



NEWTON
GROUP OF SCHOOLS

Newton British School

Al Waab

Parent

Handbook

‘An international community of learners striving for excellence and celebrating success’



2026

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2027



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Welcome to Newton British School Al Waab

Mrs. Tracy Dodds
Principal



Dear Parents,

It is my pleasure to welcome you to Newton British School Al Waab.

Thank you for entrusting us with the education, wellbeing and development of your child. We recognise that choosing a school is an important decision for every family, and we are proud to have the opportunity to support your child throughout their educational journey.

At NBS Al Waab, we are committed to providing a safe, inclusive and nurturing environment where every child feels valued and is encouraged to achieve their full potential. Our dedicated staff provide a high-quality British education that promotes academic achievement alongside personal development, wellbeing and character.

We aim to develop confident, resilient and responsible young people who are equipped with the knowledge, skills and values they need for the future.

We are proud of our school community and look forward to working in partnership with you throughout the year.

Mrs. Tracy Dodds
Principal

Dear Parents,

A very warm welcome to Newton British School Al Waab.

Our priority is to ensure that every child feels happy, safe and supported, while being encouraged to learn, grow and achieve their best.

Strong partnerships between home and school are central to this.

Through open communication, mutual respect and working together, we can provide the best possible experience for our children.

This handbook provides key information about school routines, expectations and procedures, and we encourage you to refer to it throughout the year.

We look forward to working with you and your family.

Mrs Katherine Elmalem
Head of Primary



Mrs. Katherine
Elmalem
Head of Primary



General Information & Contact Details



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School Timings

The school week runs from Sunday to Thursday.

Early Years Foundation Stage (EYFS)

7:00am – 12:30pm

Key Stage 1 and Key Stage 2

7:00am – 1:40pm

Students should arrive punctually each day and be ready to begin learning at the start of the school day.

Our Vision

Vision, Mission and Values

An international community of learners striving for excellence and celebrating success.

Our Mission

We aim to provide the highest quality of education possible for students of all abilities. In doing so, we aim to positively encourage each student to achieve academic excellence, enjoy creative diversity, develop critical thinking skills and become lifelong learners and responsible citizens.

To achieve this, we will provide a diverse education in a safe, supportive environment that promotes self-discipline and motivation. We will provide and maintain a calm, trusting and caring atmosphere where teaching and learning are meaningful and developed. We will work in partnership with our staff, students, parents and wider community to achieve our vision.

Our Objectives

- To provide a safe, nurturing and inclusive environment where all children can thrive.
- To deliver a high-quality British curriculum that challenges and supports every learner.
- To promote excellent behaviour, respect and personal responsibility.
- To foster creativity, curiosity and a love of learning.
- To develop confident, resilient and independent learners.
- To promote wellbeing, safeguarding and positive relationships.
- To work in partnership with parents to achieve the best outcomes for all students.

Our Values

Respect

Showing consideration for ourselves, others, property and the wider community. We value kindness, courtesy and treating everyone with dignity.

Responsibility

Taking ownership of our actions, behaviour and professional responsibilities. We strive to be accountable, reliable and committed to excellence.



Communication

Promoting open, honest and respectful communication between students, staff and parents. Strong communication helps us build positive relationship and work effectively together.

Support

Creating a caring and inclusive environment where everyone feels valued, encouraged and empowered to achieve their full potential.

Diversity

Celebrating and respecting the different cultures, languages, backgrounds and experiences that make up our international school community.

Environmental Awareness

Developing an understanding of our responsibility towards the environment and encouraging sustainable practices that help protect our world for future generations.

Safeguarding & Child Protection

Our Commitment to Safeguarding

At Newton British School Al Waab, safeguarding is our highest priority. We are committed to creating a safe, secure and supportive environment where all children feel valued, respected and protected.

Safeguarding is everyone's responsibility. All staff receive regular safeguarding training and are required to follow the school's safeguarding and child protection procedures at all times.

The school works closely with parents, external agencies and relevant authorities where necessary to ensure that children receive appropriate support and protection.

What Parents Can Do

Parents play a vital role in safeguarding children and are expected to:

- Keep emergency contact information up to date.
- Inform the school immediately of any changes to family circumstances that may affect a child's wellbeing.
- Notify the school of any concerns regarding their child's safety or welfare.
- Ensure that collection arrangements are communicated clearly and updated when necessary.
- Support the school's safeguarding procedures and decisions.



Collection of Students

For safeguarding reasons, students will only be released to authorised adults.

Parents must ensure that:

The school is informed if someone different will be collecting their child.

Collection arrangements are communicated before the end of the school day.

Children are collected promptly.

Children are collected by someone who is 18 years or older.

The school reserves the right to request identification where necessary.

Visitors to School

Parent Lanyards

To support the safety and security of all students, parents are required to wear their red Newton British School parent lanyard at all times while on the school campus. This enables staff to easily identify authorised parents and helps maintain a secure environment for all members of the school community.

Parents who do not have their lanyard with them must report to security and follow the visitor sign-in procedure before entering the school premises. A visitor badge will be issued and must be worn for the duration of their visit.

Other Visitors

All visitors must report to reception upon arrival and sign in before entering the school premises.

Visitors are to wear a yellow visitor badge and must be accompanied when appropriate.

Photography and Social Media

Parents are reminded that photographs or videos taken during school events should not be shared publicly in a manner that compromises the privacy or safety of other children.



Attendance, Punctuality & Absence Procedures

Attendance Expectations

Regular attendance is essential for academic success, social development and wellbeing.

Newton British School Al Waab expects all students to maintain attendance of 95% or above wherever possible.

Students who attend school regularly are more likely to:

- Make good academic progress.
- Develop positive relationships.
- Participate fully in school life.
- Achieve their full potential.

Reporting Absence

If your child is absent from school, parents must:

- Contact the school before 8:00am.
- Inform the class teacher via Class Dojo where appropriate.
- Provide the reason for the absence.

Absence notifications must come from a parent or guardian and not from the student.

Medical Appointments

Parents are encouraged to arrange appointments outside school hours wherever possible.

Where a medical appointment is unavoidable during the school day, evidence of the appointment may be requested by the school.

Students must be signed out and signed back in through reception.

Holidays During Term Time

The school strongly discourages holidays during term time.

Parents should carefully consider the impact of missed learning before arranging travel during the academic year.



Punctuality

Students should arrive at school on time every day.

Late arrival:

- Disrupts learning.
- Impacts classroom routines.
- Affects student progress.

Punctuality is monitored closely throughout the year.

Parents will be contacted where concerns arise regarding repeated lateness.

Monitoring Attendance and Punctuality

Attendance and punctuality are reviewed regularly by school leaders.

Where attendance or punctuality becomes a concern, the school will:

- Contact parents.
- Arrange meetings.
- Implement attendance contracts.
- Request supporting documentation where appropriate.

Working together ensures that students receive the maximum benefit from their education.

Continued poor attendance may result in offer of place being withdrawn for the following academic year.

School Uniform & Personal Presentation

Uniform Expectations

Newton British School Al Waab takes great pride in its school uniform. Uniform helps to create a sense of belonging, promotes equality and encourages students to take pride in their appearance.

Students are expected to attend school wearing the correct uniform every day.

Parents are responsible for ensuring that:

- Uniform items are clean and in good condition.
- Children arrive at school dressed appropriately.
- All items are clearly labelled with the student's name.
- Children wear appropriate footwear.

The school will contact parents where uniform expectations are not being met consistently.



Jewellery

Jewellery should be kept to a minimum and must comply with school expectations.

Valuable items should not be brought to school.

The school cannot accept responsibility for lost or damaged personal belongings.

Personal Appearance

Students should present themselves in a neat and appropriate manner at all times. Hair should be tidy and suitable for a school environment.

Any styles or accessories that distract from learning or compromise safety may not be permitted.

PE and Swimming

Students should attend PE and swimming lessons with the required kit.

Parents will be informed of swimming schedules and requirements in advance.

Sun Protection

The health and wellbeing of students is important, particularly during periods of hot weather.

Students should:

- Wear their school hat during outdoor activities.
- Bring a refillable water bottle daily.
- Apply sunscreen before arriving at school.

The school operates a “No Hat, No Play” expectation during outdoor activities.

Traffic, Parking & Site Safety

Keeping Our Community Safe

With hundreds of students arriving and leaving school each day, it is essential that all parents and drivers follow school traffic procedures.

The safety of children and families must always take priority over convenience.

Expectations for Drivers

Parents and drivers must:

- Drive slowly and carefully at all times.
- Follow directions provided by school staff.
- Use designated drop-off and collection areas correctly.
- Park responsibly and legally.
- Show patience and consideration towards others.



Drivers Must Not

- Stop at school gates to collect or drop off students.
- Stop on roads in a way that blocks traffic or creates danger.
- Leave vehicles in unsafe locations.
- Ignore instructions from school staff.

Morning Drop-Off

To ensure traffic flows efficiently:

- Students should be ready to exit vehicles promptly.
- Drivers using the drop-off zone should move forward as far as possible before stopping.
- Parents wishing to accompany children into school should park safely and walk.

End of Day Collection

To support safeguarding and supervision:

- Students remain inside classrooms until collected.
- Students should not be waiting unsupervised around the school grounds.
- Parents, nannies and drivers should collect children from the designated collection point.

Early collection is only allowed when:

- There is a valid medical reason
- There is written notification of a medical appointment
- There is a genuine emergency reason

Withdrawing a child early due to traffic or not having a car is not considered a valid reason.

School has the right to consider as a day's absence, any child who is withdrawn from school early without a valid reason

Late Room Procedures

Children who have not been collected by the end of the school day will be escorted to the Late Room.

Parents should notify the school if they anticipate being delayed.

Teachers remain responsible for students until they have been signed into the Late Room.

The same procedures apply following Extra-Curricular Activities.

Working Together

The cooperation of all parents is essential in ensuring the safety of our students and maintaining a calm and orderly environment at the beginning and end of each school day.





Behaviour

Our Approach to Behaviour

At Newton British School Al Waab, we believe that every child has the right to learn in a safe, supportive and respectful environment. Positive behaviour is essential to creating a school culture where all students can thrive academically, socially and emotionally.

Our Behaviour for Learning approach focuses on promoting positive relationships, developing personal responsibility and supporting students to make appropriate choices.

We aim to:

- Encourage respect, kindness and responsibility.
- Develop self-discipline and resilience.
- Recognise and celebrate positive behaviour.
- Support students in understanding the impact of their actions.
- Work in partnership with parents to address concerns when they arise.

Expectations of Students

Students are expected to:

Follow staff instructions promptly.

- Treat others with respect and kindness.
- Demonstrate good manners at all times.
- Take pride in their work and learning.
- Care for school property and the environment.
- Move around the school calmly and safely.
- Show honesty and integrity.
- Demonstrate respect for different cultures, beliefs and backgrounds.

Recognition and Rewards

We believe that positive behaviour should be recognised and celebrated.

Students may be rewarded through:

- Verbal praise.
- Certificates.
- House/Dojo points.
- Celebration assemblies.
- Positive messages home.
- Special awards and recognition events.

We encourage students to take pride in their achievements and contributions to the school community.



Supporting Positive Behaviour

Where behaviour falls below expectations, staff will use a range of strategies to support students, including:

Reminders and restorative conversations.

- Reflection activities.
- Behaviour monitoring.
- Meetings with parents.
- Individual behaviour support plans where appropriate.

The school will always seek to support students in understanding and improving their behaviour.

Serious Behaviour Incidents

In cases of serious misconduct, additional consequences may be applied in line with the school's Behaviour Policy.

All behaviour incidents are recorded on CPOMS to ensure accurate monitoring and chronologies.

Examples may include:

- Physical aggression.
- Bullying.
- Deliberate damage to property.
- Refusal to follow reasonable instructions.
- Behaviour that places others at risk.
- Persistent disruption to learning.

Parents will be informed of significant incidents and will be invited to attend meetings to discuss support strategies and next steps.

In the most serious cases, the school reserves the right to seek the suspension or permanent exclusion of a student, in line with the school's Behaviour Policy.

Student Conduct and Expectations

Students are ambassadors for Newton British School Al Waab and are expected to uphold the school's values both on and off site when representing the school.

Students should:

- Demonstrate respect towards staff, visitors and peers.
- Use appropriate language at all times.
- Act honestly and responsibly.
- Follow school routines and expectations.
- Contribute positively to the school community.



The school expects students to demonstrate behaviour that reflects our values of respect, responsibility, empathy and excellence.

Prohibited Items

The following items must not be brought to school:

- Weapons or dangerous objects.
- Vapes, tobacco products or related items.
- Energy drinks.
- Inappropriate toys (such as toy guns/swords) or materials.
- Items that may distract from learning.
- Any item deemed unsafe by school leadership.

The school reserves the right to confiscate prohibited items and take appropriate action.

Anti-Bullying

Our Commitment

Newton British School Al Waab is committed to providing an environment where all students feel safe, valued and respected.

Bullying in any form is unacceptable and will not be tolerated.

What is Bullying?

Bullying is behaviour that is intentionally harmful, repeated over time and involves an imbalance of power.

Bullying may include:

- Physical bullying.
- Verbal bullying.
- Social or relational bullying.
- Online or cyberbullying.
- Prejudice-based bullying.

Reporting Concerns

Students are encouraged to speak to a trusted adult if they:

- Experience bullying.
- Witness bullying.
- Have concerns about another student.

Parents should inform the school immediately if they believe their child is experiencing bullying.



Investigation and Support

All reports of bullying are taken seriously and investigated appropriately.

The school will:

- Gather information from those involved.
- Communicate with parents where necessary.
- Implement support measures.
- Monitor outcomes.

Our aim is to ensure that all students feel safe, supported and able to learn.

Digital Safety & Technology

Online Safety

Technology plays an important role in education and daily life. We are committed to helping students use technology safely, responsibly and respectfully.

Online safety is a shared responsibility between school and home.

Expectations for Students

Students are expected to:

- Use technology appropriately.
- Treat others respectfully online.
- Protect personal information.
- Report concerns to a trusted adult.
- Follow school expectations when using digital devices.

Mobile Phones and Smart Devices

To minimise distractions and promote safeguarding:

- Mobile phones are not permitted during the school day. They are only allowed in school following requested for permission by parents for exceptional circumstances. If permission is granted they will be held securely by SMT during the school day.
- Smart watches capable of communication, recording or internet access are not permitted.
- Recording devices must not be brought to school.

Any unauthorised devices may be confiscated and returned in accordance with school procedures.



Expectations for Parents

Parents are encouraged to:

- Monitor their child's online activity.
- Be aware of age restrictions for apps and social media platforms.
- Discuss online safety regularly.
- Promote responsible and respectful use of technology.
- Report concerns that may affect student wellbeing.

Social Media

Parents are reminded that concerns regarding school matters should be raised directly with the school rather than discussed on social media platforms.

Respectful communication supports positive relationships and enables concerns to be addressed effectively.

The School is not responsible for issues relating to social media / online activities outside of school day.

Curriculum Overview

Our Curriculum

Newton British School Al Waab follows the National Curriculum for England and provides a broad, balanced and ambitious curriculum designed to develop knowledge, skills and understanding across a wide range of subjects.

Our curriculum aims to:

- Inspire a love of learning.
- Develop curiosity and critical thinking.
- Promote creativity and innovation.
- Build strong foundations in literacy and numeracy.
- Prepare students for future success.
- Support personal development and wellbeing.

We believe that every child should have access to a curriculum that is challenging, engaging and inclusive.

Compulsory Curriculum Subjects

The following subjects form part of the National Curriculum and are compulsory for all students:

- | | | |
|---------------|---------------------|-----------------------------|
| • English | • History | • Music |
| • Mathematics | • Geography | • Physical Education |
| • Science | • Art and Design | • French (Key Stage 2 Only) |
| • ICT | • Design Technology | |



Early Years Foundation Stage (EYFS)

In Pre-School and Reception, children follow the Early Years Foundation Stage Framework.

The EYFS curriculum promotes learning through a balance of structured teaching, guided activities and purposeful play.

The seven areas of learning are:

Prime Areas

- Personal, Social and Emotional Development
- Physical Development
- Communication and Language

Specific Areas

- Literacy
- Mathematics
- Understanding the World
- Expressive Arts and Design

Our EYFS provision aims to develop confident, curious and independent learners who are ready for the next stage of their education.

Arabic, Islamic Studies, Qatar History & Citizenship

Ministry Requirements

As a school operating in the State of Qatar, Newton British School Al Waab delivers all subjects required by the Ministry of Education and Higher Education (MOEHE).

These subjects form an important part of our curriculum and help students develop an understanding of language, culture, heritage and citizenship.

Arabic

Students are placed into one of two Arabic pathways:

Arabic First Language

Arabic First Language is designed for native Arabic speakers and students who have a strong background in the Arabic language.

Arabic Second Language

Arabic Second Language is designed for non-native Arabic speakers and students who are developing their Arabic language skills.

Students are placed in the appropriate pathway according to Ministry guidelines and school assessment procedures.



Islamic Studies

Muslim students study Islamic Studies as required by MOEHE.

Students are taught Islamic values, principles and understanding in an age-appropriate manner.

Citizenship

Non-Muslim students study Citizenship during Islamic Studies lessons.

Citizenship focuses on:

- Respect for others.
- Personal responsibility.
- Community awareness.
- Global citizenship.
- Social and emotional development.

Qatar History

Qatar History is taught in accordance with Ministry requirements.

The programme develops students' understanding of:

- The history of Qatar.
- Qatari culture and traditions.
- National identity.
- The development of modern Qatar.

These subjects contribute significantly to students' understanding of the country in which they live and learn.

French

French is taught from Year 3 to Year 6.

The programme aims to develop confidence in speaking, listening, reading and writing while encouraging an appreciation of different cultures and languages.

Parents should note that all curriculum subjects taught by the school form part of the educational programme and are compulsory unless otherwise specified by Ministry regulations.

Requests for students to be withdrawn from curriculum subjects will not normally be approved.



Assessments & Reporting

Assessment at NBS Al Waab

Assessment is an integral part of teaching and learning and enables staff to identify strengths, areas for development and next steps for individual students.

A range of assessment methods are used throughout the academic year, including:

- Baseline assessments.
- Teacher assessment.
- Questioning and discussion.
- Observation.
- Mid-term assessments.
- End-of-term assessments.
- Standardised assessments.

Assessment information is used to support student progress and inform future teaching.

GL Assessments

The school uses a range of GL assessments to support understanding of student attainment and progress.

These assessments provide valuable information regarding:

- Academic performance.
- Progress over time.
- Strengths and areas for development.
- Comparisons with international standards.

Assessment information helps ensure that students receive appropriate support and challenge.

Reports

Parents receive a written report at the end of each term.

Reports provide information regarding:

- Academic attainment.
- Progress.
- Behaviour and attitudes to learning.
- Strengths and achievements.
- Targets for future development.



Parent Meetings

Parent-teacher meetings take place (at least 3 times) throughout the academic year.

These meetings provide opportunities for parents and teachers to:

- Discuss student progress.
- Celebrate achievements.
- Identify next steps.
- Address concerns.

The school strongly encourages all parents to attend scheduled meetings. Online appointments can be facilitated where necessary and translators are available to support if necessary.

Inclusion & SEND

Our Commitment to Inclusion

Newton British School Al Waab is committed to creating an inclusive environment where every child feels valued, respected and supported.

We recognise that students learn in different ways and that some students may require additional support to achieve success.

SEND Provision

As a mainstream primary school, we provide support for students with a range of additional needs where appropriate.

Support may include:

- Classroom adaptations.
- Individual learning targets.
- Small group interventions.
- Individual support plans.
- Specialist resources.
- Guidance for teachers and parents.

Working in Partnership with Parents

Effective support relies upon strong communication between school and home.

Parents are expected to:

- Share relevant information regarding their child's needs.
- Attend meetings when requested.
- Support agreed strategies.
- Work collaboratively with the school.



Professional Reports

Parents are expected to provide copies of relevant:

- Medical reports.
- Educational psychologist reports.
- Therapy reports.
- Specialist assessments.
- Medication regime/prescription.

Providing accurate and up-to-date information helps ensure that appropriate support can be planned and implemented.

Identification of Needs

Where concerns arise regarding a student's learning, behaviour, communication or development, the school may:

- Monitor progress.
- Conduct assessments.
- Implement interventions.
- Arrange meetings with parents.
- Recommend further professional assessment where appropriate.

The school will always seek to work collaboratively with parents to achieve the best outcomes for students.

Medical Information and School Nurse

School Nurse

Newton British School Al Waab employs a qualified school nurse who supports the health and wellbeing of students throughout the school day.

The nurse may:

- Provide first aid.
- Respond to illness and injury.
- Monitor medical conditions.
- Communicate with parents regarding health concerns.

Medical Information

Parents must inform the school of:

- Medical conditions.
- Allergies.
- Dietary requirements.
- Regular medication.
- Changes to medical circumstances.

Emergency contact details must be kept up to date at all times.



Illness

Students who are unwell should remain at home.

If a child becomes unwell during the school day, parents will be contacted and asked to collect them.

Medication

Medication may only be administered in accordance with school procedures and with the appropriate documentation.

Parents should not send medication to school with students unless prior arrangements have been made.

Healthy Eating & Wellbeing

Promoting Healthy Choices

The school actively promotes healthy lifestyles and positive wellbeing.

Students are encouraged to make healthy choices that support learning, concentration and physical wellbeing.

Lunch and Snacks

Parents should provide:

- A healthy packed lunch.
- Healthy snacks.
- A refillable water bottle.

Students have access to drinking water throughout the day.

Foods Not Permitted

The following items should not be brought to school:

- Energy drinks.
- Fizzy drinks.
- Sweets.
- Unhealthy fast food.
- Items that conflict with the school's healthy eating expectations.
- Any items that contain nuts or nut products including nut butters and spreads (peanut butter/Nutella)

Student Wellbeing

The school is committed to supporting the emotional wellbeing of all students.

Parents are encouraged to communicate any concerns that may affect a child's wellbeing, behaviour or learning.

Early communication enables the school to provide appropriate support.



House System

Encouraging Team Spirit

All students are allocated to one of four school houses:

- Bell
- Edison
- Curie
- Wright

The House System encourages:

- Teamwork.
- Leadership.
- Responsibility.
- School spirit.
- Healthy competition.

House/Dojo Points

Students can earn house points through:

- Excellent work.
- Positive behaviour.
- Demonstrating school values.
- Participation in school activities.
- Acts of kindness and responsibility.

House/Dojo points contribute towards house competitions and celebrations throughout the year.

Extra-Curricular Activities

Enrichment Opportunities

Extra-Curricular Activities (ECAs) form an important part of school life and provide students with opportunities to develop interests, talents and new skills.

Activities vary throughout the year and may include:

- **Sports.**
- **Performing arts.**
- **Creative activities.**
- **Academic clubs.**
- **Leadership opportunities.**



Participation

Students are expected to:

- Attend regularly.
- Demonstrate positive behaviour.
- Follow staff instructions.
- Show commitment to their chosen activity.

Collection After ECAs

ECAs finish at 2:30pm.

Parents, drivers and nannies are expected to collect students promptly.

Students who have not been collected will be escorted to the Late Room in accordance with school procedures.

Participation in ECAs is a privilege and students are expected to represent the school positively at all times. In cases of poor behaviour, the right to attend ECA's may be revoked.

Communication with Parents

Working in Partnership

At Newton British School Al Waab, we recognise that strong partnerships between home and school are essential for student success.

We are committed to maintaining open, professional and respectful communication with parents and carers. By working together, we can ensure that students receive the support, encouragement and guidance they need to thrive.

Communication Channels

The school uses a range of communication methods, including:

- Class Dojo
- Email
- Telephone calls
- Parent-teacher meetings
- School newsletters
- School reports
- Letters and notices

The school may introduce additional communication platforms, applications or software during the academic year. Parents will be informed of any new platforms and provided with relevant guidance when required.

Parents are encouraged to check these communication channels regularly to ensure they remain informed about school events, important updates and their child's progress.

Meetings with Teachers

If parents wish to speak with a teacher or member of staff, they must arrange an appointment in advance.



Teachers are responsible for supervising students throughout the school day and may not be available for unscheduled meetings.

Appointments can be arranged through:

- School Secretary
- Class Dojo
- Email communication

The school is committed to ensuring that concerns are addressed promptly and appropriately.

Keeping the School Informed

Parents are expected to inform the school of:

- Changes to contact details.
- Changes to collection arrangements.
- Significant family circumstances that may affect a child's wellbeing or learning.
- Medical updates.
- Relevant professional reports or assessments.

Sharing information enables the school to provide appropriate support and ensure the wellbeing of students.

Parent Code of Conduct

Our Expectations

Newton British School Al Waab values positive relationships between parents, students and staff. We expect all members of our community to contribute to a respectful, supportive and professional environment.

Parents play a vital role in modelling the behaviours and values we seek to develop in our students.

Parents Are Expected To:

- Treat all staff, students and visitors with courtesy and respect.
- Communicate professionally and constructively.
- Follow school policies and procedures.
- Support school decisions and expectations.
- Raise concerns through the appropriate channels.
- Work collaboratively with the school to support their child's education.
- Respect confidentiality and the privacy of others.



Unacceptable Behaviour

The following behaviours are not acceptable:

- Aggressive or threatening behaviour.
- Verbal abuse.
- Harassment or intimidation.
- Discriminatory language or actions.
- Inappropriate use of social media.
- Spreading rumours or misinformation.
- Entering classrooms or school areas without permission.
- Disruptive behaviour during meetings or events.

Social Media Expectations

Parents are encouraged to communicate directly with the school regarding concerns rather than discussing school matters on social media.

Social media should not be used to:

- Criticise staff, students or families.
- Share confidential information.
- Publish allegations or complaints.
- Damage the reputation of individuals or the school.

Failure to Follow the Code of Conduct

Where behaviour falls below expected standards, the school reserves the right to take appropriate action to protect staff, students and the wider school community.

This may include restricting access to the school site, requiring meetings to take place with senior leaders present, or referring matters to Newton Group management where necessary.

Home-School Agreement

Working Together for Success

Education is most effective when parents, students and school staff work together in partnership.

By enrolling a child at Newton British School Al Waab, parents agree to support the following commitments.

The School Will:

- Provide a safe, inclusive and supportive environment.
- Deliver a high-quality education.
- Promote positive behaviour and wellbeing.



- Communicate regularly with parents.
- Monitor student progress and provide feedback.
- Safeguard and protect all students.
- Treat all families fairly and respectfully.

Parents Will:

- Ensure their child attends school regularly and punctually and are not collect early unless they have a pre-approved appointment.
- Support their child's learning at home.
- Ensure homework is completed when required.
- Ensure their child wears the correct school uniform.
- Promote positive behaviour and respect.
- Monitor their child's use of digital devices and online activity.
- Support online safety and responsible technology use.
- Inform the school of significant family circumstances that may affect learning or wellbeing.
- Provide relevant medical reports, professional assessments and supporting documentation when requested.
- Attend meetings and appointments where required.
- Follow school policies and procedures.
- Communicate respectfully with staff at all times.

Students Will:

- Attend school regularly and punctually.
- Follow school rules and expectations.
- Show respect towards others.
- Take responsibility for their behaviour and learning.
- Try their best in all aspects of school life.
- Demonstrate the school's values every day.

Curriculum Commitment

Parents acknowledge that all subjects delivered as part of the school's curriculum form an important part of a student's education.

Unless otherwise specified by Ministry regulations, all curriculum subjects are compulsory and students are expected to participate fully in all lessons and educational activities.



Complaints Procedure

At Newton British School Al Waab, we are dedicated to ensuring that our school community is satisfied with the education we provide. We are a reflective school that aims for excellence and values constructive criticism. The support of the school community is crucial for our success, and we take any complaints against the school very seriously. We are committed to thoroughly investigating any complaints or criticisms and providing a prompt response.

We accept that parents may occasionally be concerned about a child's learning or well-being. Such concerns are best dealt with *informally* by the relevant teacher, who should be your first point of contact. If a parent has a formal complaint that *cannot be resolved informally*, they should follow the established process:

- Complete a written complaint form and submit by email to the Parent Liaison Manager, outlining the material facts of the complaint. All such complaints must be signed and dated by the complainant and include a daytime contact telephone number.
- The relevant MMT or SMT will then review the complaint and, where appropriate, refer it to the relevant staff member for possible investigation and / or feedback within two working days. At this stage of the investigation, any complaint against an individual is considered 'alleged' until evidenced and proven otherwise. It is important to remember that events can often be misinterpreted, but our teachers have the power to correct these misinterpretations, thereby avoiding the need for any further action.
- If the matter cannot be resolved by the staff member within two working days, it will be passed to the Key Stage Coordinator. Parents will be contacted within three working days with a formal response either by phone, in writing, or at a face-to-face meeting at a designated time. ***The Principal, Head of Primary and Parent Liaison Manager will be informed of all serious complaints and play an active role in such complaints.***
- If a meeting is convened to discuss the complaint during the investigation, parents are expected to attend at the stated time and complete the meeting within the allocated time period. If the parent cannot make the scheduled meeting, they must arrange an alternative time with the school's reception or Parent Liaison Manager. Minutes will be taken in such meetings, and parents are asked to sign them; a copy is then given to them.
- The school will make an Arabic translator available, and any written outcomes will be presented in English and Arabic where appropriate.



- If no clear solution or resolution to the problem is found at the above previous stages, the final decision on how to proceed will rest with the Principal, Head of Primary and Parent Liaison Manager.

The school's policy on parental misconduct is clear. We reserve the right to inform the CEO of parents who are aggressive towards staff and recommend that their children be blocked from re-enrolling. All parents are obliged to adhere to the Parent Code of Conduct to ensure a respectful school community.

- An electronic log is kept detailing the facts of all serious parental complaints, the teacher(s) involved and the investigation outcome.
- Parents wishing to make a formal complaint must follow the above procedure to allow the matter to be investigated thoroughly.

The SMT, Head of Primary, Principal and Parent Liaison Manager handle serious complaints in an appropriate manner, and this may include:

1. Meeting the complainant in person in an interview situation with the Key Stage Coordinator/Team Leader/teacher and/or pupil present.
2. The collection of factual evidence and witness statements.
3. As an outcome of the investigation, a formal staff disciplinary hearing, if required, will be conducted in the presence of suitable witnesses and the HR Manager.
4. Where necessary, the school will provide the CEO a full report of the complaint and investigation outcome.

All formal written complaints will be dealt with as promptly as possible, ideally between 2 and 5 work days, as per the timelines detailed above, ensuring that parents' concerns are addressed in a timely manner.

Appeal Process

Should a complainant be dissatisfied with the way in which a written complaint has been investigated, they may, with CEO approval, request that the matter be referred to an appeal Committee for a hearing. The Committee will include:

- i. School Principal – Mrs Tracy Dodds (as Chairman of the Committee)
- ii. Head of Primary and EYFS – Mrs Katherine Elmalem (as Deputy Chairman of the Committee)
- iii. Parent Liaison Manager – Mrs Ghadeer Khoury (as a member of the Committee and representative for Parent Affairs)
- iv. Islamic Education Teacher – Ms Aida Yakhlef (as a member of the Committee and representative for issues in relation to Qatari culture and the Islamic faith)
- v. Teachers with Experience – Appointed based on the nature of the complaint (as a member of the Committee)

N.b. If deemed appropriate one Committee member will be independent of the management and running of the school.



- Parents will be allowed to attend the Committee hearing and be accompanied if they wish. A translator will also be provided.

- The Committee will be invited to make findings and recommendations, and a copy will be given to the complainant and, where relevant, the person complained about, the CEO and the Head of Primary, Principal and Parent Liaison Manager.
- If a complainant is not satisfied with the findings and recommendations of the Committee, they have the right to refer their complaint to the Newton Group MPC Department
- If a complainant is not satisfied with the findings and recommendations of the Newton Group MPC Department they have the right to refer their complaint to the MOEHE.

School Suggestion Box

We value our parents' feedback and encourage you to share your thoughts and suggestions with us. A suggestion box is available in the admin office for your convenience.

Your input is important in helping us improve and grow as a school community!

School Policies and Procedures

The school maintains a comprehensive range of policies and procedures to support the safe and effective operation of the school.

Policies are reviewed regularly and may be updated throughout the academic year.

Key policies include:

- Safeguarding Policy
- Attendance Policy
- Behaviour Policy
- Anti-Bullying Policy
- SEN Policy
- Health and Safety Policy
- Communication and Complaint Procedure
- Primary Assessment & Examination Policy
- Student Health and First Aid Policy

Copies of school policies are available through MS Teams and may also be requested from the school office.



Final Message

On behalf of all the staff at Newton British School Al Waab, we thank you for taking the time to read our handbook.

By working together, we can ensure that every child at Newton British School Al Waab experiences a safe, happy and successful school journey. We look forward to partnering with you throughout the academic year and celebrating your child's achievements both inside and outside the classroom.

Newton British School Al Waab

Senior Management Team