



<b>Policy:</b>	<b>Parent Engagement</b>
<b>Date Published:</b>	August 2025
<b>Evaluation &amp; Review:</b>	Academic Year 2025-2026
<b>Rationale:</b>	Excellence Global School recognises that the responsibility for the education of its students is shared by both the school as well as by parents. Research clearly demonstrates that parental engagement ensures student success. Parental participation acts as a conduit between home and school and enriches students' learning experiences. Learning does not begin and end at school but continues at home. EGS is committed to students realising and reaching their potential and parents have an important role to play in this. Parents can support their children to be the best they can be.
<b>Roles of Responsibility:</b>	Parents, students, SLT, School administration, PRM, teachers, Student Counsellor, Student Welfare officer.

### Policy Statement:

- Excellence Global School recognises the importance of a meaningful relationship between the school and parents that encourages open and honest communication between the two.
- EGS will help parents to understand how they can support their child's progress and achievement and will help parents to understand the educational processes and the curriculum.
- EGS has recognised three ways in which parents can help their child to achieve at school.
  - Support with study at home
  - Organise and monitor the student's time,
  - Discuss the student's day at school.

#### 1. Parent-School Agreement:

All parents are required to sign a parent-school agreement prior to their child's enrollment in the school and annually upon re-enrollment.



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- The agreement shall outline the obligations of each party and require parents to accept the full set of school policies.
- The agreement shall include a code of conduct for parents when interacting with the school community, and an acknowledgment of the Student Code of that parents are expected to ensure their children adhere to.
- The code of conduct shall be aligned with the *ADEK Values and Ethics Policy*, *ADEK Digital Policy*, *Student Behavior Policy*, *ADEK Inclusion Policy*, *ADEK Cultural Consideration Policy*, and *ADEK Student Administrative Affairs Policy*.

### 1.1. Parent Code of Conduct:

- A. Respect the vision, mission, and value statements of the school and its learning environment.
- B. Treat members of the entire school community including students, staff (including security guards, cleaners, etc.), parents, in a professional and respectful manner and maintain relationships in the best interest of students.
- C. Acknowledge that the education and wellbeing of each child whilst in school is a joint responsibility based on a positive school-to-home relationship between the school and the parent and that they will commit to their responsibilities (e.g., ensure their children engage in home learning, get adequate sleep, consume healthy foods, engage in physical activity).
- D. Set a good example with regard to speech and behavior and a willingness to resolve concerns in a professional manner whether verbal or written (e.g., not raising one's tone of voice or using offensive language).
- E. Refrain from posting culturally inconsiderate or defamatory content about parents, students, or staff of the school on social media as per the ADEK Cultural Consideration Policy.
- F. Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any disputes.



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- G. Correct their own child's behavior (or those in their care), where it could lead to conflict/ unsafe conduct or limit the ability of other children to learn.
- H. Commit to and be respectful of the school's general policies and whilst on school premises and behave and dress in a manner that is respectful of UAE national identity and cultural values and its current legislation.
- I. Strive to achieve and maintain excellent daily attendance and punctuality of their child, including not taking holidays outside of official school breaks, following up on their child's academic performance, and being respectful of arrival and pick-up timings.
- J. Respect the school's policy on academic honesty and integrity (i.e., monitoring their child's schoolwork for plagiarism, refraining from providing unnecessary assistance) to ensure the work accurately reflects the child's ability. This includes refraining from providing false information to the school (i.e., submitting fraudulent documents, and making false excuses for absences).
- K. Respond to teacher requests to attend parent/teacher meetings as invited and maintain frequent positive communication to benefit their child's growth and steady progress.
- L. Cooperate with the school's recommendations for additional learning support, in instances where the school deems learning support is necessary for their child's educational progress and development.
- M. Should the above minimum requirements be disrespected or ignored, at the discretion of the school, parents may be asked to leave the school premises or be denied access.

### 1.2. Parent Handbook:

EGS shall develop and implement a Parent Handbook that includes information about the school's programmes, policies, and procedures. The school shall make the handbook available to parents at the beginning of the academic year on the school website.





The handbook shall include, at minimum:

- School rules, policies, and procedures relating to admission, enrollment, tuition fees, uniform, daily schedule, attendance and punctuality, behaviour, academics, curriculum, assessment, communication protocols, nutrition, student protection and welfare, and transportation, as per the relevant ADEK policies.
- A blank copy of the parent-school agreement.

### 1.3. Parent Engagement:

#### A. Engaging parents in the child's learning

- EGS shall promote parent engagement in the learning and development of their children by facilitating access to information, staff, resources, and support.
- Interaction and Communication with Staff: Schools shall enable courteous, respectful, and professional parent-staff interactions and communication channels.
- grant parents direct access to their child's teacher(s) to follow up on their child's progress.
- EGS shall grant parents direct access to all members of staff who are planning for or providing additional support for their child (e.g., Inclusion Assistant, Counselor, and Social Worker).
- EGS shall ensure teachers and educators contact and notify parents when necessary to discuss any student's academic or behavioral issues as per the *ADEK Student Administrative Affairs Policy*, *ADEK Educational Risk Policy*, *ADEK Inclusion Policy*, and the *ADEK Student Behaviour Policy*.
- EGS shall emphasize that parents are to abide by the school's code of conduct for parents and interact courteously and respectfully with all staff.



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- EGS shall send regular reminders of expected staff response times during the school's working hours, including an alternative contact information for emergencies as per the *ADEK Student Administrative Affairs Policy*.

#### **B. Assessment Guidance:**

- EGS shall partner with parents in encouraging students to aim to do their best in internal and external assessments. EGS shall support parents in developing an understanding of their child's assessment results and next steps for learning through direct communications, workshops, and/or training sessions as per the *ADEK Assessment Policy*.

#### **1.4. Curriculum Transfer and Equivalency:**

- EGS shall provide support and guidance to parents who are seeking to switch curricula, ensuring that they are aware of the impact of changing curricula and the potential challenges that may arise from a break in the continuity and progression of learning.
- EGS shall additionally inform parents of UAE equivalency requirements and require their signing of an undertaking should they choose not to seek equivalency.

#### **1.5. Student Performance Report:**

EGS shall share student performance reports with parents in digital format and provide opportunities for parents to meet with teachers at least once every term to discuss their child's learning as per the *ADEK School Performance Reports Policy*.

#### **1.6. Home Learning Support:**

EGS shall encourage home-based learning support to promote parent-student interaction in the home environment for all students, including students with additional learning needs as per the *ADEK Inclusion Policy*.





### 1.7. **Engaging Parents in Their Child’s Wellbeing:**

EGS shall promote awareness of their wellbeing strategy and associated wellbeing policies to parents. Parents shall also be given the opportunity to provide feedback on improving their child’s wellbeing at school by participating in parental wellbeing surveys as per the *ADEK Wellbeing Policy* and the *ADEK Quality Assurance Policy*.

- A. **Healthy Eating and Food Safety:** EGS shall encourage parents to pack healthy and balanced meals and snacks for their child, using sustainable practices, and inform them of food restrictions and foods to avoid bringing to school, particularly during events where food is shared. Schools shall inform parents of any food-related concerns for their child on the same day that the concern was noticed and require them to submit information regarding their child’s food allergies as per the *ADEK Healthy Eating and Food Safety Policy*.
- B. **Mental Health Awareness:** EGS shall communicate their Student Mental Health Policy to all parents, including ensuring school counselors and teachers inform parents of any identified counseling needs for their child, requirements related to confidentiality and parental consent, and implications for parents who refuse to give consent. As per the *ADEK Students Mental Health Policy*, EGS shall inform parents of the mental health education programmes conducted in schools and offer engagement opportunities. Where external support is being provided, parents shall monitor and report progress to the counselor who in turn shall inform the school’s Mental Health Committee or Lead, as per the *ADEK Student Mental Health Policy*.

### 1.8. **Inclusive Provision for Students:**

EGS shall inform parents of their inclusive admissions processes, requests for clinical assessment reports, inability to accommodate students (if applicable), and provide regular progress updates on their child’s learning, and engage parents in decision-making related to any modified curriculum pathways that may affect equivalency requirements. Parents shall be informed of additional fees for support that is not part of the school’s standard inclusive provision, referrals for specialized placement, and/or requirements for Individual Assistants or a dedicated Inclusion Assistant as per the ADEK Inclusion Policy and the ADEK In-School Specialist Services Policy.



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**1.9. Extracurricular Activities (ECAs):**

EGS shall encourage parents to support their child's participation in extracurricular activities and facilitate this by sharing the ECA calendar and all other information, documents, and systems to assist them in registering. Schools shall equally encourage parents to volunteer to lead or assist ECAs, as per the ADEK Extracurricular Activities and Events Policy.

**1.10. Digital Practices:**

EGS shall engage parents in supporting their child's digital learning and monitoring digital device usage outside of school hours to ensure safety, as per the ADEK Digital Policy. EGS shall communicate to parents responsible digital usage policies for students including what is permitted/ prohibited to do on the school's premises, network, and systems.

A. **Photos / Videos of the students:** EGS shall only take photographs and/or video recordings of students after obtaining written consent from parents.

**1.11. Sustainable Practices:**

EGS shall inform parents of its sustainability strategy, policies, and initiatives, and encourage their involvement and contribution as per the ADEK Sustainability Policy.

**1.12. Immunization:**

EGS shall allow access to Department of Health (DoH)- appointed health providers and facilitate their task of conducting the school based immunization programme for students and their parents in line with DoH guidelines as per the ADEK Health and Safety Policy.

**1.13. Provision of Emergency Medical Services:**

In the event of an emergency and absence of parental consent, the school nurse shall inform parents of the requirement for intervention and take necessary measures to ensure the student's wellbeing, as per the ADEK Health and Safety Policy.



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**1.14. Weight Limits of School Bags:**

Schools shall inform parents, with regular reminders, to adhere to maximum weight limits for students' school bags as per the ADEK Health and Safety Policy

**2. Parent Involvement and Notification:**

**2.1. Visits to School:**

Schools shall provide opportunities for parents to visit the school and meet the principal, teachers, and other staff. Schools shall conduct at least one open day event per year where parents can visit their child's learning spaces (e.g., classroom, other facilities).

**2.2. Volunteering:**

Schools shall encourage parent volunteering and inform them of the requirements (e.g., Private Schools Staff Information System (PASS) registration/security clearance, student protection training as per the ADEK Employment Policy, ADEK Safeguarding Policy, and the ADEK Student Protection Policy. Parents will also need to adhere to the ADEK Values and Ethics Policy, ADEK Cultural Consideration Policy, ADEK Professional Code of Ethics, and Code of Conduct for Education Professionals in General Education (MoE, 2022) when carrying out their volunteering duties.

**2.3. Participation in School Events:**

Schools shall actively promote parent attendance (e.g., as spectators or volunteers) at school events (e.g., UAE's National Day celebration, graduation ceremonies, sports competitions) as per the ADEK Extracurricular Activities and Events Policy.

**3. Governance:**

EGS shall have a Governing Board that includes at least one parent representative with voting rights, as per the ADEK Governance Policy. Parent members are expected to represent the interests of the parent body and not their own personal interests or the specific interests of their child(ren).

**3.1. Parent representatives:**

EGS shall have at least one parent representative per year to serve as a liaison between the teacher(s) and parents.

**3.2. Parent Council:**

EGS shall establish a parent committee to represent the parent community in any form the school chooses, such as a high level parental advisory council (advising the governing board on matters relevant to school strategy and operations), a parent





council, or a Parent- Teacher Association (PTA) (liaising between parents and schools and that is responsible for parents' involvement in school). Parents shall also have the opportunity to be involved in the School National Identity Committee, as per the ADEK Governance Policy.

### **3.3. Support to Parent Council:**

EGS shall provide support to the parent council (advisory council, social association) and actively partner with it to encourage parent involvement and engagement, as per the ADEK Governance Policy.

### **4. Fees:**

EGS shall enable parents to pay the ADEK-approved school fees in a timely and convenient manner, without charging Value Added Tax (VAT). EGS shall ensure parents receive information outlining their response to non-payment or late payment of school fees, as per the ADEK Fees Policy.

### **5. Inspection Ratings:**

EGS shall ensure that they publish their inspection rating and report on their website and make these available to parents, as per the ADEK Quality Assurance Policy.

### **6. School Records:**

In relation to students transferring schools within or outside the UAE, schools shall obtain parent consent before transferring student information to any third party. Schools shall keep parent details within the school and ensure that they receive any copy of any reports on student information submitted to ADEK. EGS shall facilitate parents to access their child's school records upon request (particularly those such as medical files that cannot be removed from the clinic) as per the ADEK Records Policy and the ADEK Reporting Policy.

### **7. Student Protection:**

EGS shall inform parents of their duty of care in the protection of students. Sudden unexplained withdrawal of a student from school may be reported as a maltreatment concern. Schools shall conduct related orientation sessions to ensure parent awareness regarding student protection, in particular, that all members of the school community are mandated reporters as per the ADEK Student Protection Policy.

### **8. Safeguarding:**

EGS shall additionally notify parents of all relevant requirements to safeguard students and the school such as the issuance of permanent access passes, authorizations for unaccompanied Cycle 3 students, arrival/departure notifications, pre-registration of guests for school events, protocols to inform the school of changes to pick-up arrangements, and other requirements as per the ADEK Safeguarding Policy.



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**9. School Calendar:**

EGS shall share the school calendar with parents once it has been approved by ADEK as per the ADEK School Calendar and Public Holidays Policy.

**10. Transportation:**

Schools shall inform parents about its bus services and communicate parent obligations and associated information regarding drop off and pick-up protocols and authorized persons, parking, use of non-school bus transportation (scooters, bicycles, etc.), consent required, and other requirements as per the ADEK Transportation Policy.

**11. Inclusion:**

Schools shall ensure equitable access for parents of students with additional learning needs and parents who are people of determination to be involved in the above, as per the ADEK Inclusion Policy.

**12. Means of Communication:**

12.1. **School Website:** For sharing important information, educational resources for students and informing the developments.

12.2. **Mobile App (EGSApp) :** For sharing news, circulars, instructions to students.

12.3. **Class Dojo & Google Class:** Day to Day communication between Homeroom teachers and parents, sharing resources and instructional help to students, implemented in KG, Primary and secondary Classes

12.4. **Printed Circulars:** For informing parents and students on specific, important matters.

12.5. **Soft copies of circulars**

12.6. **Newsletters:** Generally designed and developed every month, highlights on the happenings at the School, shared with the parents through the website.

12.7. **SMS Messages:** Messages are sent on Mobile Phones in case of Emergency and this is used to communicate short but important messages.

12.8. **Whatsapp Messages:** Messages are sent to specific target groups

12.9. **Facebook Page / other social media :** For informing the parents and the general public about the happenings in the School



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- 12.10. **Coffee Morning Meet:** This is an Open Forum for parents to walk in and share their concerns and or suggestion with the SLT, generally conducted on every Thursdays
- 12.11. **Open Days:** At least 4 to 5 Open Days are there in an Academic Year. This is an opportunity for parents to meet the teachers of their children and to have a One-to-One discussion on their learning development.
- 12.12. **Meeting Teachers with Prior Appointment:** Parents have been informed on the procedure of meeting teachers, supervisors and or HoS and the Principal. They can leave the message and/or their concerns at the Reception Desk or with the Student Counsellor or Welfare Officer. In case of an emergency, the meeting is arranged at once, else parents are allocated time to meet the concerned.

### 13. Additional Means of Communication Introduces:

- 13.1. A Mobile App is introduced for effective communication between parents, teachers, students and academic administration.
- 13.2. Circulars are sent to parents over email through the Mobile App /School ERP / SMS/Whatsapp.
- 13.3. Newsletters are sent at the end of every month to the parents' registered emails, uploaded onto the website and shared among a large community.
- 13.4. Class Dojo in EYFSF and Primary Levels (Instructions and learning resources shared) and Google Class platform in secondary years.
- 13.5. Coffee Mornings / Evenings are conducted to have formal / informal discussion with the SLT which is a platform for the parents to meet with the SLT every week without any prior appointments.

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