



Policy Title: Parent Code of Conduct

Approval Authority: AIS Board of Trustees

Effective Date: August 2024

Revision Date: May 2025

Compliance Date: August 2025

INTRODUCTION

At AIS, we believe that the partnership between parents and the school is critical to the success of our students. Parents should collaborate with the school to support their children's learning, and must understand that the school may not be able to achieve its goals if the parents choose not to cooperate with the school or not be involved in their children's education.

PURPOSE

The purpose of this Parent Code of Conduct is to outline the expectations for parents as they engage with the school community. This code of conduct aims to foster a positive, respectful, and collaborative environment that supports the educational and personal growth of all students. By adhering to these guidelines, parents can help ensure that their children receive the best possible educational experience.

CODE OF CONDUCT

1. **Joint Responsibility for Education:** Parents are expected to uphold and respect the school's vision, mission, and values, and ensure their child understands and abides by all school policies, rules, and regulations at all times as stated in the Parent/Student Handbook (i.e., wearing the proper school uniform and the AIS Student ID; coming to school prepared for learning with all required learning materials and completed assignments). Parents are also expected to commit to their responsibilities (e.g., ensure their children engage in home learning, get adequate sleep, eat healthy food, engage in physical activity).
2. **Accurate Information:** Parents must provide accurate information about their child upon admission and ensure that the information in their child's school profile is updated and accurate throughout their child's enrollment in the school. Such information includes parent contact information, marital status/custody status, and their child's health, allergies, and dietary intolerances, and learning difficulties/disabilities or educational needs. The school holds the right to not admit or cancel a student's enrollment if parents do not provide complete and accurate information about their child.
3. **Attendance and Punctuality:** Parents must strive to achieve and maintain excellent daily attendance and punctuality for their child, including arriving to school on time for the

National Anthem, not taking holidays outside of official school breaks, and being respectful of arrival and pick-up timings.

4. **Respectful Communication:** Parents must treat and communicate with members of the entire school community—students, parents, staff (including security guards, cleaners, assistants)—in a professional and respectful manner and maintain relationships in the best interest of students. They are expected to set a good example with regard to communication and conduct, 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).
5. **Proper Communication:** Parents and students should communicate professionally with school staff through the official channels of communication adopted by the school (e.g., school email, Google Classroom, Seesaw). They must not send or accept invitations to friend, connect with, or follow school staff on social media (e.g., Instagram, Facebook) or messaging applications (e.g., WhatsApp).
6. **Addressing Issues and Concerns:** Parents are expected to discuss any concerns and attempt to resolve issues with the school before reporting them to ADEK or an external entity. They should follow the appropriate channels, starting with their child's teacher or concerned staff and, if necessary, referring the matter to the school administration or principal. This encourages open communication and trust within the school community, allowing for a more immediate and effective resolution of issues. It also ensures that the school has an opportunity to address and rectify any concerns directly, which can lead to better outcomes for all parties involved.
7. **Respect for School Policies and Cultural Values:** Parents are expected to commit to and be respectful of the school’s general policies. While on school premises, they are expected to behave and dress in a manner that is respectful of UAE national identity and cultural values and its current legislation.
8. **Ensuring Safety and Security:** (1) Parents must follow all school policies regarding parking, drop-off, and pick-up procedures to ensure safety and efficiency. This includes adhering to designated parking areas, specific times and locations for drop-off and pick-up, and obeying traffic guidelines provided by school staff. (2) Parents are required to wear the school Parent Access Card when they enter the school gates and while they are on school grounds. This is essential for ensuring the safety and security of all students, staff, and visitors by allowing the school to easily identify authorized individuals and maintain a secure environment.
9. **Ensuring Student Protection:** Parents are expected to support the school in ensuring the safety and protection of students from harm, maltreatment, and exploitation. According to UAE Federal Law and ADEK policy, parents must communicate any concerns or changes in their child's behavior to the school's principal, board members or relevant staff, and respond with transparency to inquiries related to their child's behavior and academic performance.
10. **Healthy Eating:** Parents are expected to support the school in promoting healthy eating habits by abiding by the school’s guidelines for healthy and balanced eating that is in the Parent/Student Handbook. Parents are expected to pack healthy meals for their children and avoid packing unhealthy foods and beverages for their children, such as fried foods, processed foods, sugary snacks and beverages.

11. **Responsible Use of Social Media and Online Conduct:** (1) Parents and students should refrain from posting negative comments or defamatory content about the school, staff, other students, and parents on social media and WhatsApp groups, and should maintain a positive and constructive approach instead. (2) Parents and students should respect the privacy of staff and students by not posting photos or videos taken on school property without permission. They must also respect the confidentiality of sensitive information about students, staff, and school matters, and should not discuss individual student matters publicly or with unauthorized parties. (3) Parents and students must refrain from posting culturally inconsiderate content as per the ADEK Cultural Consideration Policy or defamatory content about parents, students, or staff on social media.
12. **Guidance on Technology Use:** (1) Parents are responsible for guiding their children in the proper and ethical use of technology. They should build the right habits of technology use by setting clear rules for screen time, ensuring access to age-appropriate content, and promoting respectful online communication and behavior. (2) Parents should ensure their children refrain from using mobile phones on school campus and abide by the school's Technology Use Policy.
13. **Behavior Guidance:** Parents are expected to guide and 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. In the event of an issue or concern, parents must 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.
14. **Involvement and Engagement:** (1) Parents are expected to regularly check information communicated by the school through text messages, e-mails, letters, school website, parent portal, Seesaw/Edmodo, conferences and meetings. (2) Parents must regularly check the school calendar for important dates and ensure that they attend all information sessions, workshops, and conferences, and maximize their involvement in the school community and their child's learning. (3) Parents are expected to attend parent/teacher meetings, conferences and workshops and maintain frequent positive communication with the school to benefit their child's growth and steady progress.
15. **Cooperation for Learning Support:** Parents must cooperate with the school's recommendations for additional learning support when the school deems it necessary for their child's educational progress and development. They are expected to fully cooperate by agreeing to the required interventions, assessments, and financial charges to ensure the provision of the necessary services and their child's continued enrollment in the school.
16. **Academic Honesty and Integrity:** Parents must 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).
17. **School Bags:** Parents should ensure that their child's backpack does not exceed 10% of their child's body weight when packed. Parents are expected to support and guide their children in organizing their school bags daily for the following day. This includes packing only the books and learning materials required based on the next day's schedule. To avoid placing

undue pressure on the child's back, lunches, snacks, and beverages can be packed in a separate bag.

Consequences for Non-Compliance. AIS emphasizes the importance of adherence to the Parent Code of Conduct in maintaining a respectful, supportive, and productive educational environment. Should the above minimum requirements be ignored, disrespected or violated, the school reserves the right to implement appropriate actions, which may include:

- **Parent Consent Form:** Parents are expected to sign the Parent Consent Form prior to their child's enrollment in the school and annually upon re-enrollment. This agreement involves parents' acknowledgment and adherence to the AIS Parent Code of Conduct, AIS Student Code of Conduct, and all school policies and procedures including those constituting the AIS Parent/Student Handbook.
- **Mandatory Meetings:** Requiring parents to attend meetings with school administrators to discuss the issues and work towards a resolution.
- **Restricted Access:** Limiting or denying parents access to school premises and events if their behavior disrupts the school environment or violates the code of conduct.
- **Referral to Authorities:** In cases of severe misconduct or legal violations (e.g., harassment, threats), the school will refer the matter to appropriate authorities or law enforcement.
- **Review of Enrollment Status:** Conducting a formal review of enrollment status, which may lead to enrollment being blocked if parental non-compliance severely impacts the school environment or other students' well-being.