

## **FAQ'S**

### **Administration**

#### *1. What do I need to do to enroll my child/children in Kindergarten / Grades*

##### *a. The following documents are required for admission in Kindergarten*

- ☐ Registration form (Completed and signed by the parent)
- ☐ Health Form (Completed and signed by the parent)
- ☐ Child's birth certificate. Copy and Original. (Original would be returned after Verification)
- ☐ Copy of the parent's and student's Iqama and its subsequent renewals
- ☐ Copy of Student's and parent's passport
- ☐ Employers letter
- ☐ Report from the previous school attested by MOE ( If applicable)
- ☐ Residence location map (If school transportation is required)
- ☐ Recent Photograph of the child (6 copies)
- ☐ Photocopy of the Vaccine Card
- ☐ Clearance Letter from the previous school
- ☐ Copy of the Ministry of Education approval from school attended in the Kingdom
- ☐ Overseas students are required to get their Report Card attested from the below mentioned sectors from the country they are coming from:

*a .Saudi Embassy*

*b. Cultural Attaché of Saudi Embassy*

*c. Ministry of Education*

*d. Ministry of Foreign Affairs*

- ☐ Medical Certificate from a Physician

##### *b. The following documents are required for admission in Grades*

- ☐ Registration form (Completed and signed by the parent)
- ☐ Health Form (Completed and signed by the parent)
- ☐ Child's birth certificate. Copy and Original. (Original would be returned after Verification)
- ☐ Copy of the parent's and student's Iqama and its subsequent renewals
- ☐ Copy of Student's and parent's passport
- ☐ Employers letter
- ☐ Report from the previous school attested by MOE ( If applicable)
- ☐ Residence location map (If school transportation is required)
- ☐ Recent Photograph of the child (6 copies)
- ☐ Photocopy of the Vaccine Card
- ☐ Clearance Letter from the previous school
- ☐ Copy of the Ministry of Education approval from school attended in the Kingdom
- ☐ Overseas students are required to get their Report Card attested from the below

mentioned sectors from the country they are coming from:

- a. Saudi Embassy
- b. Cultural Attaché of Saudi Embassy
- c. Ministry of Education
- d. Ministry of Foreign Affairs

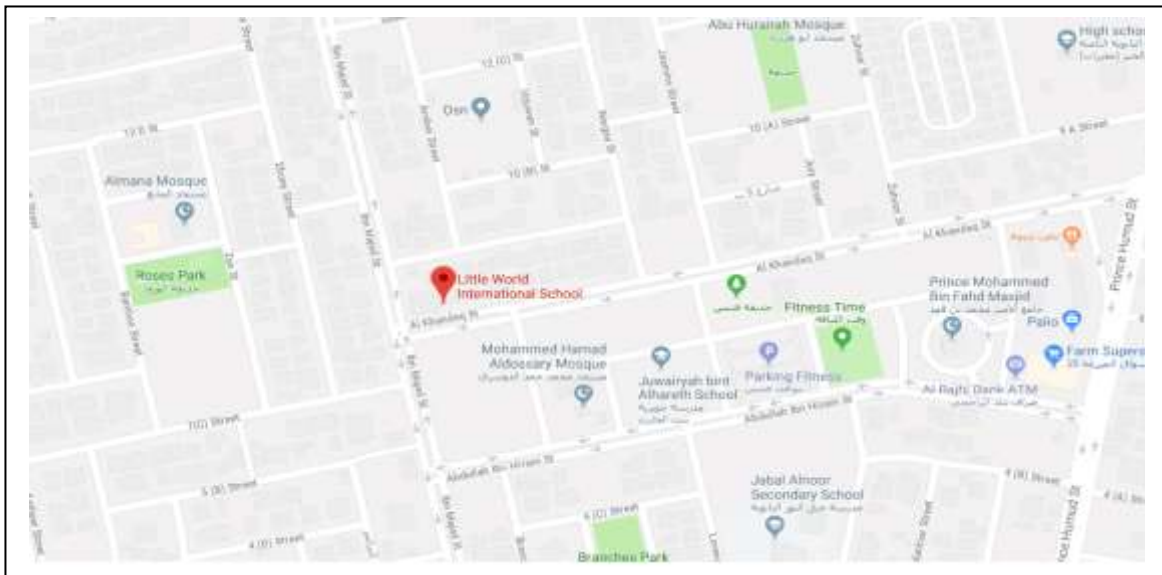
- ☐ Medical Certificate from a Physician
- ☐ Biometric Fingerprint

2. *What are your application deadlines and how soon can we apply for the next Academic Year*

We have a waiting list that is open throughout the year. However, the actual deadlines for payment and enrolment take place officially in the last quarter of the academic year. Here is the breakdown of the exact timings:

For Kindergarten and Grades- Applications are to be completed by the month of March every year. Our school academic year and session begins every September and all the payments and official paperwork is completed by the end of June.

3. *Where is the school located?*



4. *How many students study at LWIS and what are their nationalities?*

We have a student population of 280 with a representation from over 28 different countries including Egypt, Turkey, the United States, Spain, Malaysia, Indonesia, Philippines, Canada, India, Pakistan, Germany, China, United Kingdom, Russia, Irish, Venezuela, Jordan, Sudan, Yemen, Syrian, Palestine, Tunisia, Algeria, Irish, Lebanon, Tanzania, Belgian and Sri Lanka

5. *Which languages are taught?*

The medium of instruction is English. Arabic, Hindi, Urdu and French are taught in KG III and grades respectively.

6. *What are the school day hours?*

**Kindergarten** - 8:00 am – 12:15 pm  
**Grades** - 7:45 am – 1:30 pm

7. *Who do I contact when I have changed my telephone number or email address?*

Please make it a point to email changes to the Supervisor (littleworld@littleworldschool.com.sa) and the homeroom teacher if your contact information changes.

8. *How will I know if school is closed due to weather or other emergencies?*

The management will send a text message as well as an email to inform parents, teachers and staff if there is a reason to close the school for any emergency. The Crisis Intervention Team (CIT) will intervene. Please keep us updated of any changes in your contact information.

9. *Is transport available to and from school?*

Yes. Independent Private Transporters provide these services. Contact numbers are available through our Admin office.

Transportation is a privilege and is not a statutory requirement; it can be revoked at any time. Please have your child ready at their bus stop five minutes prior to his/her scheduled pick up time.

Note: All kindergarten students must have an adult present at their bus stop at pick up and drop off time.

10. *If my job is relocated and I have to leave Saudi Arabia, what do I have to do to get a school leaving certificate/school transcripts and other documents?*

Please refer to the School/Parent Financial Agreement for detailed information.

As a reminder, in case the child is leaving the school, **parents should email the Academic Supervisor at least one month in advance once a decision has been finalized** that they are leaving the Kingdom on final exit.

Please note the **full term's fee is payable in case the student withdraws from the school in the middle of the school year, without exception.**

*11. If I need to transfer my child to another school, what do I need to do?*

The parents should email the Academic Supervisor why they would like to move, and requesting for a transfer certificate. Please note the **full term's fee is payable in case the student withdraws from the school in the middle of the school year, without exception.**

*12. Do I need to send lunch or a snack for my child?*

Your child is welcome to bring his/her lunch to school. There are no meal accounts (credit) and only cash may be used to purchase items.

*13. My child needs to take medication daily. How will you make sure he/she will receive it?*

If a student needs to receive medication during school hours, the parent/guardian is required to bring the medication to the Administration Office. The parent/guardian must sign consent form to allow the nurse or doctor in the designated section to give the medication. We do not have any stock medications, such as Panadol or Fevadol, on our school premises for general use. All pharmacy dispensed and over-the-counter medications must be in the original container with the proper labelling (student's name, directions for administering, date, dosage, time to be given, and name of drug). Any medication that your child needs to take for longer than one month must have written permission from a physician. All medication must be age appropriate. We will not administer any expired medication. We will not dispense any over-the-counter or pharmacy dispense medications without a permission form signed by the child's parent or guardian.

### **Academics**

*1. Is there a Uniform Policy in School?*

Yes, for all students from Nursery and above. The uniform is an important feature of our school. Students are required to acquire the uniform prior to commencing classes every Academic year, as ambassadors for the school, students are representatives of the school's high expectations and standards. With this in mind, the school attempts to maintain a high standard with its uniform code, which includes guidelines on how to wear the uniform, jewellery, footwear and hair requirements.

*2. When are Parent/Teacher Conferences held?*

The Parent/Teacher Conferences between parents and teachers are held 4 times a year. Parent/Teacher conferences provide an opportunity to review your child's progress in all areas of their school experience and we urge parents to attend these most important meetings. You are welcome to meet with the Supervisor for your child's educational needs at any time during the school year as we have an open-door

policy. You may contact the Supervisor by email or telephone regarding the issue you need to discuss with the teacher and the message will be relayed as soon as possible.

3. *How can I contact the school if I need to talk with someone regarding my child's education?*

Education is a team effort, and parents are a vital part of our team. If you have a question, concern, or comment, we want to hear it! You can discuss your issues with the Homeroom Teacher/Coordinator and then later with the Academic Supervisor if the issue is not resolved. We offer many modes of communication including e-mail, telephone, monthly school newsletters, our website, as well as the Parent Portal. If the parent-teacher conferences are not working for you, please get in touch with the Principal/Supervisor immediately. Every effort is made to resolve concerns, however they may be.

4. *Is there a complete calendar of days when school isn't in session?*

Yes. The Events Calendar is available on the Parent-Portal.

5. *Is additional support available for children who do not perform well in Assessments or Final Exams?*

Prior to entry to LWIS, students are placed in section which best caters for their educational needs. We gather a great deal of assessment information from the previous school Placement. The students are carefully monitored and constantly/regularly reviewed through assessments, informal exams and oral evaluation. All students, who need extra help have access to remedial help.

6. *How can I speak to my child's teacher?*

You can either send a message through your child's diary to the homeroom teacher or contact the coordinator telephonically and take an appointment. Kindly note that the teacher will not be able to meet any parent during classes/school time.

7. *What is the discipline policy at LWIS?*

All children have the right to learn and each teacher to teach in a safe, caring and orderly learning environment so that students will reach their full potential. We encourage and expect children to behave in an acceptable way at all times. Being an International School, it is mandatory for our staff and students to converse and interact in English only.

8. *How does the school communicate with parents?*

LWIS communicates with families via a password-protected section of the School website called the 'Parent Portal'. You will be given access to this section once your

child is fully enrolled. In this section you will find Newsletters, School Calendars, Notices, Weekly plans, Homework Schedule, Assessment and Report Cards. You will also find information about extra-curricular activities in this section. Apart from the portal, the school diary, email, telephones are the other modes of communication

Your child's class teacher will advise the best way for you to communicate with them on a day to day basis. When you enroll your child, you will be asked to complete an 'emergency card' by the school Administration – it is essential that the school always has access to your most up to date contact information. Communication about pupil progress takes place a number of times throughout the year depending on the age and stage of your child. This will be in the form of Parent-Teacher Conferences. You are welcome to speak to the Supervisor at any time about your child during the School Year.

*9. What is the Parent-Portal?*

The LWIS Parent-Portal is a tool that is integrated into the LWIS School website (it is on the top right hand corner of the school website). The Parent-Portal is specifically developed for parents and students and gives access to real-time information including attendance, grades and detailed assignment description, school bulletins, the school Newsletter and daily homework assignments per grade. Everyone stays connected. Students stay on top of assignments, parents are able to participate more fully in their students' progress, and the administration is able to communicate with parents and students.

**Parent-Portal FAQ's –**

*Q. Who do I contact for the Parent-Portal access?*

- A. Your account can be set up immediately once you register online after your son/daughter is accepted to LWIS and you are issued with a student ID number.

Please note, the account has to be registered by the Parent/Guardian with a password. Kindly contact Mr. Benil at [benil@littleworldschool.com.sa](mailto:benil@littleworldschool.com.sa) or the Academic Supervisor at [supriya@littleworldschool.com.sa](mailto:supriya@littleworldschool.com.sa) for portal issues.

*Q. What is the web address for School Websites Parent-Portal?*

- A. The School Website is <http://www.littleworldschool.com.sa/>

Please bookmark this link and/or click on the Parent Portal Access link on the top right hand corner of the website.

***Q. Can I change my password?***

A. Yes, you are able to change your password online. Please record it and keep it somewhere safe and private so that you have it when you need it.

***Q. What do I do if I forget or lose my password?***

A. A user name and password is key to the security of your child's personal information. If you lose your user name or password you will need to visit the Supervisor's office obtain the user name and the password you registered with.

***Q. My husband/wife and I living in different parts of the Kingdom due to job constraints. Can we both access the our child's account separately?***

A. Yes, absolutely. The Parent-Portal allows access to you anywhere in the world as long as you have you child's User ID and password. Therefore, both parents will have to use the same username and password that was registered when you signed up for the Parent-Portal.

***Q. Can other people see my child's grades and information?***

A. As long as you protect your password, others will not be able to see your child's information. Each child/parent is issued their child's individual student identification (Student ID) to log in and password.

***Q. After I log in, what will I see?***

A. After you log in, the Navigation Bar will appear on the computer Screen.

On the left hand corner, you can navigate through the choices presented.

Once you choose the option, for example "**Notices**", click on it. The "filter" choice appears. Click on it and click on "**Grade or General Section**". The notices from the Administration will then appear.

Click "**Homework**" to view the Homework for that particular week for the Primary section.

Click "**Syllabus**" to view the entire syllabus for your child's academic year.

Click "**Newsletter**" to see the day-to-day activities that are chronicled every month for your child's section.

Click "**Attendance**" to see your child's attendance record.

Click “**Contact Numbers**” to get in touch by phone with the Supervisor or teachers.  
“**Exam Results**” view your Child’s Assessment and Final Report Card.

***Q. I can’t login to the Parent-Portal. I put in my username and password and click submit. After clicking submit, the page reloads to a blank username and password line and does not login. Help?***

A. Please use the table below to decide whom to contact for various questions on the Parent-Portal:

<b>Question Topic</b>	<b>Person to Contact</b>
Errors in the Grades for Class Assessments or Final Term Exams.	Please send an email or call the Supervisor,  Mrs. Supriya Kher Mobile # : 0503409610 Email : <a href="mailto:supriya@littleworldschool.com.sa">supriya@littleworldschool.com.sa</a>
Attendance in a specific class on a specific date	The Homeroom Teacher
Lost or Forgotten Student ID or Password	Irene D. Manuel Mobile #: 0534149027 Email : <a href="mailto:accounts@littleworldschool.com.sa">accounts@littleworldschool.com.sa</a>
If I need to contact the Class Teacher	Please call the Home Room Teacher Email: <a href="mailto:littleworld@littleworldschool.com.sa">littleworld@littleworldschool.com.sa</a>

***10. Are there opportunities to become involved as a parent volunteer at school?***

Yes, You can. Kindly contact the Academic Supervisor.

***11. How do we apply for a job?***

We are always looking for talented people to join our rapidly growing school. There are 3 ways to apply:

1. Please call or email your latest CV to the email below”

[littleworld@littleworldschool.com.sa](mailto:littleworld@littleworldschool.com.sa) / [supriya@littleworldschool.com.sa](mailto:supriya@littleworldschool.com.sa)

2. Walk-In appointments, (Please note the Supervisor may not be available due to prior commitments as well as the day-to-day affairs taking place in the School so you may or may not be able to meet with her?



