

Policy Title:

Fees Collection Policy

1.Rationale

Taaleem Schools commits to its ethos to listen to parents and offer flexibility to their needs when it comes to paying school fees. We are fair and transparent with the information available on school fees and any changes made to the school fees are informed to parents in advance.

2.Aim

This policy guides a parent on the process when paying fees, the options available and the consequences when fees are unpaid or late.

3.Invoice Availability

An invoice is sent out to the parent for each term to pay for the up and coming term's fees. This is commonly sent 2 months before the term commences and has a due date 1 month before the term commences. During the second term, current parents will receive notification to re-register their child for the following academic year. The payment to re-register will be due on the first day of the 3rd term and the deadline to pay the re-registration fee will be 1 month later. This will require a deposit no greater than 5% of the following years annual fees. The re-registration deposit will be deducted from the first terms fees of the following academic year.

4.Options to pay School Fees

- 4.1** Fees can be paid by cash, cheque, credit card authorisation form, bank transfer, credit or debit card by the date indicated on the termly invoice. Should a parent wish to pay more than 1 term this can be agreed with the finance department.
- 4.2** Should a parent wish to pay the fees monthly, this is an option that we offer with our partners at Emirates NBD or Dubai Islamic Bank. Parents can get in touch with one of these banks and they will organise the school fees to be paid and then set up a monthly payment with the parent, either 3 months, 6 months or 12 months without any additional interest added and without the need to set up a bank account.
- 4.3** Parents can submit post-dated cheques to cover the term's fees.

General Conditions

Paying monthly for school fees does not mean that the education of a child is monthly. Should a parent withdraw their child from the school the refund will be calculated from the start of the term and the date of the official request by the parent stating the intent of withdrawal and not from the date when the student was absent. Being on the school register counts as days in school. Should a parent decide to remove their child from school and they have attended up to 2 weeks of the term, then a full month will be deducted from the term fees, if a student has attended between 2 and 4 weeks then two full months will be deducted from the term fees, if a student have attended 4 weeks or more then the full term's fees will be required.

Should a family be struggling to pay fees due to a change of circumstances and they share evidence of this, Taaleem are always prepared to offer solutions to support this situation by agreeing to a payment plan that better supports the family's monthly income. Please make an appointment with the Finance Department to share the procedure to apply for financial support.

Communicating with the school and being transparent and open about a personal situation that effects cash flow is the best practice to work together with the school to find a solution to pay for a student's annual education fees. Depending on the situation and the communication between school and parent, the action and consequences can vary with every case, however the following is a guideline what to expect.

5. If fees are not paid on time

After the deadline to pay the school fees invoice has passed, various departments including finance, admissions, operations and senior leadership team, will communicate with parents should they not have paid their fees on time. This will escalate in frequency and seniority in the school as time goes on. Starting with the Finance Department, then other departments that could include the Admissions Manager, Head of Business Operations and the Principal. The termly school report, examination results and the transfer certificate of your child will not be issued if you have fees outstanding.

5.1 What to expect when Term 1 & Term 2 fees are not paid and the deadline has passed

1. Every week contact will be made with the parents via various modes of communication, this could be an email reminder, a WhatsApp message or a telephone call from the finance team.
2. As time increases and it gets closer to the start of the term, the weekly communication will come from more senior members of the school and the parent will be invited in to the school to meet and discuss their situation to see how we can support the family in getting their child back to school.
3. Until Term 1 fees are paid in full, the school has the right to not accept the student back to start the new academic year
4. If the student is already attending school, the Principal can make the decision to suspend the student for 3 consecutive days each term if fees are still outstanding.

5.2 What to expect when Term 3 fees are not paid and the deadline has passed

1. As the above procedure will be followed
2. Before the last term ends an email from the finance team will be sent as a final reminder that shares the consequences of not paying all outstanding fees for the academic year.*
3. A final letter from the Principal to deregister the child from the school will be sent once the academic year is over.

*The consequences of not paying fees after several reminders are that your child will be deregistered from the school and you will be unable to receive a school report, exam results or a transfer certificate until all outstanding payments are cleared. Your case will be handed over to the legal department for the recovery of the monies due to the school.

Policy Implemented: September 2021

Policy applicable to Parents of students enrolled at a Taaleem School

Policy Review: August 2022

Policy Responsibility: Head of Admissions

Board Review: August 2022