

Parent Handbook 2020



**Integrity, Community Diversity,
Excellence, Learning**

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Gate Information

Gate 1- Administration and senior school entrance

- Operating hours: 730am-415pm
- Security staff and Administration staff at gate

Offices located here:

- **Executive Principal**
- **Registration**
- **Finance**
- **Transport**
- **Uniform Shop**

Gate 2- Pedestrian Entrance. VISS buses entrance

This gate is managed by security officers from

- 7.30am-830am
- 2.30pm-330pm

Gate 3- Primary School- All day access

Pedestrian access to the VISS Primary school

Gate 4- Early Learning Centre- All day access

- Operating hours: 730am-415pm
- Security staff and Administration staff at gate

Gate 5- VISS Medical Centre and Community Centre

- **Security staff at gate**
- Operating hours: 730am-715pm

Gate 6 VISS Middle school and Theatre access

- Operating hours: 730am-415pm
- Security staff and Administration staff at gate

Security contact number

- 0506325294
- 06 599 3168- Mr Puspa Supervisor

Map of VISS Campus



Executive Principal's Welcome



Welcome to our Parent Handbook for the 2020-2021 academic year

At VISS we value an effective Home- School partnership and communication model and we appreciate at times this can break down

We will try our very best to keep you informed of matters that relate to your child's education and welfare; this handbook is a key part of this process.

This year we start the year with COVID restrictions in place due to the global Pandemic. We have produced a return to school Handbook that details the VISS plan for this Academic year. [VISS Covid Regulations](#)

These are unprecedented times and as always my priority is to continue to provide a world class schooling environment in a safe and cautious environment for our families

If you still have unanswered questions, please contact us via the below emails and /or phone number

admin@viss.ae 06 577 1999

elcschool@viss.ae 06 599 3191

Primaryschool@viss.ae 06 599 3161

secondaryschool@viss.ae 06 599 3131

We look forward to an exciting year of learning ahead



Dean Pyrah
Executive Principal

School Leadership

Dean Pyrah	Executive Principal	
Jim Sterns	Head of Secondary school/Deputy Principal	
Dan O'Reilly	Head of Primary school	
Lee Reich	Deputy Head of Primary school	
Linda Ripplingille	Assistant Head of Primary school (P-2)	
James Ritchie	Assistant Head of Primary school (3-5)	
Sara Santrampurwala	Assistant Head Secondary school (IB and Senior school)	
David Harding	Assistant Head Secondary school-Middle school	
Hediah Kadous	Assistant Head Secondary school- Student Well-being (6-12)	
Julie Howell	Executive Assistant	Howell.julie@viss.ae

Academic Calendar 2020/2021

Term 1	
Staff commence	Sunday, 23 August 2020
Students Commence	Sunday, 30 August 2020
Midterm Break	Wednesday 28 October 2020
Prophet's Birthday*	Thursday, 29 October 2020
Flag Day	Tuesday, 3 November 2020
Commemoration Day*	Tuesday, 1 December* 2020
National Day*	Wednesday, 2 – Thursday, 3 December* 2020
End of Term	Thursday, 10 December 2020

Term 2	
Staff commence	Sunday, 3 January 2021
Students Commence	Sunday, 3 January 2021
Midterm Break	Sunday 14 February to Thursday 18 February 2021
End of Term	Thursday, 25 March 2021

Term 3	
Staff commence	Sunday, 11 April 2021
Students Commence	Sunday, 11 April 2021
Ramadan Starts (TBC)	Tuesday, 13 April 2021*
Ramadan Last Day (TBC)	Wednesday 12 May 2021
Eid al-Fitr (TBC)	Thursday 13 May to Saturday 15 May* 2021
End of Term (students)	Thursday, 1 July 2021
End of Term (staff)	Thursday, 8 July 2021

*** Actual dates are subject to change**

Daily Schedule (non COVID timetables)-Please refer to Return to School booklet 2020

Early Learning Centre

Period	Time	Time Allocation
Students start to enter classrooms from 8.00am		
Classroom time	8.00am -12.45pm	
Eating Times		
Dismissal Time		

Primary school

Period	Time	Time Allocation
Students start to enter classrooms from 8.00am		
Home group	8:10 – 8:30 am	20 minutes
Period 1	8:30 – 9:30 am	60 minutes
Period 2	9:30 – 10:30 am	60 minutes
Eating Time	10:30 – 10:40 am	10 minutes
Recess	10:40 –11:10am	30 minutes
Period 3	11:10 – 12:10pm	60 minutes
Period 4	12:10 – 1:10 pm	60 minutes
Eating Time	1:10 – 1:20 pm	10 minutes
Lunch	1:20 –1:50 pm	30 minutes
Period 5	1:50 – 2:50 pm	60 minutes
Home group dismissal	2:50 – 2:55 pm	5 minutes

Secondary school

Period	Start Time	Finish Time
Home Group	8.10 am	8.20 am
Period 1	8.20 am	9.00 am
Period 2	9.00 am	9.40 am
Period 3	9.40 am	10.20 am
Recess	10.20 am	10.40 am
Period 4	10.45 am	11.25 am
Period 5	11.25 am	12.05 pm
Period 6	12.05 pm	12.45pm
Lunch	12.45 pm	1.30 pm
Period 7	1.35pm	2.15 pm
Period 8	2.15 pm	2.55 pm
DISMISSAL	2.55pm	

Student Registration

SPEA

The Sharjah Private schools Association (SPEA) regulates all the schools in Sharjah and Northern Emirates. All children attending the school must be registered with them. Our Registration office will Manage this as part of each student's enrolment. Documentation ***must be kept up to date.***

If you have any queries regarding any of the documents mentioned here, please contact
registrar@viss.ae

Documents for Registration and SPEA

Documents need to be updated to maintain accurate records for the school, SOEA and the Education Ministry

- Sponsor's Passport copy
- Sponsor's Residence Visa copy
- Sponsor's Emirates ID copy
- Student's Passport copy
- Student's Residence Visa copy
- Student's Emirates ID copy
- Medical Information Form
- Contact Information Form
- Photography/Social Media Permission Form

Accounts Department

The Finance Manager and accounts offices are located at Gate 1 Administration office

VISS accepted methods of payments of fees are cash, credit card, cheques or bank transfers.

For payments through bank transfers VISS bank details are:

Account Name: VISS

Bank Name: Sharjah Islamic Bank, Sharjah, UAE Account Number: 0029-218899-004

IBAN: AE030410000029218899004

SWIFT: NBSHAEAS

The student's full name and ID number should be stated on the transfer instructions. The transfer confirmation must be faxed to VISS accounts department, fax number 06-5771888 or e-mailed to finance@viss.ae.

Post-Dated Cheques (PDC's) must be presented for the following dates:

1 st cheque	dated 15 August	40% of tuition fee
2 nd cheque	dated 1 December	30% of tuition fee
3 rd cheque	dated 1 March	30% of tuition fee

For more detailed information, relating to VISS fees and processes please read **HERE**

VISS Communications

Communication is a vital part of the effective operation of our school and keeping our community informed. As a school, we have a communication policy that provides guidance to staff, parents and students outlining the expectations of communication across all these groups. Following is an outline for parent and staff communication

Your contact details

Please ensure that we have the correct contact details for you at all times. If your email address, phone Number or location address changes at any time, please update your personal details by contacting the school registrar or sub school office

Communication with the school community

Parents play an important role in their children's education, which requires a positive and effective partnership between parents and school. Consistent and effective communication enriches the learning experience, which is pivotal to the success of these relationships.

Rationale

To provide effective communication between all stakeholders in order to maintain an environment that is open, honest and transparent that ensures a strong and positive sense of school community.

- Provide parents and the wider community with information about events, achievements and other happenings at the school.
- Provide a two-way channel of communication between the School and parents.
- Provide parents with an avenue for communicating their concerns to teachers and an opportunity to take their concerns further if necessary.
- Provide an open channel of communication between staff and students for honest discussion and advice.






The School will communicate with home in the following ways:

- The school website will publish a calendar at the beginning of each school year and updated regularly in the VISS website. www.viss.ae
- A regular HTML newsletter is emailed to parents and the wider community about whole school information, sub-school activities, development and news
- Facebook, Instagram, Twitter and the VISS website "NEWS" section will be updated throughout each school week with happenings, news and information.
- Parent Information sessions are held at strategic times of the year to discuss projects with parents such as class or academic programs including: Literacy, reading, math/transition programs/new sub-school information

Edmodo, E-mail and Engage

These are the preferred communication platform used by VISS. These platforms will update parents in the following ways during a working week and within normal working hours:

- ✚ Direct information from class teachers
- ✚ Weekly lesson plans
- ✚ Term Planner
- ✚ Notices and permission slips
- ✚ Invitations
- ✚ Event details

-  Academic reports
-  Receive regular updates from your class teachers
-  Homework schedules
-  Report your child absence to teacher
-  Teachers will respond **directly** Edmodo messages

General Expectations

- Teachers and operational staff are expected to respond to emails, Edmodo messages and phone calls/messages in a timely manner, Teachers are to respond quickly to concerns raised by families, contacting them within 24 hours and if required responding with further written information in 2-3 working days.
- Teachers are encouraged to discuss matters of importance with parents and should ensure that the appropriate Head/Assistant Head or Grade level leader is informed about phone calls or correspondence via email, or other communication platforms if required.
- Teachers are to keep parents who have raised concerns, informed about the progress of their query, and ensure the parents are advised of the relevant VISS staff member who will be taking responsibility for resolving the situation (e.g. teacher or SLT).

Personal appointments

- Our school offers parent-teacher interviews each term. These opportunities, allow parents/guardians to talk about issues or concerns, and to ask how children are performing and progressing at school.
- When necessary, parents are invited to make an appointment with any staff member by contacting through the relevant sub school office

Respectful Communication

As a school, we have a clear set of values for all of the VISS community. These key values should be evident in our behaviours at all times, particularly as they relate to communications between all the stakeholders at VISS, including students, staff, parents and the wider community.

Amongst other things, these values encompass respect for diversity and are in place to ensure that everyone is treated respectfully, regardless of age, race, gender, religion, social or employment status. We all have a responsibility to ensure that our behaviours reflect these values at all times.







In all dealings within the school community, we would expect all staff, parents, visitors and students to be respectful when phoning, visiting the school offices and/or addressing academic and administrative staff members with each other and wider community with the following guidelines

- ***All communication will be conducted free of discrimination, harassment and bullying.***
- ***All communication will be respectful of confidentiality and privacy***
- ***We strongly discourage the use of WhatsApp messages/ group messaging between parents and staff***




Social Media

School Media Social Platforms

VISS own the following social media accounts and website and only authorises content on these sites

-  <https://www.viss.ae>
-  <https://www.facebook.com/VISSUAE/>
-  Instagram- VISS_UAE
-  VISS YouTube- <https://www.youtube.com/channel/UC8zP42NmVKWIHRWq3DpsfPA/featured>
-  <https://www.youtube.com/channel/UC8zP42NmVKWIHRWq3DpsfPA/featured>
-  Twitter-VISS Executive Office managed
 - VISS_UAE
 - VISS Principal- Dean Pyrah

All VISS associated accounts must be approved by the Executive office and faculty managed Twitter – VISS faculty

-  VISS Digital Tech- managed by innovation team
-  VISS Outdoor ED- Managed by Director of Sport
-  Arabic Languages

VISS Campus security

All visitors to the school will be required to wear identification and ensure it is clearly visible when on the campus at all times. These tags will not be photo ID but labelled with your Family ID

Each VISS family will be provided with up to two ID passes. Family ID cards should be worn by parents, guardians, grandparents, helpers, drivers or other family representatives who collect and drop a child at school or visit VISS for meetings or activities. The cards will not be photo ID but will be labelled with your family name and ID number.

Visitors to the school who do not have a valid school ID card will be required to sign in to the relevant school office to acquire a visitors badge on the presentation of appropriate identification

These measures are in line with best practice worldwide in schools and are aimed at increasing the safety and security of our entire community

Operational information

Absence/ Attendance

Students absences must have notified to the admin offices for each sub school and parents can be notified via the Edmodo app

Accounts

For invoice enquiries, please email finance@viss.ae or 06 599 3282

Finance operation hours:

Sunday to Thursday
800am-330pm

Admissions

registrar@viss.ae

Ms Rabab is our Registration/Admissions Manager and is responsible for all matters in connection with student admissions and registration including. SPEA registration and all documentation associated with student's registrations

Communications and Marketing

Communications & Marketing is managed from the Executive Principals office. All matters relating to both the internal and external communications as well as social media platforms should be addressed to Julie Howell- Executive Assistant to Principal Howell.julie@viss.ae

Cafeteria/Canteen

Due to COVID 19 restrictions we are currently not operating our canteen

VISS provides three (3) cafeteria/ canteen option. "Safratas" catering independently operates and provide the services for all cafeterias. Weekly menus will be published to the VISS website.

1. Primary school
2. Middle school
3. Senior school

The Primary school operates on a preorder system for meals and limited over the counter sales for drinks and healthy snacks. More information can be obtained from Primary school office

The Middle and Senior school cafeterias operate on a queuing and purchasing system. Hot meals, sandwich to order options and salad bar are available

Extra-Curricular Activities-

Due to COVID 19 restrictions we are currently not operating ECA

In addition to the After School Clubs' program, VISS also offers its students the chance to participate in numerous paid activities with highly qualified outside providers

These activities are held outside of normal school and club hours and participation is optional.

Mr Iain Rowe Director of Sport (rowe.iain.a@viss.ae) manages the extracurricular activities programme

The after school's coordinator is **Mr Leith Hunt** who is contactable on 06 599 3252 and available on site Sunday to Thursday 4pm-7pm

Activities include:

- *Royal FA (football)*
- *Turning Pointe (ballet)*
- *Emirates Tennis Academy (tennis)*
- *Gymnastics Time (gymnastics)*
- *MPAC Sports (basketball)*
- *Taekwondo*

Sign up sessions are held in first week of each term, where representatives will be on hand to take registrations and to answer any questions you may have.

Personal Assistants to Heads of school

To schedule an appointment with the Executive Principal or Heads of school please contact the respective Personal assistant as mentioned below

SLT	PA	Email	Direct
Mr Dean Pyrah	Lina Saidan	saidan.lina@viss.ae	06-599 3112
Mr Jim Stearns	Sara Wakeel	wakeel.sara.a@viss.ae	06-599 3131
Mr Dan O'Reilly	Ojenie Naimi	naimi.ojenie@viss.ae	06-599 3161

Music and Instrumental Lessons

Music Academy Administrator - 06 599 3254

Mrs Anne Stearns is Music and Instrumental Administrator and manages all enquiries regarding these lessons. stearns.anne@viss.ae

Medical centre

nurse@viss.ae

We have a Doctor and two full-time Nurses available during the school day from 745am-4:15pm.

The Medical centre is located at Gate 5. Students who require medical attention will be cared for here and collected at the medical centre. They will be required to be signed out the school

From time to time regular health screenings will be undertaken as per ministry requirements, we will inform parents prior to this occurring

You are welcome to contact our Nurses to discuss any health concerns you may have about your child

Parent Engage Portal/Edmodo- Tech support

Should you experience any problems setting up the portal account once you have finalised your setup, please email ictsupport@viss.ae or helpdesk@viss.ae for further assistance. Please mention your child's name /Family number in any communication.

EDMODO	Contact	Contact office
Primary school	Fasil Thekkan	06 599 3161
Secondary school	Irfan Sajid	06 599 3131
ENGAGE	Contact	Contact office
Primary school	Shahrukh Shajahan	06 599 3200
Secondary school		

Student Care-Well-Being

Student and child wellbeing is a priority for Leadership and support teams at VISS

Wellbeing and Academic Support (Grades Prep to 5)

If you have any concerns regarding your child's well-being, please contact the school office

Ms Lee Reich	Deputy Head of Primary school & ELC	reich.lee@viss.ae
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Wellbeing and Academic Support (Grade 6 to Grade 12)

If you have any concerns regarding your child's well-being, please contact the school office

Ms Hediah Kadous	Assistant Head –Secondary school	kadous.hediah@viss.ae
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Child Protection

At Victoria International School Sharjah (VISS), the health, safety and wellbeing of all our children is crucial and important to every VISS employee. Our children have the right to protection, regardless of age, gender, race, culture or disability. They have a right to be safe in our school.

Protecting children is everyone's responsibility at VISS and this includes reporting any act committed by a parent, guardian or any other person, to a child enrolled in the school which results in neglect, physical or emotional injury or sexual harm.

Anti-Bullying

The following policy outlines school's objectives to provide a safe learning environment for members of the VISS community, allowing development and growth, while promoting the high standards of the school in both behaviour and education. This policy provides an outline for students to achieve the standards laid out in our *Behaviour*, *Child Protection*, *E-Safety* and *Acceptable Use* policies. At (VISS), we believe that all students have the right to an educational environment where they feel safe, an environment free from harassment, bullying and intimidation. This policy serves the entire school from Pre KG to Grade 12.

VISS Swim Academy-



Our swimming pool is current closed due to COVID restrictions

All staff are AUSTswim trained and accredited

VISS students have an opportunity to be active in the VISS Swim Academy. All children aged four years and older are welcome to participate in the program, whether they are performing at competitive standard, setting out to improve their technique, or aiming to become more familiar with an aquatic environment.

Lessons and Squad sessions are available daily during the school term

Rates see table below:

Swim Level	VISS STUDENT	Description
ELC	450 AED	30 mins per class/ KG Level 1-level 4
Advance 2 (Competitive)	550 AED	45 mins per class/complete all the level /Strokes techniques
Basic/Advance 1 (Level1-7)	650 AED	45 mins per class/beginner-advance

Transport

Mr Bashar Beyasi is the school Transport Manager. VISS manages and operates their own transport fleet and staff. We have bus routes covering Dubai, Sharjah and Northern Emirates

VISS operates a VISS transportation App that enables parents to:

- Communicate with Transport staff
- Live tracking of bus
- Students bus attendance & history

Trips/Excursions/Camps

Camps are managed Mr Iain Rowe as part of the outdoor education programme. We also offer in our secondary school international expeditions for skiing and school events such as Robotics competitions, Cultural awareness trip and others

Excursions are managed by individual sub school offices

Uniform Suppliers-ZAKS uniforms

For any uniform related query, please contact our shop located at Gate 1 - 06 599 3281

Student uniform and appearance

The Victoria International School of Sharjah's uniform Dress Code reinforces in students a pride in their own appearance, instils recognition of themselves as an integral part of the school community and assists in developing pride in representing their school. Issues of equality, health and safety and expense are also factors that contribute to the establishment of the Dress Code. In order to maintain consistency and reflect the above expectation all shirts, shorts, pants, skirts and jumpers are expected to be purchased from the school approved uniform shop. All students must make the effort to wear their school uniform correctly and with pride.

Uniform Guidelines for ELC, Primary and Secondary

All – Boys and Girls

Tops/Shirts:

- Only VISS approved school jumpers/jackets can be worn- Special event jackets are not part of the school uniform (i.e. the Ski Hoodie/ Robotics Hoodie)
- Grade 12 final year Jacket (only to be worn by Grade 12)
- ELC white Polo shirt
- Primary - Blue and white checked school shirt
- Secondary - Blue school shirt (short or long sleeve)
- Shirt buttons all done up except collar button and sleeves unfolded
- White undershirt can be worn - **no other** colour is acceptable

Footwear

- ELC/Primary - All Black shoes in the ELC and Primary and these may be Velcro (no colours or designs and the shoe should not be open)
- Secondary - All Black closed, lace up or buckled shoes (no colours or designs and the shoe should not be open)
- Socks are to be blue or white and must be seen **above** the ankle

Boys

Pants/Shorts:

- Blue school trousers
- Shorts need to be at least knee-length when purchased

Headwear:

Sun-smart hats consistent with our Sun-smart policy. Primary school broad brimmed hat and Secondary a peaked hat must be worn when outside

Girls

Dresses/Skirts/Pants/Tights/Leggings:

- Skirts and dresses need to be at least knee-length when purchased
- Primary - Pinafore with Blue and white checked shirt
- Blue school skirt at least knee-length when purchased
- Blue school trousers
- Tights/leggings must be blue or white and must be full length. Three quarter leggings are not permitted. (Primary School only)

General appearance

Jewellery-All students

- Girls are allowed to wear one small, plain pair of gold or silver studs worn on the ear lobe. Multiple earrings, nose studs and piercings in other parts of the body are not permitted.
- Extreme Hair – No unnatural colours, no lines or markings cut into the hair and haircuts must be of the same length (Mohawks, tails and asymmetrical haircuts are not permitted) any issues, parent contact will be made and the expectation is the hairstyle will be fixed ASAP
- Facial piercing and facial enhancements are not permitted
- Cosmetics - Clear nail polish is acceptable, and all other cosmetics are not to be worn at school. Students wearing nail polish will be asked to remove it immediately

Hair-Girls

- Students should have smart and conventional haircuts;
- Hair should be neat and tidy
- Fringes should not obscure the eyes
- Hijabs must be plain Blue, Black or white patterns are not permissible
- Hair should not hang over the face.
- A member of staff may ask girls to tie their hair back if they feel it is in the way. However, girls must tie their hair back for all practical lessons such as PE and technology and science based subjects
- Any artificial change in hair colour should be natural and single coloured in appearance. Students coming to school with extreme colours such as purple, red or bleached hair will be sent home and required to restore their hair to an acceptable colour before being allowed to return to school.
- Hair ornaments should be plain and functional, kept to a minimum, in black, blue or white and in keeping with uniform.
- Decorative or elaborate hair ornaments are not permissible.
- Nail varnish (including on toenails), transfers and tattoos are not permitted.
- Facial make up, such as lipstick and eye-liner, is not permitted and will be removed by the student on the instruction of staff members.

Hair-Boys

- Boys' hair should not be longer than the top of the shirt collar
- Facial hair (Beards) should be kept neat and tidy at all times
- Any artificial change in hair colour should be natural and single coloured in appearance. Students coming to school with extreme colours such as purple, red or bleached hair will be sent home and required to restore their hair to an acceptable colour before being allowed to return to school.
- Hair should not hang over the face

VISS PE Kit, Houses and Teams wear

House System



The VISS house system is building as one of the popular parts of our school community. Each student on enrolment is allocated to one of our 4 houses.

- Yellow- Leopards
- Red- Scorpions
- Green- Gazelles
- Blue- Falcons

House Captains are elected annually from our upper Primary and Secondary school students.

Staff members work with the House captains, supporting the organisation and of events across the academic year. House meetings take place regularly coordinated by the student leaders to develop and plan exciting events such as fitness challenges, chats, and all important sporting chants and whole school sporting competition and events. Points are awarded to houses for these events and competition with an overall inner announced annually

House shirts are available for purchase from the Uniform Shop This is compatible with the current PE shorts. It is also to be worn when supporting House events such as Athletics Day, Cross-country and the Swimming Gala. For this reason, it is compulsory to have a House shirt.

VISS PE Kit (Grades Prep to Grade 12)

Primary school students wear their PE uniform for the whole day

Secondary school Students can come to school in PE uniform only if they have class before recess then students are expected to change out of their PE uniform before their next class. Students can go home in PE uniform only if they have PE after lunch

- Shirt: House shirt with VISS logo
- Shorts: VISS Navy shorts or tracksuit pants . If students wish to wear leggings for modesty, comfort or for religious/cultural reasons, they may wear leggings under their PE Shorts
- VISS bathers/swimsuit and swim cap for swimming
- Socks: White ankle socks or trainer liners
- Shoes: Non-marking sports shoes
- House Shirts: Students who participate in sporting activities for House competitions need to wear a
- Students who are selected to represent one of the VISS Sports teams will be required to purchase the VISS Rep uniforms from our PE Department/Uniform shop.
- All enquiries regarding VISS Team wear should be made to the PE Department.