the College community should strive to make the most of every opportunity to develop and grow as learners and individuals.
- High standards of digital citizenship and 'Netiquette' are maintained at all time as outlined in the DDAUA.

High Performance Learning

At Jumeirah College we are one of a few select schools in the UAE implementing High Performance Learning. A key focus area for this year will be continuing to embed strategies of High Performance Learning. This approach recognises that all students have the potential to achieve the very highest results, and emphasises the attitudes and performance characteristics needed. Click [here](#) for more information and to discover ways that you can support your son/daughter at home.



House System

As well as being a part of the Jumeirah College community, each student is a member of one of our four Houses: Fihri (green), Majid (yellow), Gibran (blue) and Sina (red). In each year group 7-13 there are two equal halves to the cohort, each with a form group for each House.

The House Captains are Year 13 students by appointment, following a rigorous selection process. In each year group there are also House Representatives who work with the House Captains to coordinate whole College events as well as their own year group specific events. Each house has a staff leader called the Head of House, who is responsible for the organisation and programme of events across the academic year. In addition to Year and Whole College assemblies, regular house assemblies take place each term coordinated by the student leaders.

FIHRI



Ms E Hearty

GIBRAN



Ms S Aziz

MAJID



Mr K Nisar

SINA



Ms H Southam

HEAD OF HOUSE

Inclusion at Jumeirah College

Under the United Nations Convention everyone has the right to receive quality education in a safe and kind environment. The United Nations and the Dubai Ministry of Education have laws and rules that ensure that young people have access to schools regardless of your age, gender, language, ethnicity, religion, ability or experience barriers to learning such as Dyslexia or Autism.

Inclusion is the action or state of being included within a group or structure.

If students are struggling with anything in school there is a whole network of people that can help. Challenges they may face include academic difficulties, such as:

- *Understanding what they read*
- *How to write all the things that are in their mind*
- *Understand all the different types of maths and science information*
- *How to remember everything they are taught and then recite it in assessments*
- *Keeping up with the amount of work*

Challenges they may face personally include:

- *Not making friends*
- *Feeling sad or hurt*
- *Being bullied*
- *Feeling unsafe at home or at school*
- *Not being able to talk to everyone or fit in*

If students don't want to talk to anyone they can also seek help through Toot Toot. The attached diagram shows some of the people that are in Jumeirah College that can help them.



Ms Dawson is the Head of Inclusion and leads a fantastic team of people who are fully prepared to help students. Students can visit the Inclusion department (right in the middle of the Science Corridor) at any time if they think that the Inclusion department can help.

Here are just some of the things we do:

Reading
Comprehension
Support

Social and
Emotional
Support

Exam Support
and Access
Arrangements

More and
Exceptionally
Able Support

English
Language
Support

Home
Learning
Support

Autism ADHD
ADD, ODD and
Communication
Support

Dyslexia
Dyspraxia
Dyscalculia
Dysgraphia
Support

Islamic Education and Cultural Studies

All our Muslim students in Years 7-12 attend lessons in Islamic Education each week. At the same time, non-Muslim students undertake one Cultural Studies lesson per week to further enhance the knowledge and understanding of the culture in which we live here in the UAE. This will be an opportunity for students to explore aspects of the curriculum within our specific context and embed ourselves further within the local community.

Library

The library is open throughout the College day, including every lunch period and for one hour after College on Sunday-Wednesday.

An internet safety guide for parents, carers and teachers titled "Keeping up with Children on the Internet" produced by Childnet International is available from the library. It is an excellent leaflet dealing with online safety issues, filtering and monitoring software and virus protection. The student support co-ordinator also discusses with all Year 7 students the importance of staying safe whilst using the internet.

Students can borrow 4 items (6 for Sixth Form) at any one time for a period of one week and all books will be stamped with a due date. The library uses a 'fingerprint recognition' system in the circulation of books. It is a fast and secure system as, for student confidentiality and safety, the fingerprints are not stored in the system as a picture, but are converted to a string of characters, which can never be reconstructed as a fingerprint.

Overdue notices will be sent out if necessary. Books lost or badly damaged will be invoiced to the family at replacement cost.

The Librarians Mrs Emma Davenport and Ms Audrey Sibanda are always available to help with research, or to assist with finding new authors or books students may like to read. Suggestions for new purchases for the library are very welcome.



Lost Property

Inevitably some students occasionally leave items at home or misplace them around the College. For items that are left at home but required that day at College, parents may arrange for them to be delivered to Reception for the student to collect. All belongings must be clearly labelled. Items misplaced in College, once handed in, will be stored in the following locations:

Lost Property Boxes

Four containers located near Reception for uniform, PE kit, bags and other labelled items. Students may search to find lost items here. The Jumeirah College Partnership (JCP) kindly sort through the containers once a month and display the un-claimed items near the canteen on Thursdays.

Reception

Any valuable items can be stored at Reception. We strongly recommend that electrical/valuable items, including BYOD are only brought into College when required for the curriculum, as outlined in the DDAUA and that lockers are used to store these valuable items.

Every student is provided with a lockable space in the College. Students are expected to bring their own lock, it is advised that these locks are accessed via a combination code rather than key.

Medical Centre

Nurse Juliet D'Souza and Nurse Cyrace Laude are our full-time registered College Nurses who administer first aid, should students be taken ill or involved in an accident, they also provide routine health screenings. Furthermore, we have Dr Maria Botros at our College. She also works with our local primary school (Jumeirah Primary School), situated across the road from the College as well.

Health records are kept in College for every student in accordance with UAE Department of Health and Medical Services' College Health Regulations. Medical examinations are non-invasive and carried out by the College Nurses and the Doctor during students' first year at the College and periodically in accordance with the Department of Health and Medical Services' schedule, (all new students, students in Years 7 and 9, and College leavers). Any medical abnormalities will be noted, you will be notified and, if necessary, your child will be referred for further assessment. Vaccination records are requested by the College. Vaccination advice can be offered and the College provides an immunisation programme in line with the Dubai Health Authority requirements. Travel vaccinations are not offered at the College.

If your son/daughter needs to visit the Medical Room during lessons, the subject teacher's permission must be secured. However, it is preferable that students requiring medical advice/assistance do so during break or lunchtime wherever possible. If your child requires medication during the College day this must be handed to the College Nurse with written instructions at the start of the day for safe storage and supervised administering. In the event of an emergency, you will be contacted and asked to collect your child from College. If we are unable to contact you, your child will be taken to the doctor/hospital that you specify on the Medical Information Form enclosed, for diagnosis and treatment. Efforts to contact you will continue.

Should you have any medical enquiries, please contact Nurse Juliet D'Souza or Nurse Cyrace Laude on the College telephone number.



Pastoral Team & Student Support

Heads of Year

Each year group is led by a Head of Year who is responsible for the overall development and progress of each student. There are 8 tutor groups in each year group, each led by a Form Tutor who registers the students twice daily, delivers the social studies curriculum, and monitors and supports students' academic and personal progress. The Form Tutor will be the main point of contact at the College for parents with queries, concerns or suggestions.



Year 7
Mr John Woolcock



Year 8
Mrs Heidi Godinho



Year 9
Ms N Deans



Year 10
Mrs L Radcliffe



Year 11
Mr S Pedder



Year 12
Ms M Ryan



Year 13
Mr R Lawton



Achievement Coordinator
Ms E Hearty



Pastoral Leader
Ms C Enright

Student Support Counsellor

Mrs Gregory holds a National Diploma in Welfare Ethics and Counselling and an Honours Degree in Psychology. The Student Support Co-ordinator is based in the library, which means that students can access her support, advice or simply a 'listening ear' in an informal way at any time. A referral system is also in operation where teachers and parents can also refer a student who they feel can benefit from additional support. Students can self-refer to speak with the SSC.



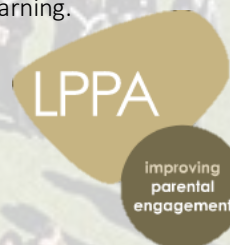
Careers Advisor

The College Careers Counsellor, Mrs Lynn Willmoth, is available to all students for advice regarding matters such as university applications, careers and student finance.

Parental Engagement

It is now widely acknowledged that parental engagement is a crucial factor in enhancing a child's learning. We see parents as a key partner in the educational journey and together we will strive to develop each child's knowledge, skill and understanding to an exceptional level. The Parental Engagement booklet contains information and guidance from each department. Parents from each Key Stage will be invited to an event to share the key advice relevant to that age group.

Many departments arrange specific activities over the year to support those parents who wish to actively engage. Throughout the academic year there are three reporting cycles and two Parent Teacher Consultation events to provide parents, teachers and students with the opportunity to reflect on progress and discuss how to further improve.



Student Voice

Each student is a member of their Form Council from which two representatives are elected to sit on the Year Council. The Year Council meets fortnightly and elects two representatives to sit on the Student Council, which is chaired by the College Executive (Head Boy, Head Girl, Deputy Head Boy and Deputy Head Girl).

PERSONAL
PRESENTATION
AND UNIFORM

Uniform

The aim of our uniform is for students to present a neat, business-like appearance at all times and to demonstrate pride in being members of Jumeirah College. Personal presentation is very important. A high standard of personal appearance is expected of all students at all times, both inside the College campus and outside in the community.

Students are permitted to wear a watch and girls may wear one small stud earring in each ear lobe. No other piercings or Jewellery are permitted. Long hair should always be tied back. Make-up and nail polish must not be worn in Years 7-11. Only Sixth Form girls are permitted to wear make-up, but this must be discrete, understated and appropriate for a business environment. Jewellery items of religious significance may only be worn with prior approval from the Head of Year, following a formal written parental request.

The uniform is compulsory throughout the College and should be purchased online through Threads at www.threadsme.com an order form can be faxed to **04 340 9638** or uniform can be bought directly from the Threads store on the ground floor (G09) of the Times Square Centre, off Sheikh Zayed Road. **Threads support team: 800 847 3237, support@threadsme.com.**

Girls - KS3 & KS4

- Short-sleeved white blouse with Jumeirah College logo
- Dark green mid-calf or ankle length skirt or dark green regulation trousers to foot/shoe level
- Black leather, covered toe, flat low-heeled sensible school shoes (heels are not permitted, not boots, trainers, sandals or slipper style and logo free)
- Black plain over-the-ankle socks
- Dark green V-neck sweater, with Jumeirah College logo

Boys - KS3 & KS4

- Dark green V-neck sweater with Jumeirah College logo (seasonal)
- Dark green regulation trousers to foot/shoe level
- Short-sleeved white shirt with Jumeirah College logo
- Plain black leather belt (large logos on the fastening are not allowed)
- Black leather traditional, lace-up shoe, not trainers or sandals and logo-free
- Plain black socks
- College tie *

Girls - KS5 (Sixth Form)

- Short-sleeved white blouse with Jumeirah College logo
- Long black skirt or black regulation trousers, with no back pockets, foot/shoe level
- Black leather, covered toe, flat low-heeled sensible school shoes (below 5 cm at the back, not boots, trainers, sandals or slipper style and logo free)
- Black plain over-the-ankle socks
- Black V-neck sweater, with Jumeirah College logo (optional)

Boys - KS5 (Sixth Form)

- Black V-neck sweater with Jumeirah College logo (optional)
- Black regulation trousers, with no back pockets, to foot/shoe level
- Short-sleeved white shirt with Jumeirah College logo
- Plain black leather belt (large logos on the fastening are not allowed)
- Black leather formal, lace-up shoe, not trainers or sandals and logo-free
- Plain black socks

** Ties are to be worn during the cooler weather, beginning the 1st day of the Academic year to 31 May and for assemblies, awards evenings, VIP guest visits and when representing Jumeirah College in the wider community.*

Please ensure that all clothing and equipment is clearly marked with the student's name and form.

Appearance

- Shirts/blouses should be of an appropriate size (not overlarge) and boys' shirts should be properly tucked in at the waist at all times. (Shirts should not be overly short.)
- Ties should be tied in a small neat knot that covers the fastened top button, Jumeirah College logo should be clearly visible.
- Shoes should be leather and polished regularly (see next page).
- When sweaters are not being worn they should not be tied around the waist, but stored in the student's locker.
- Full and correct uniform must be worn in, and whilst travelling to and from, College. This also applies after school and travelling home after activities and on all school trips unless otherwise instructed by a member of staff.
- Students wear full uniform to all Parent Teacher Consultations and any after school formal events.
- No visible body modifications such as tattoos and piercings are allowed.
- Head scarves should be black, white, green or burgundy.
- No rings or necklaces should be worn. Earrings should not have a colour or be of plastic.

We particularly ask for parents' support and cooperation in this respect to ensure that students represent themselves, their families and Jumeirah College well in the local Dubai community.

Hairstyles

Students' hair must be of a natural colour (black, blonde, brown, red natural tones) rather than bright, obvious or 'unnatural'.

Boys' hair must be well above the collar at the back and off the ears and face. Short hair (no shorter than a No 3 barber cut) is acceptable. Boys' hairstyles should be neat and without any hair accessories for boys or elaborate or exaggerated styles e.g. short on side and long on top.

Boys are expected to be clean shaven every day as this is also part of their neat and business like personal presentation. Should religious observance preclude this, parents are requested to contact the relevant Head of Year in advance.

Girls' hair should be tied back fully off the face and long hair (shoulder length and longer, or as deemed long by the Head of Year) should be tied back off the shoulders. The sensible use of hair accessories is acceptable to keep hair orderly and neat, e.g. Alice band, hair band, clips, slides, elastic bands etc. as long as they are plain and of a matching College colour, i.e. white, dark green, burgundy or black. Girls may choose to style their hair in plaits, ponytail or bunches as long as their hair is tidy and is fully back. (There should not be any shaved or dramatically short bits.)

If these requirements are not met, the student will be requested to amend this with immediate effect and if this is not possible they will be required to remain at home until such time as they can meet the expectations.

All Heads of Year reserve the right to determine whether a hairstyle is acceptable/unacceptable, in line with the above mentioned criteria.



Acceptable/Unacceptable Shoes

Examples Of Acceptable School Shoes



Examples Of Unacceptable School Shoes

Canvas, trainers, pumps, vans, designers, ankle boots, boots, converse any type, sandals.



PE Uniform

The PE kit is compulsory for all students in Years 7 - 11. All PE uniform is available from the Kukri website (until December 2020) <http://kukrisports.ae/teamshop/jumeirahcollegestockshop> and from then, Surridge website: <https://oxfordapparel.ae/>.

Please contact the email/helpline if there are any issues:

Kukri: Michelle.reyes@kukrisports.com (Tel: 04 425 4129)

Surridge: info@surridgesport.ae (preferred method for contact) (Tel: 043 686510)

Kit required by Year Group: Students can wear either Kukri or Surridge JC branded kit.

Year	Boys	Girls
7, 8 & 9	<p>Compulsory for all: JC polo shirt with house colour trim (Kukri or Surridge) JC shorts (Kukri or Surridge) JC football socks (Kukri or Surridge) JC swimming hat (Kukri or Surridge) JC Swim jammers (Kukri) or plain black jammers Sports trainers (not pumps) White socks Shin pads Towel for swim lessons Gum shield for rugby lessons Football/rugby boots</p>	<p>Compulsory for all: JC polo shirt with house colour trim (Kukri or Surridge) JC shorts or skort ((Kukri or Surridge) JC football socks (Year 9 Girls do not need football socks, unless play for ECA) (Kukri or Surridge) JC swimming hat (Kukri or Surridge) JC swimsuit* (Kukri) or plain black swimsuit Sports Trainers (not pumps) White socks Shin pads (Year 9 Girls do not need shin pads, unless play for ECA) Towel for swim lessons Football boots suitable for astro- turf (Year 9 Girls do not need football boots, unless play for ECA)</p>
	<p>Other items: JC rugby shirt/shorts– required for those who want to play rugby as an ECA (Kukri or Surridge) JC baseball cap (optional but recommended) (Kukri or Surridge) JC fleece/hoodie/long sleeved top (optional) (Kukri or Surridge)</p>	<p>Other items: *Modesty swim suit for swimming can also be worn JC baseball cap (recommended) (Kukri or Surridge) JC fleece/hoodie/long sleeved top (optional) (Kukri or Surridge)</p>
10 & 11	<p>Compulsory for all: JC polo shirt with house colour trim (Kukri or Surridge) JC shorts (Kukri or Surridge) JC football socks (Kukri or Surridge) JC swim jammers or plain black jammers (Kukri or Surridge) Sports trainers (not pumps) White socks Shin pads Football/rugby boots</p>	<p>Compulsory for all: JC polo shirt with house colour trim (Kukri or Surridge) JC shorts or skort (Kukri or Surridge) Sports Trainers (not pumps) White socks</p>
	<p>Other items: JC rugby shirt – required for those who want to play rugby as an ECA (Kukri or Surridge) JC baseball cap (optional but recommended) (Kukri or Surridge) JC fleece/hoodie/long sleeved top (optional) (Kukri or Surridge) Gum shield for rugby lessons (Maximal Performers groups) JC swimming cap (if in Swim Team) (Kukri or Surridge)</p>	<p>Other items: JC football socks and shin pads if playing football as an ECA Plain black swimsuit if selecting aquatics JC baseball cap (optional but recommended) (Kukri or Surridge) JC fleece/hoodie/long sleeved top (optional) (Kukri or Surridge) JC swimming cap (if in Swim Team) (Kukri or Surridge)</p>

Please refer any questions relating to the PE kit to the Parent Relations Executive (PRE) Mrs J El Fadl, j.elfadl_jcd@gemsedu.com

Boys PE Kit



PE POLO SHIRT
(with House colour)
Kukri or Surridge



PE SHORTS
Kukri or Surridge



PE FOOTBALL SOCKS
Kukri or Surridge



PE SWIMMING HAT
Kukri or Surridge



JC BASEBALL CAP
Kukri or Surridge



JC RUGBY SHIRT and SHORTS
Kukri or Surridge



JC PE LONG SLEEVED OPTIONS
Kukri or Surridge



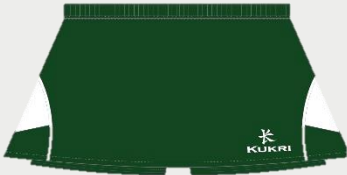
Girls PE Kit



PE POLO SHIRT
(with House colour)
Kukri or Surridge



PE SHORTS
Kukri or Surridge



PE SKORT
Kukri or Surridge



PE FOOTBALL SOCKS
Kukri or Surridge



PE SWIMMING HAT
Kukri or Surridge



JC BASEBALL CAP
Kukri or Surridge



JC PE LONG SLEEVED OPTIONS
Kukri or Surridge



Preparation

A school bag is required that will fit into the lockers provided. The bag should be strong enough to adequately protect books. On days when students have PE, dance or games, a sports bag may be brought to College. Students do not carry their bags to their lessons, but carry only their books and equipment required for two lessons at a time, thus avoiding having to carry heavy books and bulky bags.

Every student is expected to provide the following basic items of equipment:

Pencil case	Black or blue ballpoint pens	Pencils
Pencil eraser	Highlighter pens	Coloured pencils
Mathematics set	Glue/Sellotape	Pair of compasses
Pencil sharpener	Ruler 12"/30 cm	Calculator*
Sports cap water bottle	Standard headphone/earphones (3.5mm jack)	

**If purchasing a new calculator, please ask the Mathematics Department for advice (p.tank_jcd@gemsedu.com)*

Correction fluid and fountain pens are not allowed in College and must not be used in any work.

Textbooks and specialised equipment will be issued to students on loan. Students will be expected to keep these in excellent condition and will be required to pay for any loss or damage to College property. **Students should not decorate, graffiti or deface any book.**

Students will also be issued with exercise books for individual subjects. Exercise books should be covered with clear sticky back plastic or other suitable protective covering and clearly labelled with their name and form class.

If a student forgets equipment, for example homework/coursework/PE kits, these items can be left at Reception for students to collect. Please ensure that you check at Reception for any forgotten items and label all items prior to handing to Reception.

COLLEGE
COMMUNICATION

Communication - The D6 Communicator

The College uses the Communicator to keep students and parents fully informed of all upcoming events and calendar changes. Please follow the below instructions to download this application onto your desktop or smartphone.



Communicator Installation Guide

Get the Communicator on your Desktop or Laptop.



Windows Desktop & Mac OS X

1. Visit <http://www.six-delta.com/>
2. Click on Downloads (Right).
3. Click on 'PC & Mac' on the right.
4. Make your selection from the drop down list on the left.
5. Click on the Windows or Mac button.
(Windows: When asked to 'Run or save' the file, click 'Save' first and thereafter 'Run').
6. Follow the installation prompts thereafter.

You may require Administrative rights from your IT department in order to install this app on a work (company) computer.

Get the Communicator on your Smartphone for when you are on the go.

- 1 Search for "D6 Communicator" in your App store.



Schools/ Nurseries

Non-Schools


- 2 Select your App



- 3 Register your details. (These details are confidential and never given out to 3rd parties).

- 4 Select "Middle East"

- 5 Select your School, Nursery or Organisation.

- 6 **Personalise** your information feed. (Tap on menu icon  on top left to access full menu).



Please note that BlackBerry Apps for OS10 (Z & Q Series) are still under development and will be made available in due course.

For older BlackBerry devices please visit in the device browser:

School: www.school-communicator.com/mobile/bb/d6.jad

Non-School: www.d6technology.com/bb/d6corp.jad

It is recommended that you also install the Computer Version in order to view and print larger documents.

Visit www.six-delta.com on your computer.

Your Communicator app *may* require authentication.
If the system does not provide you with a password please contact your Communicator administrator to add your e-mail to the password list.

Please contact the d6 Communicator Support Team if you experience any problems installing the software support@d6technology.com

www.six-delta.com Tel:00971 (0)50 55 31 365. Dubai, UAE

Complaints Procedure

Purpose

At Jumeirah College, we acknowledge that, from time to time, parents may wish to register a concern or even a complaint about the school or the work undertaken. Such complaints will be appropriately dealt with and the outcome communicated with the parents.

Complaints regarding school matters should, preferably, be made in the following order:

1. If a parent wishes to question a decision made by the school, then the parent should meet the person directly involved in that decision such as the teacher or member of staff concerned; if the parent is still not satisfied, then he/she should meet with the head of section such as Head of Department or Head of Year, depending on the specific issue.
2. If the issue is still not resolved, then the parent can schedule to meet with one of the Senior Leadership Team. If this has not solved the issue the Parent can then make an appointment to meet with the Principal of Jumeirah College, to try to resolve the issue.
3. *If the issue is still not resolved after this stage*, then the parent should write an official letter to the 'Chief of Schools' at GEMS. GEMS will be required to set up a committee comprised of a teacher, a parent, a school leader and a member of the board of governors. None of the members of the committee shall have any connection to the original concern or complaint. The committee shall study the matter and within 10 working days issue a written report to both the Principal of the school and to the parent;
4. 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.

Who was consulted?

In drafting this policy it has been discussed with College Principal / the Senior Leadership team and the local advisory board.

Roles and responsibilities of Principal and other staff:

- The Principal is responsible for ensuring the Complaints policy and procedures are implemented in school and for ensuring any complaint is investigated.
- School staff are responsible for implementing the Complaints policy and for reporting any complaint to their direct line manager.



JUMEIRAH COLLEGE

19 Street, Al Safa 1, Dubai, UAE

+971 4 395 5524

info_jcd@gemsedu.com


EDUCATION

