



REF: PE/K12E2022/026

**CONFIDENTIAL**

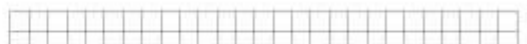
DATE: 11 May 2022

**Subject:** Inquiries Received on our Parents Hotline

**Dear Principals,**

We have analyzed the log of inquiries recently received on the parents' hotline and summarized a list of frequent questions or challenges raised by parents. Accordingly, we are reiterating the points in the below table to help you in resolving parents' inquiries or concerns coming directly to you. The following points will also provide you with further clarity as needed:

Topic	Details
<b>Provision of Distance Learning</b>	<ul style="list-style-type: none"> <li>○ <b>Positive and symptomatic students:</b> you must provide distance learning to positive students and students exhibiting COVID-19 symptoms</li> <li>○ <b>Exemptions for special cases:</b> you may provide distance learning based on your judgment for students with special cases. However, please note the following: <ul style="list-style-type: none"> <li>• You must evaluate each case after requesting evidence/documentation from parents</li> <li>• The exemption is temporary and <b>valid only for term 3</b> (not applicable for Asian curriculum schools currently in their first term). Please make it clear to parents that there will be no consideration for exemptions starting from September</li> <li>• You must maintain a record of approved exemptions to provide upon request during compliance checks</li> </ul> </li> </ul>
<b>Bus Provision</b>	You must provide bus services for all students who want to avail the service



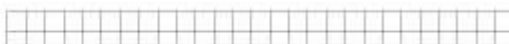


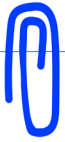
Topic	Details
<p><b>Entry Requirement</b></p>	<ul style="list-style-type: none"> <li>○ <b>Returning from international travel:</b> students returning from international travel are not required to present a valid 96-hour negative PCR test. They must however comply with any other government travel requirement.</li> </ul> <p>Please look out for updates on return from travel requirements as it is subject to change based on the health situation.</p> <ul style="list-style-type: none"> <li>○ <b>Unvaccinated 16+ students:</b> are allowed to enter the school <b><u>without showing a green pass</u></b> on Al Hosn App based on the below: <ul style="list-style-type: none"> <li>• <b>Unvaccinated with approved exemptions reflected on Al Hosn App:</b> 30 days</li> <li>• <b>Unvaccinated students with no approved exemption:</b> 7 days</li> </ul> </li> </ul>
<p><b>Suspension Of Students Due to Non-payment of School Fees</b></p>	<p>If you wish to suspend a student due to non-payment of school fees (Policy 39: Tuition, Other Fees and School Income ), you must abide by the below:</p> <ul style="list-style-type: none"> <li>○ You may suspend a student <b>for up to three days</b> but only after sending three warning notices, each being one-week in duration to a student's Parents/Guardians</li> <li>○ You may only suspend a student a maximum of one time each term</li> </ul>

If you have any questions or require further clarification, please do not hesitate to contact your Group Lead.

Thank you for your continued support.

ADEK





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