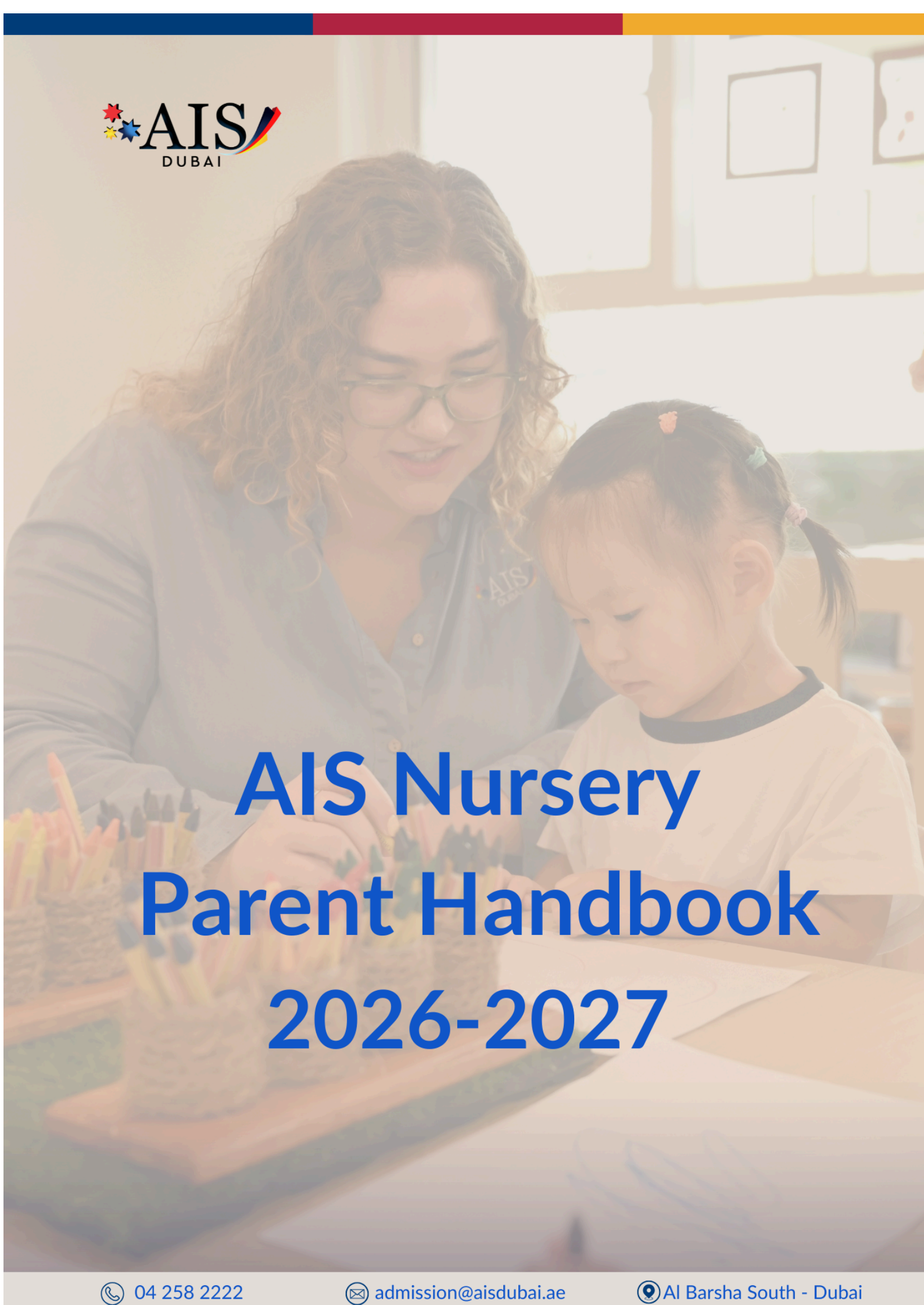


The background of the cover is a photograph of a female teacher with curly brown hair and glasses, wearing a blue long-sleeved shirt with an AIS DUBAI logo on the pocket. She is smiling and looking down at a young child with dark hair in pigtails, who is focused on coloring a drawing on a piece of paper. They are sitting at a wooden table. In the foreground, there is a wooden tray filled with many colorful markers and pencils. The scene is brightly lit, suggesting a window in the background.

AIS Nursery Parent Handbook 2026-2027

Welcome to Dubai's first Australian Nursery. We are delighted that you have chosen to be a part of our learning community.

Our Philosophy

At AIS Nursery, children are central to everything we do. Families are our primary partners in our work. We recognise that every child belongs within their family, their cultural group, neighbourhood and wider community. We believe that a child's earliest development and learning takes place through their relationships, particularly with their family, who are a child's first and most influential educators. We are committed to respectful and collaborative relationships with families and communities, as we work together to create a positive environment for our children - both where they live and where they learn - to actively promote children's wellbeing, learning and development.

Related documents: (Belonging, Being & Becoming, the Early Years Learning Framework for Australia, 2023)

Admittance

We accept children from the age of 12 months to 3 years old. Thereafter, children enter PreKG on our campus.

Nursery Structure

Young Toddlers: 12-23 months

Older Toddlers: 24-36 months

Nursery Timings

Whilst our core nursery hours are 8:00am-3:00pm, please note that care begins at 7:30am, with after school provisions also available:

Before School Care: 7:30-8am

Nursery Hours: 8:00am-3:00pm

Afternoon Club: 3:00-5:00pm

Late Collection After 5:00pm

We kindly ask parents and guardians to ensure that children are collected by 5:00pm each day. If a child is collected after 5:00pm, a late collection fee of AED 150 will be charged for each 15-minute period, or part thereof, that the child remains at the Nursery after 5:00pm.

This fee helps to cover the additional transportation costs incurred by our staff members who may miss their scheduled transportation home as a result of late collections and may therefore need to arrange alternative transportation, such as a taxi.

Establishing a Settling in Routine

Now that the admissions formalities have been completed, the next step is starting your child at nursery. We realise that whether your child is coming to nursery for the first time or transferring from another nursery, it is a significant transition for both your child and yourself, and one that needs to be handled with care and sensitivity. The first few months here at the nursery are crucial to establishing a good rapport between educators, parents and children whilst helping children settle into the nursery well. For these reasons, we have some nursery settling-in guidelines to help parents whose children are starting at our nursery.

We strongly recommend a gradual transition into the nursery so your child has time to develop a trusting relationship with the educators in their new environment. We encourage the child's primary caregiver (a parent or perhaps a nanny) to enter the classroom with the child. Take a seat and find something interesting to play with. Have a chat with the educators and begin interacting with other children in the room. As your child observes these interactions they will come to trust their new environment and the educators. We then advise you to inform your child that you are now stepping out of the room for a short period of time and then returning at a time agreed upon with the child and educator. This transition process is based on a philosophy of trust and respect for our infants and toddlers.

As parents you know your child the best. Every child is different and while some children will need to start nursery with shorter days, other children may settle more quickly. We do not encourage rushing a child's transition into a group care environment, instead we follow the lead of the child.

What does my child need to bring to nursery?

Please ensure all items are clearly labelled with your child's name on it. Without your child's name labelled, it is not guaranteed we can return any lost items.

Your child should bring the following to nursery:

- Re-sealable, non-spill water bottle filled with water
- Afternoon snack(s) if your child is staying for the Afternoon Club.
- Milk in milk bottle / Sippy cup (if required)
- Diapers / wet wipes / nappy cream (if required)
- At least three spare changes of clothes and underwear (more if they have just started using the toilet independently)
- Sunhat (no hat – no play policy)
- Sun cream
- Old, oversized t-shirt to protect clothes during art and messy play

- Bib (if required)
- Pacifier and holder (if required) (Please note this will not be offered to the child other than at nap time)
- Blanket and bedsheet for crib or toddler day bed. (If still taking a regular morning nap or an early afternoon nap)
- Backpack to place all personal items in.

What should my child wear to nursery?

Children are required to wear the blue polo school shirt in our 2-'3s room (Older Toddlers) with any bottoms. Our 1-2's (younger toddlers) are not required to wear a uniform.

Partnerships with Families

We all play an active role in each child's learning and development. We owe it to our children to ensure we first build and maintain our mutual relationships, and in doing so focus on consistent and clear communication channels. It is the responsibility of both the teacher and the parents to ensure the child's routine is communicated to ensure continuity across home and nursery. We encourage families to stay in regular contact with the class teacher and inform them of any changes in their child's routines or preferences.

Our Education and Care Program

At AIS Nursery, the education and care program is play-based and child-centred to enhance each child's learning, development and well-being. We follow the Australian Early Years Learning Framework (EYLF) to inform our teaching, learning and assessment of children's growth and development.

Teacher-child relationships and small groups are key elements that support the success of our educational program. The rich connections created by teacher-child relationships allow teachers to have a deeper understanding of children's motivations and interests, enabling them to more effectively plan for children's learning. Teachers make ongoing professional judgments when designing and delivering their educational program. These curriculum decisions are based on individual children's knowledge, understanding, development, skills, strengths, ideas, culture, abilities and interests.

Teachers promote each child's agency from birth, enabling them to make choices and decisions that influence events in their world. This approach builds children's communication and literacy skills, as well as self-efficacy, confidence and promotes them to be active participants within their learning environment. We are also committed to our inclusion agenda to support the inclusion and participation of children and their families within our early learning centre.

Communication

We believe that clear and concise communication, either verbal or written, assists in building an honest and supportive relationship between children, teacher, parent, and community.

Effective communication is essential to building a nursery-parent partnership, therefore strengthening the child's learning experience. At AIS Dubai, communication is provided both in English and Arabic as required.

There is regular communication between home and nursery through our online learning platform and emails. Parents/Caregivers are updated about classroom programs, schedules, important dates and celebrations.

- Class teachers communicate regularly with their families
- For urgent communication, parents are called, and if no answer, an email will be forwarded asking you to contact the school.

Parents and caregivers also have the opportunity to provide feedback into how they can support their children at nursery and across their educational journey.

We are a learning community, and welcome feedback. If a parent has a concern, we encourage direct communication with the child's teacher. If the matter requires further attention, the Director of Early Learning can be contacted via email or in person, through a pre arranged appointment.

Nappy changing and learning to use the toilet

Our philosophy is to provide a safe and hygienic procedure for changing nappies and the personal care of young children. We provide a clean environment to prevent the spread of disease or infection. In addition, we aim to create an environment that encourages positive interaction between children and the carer during nappy changing routines.

Our nappy changing and personal care policy is underpinned by the following principles:

- A commitment to the rights of all children to feel safe, and be safe at all times
- Valuing, respecting and caring for children
- Fostering opportunities for each child to participate, express their views and to learn and develop
- Always acting in the best interests of each child
- Taking all reasonable steps to ensure the health, safety and wellbeing of children at all times, whilst also promoting their learning and development

We appreciate that products used for nappy changing are based on personal preferences. As such we ask parents to provide your child's nappies, wipes and creams if required. Please ensure there is an adequate supply of these items provided, as sometimes children need more nappy changes than expected.

Our Toilet Learning procedures are also built around trust and respect for the children. We ask you to communicate with your child's teacher as to when your child is ready to start learning to use the toilet. Your child's teacher will also inform you if she observes that your child is showing signs of readiness. Toilet learning occurs in collaboration and must be practiced consistently at home and at nursery to be successful.

It is a requirement that your child is comfortable using the toilet independently by the time they begin PreKG (3-year olds), unless there are previously discussed medical concerns.

Arrivals and Departures

Arrival and departure times are planned to promote a smooth transition between home and our Nursery. The opportunity to build secure, respectful and reciprocal relationships between children and families is promoted during arrival and departure times where teachers have the opportunity to engage in conversations with families and support each child's well-being. To ensure the health and safety of children at our nursery our *Arrival and Departure Policy* is strictly adhered to, allowing only nominated authorised persons to collect children at any time throughout the day.

Arrival:

- Families and children arrive from Foyer A and proceed to the Early Learning Centre. Please ensure all gates and doors are closed behind you.
- Children are to be sighted by a teacher before the parent or person responsible for the child leaves. This ensures that the teacher is aware that the child has arrived and is in the building.
- The child's medication needs, or any other important or relevant information should be passed on to the child's teacher and the registered nurse, by the person delivering the child.
- Each child is allocated a cubby. Please place your child's belongings in their cubby.

Departure:

- Families enter Foyer A and proceed to the classroom to collect your child. Please ensure you are wearing your Parent Lanyard (red)
- Children may only leave the premises if the child leaves in accordance with the written authorisation of the child's parent or authorised nominee named in the enrolment record.
- Where the parent or a previously authorised nominee (as indicated in the child's enrolment form) is unable to collect the child, the parent or person responsible for the child (as listed on enrolment form as having a parenting role) may telephone the service and arrange an alternative person to pick up the child. This contact must then be confirmed, via email, with the Early Learning Centre.

- Parents are to advise the school administration if someone different is picking up their child, both verbally and via email. Photo identification must be sighted by a member of admin in Foyer A. If the administrator in Foyer A cannot verify the person's identity, they may be unable to release the child into that person's care.
- Parents/caregivers must collect their child directly from the class teacher.
- It is our policy that we do not allow anyone under the age of 16 to collect children.

Late Collection of Children:

- If parents/guardians know that they are going to be late, they must notify the administrator and Director of Early Learning. If possible, they should plan for someone else to collect their child and inform the Nursery of the same.
- If they have not arrived by 5:00pm the nursery will attempt to contact them via phone. If parents/authorised persons are unable to be contacted the nursery staff will call alternative contacts as listed on the enrolment form to organise collection of the child.
- Where families are continually late to collect children, a *late collection fee* will be applied to parents/guardians. Should this non-compliance continue, the service reserves the right to terminate a child's enrolment.

Nutrition Policy

Please note we are a Nut-Free and Pork-Free cultural environment. There are strictly NO nut or pork products allowed in the nursery for religious and allergy related reasons. For this reason, children are discouraged from sharing food and parents must inform the teacher, nurse and Director of Early Learning about any special dietary/medical issues.

We operate a healthy-eating policy as food and diet have an extremely important role in the development of young children. We believe that children should be able to enjoy tasty, nutritious food as well as learn good eating habits for the future. Consequently, NO junk foods such as fizzy drinks, lollies/candy, chocolate, crisps/chips, biscuits etc. are allowed in the nursery. We do realise that sugary and fatty foods and drinks or foods containing additives and preservatives are difficult to avoid in the modern diet. However, we encourage parents and carers to minimise these influences when preparing children's lunches.

The following are a few suggestions for snacks:

- Fruits and vegetables, cut up as appropriate
- Yoghurt
- Crackers/rusks/rice cakes
- Granola/cereal bars
- Cheese

- Cold cuts such as chicken and turkey
- Sandwiches

Naps

We have a sleep room equipped with cots and day beds. If your child is in the habit of taking a nap, please let your child's teacher know. If you would prefer that your child does not take a nap during nursery hours, please also inform your child's teacher. Please be aware that whilst we at the nursery will do our utmost to work with parents regarding their child's particular routine, we will not 'make' a child either stay awake or go to sleep. Children's needs and patterns evolve continuously during the nursery years and all children are different, so please do keep in mind that the routine you have established at home may need some adjustment, particularly when your child first starts nursery.

Birthdays

We are delighted to acknowledge and participate in your child's birthday or any other special day. Please inform your child's teacher so they can share this happy news with the rest of your child's class and help them celebrate the special day. We do however ask that parents not bring in a birthday cake, sweet treats or food to be shared as part of the celebration. Instead we will celebrate the occasion through song and dance. You are welcome to make goodie bags for each child in the class to take home. The educators will place them in each child's cubby at the end of the day. This ensures each child's parent has the choice as to what their child receives.

If your child is having a birthday party and wishes to invite some friends, please hand the party invitations to your child's teacher so that they can be unobtrusively placed in the relevant children's bags. Parents' discretion is requested in such matters as it may be unrealistic to invite all children and a child's day can be ruined by exclusion.

Sickness/Infection Control Policy

We ask that parents work with us in an honest and collaborative manner to ensure the health and safety of all our children. We take the health of all children very seriously and ask that you are transparent with the nurse and your child's teacher if your child has been unwell. Infections can spread quickly in group care environments and we must prioritise the welfare of *all* children at nursery.

Fever: Children should not attend school if they have a fever above 37.5 degrees Celsius. They must be fever free for 24hrs without taking any medication before they can return to school.

Respiratory Systems: Children with respiratory symptoms like persistent cough, runny nose, sore throat, difficulty in breathing etc are able to return to school when symptom free.

Vomiting and/or Diarrhoea: In the case of vomiting and/or diarrhoea, children should not return to the school until 24hrs after the last episode of vomiting and/or diarrhoea.

Unexplained Rash: Children with an unexplained or undiagnosed rash need to visit a doctor and provide the nursery with a medical clearance certificate with a diagnosis prior to returning to nursery.

Wounds: If a child has an infected or oozing wound it must be properly cleaned and covered by a well-sealed dressing.

Conjunctivitis: Children with a red/pink eye along with discharge/watering are required to stay at home until the symptoms subside.

Head Lice: If a child has head lice, parents should keep the child home and notify the nursery and the class teacher. The child is able to return to nursery once the treatment has been started. The child should be checked by a member of the medical team prior to returning to class.

Exclusion Periods: Exclusion periods as advised by DHA for various infectious diseases should be strictly adhered to. Please view the [Time Out Guide](#). Please be aware that sick or unwell children are not permitted at nursery. If your child has suffered an illness/injury, you must keep your child at home until he/she has **fully recovered**. The nursery operates a minimum 24-hour (or as per our nursery Nurse's recommendation) exclusion period from onset of last symptoms of illness for all children.

Please be aware that this covers **any** signs of illness shown by a child – including symptoms such as fever, diarrhoea, vomiting, coughs/runny noses, lethargy, etc. as well as more serious symptoms. If your child shows any signs of being unwell whilst at nursery, we will contact you immediately and ask that you come and pick your child up as soon as possible.

Please note that we require **written** certification from your child's doctor **prior** to your child's return to nursery, confirming that your child is no longer contagious and/or fit, fully recovered and able to attend nursery. Medical clearances can be emailed to absence@aisdubai.ae

To help prevent the spread of contagious viruses it is mandatory for the nursery to inform the DHA of any communicable disease cases. If your child has any of the conditions listed on our [Communicable diseases](#) information sheet please advise clinic@aisdubai.ae immediately.

Please be aware that if your child has been prescribed antibiotics, we operate a minimum 72-hour exclusion policy, from the first day antibiotics are taken. Once your child is certified by a doctor as being well enough to return to nursery, we will be happy to continue administering your child's medication, if necessary, subject to receipt of a signed medication consent form (as set out in our Medication Policy).

Please do keep in mind that if a child returns to nursery before they are fully recovered, they may infect other children, or catch another infection because their immunity is low. Although we appreciate it can be frustrating sometimes, the exclusion period from nursery following an infection is meant to safeguard others in the nursery as well as to ensure that the child returning to nursery following illness has had sufficient time to recover. We hope you appreciate our concerns and understand why you are being asked to keep your child at home.

Medication Policy

We must obtain written advice on a Medication Authority Form for all medication to be administered by the nursery. It is recommended that the form be completed by the child's medical or health practitioner ensuring that the medication is warranted. However, if this advice cannot be provided the principal may agree that the form can be completed by parents or carers or adult or independent students.

Medication to treat *asthma* or *anaphylaxis* does not need to be accompanied by the medication authority form as it is covered in a child's health plan. Over-the-counter medications (including Paracetamol) **do** require a medication authority form.

We must ensure all medication to be administered is:

- Accompanied by written advice providing directions for appropriate storage and administration.
- In the original container with the original label including the name of the child, information on the dosage and time to be administered.
- Within its expiry date.

Accident and Injury Policy

Non-emergency- After assessment by the doctor/nurse, if the student is not fit enough to remain in nursery, the Parents/Guardians will be contacted by phone and asked to collect their child from the clinic.

Accidents/Emergencies (Minor/Major) - After assessment by the doctor/nurse, if the injury incurred by the child needs further hospital/clinic evaluation and management, the Parents/Guardians are contacted by the nurse/doctor/coordinator and advised to collect their child as soon as possible. The AISD referral form will be given to parents/guardians to present to their clinic/hospital of choice.

Life Threatening Emergencies (Serious) - After assessment by the doctor/nurse, they will immediately call Emergency Services **999/998** and provide details of the accident.

Parents will be notified by clinic coordinator/principal regarding the details of the injury, the course of action taken and the hospital/clinic where the child will be transported to. The child will be transported immediately to Mediclinic Hospital (school has an agreement contract). The school nurse/doctor or other available school personnel will accompany students to hospital and wait for parents/guardians to arrive.

Absence Policy

Please do inform us if your child will not be attending nursery. In particular, if you anticipate a prolonged absence from nursery for your child due to illness, travel, family visits, religious/cultural reasons, etc. we would appreciate it if you could let us know in advance, if possible. If your child is absent please click on the link in the school newsletter to report the absence or email absence@aisdubai.ae.

Please be aware that if any child has been absent for more than 3 days without such notification, we will call you to confirm the reason for such absence. Please further be aware that should your child be absent from nursery for any reason whatsoever (including nursery/public holidays), no refunds, reductions or set-offs on fees will be made and further, no days in lieu of the days missed will be given.

Behaviour Guidance Policy

We acknowledge parents as being the most important people in a child's life. At AIS Nursery we work collaboratively with families to develop positive (pro-social) behaviour models for successful social interactions. We encourage families to work towards the below strategies when guiding children's behaviours at home, to ensure consistency in behaviour expectations.

All educators will adopt a positive, strengths-based approach to guiding children's behaviour to promote social and emotional learning, development and well-being. They will recognise that learning to regulate feelings and impulses is a developmental skill like any other and that, therefore, children need to learn – and, inevitably, will make mistakes along the way. Guiding children to behave thoughtfully is not an interruption to teaching, but is its prime purpose.

Compassionate strategies and practices will be age and developmentally appropriate and could include:

- Acknowledge, appreciate and celebrate children's effort, achievements, and considerate actions, without judging (praising) these (Deci & Ryan, 1987).
- Collaborate with children to set and affirm clear expectations for positive, engaged and considerate behaviours.
- Listen to children, on the understanding that behaviours that challenge us are nevertheless the children's way of communicating that their needs are not being met. Attempt to identify their need and to meet it.
- When children are calm and regulated and in a non-judgmental manner, give children information about the positive – or detrimental – effects of their behaviour on others.
- Teach children strategies for meeting their needs in ways that do not interfere with others' capacity to meet theirs.
- When children's dysregulation takes the form of harming others, first console the target child and then soothe instigators so that they can regain their emotional balance.
- When children have behaved inconsiderately, ask them what they need and how you can help them.
- Once children are calm, ask them how you could help them when they are becoming upset in future.

- Allow children time to negotiate solutions to their own peer conflicts. Depending on their age and developmental capacity, adults will give them the opportunity to do this independently or with the guidance from a teacher

Child Protection

Our Nursery's responsibility to safeguard and promote the welfare of children is of fundamental importance. All children, regardless of age, gender, ability, culture, race, language, religion, have equal rights to protection. Children who are safe and feel safe are better equipped to learn. AIS Nursery is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Representatives of the whole school community of students, parents, staff, volunteers and governors will therefore be involved in reviewing, shaping and developing our school's safeguarding arrangements and child protection policy. All staff have an equal responsibility to act on any suspicion or disclosure that may suggest a child is at risk of harm at home, in the community or in school. If at any point, there is a risk of immediate serious harm to a child, a referral will be made to the relevant statutory body and public services. **Anybody can make a referral.** If the child's situation does not appear to be improving, any staff member with concerns should press for reconsideration. Concerns should always lead to help for the child at some stage. Students and staff involved in child protection issues will receive appropriate support.

Adverse Weather

In case of adverse weather parents will be notified of safety measures put in place, based on the advice from KHDA. The child's teacher will also communicate via our online learning platform with simple at home activities families may wish to engage in at home. We do not advocate online learning for our nursery aged children at AIS.

Inclusion, non-discrimination and diversity

At AIS Nursery we pride ourselves on our inclusive practices. We do not discriminate against differently-abled children or their families. All children are welcome to our nursery as we believe diversity adds to the richness of our learning community. We also abide by the Dubai Inclusive Education Policy Framework (KHDA, 2017).

We support the growth and development of all children, starting from where they are at, working with parents and if required allied health professionals. Teachers are continually observing the development of the children in their class, focusing on areas of social, emotional, physical and cognitive development. While we appreciate all children develop at a different pace, our experienced teachers are educated in identifying common signs that a child might need extra support. Having observed the child multiple times, the class teacher will discuss the matter with the Director of Early Learning. We may then request a meeting with the child's parents to action our next steps in order to best support the child.

Information Technology

At AIS Nursery, our classrooms are screen-free environments. Please note:

- Staff are not allowed to engage with families via social media or other unofficial channels of communication such as WhatsApp.
- Parents and staff are not allowed to use personal mobile phones to take photos/videos or use any other application during nursery sessions.
- During a special event parents/carer are encouraged to film their own child at these events, however are expected to support AIS Nursery by following these steps:
 - Images and videos should be used for their own or families personal use only.
 - If images are shared online, access should be limited to immediate family only and not public.

We sincerely thank you for taking the time to carefully read this Parent Handbook. With our shared commitment, our children undoubtedly have a bright future ahead at AIS Nursery.