AIS DUBAI

Australian International School

المدرسة الاسترالية الدولية

VISITOR HANDBOOK

2026/2027

AUSTRALIAN International School

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A message from our Executive Principal

I welcome you to Australian International School Dubai.

To those new to this amazing school, our staff are supportive and friendly, so please ask if there is anything you need. Our position in the school community is a most important one, and I trust that this year will not only be enjoyable, but rewarding for us all as we continue to engage in actions that focus on making a difference for each student in our care.

As we move through the year, I thank you in advance for the wonderful work you will do this year to ensure we make a positive difference to each student. I look forward to the contribution that as a team we will be making to our school, and to the support you will be providing to our students and other staff members as we continue delivering on our core business at AIS Dubai.

This resource has been produced to help you settle quickly into our school. It contains important information for you to familiarize yourself with and what expectations are expected of you as a visitor at AIS Dubai. A school is a complex organisation, and many routines are established so that everyone can contribute in an effective manner.

Our combined staff are totally committed to achieving the best educational outcomes and highest level of independence possible for all our students, and like you, I am thoroughly looking forward to achieving our performance indicators.

"the greater the loyalty of a group toward the group, the greater is the motivation among the members to achieve the goals of the group, and the greater the probability that the group will achieve its goals." -Rensis Likert

Welcome to our team!

Karen McCord
Executive Principal

EXECUTIVE TEAM

Karen McCord
Executive Principal &
Head of Secondary

Linda Elder
Head of Primary

Sanobia Palkhiwala
Head of ELC &
Wellbeing Lead

Surj Wright
Head of Academics

MIDDLE LEADERS

Suleiman Ibrahim
Head of MOE

Farhana Nadeem
Head of Inclusion

Renee Aravena
Head of Wellbeing &
Student Performance

Brejetta Acres
Head of Senior
Secondary Studies

PRIMARY & SECONDARY SUBJECT LEADERS

Alexandra Keily
Primary English Coordinator

Christine Takla
Primary Math Coordinator

Ashleigh Latter
Primary Science Coordinator

Cody Hening
Secondary English Coordinator

Nancy El Helou
Secondary Math Coordinator

Aimee Edwards
Secondary Science Coordinator

STUDENT LEADERS

Avisa
Student Council Chair

Ahmed
Student Council Chair

Poppy
Primary School Captain

Charlie
Primary School Captain

SUSTAINABILITY LEADERS

Ella

Omar

Olivia

Logan

Matthew

Daniel

HOUSE CAPTAINS

William

William

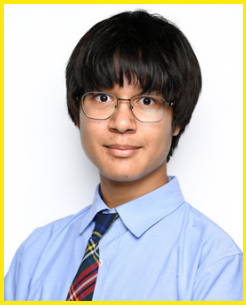
Zach

EAGLES

KANGAROOS

Ace

Aruzhan



Yash

Thomas

Nicole

Taym

SHARKS

TIGERS

Chase

Cayla

Ethan

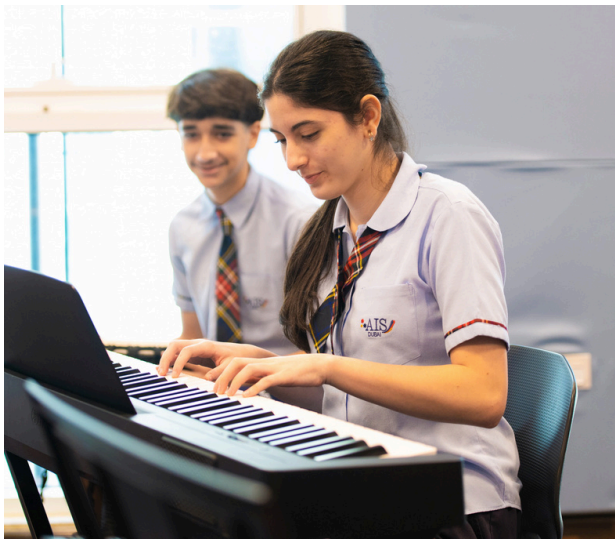
VISITORS TO AIS DUBAI

Our visitors to AIS Dubai, both specialists and volunteers, play a key role in developing positive relationships within our school and enhancing student learning outcomes.

Types of Visitors

	Contractor or Industry Specialist	**Parent Volunteer (Friends of AIS Dubai)**	**Learning Support Assistant (LSA) and Allied Health Professionals**
Definitions	Anyone contracted to perform specific tasks for the school and/or student. Tasks include both operational and professional services.	Anyone who volunteers under the direction and supervision of the school and/or an established agreement to add value to our school.	An outsourced assistant/therapist who is assigned to particular students who requires one on one support.
Mandatory Training	Required to be completed annually		
Required Documents	- Emirates ID - Pre-arranged appointment and escort	- Emirates ID - Confirmed schedule or meeting	- Emirates ID - Passport - Police Check - Confirmed schedule or appointment

Visitor Guidelines



The following guidelines ensure a safe and supportive learning environment by defining the boundaries for appropriate behaviour. These are required to ensure the safety and harmonious operations of Australian International School Dubai. If any of the below has not been completed or provided, visitor's are not permitted entry onto school premises.

Definition of a Volunteer

A formal volunteer is someone who gives their time, talent, energy, and expertise freely for no financial payment to be of benefit to our school community. Volunteer work is always a matter of choice and is a legitimate way in which our families can lead and/or participate in the activities of our community.

Our Volunteer Philosophy

Our volunteers are invaluable to our school, however, the program needs to be supported by sound policies, procedures and planning in order to meet our objectives.
Our volunteers support our children under the direction of our staff by providing an extra set of adult hands which can be used in school and community-based learning programs.
We are committed to creating an inclusive and diverse workplace where everyone feels they belong

- We want you to feel heard, valued and safe to bring your whole self to work
- We value your contribution to our decisions and direction

School Entry Process

Security Gates
Any visitors are to enter through our main entry gates and as such cleared to enter the premises by security. Our security team are provided a weekly appointment schedule to confirm access for visitors. All visitors will be directed to the Atrium.

Atrium
Any visitor MUST report to the Atrium, where they will be greeted by our reception team.

Sign In Procedures
To ensure the safety of all stakeholders, all visitors are to sign in when entering or leaving school premises via the Atrium. You will be provided with a visitor lanyard which must be worn at all times whilst on site. Any contractor or specialist must have a pre-arranged appointment and will be escorted by a team member whilst on site.

Access Lanyards

The below coloured lanyards reflect the type of visitor. They are to be worn at all times.

FRIENDS OF AIS DUBAI

Our parent community at AIS Dubai is known for its active involvement, and the success of our community events speak volumes. Following numerous discussions with parents in previous years, we are thrilled to introduce "Friends of AIS Dubai."

Purpose
Ensuring our families connect across the school to provide further learning opportunities and experiences for our children and community members.

Structure
Parents are welcome to volunteer if they wish to participate in various school activities. Our dedicated parent volunteers will be guided by fellow parents, whose responsibility is to connect them with the school staff member responsible for the specific activity. These "lead" parents collaborate directly with those who want to contribute to a particular aspect of school life, ensuring the success of each activity for the benefit of all involved.

Types of activities Friends of AIS Dubai are included in:

- **Cultural** – Arabic / Islamic / Ministry of Education subjects / UAE events, occasions and observances, Emirati staff
- **Curriculum** (i.e. STEM, Coding, Languages, ESOL/ESL)
- **Events** (i.e. Winter Souk, International Day, ANZAC Day, National Day, Australia Day etc.)
- **Sport** (i.e.. 30x30 fitness challenge, Aquathon, Cricket, Tennis, Netball, Rugby, AFL, Soccer, Basketball, Hockey, Swimming, etc)
- **Music / Theatre / Dance** (i.e. Winter/Summer Concerts, Theatre & Dance production etc.)
- **Arts & Literature**

RIGHTS AND RESPONSBILITIES

Students, Staff, Visitors, Parents/Carers have a right to:

- expect all members of the school to operate in a socially just way
- work in a pleasant, healthy, productive and safe environment
- be free from discrimination, treated with respect and dignity
- be free from intimidation, ‘put-downs’ and bullying
- be free from threat and verbal and/or physical abuse
- expect their property to be safe
- have reasonable requests carried out promptly
- expect systems and procedures that are implemented within the school to address issues affecting people’s rights and the acceptance of their responsibilities
- be advised of any information which may influence a student’s progress or welfare at school
- be informed at regular intervals of their student’s progress including feedback of any problems or concerns
- expect that the school community will do its job to the best of its ability
- be included in the school community

Students, Staff, Visitors, Parents/Carers have a responsibility to:

- be accountable for and accept the consequences of their decisions/actions
- follow reasonable requests and directions promptly
- show respect to students, other staff, visitors and volunteers to the school
- avoid unhealthy and dangerous practices for self and others
- operate in a socially just way
- be prepared for class and attend all classes on time
- adhere to safety regulations
- treat all members of our school community with respect and in a manner free from discrimination
- follow agreed school/departmental Policies and Plans
- adhere to the Code of Conduct
- support systems and procedures implemented within the school
- address issues affecting people's rights and the acceptance of their responsibilities, including uniform and attendance
- care for the school environment
- contribute to the positive image within and outside the school

NATIONAL IDENTITY REQUIREMENTS

As a private educator within the UAE we are required to ensure we uphold the national identity among our students, staff and visitors and enhance their national affiliation. We are to adhere to all terms and requirements aimed at promoting the concepts of the national identity in the school environment in accordance with regulating legislation.

National Identity Guidelines

1. Observing public morals and the values and culture of the UAE.
2. Respecting the symbols and sovereignty of the UAE.
3. Hanging the official pictures of the rulers in accordance with the guidelines approved by the Emirate which the school is under the authority there of.
4. Performing exclusively the UAE's national anthem during the morning assembly.
5. Raising exclusively the UAE's flag in the school in accordance with the guidelines listed in the guide for the use of the UAE flag.
6. Refraining from placing pictures or paintings of persons or symbols other than the UAE's leaders.
7. Employees' observing the general appearance in accordance with the traditions and customs of the UAE.
8. Obtaining the necessary approvals to hold extra-curricular activities, celebrations, and student events.

Ensuring that the curricula or learning resources do not include any violation of the laws of the UAE, or the culture, values and national firm principles of society.

MANDATORY TRAINING

A wide range of people visit our school for a multitude of reasons. You will undertake a Mandatory Training Program annually for the safety of yourself, our students and our staff.

This program includes areas such as:

- Code of Conduct
- Student Protection
- Emergency Procedures
- Workplace Health and Safety
- Protecting our Information

POLICIES AND PROCEDURES

Communication
It is extremely important for all visitors to AIS Dubai to communicate effectively. You must be clear and not afraid to say 'no' if you do not feel confident with a particular task. We want you to feel comfortable and confident with what you are doing.

- It is important that you do not discuss "school" outside of the school.
- If there is something you are unsure of, ask.
- If you have any suggestions please let us know.

Personal Mobile Phone Usage
In areas where there is no access to school phones, it is advisable to carry a personal mobile phone. Personal mobiles should not interfere with learning and must remain out of student sight. They should NOT be used during class time.

Supervision
All volunteers working with students are supervised by relevant AIS staff at all times.

Absent
Volunteers need to inform the school if they are unable to attend the activity session, to ensure we are able to make alternative arrangements for the children

Dress Code

All visitors are expected to maintain a modest, professional and culturally respectful appearance at all times. This high standard will ensure that we continue to represent ourselves and our school in an outstanding way.

If employed from an outside agency, company uniform is expected.

- Clothing should be respectful and modest with professional and tidy appearance should be maintained at all times. Clothes must be clean and ironed to maintain the professional image of the school.
- Closed flat shoes must be worn at work. Please also ensure shoes are clean and in good order.
- Hair must be clean, neat and tied back off the face. Please ensure your hair is professionally presented and in a neutral/natural colour.
- Name badge must be worn at all times.
- Short nails, particularly for those working with younger children, are required. Nail polish can be worn in natural shades only.
- Please ensure shirts are sufficient in length so when bending or sitting down, skin is not shown. Similarly, ensure pants are sufficiently high-waisted to avoid pants lowering when seated.
- Jewellery that can be worn; 1 wrist watch; 1 earring per ear for pierced ears. Other piercings or facial studs, including tongue studs of any kind are strictly prohibited and are not to be worn to school, during any school event, or when in school uniform. Coverings or clear alternatives are not permitted. Religious jewellery is not allowed to be shown.
- Tattoos must be covered and not visible
- AIS ID lanyards must always be worn

CODE OF CONDUCT

Our Values

Courtesy

Citizenship

Care

Courage

Curiosity

As a visitor to AIS Dubai you need to follow the Code of Conduct which contains fundamental principles and values of ethical behaviour The code of conduct acts as a reference point to guide your behavior. Conduct is behaviour, attitudes and character exhibited by visitors within our school. Our belief is that all visitors should regard improved student learning as the ultimate objective of their work.

Our philosophy

Australian International School Dubai provides an enriched and welcoming learning community that sets high expectations which facilitate opportunities for students and staff to excel and to build a culture that emphasises our values.

Purpose

The Professional Code of Conduct Policy consists of 13 standards that set the foundation for professional practice for employees to honour.

Areas of responsibility for all visitors

- act in a way that upholds the codes standards of conduct - ethically and responsibly
- follow the schools policies and procedures
- use judgement to ensure that decisions and actions met the standards of conduct outlined in this policy

Follow the fundamental principles of ethical behaviour

- refuse any gift or benefit from a colleague that's likely to affect how you perform your duties
- speak up if something doesn't feel right. You have an obligation to report any conduct that goes against the code
- Talk to your supervisor if you are unsure about an action or decision or if there's a conflict of interest with your work in the department
- Before taking any action, think about how it will affect the human rights of people around you

STUDENT PROTECTION

The health, safety and well-being of all students are of paramount importance to all staff. 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 AISD and this includes reporting any act committed by a parent, guardian or any other person, to a child enrolled in our school which results in neglect, physical or emotional injury or sexual harm.

All staff have a duty of care to report any suspected or disclosed issues of child protection to the Executive Principal. If the threat is immediate or ongoing it will be reported to the appropriate local safeguarding authorities as set in place by the UAE.

If you are worried about a student, report your concerns and speak to the appropriate safeguarding lead.

You must report any harm to a student that is caused by:

- someone working at AIS Dubai
- another student
- someone from the student's family, a friend or a stranger
- the student self-harming

If you see harm occurring:

1. Help the student who has been harmed, for example:
   - by telling other students to move away;
   - get another employee involved as soon as possible.
2. Advise a safeguarding lead straight away about what you have seen.
3. Write down what you saw and give the information to the safeguarding lead.

If you suspect a student has been harmed at our school or outside of it:

1. Tell a safeguarding lead straight away about what you suspect;
2. Write down what you saw and give the information to a safeguarding lead.

If a student tells you that they have been harmed at our school or outside of it:

1. Listen carefully;
2. Reassure the student that they have done the right thing by telling you;
3. Tell the student you must advise a safeguarding lead about what they have told you;
4. Tell the safeguarding lead straight away about what the student told you;
5. Write down what the student told you and give the information to a safeguarding lead.

SAFEGUARDING LEADS

Karen McCord
Executive Principal
& Head of Secondary

Surj Wright
Head of Academics

Linda Elder
Head of Primary

Sanobia Palkhiwala
Head of ELC
& Wellbeing Lead

Najwa Albhaisi
Compliance Lead

Gamze Erkoru
School Counsellor

WELLBEING TEAM

Sanobia Palkhiwala
Head of ELC and Wellbeing Lead

Renee Aravena
Head of Wellbeing & Student Performance

Farhana Nadeem
Head of Inclusion

Gamze Erkoru
School Counsellor

Brandan Hendricks
Music Teacher

Nava Amirinia
ELC Teacher

Alexandra Keily
English Subject Lead

Joelle Zakharia
Primary Teacher

Sophie Mitchell
Primary Teacher

Amanda Hameon
Prep Teacher

Manal Soubra
Arabic Immersion Teacher

Reem Ghabash
Arabic Immersion Teacher

EMERGENCY PROCEDURES

A critical incident is any situation that impacts significantly on the welfare of staff and students and/or has the potential to interfere with their ability to function effectively. The impact of the incident may either be direct or indirect. Responses will vary as to type, degree and location.

Warning Devices

Evacuation
Emergency Evacuation Alarm is recognised by a long continuous siren followed by verbal instructions stating “Evacuate, evacuate, evacuate” and flashing red strobe lights located throughout the school.

- If working under the supervision of a class teacher, visitors will follow the directions of the teacher and MUST accompany the class to the designated area.
- Visitors working in other areas of the school who are not under the direction of a staff member MUST move to the disignated area according to the closest evacuation point. Visitors will need to report to the Warden. All people on the school premises MUST be accounted for.
- The procedure is explained on each entry when signing in at the Atrium.

Lock Down
Emergency Lock Down Alarm is recognised by a chime (Ding Dong) followed by verbal instructions stating “Lockdown, lockdown, lockdown” and flashing blue strobe lights located throughout the school. This siren will only continue for a short time. When the siren stops, continue with the lockdown procedure , until the all clear is signalled.
If working under the supervision of a class teacher, visitors will accompany the class to the closest safe area, usually the classroom, and follow the teachers directions. For your knowledge, lights, fans, air conditioners and overhead projectors will be turned off and the doors will be locked. NO use of mobile phones is allowed and there is to be no talking.

- Visitors working in other areas of the school are to make their way directly to the nearest class or foyer and follow the directions given.
- It is important that you make sure the teacher reporting to Administration reports that you are also in the room.

WORKPLACE HEALTH AND SAFETY

AIS Dubai is committed to providing and maintaining a safe and healthy working and learning environment. AIS Dubai is responsible for the health, safety and wellbeing of all visitors, staff and students in the workplace, in line with legislative requirements.

By law, smoking is not allowed on school grounds.

No visitor may engage in any specialised activity that would normally be carried out by a licensed tradesperson—this includes working with electricity, handling chemicals or major repairs and maintenance to plant and buildings.

Visitors have the same workplace health, safety and wellbeing obligations as an employee. To assist in maintaining a healthy and safe environment we ask that you:

- act with common sense
- take reasonable care in protecting your own health and safety and not to put others at risk by your actions or failure to act
- follow reasonable instructions on health and safety
- use equipment supplied e.g. gloves and trolleys to protect your health and safety
- not be affected by drugs and alcohol
- report all matters regarding Workplace Health and Safety to one of the Workplace Health, Safety and Wellbeing Officers on site.

WORKPLACE HEALTH AND SAFETY TEAM

CRISIS RESPONSE TEAM

Karen McCord
Executive Principal

Mitchell Watson
Chief Safety Officer

Linda Elder
Head of Primary

Surj Wright
Head of Academics

Sanobia Palkhiwala
Head of ELC

SCHOOL SAFETY TEAM

Dr Maryam Iqbal
Clinic Doctor

Dahlia Del Mundo
Clinic Nurse

Najwa Albhaisi
Clinic Coordinator and Safeguarding Lead

Karen McCord
Executive Principal

Mitchell Watson
Chief Safety Officer

Mujib Eenanulla
Compliance Officer

Ahsanul Haque
Safety Officer

Basil Eliyas
Safety Officer

PROTECTING OUR INFORMATION

Our information is an important part of our operations at AIS Dubai and should be treated with the appropriate care.

You have an obligation to keep our information secure

- Treat all information as confidential
- Ensure the information stays on site and is use for its intended purpose only
- Comply with all relevant procedures
- Report any known or suspected security threats

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