

FREQUENTLY ASKED QUESTIONS –ABU DHABI CAMPUS

ACADEMICS

PRE PRIMARY SECTION (KG 1 and KG 2)

What is the curriculum that the school is following?

Our Pre-Primary is based on GMP (Global Montessori Plus) which combines the best of pre-school education with the Montessori Method of learning. With the new National Curriculum Framework (NCF) in place, we have now included competency based learning as per the National Education Program. We follow co-educations across all grades.

The 5 domains of NCF i.e, **physical development, socio-emotional and ethical, language and linguistic, cognitive, aesthetic and cultural development** focus on Holistic development and cater to the individual learning need of a child whereby Montessori being the core methodology. Our Curriculum also includes Second language (Hindi). Additionally, we have STEAM (Science, technology, art, engineering, and Maths) for KG. Teaching values, cultural connection with UAE and India, sensitizing students towards nature and environment and personality development is also part of our curriculum.

What are the school timings?

The school timings are from 7:55 AM to 12:40 PM (tentative). Ramadan timings will be as per the ADEK guidelines.

How many breaks does the student have and what should be sent in the tiffin?

After each class there is a 5 minutes of transitional break and additional 2 breaks. There will be two breaks i.e. snack break and fruit break to inculcate the habit of healthy eating every day. Students should carry healthy, nutritious (preferably home cooked food) and enough portion for a child to finish. Avoid sending burgers, fries, sweets, chocolates, tetra pack drinks, donuts, cakes and nuts.

What are the subjects taught in Kindergarten?

Subjects like English, Maths (which also includes colour and concept), environmental education, Hindi , Montessori, Arabic and Islamic / Value education will be taught.

Hindi for KG2 students : The students are introduced to Swar and numbers and do the tracing. In Kg2 students learn about vyanjan and do thorough writing.

What are the ministry subjects taught?

The MOE has introduced Arabic, Islamic Studies from KG 1 onwards with effect from 2026-2027.

What is the school uniform, shoes and socks for normal days and PE ?

- White socks with white shoes and black shoes
- Blue uniforms for normal days (Monday, wednesday, thursday) with white socks and black shoes
- PE bubble T shirt with Shorts or track pants(Blue)on Tuesday and Friday.

How do I apply for leave for my child?

The parent has to inform the class teacher by sending an email through the myGIIS portal before 8:00 AM for that day. If the leave exceeds 3 days, the parent needs to send the mail to the Principal. In case of medical/Emergency leave, the parent needs to send a medical certificate and other relevant documents.

What is the point of contact or communication with the teacher?

- Teachers can be contacted through myGIIS portal and the mails will be answered within 48 hours.
- Teachers can meet parents during PTM or pre scheduled appointment after instructional hours
- Class WhatsApp groups are created and communication is also done through these groups
- Helpdesk and PRE Ms Ashiwni

Is it possible to meet the teacher anytime?

- Teachers can be contacted through myGIIS portal/Smart Learn and the mails will be answered within 48 hours.
- Smart Learn group/ Class WhatsApp groups are created and communication is also done through these groups
- You can meet the KG teacher on weekdays (Monday to Thursday) between 12:30 p.m. to 2:30 p.m. with prior appointment by sending an email.

Is cursive handwriting taught in school?

We follow Marion Richardson (MR) script. Any child who has learnt cursive writing can continue in the same way.

Are the students assisted to use the washroom?

Yes, every kindergarten class has attached washrooms and are assisted by the support staff.

What are the co-curricular & extracurricular activities / facilities available in the school?

Art, Music, Dance are part of the every-day learning. Class assemblies Annual day; Sports Day; STEAM, and various competitions are held during the academic year. Parent engagement sessions are also conducted.

How does the school ensure the active involvement of the parents?

- Parent engagement activities
- Regular PTMs
- Webinars/ Sports day/ Annual day
- Orientations

How will the transition happen from Pre Primary to Primary?

We have a transition meeting between KG 2 and Grade 1 teachers where we discuss subject wise progress of the student and accordingly changes are done in the study plan. An orientation session is also conducted by the Primary coordinator in this regard.

PRIMARY SECTION (GRADE 1 TO 4)

What is the curriculum that the school is following?

Our Primary is based on the CBSE curriculum syllabus. We follow co-educations across all grades.

Grade 1 and 2

- I. **Main Subjects:** English, EVS, Math, Hindi, Arabic as core subjects and other subjects like Information Technology, Islamic Studies/General Knowledge.
- II. **Ministry subjects:** Arabic, Islamic Studies, Moral Social and Cultural Studies
- III. **Co-scholastic subjects:** Physical education, Music, Dance, Art, STEM.

Grade 3 and 4

1. **Main Subjects:** English, Science, Math, Social Studies, Hindi/French, Arabic as core subjects and other subjects like Information Technology, Islamic Studies/Yoga and Life Skills
2. **Ministry subjects:** Arabic, Islamic Studies, Moral Social and Cultural Studies.
3. **Co-scholastic subjects:** Physical education, Performing Arts (Music, Dance, Art) STEM and swimming (grade 4).

How many breaks does the primary students have?

Primary students have two breaks. Short break and lunch break during the school hours.

- Students have a 10-minute short break.
- Students have a 25-minute lunch break.

What is the second language taught?

The first language is English. The second language offered is Hindi till Grade 2 and from Grade 3 onwards, the student has the option to choose either Hindi/ French.

How do I apply for leave for my child?

The parent has to inform the class teacher by sending an email through the myGIIS portal before 8:00 AM for that day. If the leave exceeds 3 days, the parent needs to send the mail to the Principal. In case of medical/Emergency leave, the parent needs to send a medical certificate and other relevant documents.

What is the point of contact or communication with the teacher?

- Teachers can be contacted through myGIIS portal/Smart Learn and the mails will be answered within 48 hours.
- Smart Learn group/ Class WhatsApp groups are created and communication is also done through these groups

Is it possible to meet the teacher anytime?

- Prior appointments must be taken through the school portal or WhatsApp.
- Teachers are available after school hours on Friday from 11:15 am to 12:00 p.m.
- PTM is scheduled four times a year.

What are the co-curricular & extracurricular activities / facilities available in the school?

Swimming, dance, art, music, and STEM is offered. Swimming is offered from Grade 4 as per ADEK regulations. Activities for subjects, Inter-house competitions, Inter GIIS competitions, Annual day, student exchange programs within GSG group schools, Sports Day, coaching for G&T & Slow learners, sports coaching, Leadership Lecture series, CSR and sustainability projects, etc.

What is the pattern of the assessment?

The students will have four internal assessments in a year in the months of May, September, December and March. These are as below

- As per NEP/NCF, no summative assessments for Grade 1 & 2 but ongoing assessments throughout the year. Holistic Progress Card twice a year.
- **Grades 3 & 4:** PT1 and PT2 (25 marks each) in the month of May and January, half-yearly (September / October) and End of the year (March)
- **Internal Marks (20 marks)**- will be based on subject enrichment, Multiple Assessments and students' portfolio.
- **International benchmarking: ASSET exam** is conducted for English, Math and Science from Grade 3 onwards. In addition, students can opt to appear for the International **Olympiad exam**.
- Other mandatory benchmarking assessments like PIRLS for English for Grade 4 and TIMSS for Math and Science for Grade 4 are conducted as per ADEK guidelines. ABT is Arabic benchmarking test conducted for Grades 1 to 4
- The school has introduced CAT4 and PASS assessments for students.

What is the 9 GEMS methodology?

At GIIS, we follow the 9 GEMS methodology, which focuses on the holistic development of the child. It gives importance to nine key values

- Academic Excellence.
- Sports Excellence.
- Visual and Performing Arts.
- Personality Development.
- Innovation and Creativity.
- Entrepreneurship & Leadership.
- Universal Values and Ethics.
- Community and Care.

which are essential for the overall growth of the child.

What are the arrangements for the inclusion of Students of Determination?

Students are provided assistance to learn as per the CBSE and ADEK rules and regulations, sessions are also taken by the SENCO whenever required. Screening of students done as per the consent received from the parents and in house as well as external support is provided.

How can the student submit his/her work for any subject?

We use Google Classroom for sharing and uploading resources/materials. The student will be given the credentials from the school to login to the portal. The teachers will post learning resources/share assignments via Google Classroom and students can upload their work for checking.

External Learning modules available

- **MindSpark** is a learning platform for Math and Science for Grade 3 to 8. This platform is for enhancing critical thinking, problem-solving, mathematical skills amongst students
- **Raz Plus** is an English Learning platform which is available for Grades 1 to 5 to enhance their LSRW (Listening Speaking, Reading and Writing)Skills
- **Kutubee** is an Arabic learning platform to enhance LSRW skills for Grade 1 to 12 students
- **LogiQids**: Logical reasoning learning platform (Kg to Grade 12)

MIDDLE SECTION (GRADE 5 TO 8)

What is the curriculum that the school is following, and what subjects are offered?

Our Middle School is based on the CBSE curriculum. We follow co-educations across all grades.

1. **Core Subjects-** English, Science, Math, Social Sciences, Hindi /French, as core subjects and we do offer Computers Study as it is the basic skill set required for the students. Currently we have merged Skill education activities as suggested by CBSE.
2. **Ministry subjects-** Arabic, Islamic Studies, and Moral Social and Cultural Studies.

How many breaks do the Middle School students have?

The middle school students have two breaks. Short break and lunch break during school hours.

- Students have a 10-minute short break.
- Students have a 25-minute lunch break.

What is the second language taught?

The first language is English, and the Second language is Hindi/ French.

How do I apply for leave for my child?

The parent has to inform the class teacher by sending an email through the myGIIS portal before 8:00 AM for that day. If the leave exceeds 3 days, the parent needs to send the mail to the Principal. In case of medical/Emergency leave, the parent needs to send a medical certificate and other relevant documents.

What is the point of contact or communication with the teacher?

- Teachers can be contacted through myGIIS portal/Smart Learn and the mails will be answered within 48 hours.
- Smart Learn group/ Class WhatsApp groups are created and communication is also done through these groups

Is it possible to meet the teacher anytime?

- Prior appointments must be taken through the school portal only.
- Teachers are available after school hours on Friday from 2:00 p.m. -3:00 p.m.
- PTM is scheduled four times a year.

What are the co-curricular & extracurricular activities/facilities available in the school?

Sports such as Swimming, Table tennis, Basketball, Football, Chess, Carrom etc. Dance, Art, Music (Vocal as well instrumental) and STEAM (with regular inclusion in the lessons) are a few to mention. All types of competitions showcase the talent of students in any manner (Debate, Drama, Poetry, Declamation, MUN, quizzes). Inter-house competitions; Inter-school

competitions; Inter GIIIS competitions; Annual day; Sports Meet, CBSE Clusters, Leadership Lecture series etc. Yoga is offered as a skill subject to Non - Muslim students from Grade 8 .

What are the assessment patterns?

1. **Periodic Tests-** PT1 and PT2) in the months of May and January respectively.
2. **Term Examinations-** Half-yearly and End of year exams in the month of September/October and March respectively.
3. **Internal Marks (20)-** will be based on subject enrichment, Multiple Assessments and students' portfolio.
4. For **International benchmarking, the ASSET exam** is conducted for English, Math and Science. In addition, students can opt to appear for **International Olympiad exams**.

What is the 9 GEMS methodology?

At GIIIS, we follow the 9 GEMS methodology which focuses on the holistic development of the child. It gives importance to nine key values

- Academic Excellence.
- Sports Excellence.
- Visual and Performing Arts.
- Personality Development.
- Innovation and Creativity.
- Entrepreneurship & Leadership.
- Universal Values and Ethics.
- Community and Care.

which are essential for the overall growth of the child.

Where can students and parents check homework and classroom resources?

We use Google Classroom for sharing and uploading resources/ materials. The students are given credentials from the school to log in to the portal. The teachers will post materials/share assignments via Google Classroom and students can refer to and submit the homework as instructed by the respective teachers.

External Learning modules available

1. **Mindspark Learning platform for Science and Math** is a learning module for Math available for Grades 5 to 8.
2. **Raz Plus** is an English Learning platform which is available for Grade 5 to enhance their skills (Listening, Speaking, Reading and Writing).
3. **Magic Box** is a resource where subject-specific learning resources (books) are available for KG to Grade 12 students.

What are the arrangements for the inclusion of Students of Determination?

Students are provided assistance to learn as per the CBSE and ADEK rules and regulations, sessions are also taken by the SENCO whenever required. Screening of students done as per the consent received from the parents and in house as well as external support is provided.

Are students and parents provided with any induction to choose subjects as the transition takes place from grade 8th to 9th?

Yes, Students and parents are inducted before the beginning of the new session of grade 9th. The session is conducted to make them familiar with the change in assessment pattern, subject choices, career guidance and counselling. The students are allowed to choose languages from Hindi/French/CBSE Arabic.

SENIOR SECONDARY SECTION (GRADE 9 TO 12)**What is the curriculum that the school is following and subjects that are offered at Grade 9 and 10?**

Our Secondary is based on CBSE curriculum syllabus. We follow co-educations across all grades. For grade 9 and 10, Along with the compulsory subjects English, Science, Math, Social Science, 2nd Language -subject to CBSE curriculum amendments, we also offer **6th subjects as Artificial Intelligence /Information technology** subject to CBSE curriculum amendments.

For 2 language students can choose any one option from Hindi/French/Arabic (CBSE Grade 9 and 10) subject to CBSE curriculum amendments.

As per the CBSE guidelines, we offer Standard Math and Standard Science to all Grade 9 and 10 students which is mandatory . However as per the new curriculum AY2026-2027 onwards, advanced maths and advanced science will be offered to those who wish to pursue. *Apart from Core subject's students also need to study Ministry Subjects, Islamic Studies (Compulsory through out to all Muslim students), Ministry Arabic (Optional for grade 10 onwards), and UAE social Studies (Only till grade 9)*

For Grade 11 and 12, we offer Science, Commerce and Humanities Stream. Students are given a range of subjects to choose from. We also offer 6th subject (optional) to the candidates such as Yoga to support the students.

SCIENCE: English, Physics, Chemistry, Biology, Mathematics, Computer Science, Economics, Psychology, Physical Education and Sixth subject Yoga

COMMERCE: Accounts, Business Studies, Economics, Mathematics, Physical Education, Psychology and Sixth subject Yoga

HUMANITIES: English, History, Sociology, Political Science, Economics, Psychology, and Sixth subject Yoga

As per the recent guidelines and scheme of studies issued by CBSE the students are at liberty to select cross-curricular subjects subject to that it fits in the school timetable.

Students who are diagnosed with learning disabilities/difficulties are provided with appropriate subject options in lieu of Core Subjects.

How many breaks do the students have?

Students have two breaks. Short break and lunch break during school hours.

- Students have a 10-minute short break at 9:20 AM

- Students have a 25-minute lunch break at 12:35 PM

How do I apply for leave for my child?

The parent has to inform the class teacher by sending an email through the myGIIS portal before 8:00 AM for that day. If the leave exceeds 3 days, the parent needs to send the mail to the Principal. In case of medical/Emergency leave, the parent needs to send a medical certificate and other relevant documents.

What is the point of contact or communication with the teacher?

- Teachers can be contacted through myGIIS portal/Smart Learn and the mails will be answered within 48 hours.
- Smart Learn group/ Class WhatsApp groups are created and communication is also done through these groups

Is it possible to meet the teacher anytime?

- Prior appointments must be taken through the portal/mail through myGIIS
- PTM is scheduled four times a year.

What are the co-curricular & extracurricular activities / facilities available in the school?

Swimming; dance; art, music; STEAM to mention a few Inter-house competitions; Inter-school competitions (CBSE Cluster tournament); Inter GIIS competitions; Annual day; Sports Day; Leadership Lecture series, various inter-school competitions such as Al Tasamuh, GOAL, The Big Pitch, CSR etc.

What are the assessment patterns?

For grade 9 : We have 2 Periodic tests, 1 midterm and one Common Annual examination for all GIIS campuses where common question papers are set by expert faculty from GIIS campuses.

For grade 10 : We have 1 Periodic tests and Mid term, we conduct 2 Common Pre-boards for all GIIS campuses where common question papers are set by expert faculty from GIIS campuses.

For grade 11 we have 3 Cyclic tests, 1 midterm and one Common Annual examination for all GIIS campuses where common question papers are set by expert faculty from GIIS campuses.



For Grade 12, Along with the 3 Cyclic test and Midterm, we do common pre boards for all GIIIS campuses where common question papers are set by expert faculty from GIIIS campuses.

How does school help students in career counselling?

Students are provided free access to Mindler Portal where they can take Psychometric tests to find out their possible choice of career and information of different colleges/Universities. This facility is provided to the students from Gr 8 onwards. A dedicated career counsellor is appointed to help students in providing necessary information regarding different universities and preparing portfolios for the admission process. Career fairs are arranged twice in a year to expose the students to various courses offered by the universities.

OPERATIONS

BOOKS

When can I collect the books?

Once the book fee is paid , the books can be collected during the school working hours.

How will I know if all the books are available in the set?

The book set will contain a checklist of all items. Please refer to this list to ensure that all the items in the list are available in your respective set at the time of collection of the book set.

What should be done if I notice a missing item?

Please bring it to our notice within 24 hours of collecting/receiving the set by sending mail to the class teacher.

I have previous year's books. Can I use them?

It is advised that your child uses the latest version of the books so that they may not miss out on revised editions that may contain newer information and chapters. The book sets that we supply at the start of the Academic year is the latest and relevant title for your ward's course of study. Moreover, the book fee is also linked to a few selective learning platforms. Non payment of book fee will not allow the child to access them.

Are the MOE books included in the set?

Yes, MOE books are part of the book set as per ADEK guidelines.

What about 2nd language books -Hindi / French for Grade 3 and above students?

The 2nd language books Hindi/French will be issued in the class by the respective class teacher and will not be part of the book set.

UNIFORM

Is it compulsory to wear the Uniform?

Yes. Uniform is compulsory for all students of the Global Indian International School. Uniform sets do not include shoes and socks.

Does the uniform include shoes and socks?

No, the parent needs to purchase white shoes and black shoes with white socks from outside which are comfortable for their child/children.

Can I purchase the uniform from outside?

The school has an official vendor who is licensed to develop and manufacture the school uniform as per the set designs and standards. Therefore, all uniform purchases need to be made directly through the school only.

What are the timings and days for uniform collection?

Due to the current situation , the uniform distribution will take place after spring break. An email will be sent to parents regarding the collection of uniforms. Kindly adhere to the time schedule to avoid the rush.

When should the PE uniform be worn by the students?

It is to be worn as per the day mentioned in the Class Timetable. KG students should wear the PE uniform on every Tuesday.

UNIFORM SET DETAILS GRADE WISE BOYS & GIRLS	
PRE KG, KG1 & KG2 BOYS	
Item Description	Qty
Shirt Sky Blue with customized buttons and placket	2
Pull up shorts with customized tape	2
Trouser with customized tape	1
PE bubble t-shirt	1
PE Shorts	1
PE track pant	1
Fleece Jacket with inner lining	1
Total	9
PRE KG, KF1 & KG2 GIRLS	
Item Description	Qty
Pinafore with customized tape	2
PE Bubble T-shirt	1

PE track pant	1
PE Shorts	1
Fleece Jacket with inner lining	1
Grand Total	6
Grade 1-2 Boys	
Item Description	Qty
Shirt Sky Blue 1/2 sleeves with customized buttons and placket	2
Shorts with customized tape, elastic and zipper	2
Navy blue trouser with customized tape	1
PE house color t-shirt	1
PE track pant	1
PE shorts	1
Fleece Jacket with inner lining	1
Grand Total	9

Grade 1-2 Girls	
Item Description	Qty
Shirt Sky Blue 3/4th sleeves with customized buttons and placket	2
Skorts(with spandex undershorts)	2
PE house color t-shirt	1
PE track pant	1
PE shorts	1
Fleece Jacket with inner lining	1
Grand Total	8
Grade 3-12 Boys	
Item Description	Qty
Shirt Sky Blue 1/2 sleeves with customized buttons and placket	2
Navy blue trouser with customized tape	2
PE house color t-shirt	1
PE track pant	1

Fleece Jacket with inner lining	1
Grand Total	7
Grade 3-12 Girls	
Item Description	Qty
Shirt Sky Blue 3/4th sleeves with customized buttons and placke	2
Navy blue trouser with customized tape	2
PE house color t-shirt	1
PE track pant	1
Fleece Jacket with inner lining	1
Grand Total	7

TRANSPORT

Is transport available for all the areas?

Almost all areas in Abu Dhabi and suburbs are covered by the school transport. You may cross check with our transport department for more clarity on the numbers below:

Ms Shibi from BBT Transport - shibi.babu@sts-group.com

What is the maximum travelling time for a child?

The school transport will follow the travel time as per ADEK, Department of Transport guidelines.

What is the first pick up time for the bus?

The pick up and drop off timings are depending on the location and for more details please contact our transport department.

Can we avail one-way transportation and pay a one-way transport fee?

No. We currently offer only two-way transportation, and the two-way transportation fee is applicable to all parents who opt for the school transportation service. The bus fee is fixed for all areas, regardless of whether the distance is far or nearer.

Can we change the home location after a few months? If yes, will transportation be available at the new location?

Yes, you may request a change of home location. However, any change from the address confirmed at the time of admission must be communicated to the **Transportation Department (Ms. Shibi, BBT Transport)** via email at shibi.babu@sts-group.com.

Parents are required to obtain **confirmation of bus route and seat availability** for the new location before finalising or moving to the new home address. Transportation will be provided at the new location only if a suitable bus route and seat are available.

FINANCE

What are the due dates for paying school tuition fees?

Ans: Refer below table

Term	Months of the Term	Due Date
Term 1	April, May, June	15th of March every year
Term 2	Sept, Oct, Nov ,Dec	15th of August every year
Term 3	Jan, Feb, Mar	15th of December every year

What are fee payment modes available?

Ans: Below payment modes are available for School's parents:

- **Online Payment:** We advise you to pay fees online by logging into www.mygiis.org with parent's credentials.
- **Fee Counter At school** – Cash, Cheque & Debit/Credit card by visiting school. If the parent is paying through cheque then only the current dated cheque will be accepted & it should be in the name of parent or company where the parent is working. The partial payment will not be accepted for any invoice and the full amount has to be paid at the counter.
- Payments made by cheques are subject to realisation. In case the cheque is returned by the bank, the school reserves the right to levy the bank charges pertaining to the returned cheque to the parent. The parent will have to make the fees payment along with bank charges within 2 working days by either cash or card. If the parent doesn't make the full payment within the stipulated period of time, the school reserves the right to take an appropriate action.

Is there any facility available to transfer fees directly (Via Internet Banking) into your school bank account?

Ans: No, currently there is no facility available to pay fees directly into a school bank account via internet Banking.

Is there any option to pay school fees by post-dated cheque (PDC)?

Ans: No, PDC is not accepted by school and in case of current dated cheque (CDC) only an acknowledgement would be issued. Receipts would be generated once cheque has been cleared. If the cheque is not cleared for any reason, the school reserves the right to charge an administration fee on such transactions.

If the school Fee is paid through myGIIS online payment gateway but receipt is not generated?

Ans: Online payment gateway services are provided by a 3rd party who is an approved vendor of the bank. Due to several layers of integration, sometimes receipt is not generated. If the amount deducted from your card then please DO NOT attempt to make another transaction without first checking with your Debit/Credit card provider or until you get the refund back to your card. If your transaction was successful but you didn't get the receipt, please raise a request on the helpdesk along with a screenshot or transaction reference number (phone text or online credit card transaction). As the receipt has to be generated by our back-end team after verifying transaction details, it could take up to 4 working days for us to send the receipt to you after you raise the helpdesk ticket. We appreciate your patience in this matter.

How to retrieve Fee Invoice or Receipt?

Ans: Once the payment is made online or over the Fee counter or any invoice is generated, such Invoice or Receipt is sent automatically to the primary registered mail ID.

Additionally, you can follow the below mentioned path to retrieve it by logging to www.mygiis.org using Parent's login credential. Login > Fee > Fee History > View Receipt / View Invoice

How or whom should I contact in case of an error or if I require clarification regarding the invoice?

Parents are advised to raise a ticket via www.smartlearn.com for any invoice-related errors, queries, or clarifications.

What are the steps to be followed if parents are facing issues with online payment gateway?

Ans: Follow the below steps to make the online payment:

- Clear cache by clearing your temporary internet files from browser
- Make sure the pop-up is not blocked
- Once clicked on "View breakdown > Pay Selected Fee ", a new page/window appears to input the Credit Card details Once the card details are mentioned and payment gets processed.
- The receipt from myGIIS would be generated automatically If still there is any issue in the online payment gateway, please raise a ticket via www.smartlearn.com.

How is the school bus fee charged?

Ans: Bus Fee is charged by school on a term basis same as tuition Fee.

Is school transport optional?

Ans: Yes, it is optional for all students however in case of their own transport students. Parents are requested to submit an undertaking form to School if they wish to drop-off and pick-up students on their own.

What are the refund rules?

Ans. Parents are requested to refer below link for Refund policy as framed by ADEK.

https://www.adek.gov.ae/-/media/Project/TAMM/ADEK/Policies/School-Policies/Governance-and-Operations/ADEK_S_Fees-Policy_EN.pdf

How much time is required to process fee refund (if applicable)?

Ans: Please refer below scenarios

- a. If the student is continuing and an excess fee has been paid, then such amount would be adjusted in upcoming academic year's first term's fee. However if you still wish to opt for refund, you can place a request on Helpdesk and refund will be processed within 30 days
- b. In case of student withdrawal, then refund (if any) will be processed within 30 days from the withdrawal effective date (Note that 'withdrawal effective date' is different from 'withdrawal application date').

Important Mail id

Designation	Person Name	Mail ID
Principal	Mr Dilip Kumar	principal.giisauh@globalschools.com
Vice Principal	Mr Ravi Rajasekhar	vp.giisauh@globalschools.com
KG Supervisor	Ms Mahvish Imtiaz	supkg.giisauh@globalschools.com
Primary Supervisor	Ms Shabista Surve	cdrpri.giisauh@globalschools.com
Middle Supervisor	Ms Jyoti Pathak	headms.giisauh@globalschools.com
Senior Secondary Supervisor	Ms Avanti Kale	sectionhead.giisauh@globalschools.com
EA to Principal	Ms Ribeca	ea.giisauh@globalschools.com
Senior Manager Admission	Ms Shruti Parab	shruti.parab@globalschools.com
Sr PRE	Ms Ashwini Jadhav	Raise a ticket via www.smartlearn.com
eSIS Coordinator (Transfer certificate)	Ms Nimisha Chandran	cdresis.giisauh@globalschools.com