

Enrolment & Operational Guidelines

We are delighted to partner with you in your child's educational journey! To ensure a safe, organised, and nurturing environment for all our students, we ask that you carefully review our school guidelines and policies below.

1. Admissions, Tuition & Financial Policies

Admissions & Placements

- Acceptance and placement are based on classroom availability and the suitability of our educational programme for your child.
- If classes are full, applications are placed on our waiting list based on the submission date and the child's age.

Admission Selection

- MLC Schools is an inclusive, non-selective institution that welcomes students from all backgrounds and beliefs. As a secular institution with no religious affiliation, we are committed to a values-based approach to education and cultivate a culturally diverse community that respects and acknowledges significant cultural and religious observances from around the world, including Christmas, Diwali, Eid, and others.
- Whilst formal entrance examinations are not required, we invite prospective students to spend up to three days at the school prior to enrollment. This period allows our educators to observe each child in the learning environment, ensuring our programme aligns with their individual learning needs and that they will thrive within our community.

Fees & Payment Schedule

- **Registration Fee:** A non-refundable registration fee is due upon submitting your application.
- **Tuition Payment:** Tuition fees must be paid in advance or within the first week of each term.
- **Absences & Refunds:** Tuition fees are non-refundable. No fee reductions or remissions are granted for absences, quarantine, illness, or leave taken during the term.
- **Non-Transferability of School Fees:** School fees paid for a term are strictly applicable to that term only. No requests for the deferment, transfer, or carry-forward of school fees to a subsequent term, whether due to travel, illness, or withdrawal, shall be considered.

Caution Deposit & Withdrawal Policies

- **Security Deposit:** A refundable Caution Fee Deposit is required to secure your child's placement. This deposit is due once your child receives an offer letter.
- **Notice Period:** If you plan to withdraw your child, **one full term's advance written notice** (acknowledged in writing by the school) is strictly required. Where notice is not provided, one full term's tuition fee will be charged in lieu of notice.
- **Refund Conditions:** The Caution Deposit is refunded 45 days after the end of the term/programme, provided all financial obligations are met, there are no violations of the Notice Period, and no loss or damage to school property has occurred.
- **Clearance Letter:** A clearance letter is issued upon receipt of one full term's advance written notice, acknowledged in writing by the Head Teacher. If this notice period is not met, the letter will be issued only after the required full term's fee in lieu of notice has been paid.
- **Mid-Term Withdrawals:** Parents who withdraw a child during the term remain liable for the full term's fees. If you have prepaid for the full academic year and provide proper notice, unapplied tuition fees for future terms will be refunded.
- **Transfers & Top-Ups:** Caution deposits may only be transferred between siblings if one child's refund date coincides with the other's admission date. A deposit top-up may be required as your child transitions between school sections (e.g., Kindergarten to Primary).
- **International Transfers:** Any bank transfer or exchange rate fees for international refunds will be borne by the parent.

2. Daily Life, Hours & Attendance

School Hours & Student Supervision

- **Supervision Hours:** School staff are responsible for children between **7.45 am and 4.00 pm**.
- **Pick-Up & Drop-Off:** Please ensure your child arrives and is picked up promptly. Outside of these hours, the school shall not accept responsibility for students unless they are enrolled in an official MLC-supervised extra-curricular activity.
- **External Activity Providers:** For any on-campus activities conducted by third-party vendors, the provider retains full responsibility for your child until they are officially handed over to MLC personnel (for programmes during regular school hours). For events taking place outside of the standard school schedule, external providers are entirely accountable for all safeguarding protocols.
- **Early Pick-Up and Collection Arrangements:** Parents must notify the school in advance by email if a child will be picked up early or if there is any change to the person authorised to collect the child. This helps ensure the safety and security of all learners.

Attendance & Planned Absences

- **Regular Attendance:** Consistent attendance is essential for your child's learning and social progress.
- **Extended Leave:** If your child requires extended leave during term time, please notify the Head Teacher in writing at least **two weeks in advance**. To hold your child's place, full tuition fees for the term must be paid.

3. Uniforms & Personal Belongings

School Uniform

- To foster a sense of community, equality, and neatness, our school uniform is mandatory for all students.
- A detailed Uniform List will be accessible via the Parents' Portal upon enrolment.

Footwear & Styling

- **Indoor Shoes:** Soft, rubber-soled shoes are recommended for indoor activities.
- **Outdoor Shoes:** Daily outdoor shoes should be simple enough for your child to put on and take off independently.
- **Hair & Accessories:** We ask that hair styling remains neat and simple, and that children refrain from wearing fancy jewellery.
- **Swimming & Activities:** A basic swimming costume and towel are required for our swimming programme. Additional specific items will be communicated via activity lists after enrolment.

Labelling & Lost Belongings

- **Label Everything:** Please clearly label all clothes, shoes, and personal items.
- **Lost Items:** Although our team makes every effort to help find missing belongings, tracking unlabelled items presents a significant challenge. Consequently, parents are responsible for replacing any lost items that are not labelled.
We advise parents to check for misplaced items with class teachers, school offices, as well as sports and swimming providers.

4. Meals & Celebrations

Meals & Hydration

- **Early Years & Primary:** We provide a wholesome mid-morning snack and afternoon lunch on campus daily. Outside food is not permitted: please do not pack snacks or lunch in your child's bag.
- **Secondary Students:** Secondary students are not provided a mid-morning snack; parents are responsible for packing a healthy, nutritious snack for their children. Secondary students have the option to participate in the school lunch meal plan or bring a packed lunch from home. We will facilitate basic warming options.
- **Nut-Free & Healthy Choice Policy:** In accordance with campus safety protocols, **all food brought from home must be strictly nut-free** to protect students with severe allergies. We strongly encourage parents to pack balanced, nutritious meals and avoid sugary or heavily processed foods.
- **Hydration:** All students are encouraged to bring a personal, reusable water bottle to school. We have designated water points across our school campuses.
- **Dietary Needs:** Any special dietary requirements or allergies must be detailed on the Application Form and communicated directly to the school office.

Birthdays at School

- **Cakes:** You are welcome to send a birthday cake to share with the class. Please arrange the time with your child's Class Teacher beforehand.
- **Cake Guidelines:** Cakes must be **nut-free** and made with minimal artificial food colouring. Please do not send additional party favours or decorations.
- **Party Invitations:** To respect the sensitivities of all students, party invitations may only be distributed on school premises if the entire class is invited.

5. Parent Code of Conduct

At MLC Schools, we believe in a strong **partnership** between **home and school**. To maintain a positive and supportive community, we ask that all parents and guardians:

- Treat staff, students, and other parents with **respect, courtesy, and professional conduct** at all times, including during school events and in digital communications.
- Support the **school's inclusive values** and collaborative learning environment.
- **Address concerns through official school channels** directly with the relevant staff members rather than public forums or social media.
- Refrain from direct communication with staff via personal messaging platforms to respect professional boundaries.

6. Digital Citizenship & Acceptable Use Policy

As we integrate digital tools into our curriculum, we expect all students to demonstrate responsible digital citizenship.

- Students **must use** school-provided devices and network access for educational purposes only.
- Adherence to cyber-safety protocols is mandatory; students are expected to treat all digital interactions with the same respect and integrity as in-person ones.
- Any use of technology that negatively impacts the school community, compromises safety, or violates our values will be addressed through school disciplinary procedures.

For comprehensive details on device care, data protection, and online safety, please refer to the full ICT Acceptable Use Policy available on the Parents' Portal.

7. Academics, Health & School Policies

Progress & Consultations

- **Consultations:** Formal Parent-Teacher Consultations take place twice a year (at the end of Term 1 and Term 3), accompanied by written progress reports.
- **Assessments and Testing:** MLC Schools employ a continuous assessment model for both Primary and Secondary sections. Beyond formal, timetabled assessments, teachers evaluate progress using a blend of structured testing, homework, research projects, and consistent classroom engagement.
- **Appointments:** Additional meetings are always welcome! Please schedule these in advance. Brief discussions outside classroom doors in the morning are discouraged to allow for a smooth, uninterrupted start to the school day.

Illness, Injuries & First Aid

- **Responsibility:** The Class Teacher and School Nurse will administer First Aid as needed to all children in their care.
- **Minor Injuries:** Minor scrapes and bumps are treated with standard first aid, and parents will receive a notification note.
- **Severe Illness:** In cases of severe illness or injury, parents will be contacted for immediate pick-up, or emergency services will be contacted if necessary.
- **Communicable Diseases:** Please notify the school immediately if your child contracts a contagious illness. This allows us to inform the school community where appropriate, so other families can take suitable precautions to help prevent further spread.

Safeguarding & Data Privacy

- **Discipline & Safety:** We are committed to providing a safe, positive environment for all students and staff. We expect responsible conduct and peaceful conflict resolution at all times. Inappropriate behaviour or abuse will not be tolerated and will be addressed promptly through our standard disciplinary procedures. Students are encouraged to reach out to staff members whenever they need help or wish to share a concern.
- **Data Protection:** All personal information is securely managed in full compliance with applicable local and international data protection laws.
- **Retention Policy:** We retain records only for the time necessary to fulfil legal and educational obligations, after which they are securely destroyed.
- **Subject Rights:** You maintain the right to access, correct, or request the deletion of your personal data at any time by contacting the school administration office.
- **Social Media & Media Engagement:**
 - **Social Platforms (Instagram / Facebook):** We share school highlights but avoid tagging or close-up student photos without parental consent.
 - **Video (YouTube):** We use 'unlisted' links, shared privately with the relevant school community only.
 - **Publications & Brochures:** Student images may be used for school publications and brochures. Where you have already consented not to allow public disclosure, your choices will be respected; where you have permitted the use of photos and videos, we will be judicious and mindful to select appropriate content with minimal exposure to named individuals.

Special Educational Needs (SEN) & Inclusion

- **Inclusive Environment:** We are committed to fostering an inclusive learning environment and welcome children with diverse learning needs whenever our programme can effectively support them.
- **Class Capacity Limits:** To ensure every student receives dedicated, high-quality attention, **we manage the number of children with Special Educational Needs (SEN) admitted per classroom.**
- **Assessment & Admissions:** Placement for SEN students is evaluated on an individual basis during the admissions process to determine if our current class structure, staffing, and resources can meet your child's needs.

- **Support Requirements:** Depending on individual circumstances, enrolment may require a Shadow Support Teacher or external specialist support as a condition of placement.

Communication and Support

- **Routine Queries:** Please use our Management Information System or email for all standard requests to ensure an effective audit trail.
- **Urgent Matters:** For immediate concerns, please contact the school office via phone or WhatsApp. Alternatively, you may reach us via email by starting the Subject Line with the word "URGENT" to ensure your message is prioritised.
- **Availability:** Please note that our team is available during standard school hours; communication sent outside these times will be addressed upon our return.

Thank you for reviewing these guidelines, which serve as the foundation for a successful partnership. For more comprehensive information on our academic policies, please refer to the Parent Portal.

Reviewed by: School Head Teachers
Date of Review: August 2026