



# Frequently Asked Questions (FAQ) at DESS

**Due to the Covid 19 situation, some of these responses are Subject to Change at Short Notice**

Joining DESS	
I would like to book a Tour of DESS	Due to the announcement by the Ministry of Education for all school closures, all tours have been cancelled until further notice. If you have any queries or would like to request a call back, please email <a href="mailto:admissions@dessc.sch.ae">admissions@dessc.sch.ae</a>
I would like to know more about DESS. How can I access information?	All in person tours have been cancelled until further notice. Whilst we are unable to replicate the vibrancy of DESS in any other form, we invite you to view our videos in order to give you a virtual taste of life at DESS. We highly recommend you watch the experiences of our students, parents and alumni by click <a href="#">here</a> , as their stories capture the essence of our DESS community.
How do I apply for a place for my child at DESS?	To apply for a place for Foundation 1 and 2, please follow the Points to Note above our application form which you can access by clicking <a href="#">here</a> To apply for a place for Years 1 and 6, please follow the Points to Note above our application form which you can access by clicking <a href="#">here</a>
What is the current fee structure?	You can view our fee structure and Accounts Department details by clicking <a href="#">here</a> (Subject to change)

<p><b>Is there any sibling discount?</b></p>	<p>You will find information on sibling discount by clicking <a href="#">here</a></p>
<p><b>What are the opening hours of the Uniform Shop?</b></p>	<p>You can find our Uniform Shop opening hours and additional information on our uniform by clicking <a href="#">here</a></p>
<p><b>Where can I find a copy of your BSO and KHDA reports?</b></p>	<p>Please click <a href="#">here</a> to view our reports.</p>
<p><b>Where can I find your PIRLS and TIMMS results?</b></p>	<p>Please click <a href="#">here</a> to view our results. Please click <a href="#">here</a> for more details</p>
<p><b>Where can I find important information for new parents?</b></p>	<p>Please click <a href="#">here</a> to access ‘New Parents’ Information</p>
<p><b>My child is integrating from a different system where the school year is different to yours. What do you do in these circumstances?</b></p>	<p>Several factors would be considered - your child’s date of birth, current curriculum being followed, school reports, reference and work samples would determine which year group your child would be best suited. Our Admissions Department will be happy to discuss any concerns you may have. Please click <a href="#">here</a> for the contact details of our Admissions Department.</p>
<p style="text-align: center;"><b>Teaching &amp; Learning</b></p>	
<p><b>What are the class sizes at DESS?</b></p>	<p><b>(Subject to KHDA Covid 19 updates)</b></p> <p>There are 20 places in FS1 and from FS2 to Year 6, there are 25-27 per class.</p>

<p><b>How will I know what my child is learning in class?</b></p>	<p>We use a platform called Seesaw, so you have a daily ‘window’ into what your child works on in class. We share the Year Group objectives in our Learning Diaries and the targets the children are set are shared with parents, so you know what to work on at home. The class teachers also provide the timetable so you know what subjects are on which day.</p>
<p><b>How can I access my child’s in class learning?</b></p>	<p><b>(Subject to KHDA Covid 19 updates)</b></p> <p>We hold Open Afternoons each week for every class. This is a time when parents can go into class, look at books and displays with your child.</p> <ul style="list-style-type: none"> <li>• FS1 - Thursday 12.30-1.00pm</li> <li>• FS2 - Sunday 2.15-2.45pm</li> <li>• Year 1 - Tuesday 2.30-3.00pm</li> <li>• Year 2 - Tuesday 2.30-3.00pm</li> <li>• Year 3 - Monday 2.30-3.00pm</li> <li>• Year 4 - Monday 2.30-3.00pm</li> <li>• Year 5 - Monday 2.30-3.00pm</li> <li>• Year 6 - Monday 2.30-3.00pm</li> <li>• Arabic - Sunday 2.30-3.00pm</li> </ul>
<p><b>How will I know my child’s Targets?</b></p>	<p>Children from FS2 - Year 6 have individual targets that the class teachers will share with you on a regular basis. Targets will also be shared in the bi-annual Parents’ Evenings and in written reports.</p>
<p><b>How often will I get the chance to speak to my child’s class teacher?</b></p>	<p><b>(Subject to KHDA Covid 19 updates)</b></p> <p>We have two official parents' evenings (in Term 1 and Term 2). We also run meet the teacher sessions at the start of the school year plus encourage all our teachers to have an open-door policy at the</p>

	beginning and the end of the day to answer any quick questions you may have. If you require a longer meeting with your child's teacher at any time, this would be done via our Parent Relations Officer <a href="mailto:dessparentrelations@dessc.sch.ae">dessparentrelations@dessc.sch.ae</a> . We very much want parents to feel part of their child's learning and value highly the relationships between yourselves and the teachers.
<b>How can I support my child with phonics?</b>	Please click <a href="#">here</a> for more information
<b>When do children start to learn Arabic?</b>	Children begin to learn Arabic from FS2 at DESS. The number of lessons increases once the children enter Year 1 as the subject is compulsory from this point. In FS2 they begin with learning vocabulary and visually what the letters look like. They begin with classroom commands, songs, counting and colours to prepare them for Year 1. All children are exposed to a variety of Arabic vocabulary through play and the wider school environment. All class teachers use various classroom commands and greetings. For more information, please click <a href="#">here</a>
<b>We are non-Arabic speakers; how can we best support our child?</b>	Simply by engaging in what they are learning; attending parent meetings, asking about their day and what they are learning, challenging them to use some of their Arabic learning in the real world. We also run free Arabic classes for our parents so if you are interested in learning the language, you would be very welcome.
<b>When do children start to learn French</b>	At DESS, we offer French from Year 3 for one hour a week. Children also have the possibility to attend our popular French Club. For more information, please click <a href="#">here</a>
<b>Is attendance at class trips/visits compulsory for my child?</b>	<b>(Subject to KHDA Covid 19 updates)</b>

	At DESS, we use a wealth of Trip / Visits to enrich the curriculum, we would encourage parents to ensure that students participate fully in this and all aspects of school life.
How much homework can we expect?	Homework amounts vary depending on the Year Group. But for our Homework Policy please click <a href="#">here</a>
Where can I find the Bring Your Own Device pack?	If your child is in Year 2 onwards and wishes to use their own iPad during lesson time, please click <a href="#">here</a> .
Do you have a high turnover of staff?	We do not as we take care of our staff. Our staff love working at DESS. We have staff that have worked at DESS for over 20 years.

## Physical Education & Swim Lesson

Does my child have to change for PE?	<p><b>(Subject to KHDA Covid 19 updates)</b></p> <p>If your child has PE for their first lesson of the day, they may come to school in PE kit and change after the activity. If they have PE later in the day, they will need to change for PE - this is a health &amp; Safety requirement.</p>
Does my child have to take part in Swim lessons?	<p><b>(Subject to KHDA Covid 19 Updates)</b></p> <p>Swimming is an integral part of the curriculum and therefore all children take part in swimming lessons unless they are unwell and have a note from a Doctor stating that they must not take part in this area of the curriculum.</p>

<p><b>If my child doesn't make teams / squads the first time around could they be moved to the team later in the term/year?</b></p>	<p>The PE are continually assessing the students during PE lessons and ECA. Students are moved around the teams at any point during the year. They will also be given areas to work on by the PE to improve their skills.</p>
<p><b>Will my child be required to remove earrings for PE?</b></p>	<p>As part of the DESS Health &amp; Safety Policy, earrings should either be removed or not worn to school on PE days. If ears are newly pierced and removing is an issue, the earlobes may be covered with microporous tape.</p>
<p><b>Do you offer Sport Scholarships?</b></p>	<p>At this point in time, no we don't. However, this may change in the future.</p>
<p><b>My kid is excellent in a specific sport (e.g. swimming). How will you encourage this?</b></p>	<p>We have several squads that your child can try out for, as well as a variety of sporting ECAs.</p>
<p><b>My child is not the best at sport. Will they still be able to compete in matches or is that only for the top sports children?</b></p>	<p>We are proud to offer a variety of ability teams. Whereas most schools only offer A and B teams, we also offer C and D teams and we seek opportunities with other schools where we can. Your child will also be assessed during this time so will have the opportunity to move up the teams.</p>
<p><b>Pupil Assessment &amp; Reporting</b></p>	
<p><b>When do we receive pupil reports?</b></p>	<p>Parents will receive the following Pupil Reports:</p> <ul style="list-style-type: none"> <li>• Mid-Year (end of Feb)</li> <li>• End of Year (Mid-June)</li> </ul>

<p>Which other Pupil Assessments are taken, and by which year groups?</p>	<ul style="list-style-type: none"> <li>• We use ongoing teacher assessment to track children's attainment and progress.</li> <li>• CAT 4 - this is compulsory for children from Year 2 - Year 6.</li> <li>• GL progress tests (PT) are compulsory for children from Years 4 -6. We also take the tests in years 1 - 3. For Years 3 - 6 children take the PT English, Maths and Science tests. In Year 1 and 2, children take the English and Maths test.</li> <li>• The PASS (pupil attitudes to self and school) test is taken by all children from Year 1 - 6.</li> </ul>
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### Extra-Curricular Activities (ECAs)

<p>Does DESS have an ECA programme?</p>	<p style="color: red;">(Subject to KHDA Covid 19 Updates)</p> <p>Yes, we run a very comprehensive programme of ECAs ranging from Art &amp; Craft to Music and Sports to Poetry. ECAs run before school 7:00 - 7:30, during the lunch break 12:20 - 13:00 and After School 14:45 - 15:45</p>
<p>How does the system work?</p>	<p>Essentially, your child makes the choice for each day. Once the sign up has closed the system randomly allocates places.</p>
<p>Can my FS1 / FS2 child take part in ECAs?</p>	<p>Children in FS1 have a limited number available and in FS2 several more options are added. We find that FS children are tired after a busy day at school. When children move to Year 1 the available options increase greatly.</p>
<p>How often can my child select ECAs?</p>	<p>The programme runs on a termly cycle.</p>
<p>If my child joins DESS during the year, can they join ECAs?</p>	<p>Absolutely! Your child will be able to join ECAs at any point during the year. Jacqui Thurley will be able to help you with this. Please email her at <a href="mailto:dessparentrelations@dessc.sch.ae">dessparentrelations@dessc.sch.ae</a></p>

## School Buses

<p><b>Which areas do the school buses collect from?</b></p>	<p><b>(Subject to Change)</b> We currently have 11 buses which go far and wide across the whole of Dubai. We assess routes each year according to need, the current routes are set out below:-</p> <ol style="list-style-type: none"><li>1 - Lakes / Springs / Meadows (central pick up near EIS)</li><li>2 - Jumeirah / Umm Suqueim</li><li>3 - British Embassy / Bur Dubai</li><li>4 - Mirdif</li><li>5 - Garhoud / Mirdif</li><li>6 - The Villa / Falcon City</li><li>7 - Meydan Heights</li><li>8 - Semmar Villas, Silicon Oasis</li><li>9 - Cedre Villas, Silicon Oasis</li><li>10 - DESC - DESS</li><li>11 - Meydan South</li></ol>
<p><b>What are the Bus fees per term?</b></p>	<p><b>(Subject to Change)</b></p> <p>Annual Fees for Ay 2019/20 - 9000 AED</p> <ul style="list-style-type: none"><li>• Term 1 - 3,600 AED</li><li>• Term 2 - 3,600 AED</li><li>• Term 3 - 1,800 AED</li></ul>
<p><b>Can I use the Bus Service for one way only?</b></p>	<p>You are able to opt to get the bus one way, but the full cost will be chargeable due to the bus seats allocated to each child and registered with the KHDA.</p>
<p><b>Is there a Bus available after ECAs have finished?</b></p>	<p>Unfortunately, for logistical and financial reasons, this is just not possible. DESS has 10 buses which go across Dubai departing DESS at 14:30. They would not be back at school in time to run a 'Late Bus'.</p>

<p>Who should I contact regarding Bus queries?</p>	<p>Please address your queries to Tracey Wilding on <a href="mailto:dessbuscoordinator@dessc.sch.ae">dessbuscoordinator@dessc.sch.ae</a></p>
<p><b>Communication</b></p>	
<p>I am having trouble with the iParent App (iSAMS)</p>	<p>Please see our DESSC Parent Portal and App support document by clicking <a href="#">here</a> If you have any questions in regard to the Portal/iParent App please contact: Wendy Booth on <a href="mailto:isamscoordinator@dessc.sch.ae">isamscoordinator@dessc.sch.ae</a></p>
<p>SchoolsBuddy looks quite confusing, can you help please?</p>	<p>At DESS, we use SchoolsBuddy for Extra Curricular Activities and Parents' Evening Bookings. To access the SchoolsBuddy information sheets, click <a href="#">here</a> If you still require help, contact: Jacqui Thurley <a href="mailto:dessparentrelations@dessc.sch.ae">dessparentrelations@dessc.sch.ae</a></p>
<p>I am having trouble logging in / using Seesaw</p>	<p>If you need help with Seesaw, please click <a href="#">here</a></p>
<p>Which Twitter accounts should I follow?</p>	<p>Please follow our main Twitter account @DESSDubai and ask your class teacher for your individual year group Twitter page.</p>
<p>What other social media accounts can I follow?</p>	<p><b>Please follow us on:-</b></p> <ul style="list-style-type: none"> <li>• Facebook: <a href="https://www.facebook.com/DESSDubai/">www.facebook.com/DESSDubai/</a></li> <li>• Instagram: @dubaienglishspeakingsschool</li> <li>• Twitter: DESSDubai</li> <li>• YouTube: Dubai English Speaking School</li> </ul>
<p>What other forms of communication are there?</p>	<p><b>(Subject to KHDA Covid 19 Updates)</b></p> <p>The other forms of communication are available via:</p>

	<ul style="list-style-type: none"> <li>• An SLT member on each gate at drop off and pick up times.</li> <li>• Your class teachers to answer any quick questions at both ends of the day.</li> <li>• Weekly drop-in sessions in class <ul style="list-style-type: none"> <li>○ FS1 Thursday 12.30-1.00pm</li> <li>○ FS2 Sunday 2.15-2.45pm</li> <li>○ Year 1-2 Tuesday 2.30-3.00pm</li> <li>○ Year 3-6 Monday 2.30-3.00pm</li> <li>○ Arabic - Sunday 2.30-3.00pm</li> </ul> </li> <li>• Parent Forums and workshops for you to come and find out more about our Teaching and Learning, as well as giving you the opportunity to offer your own valuable suggestions for school improvement.</li> <li>• Formal parent’s evenings and parent information sessions.</li> <li>• Your child’s Reading Diary is a place where you can put notes to the teacher.</li> </ul> <p>Mrs Jacqui Thurley, Parent Relations, will also ensure your queries reach the right person and are answered. Please email <a href="mailto:dessparentrelations@dessc.sch.ae">dessparentrelations@dessc.sch.ae</a></p>
<p><b>I would like to help at school when I have some spare time, who should I contact regarding volunteering?</b></p>	<p>There are many great ways to get involved at DESS. If you would like to sign up as one of our Parents in Partnership (PIPs) for this year, please click <a href="#">here</a> to register your details. If you have any other questions, please email Sophie McLean, our Marketing &amp; Communications Manager on <a href="mailto:dess_parentsinpartnership@dessc.sch.ae">dess_parentsinpartnership@dessc.sch.ae</a></p>
<p><b>Do you have a Parent Representative for each class?</b></p>	<p>There are no official class reps at DESS because we want to encourage a direct relationship between every parent and the school. Please also be aware that there are no official WhatsApp groups organised through school and we do not send out any school information through that channel.</p>

<p>How do I organise a non-Parents' Evening meeting with my child's teacher?</p>	<p>You can either write in your child's diary Or contact Jacqui Thurley <a href="mailto:dessparentrelations@dessc.sch.ae">dessparentrelations@dessc.sch.ae</a> who will organise an appointment for you.</p>
<p>There are so many forms of communication, where do I begin and what should I be following?</p>	<p>At DESS, we are working hard to ensure that our communications are as clear as possible. The main vehicle we use for any important information you need is our DESSC Parent Portal/App. Please always go there first if you are unsure of timings of events and for information from your class teacher etc. Our social media platforms are optional.</p>
<p>How do I report my child absent?</p>	<p>For sickness and medical reporting, please report this via the DESSC Parent App as follows: please select &gt; <b>Information</b> tab &gt; scroll down to <b>Useful Websites &amp; Absence Reporting</b> &gt; <b>Report My Child Absent (DESS)</b>. Please complete the details and submit the form.  If the absence is <b>not</b> sickness/medical related or your child will be late to school, please email <a href="mailto:dess_absence@dessc.sch.ae">dess_absence@dessc.sch.ae</a> before 8:00am, confirming your child's details and the reason for absence. When calling the school, please leave a message, providing your child's name, class and details of absence.  Tel: 04 3371457 - select option 1</p>
<h2>School Premises</h2>	
<p>Does DESS have a student café on site?</p>	<p><b>(Subject to KHDA Covid 19 Updates)</b></p> <p>DESS students are required to bring packed lunch to school. We do, however, have our DESSCafé where parents and children can buy snacks / drinks after school. The café largely serves the school staff, however, Year 6 children have permission to buy their lunch from the DESSCafé, should they wish to. We will also be introducing a lunchbox delivery service which will be available from FS2 upwards.</p>

<b>Do you have designated parking for People of Determination?</b>	Yes we do, the parking space is situated at the front of the school.
<b>Parking around the school can be difficult, what do you suggest?</b>	Arrive in good time, park further away and walk in the cooler months. There is ample Free parking across the road and walk across the footbridge