

DBS Emirates Hills

# *Administration Guide for Parents*



**2025/26 ACADEMIC YEAR**

[www.dubaibritishschool.ae](http://www.dubaibritishschool.ae)



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# Welcome From the Principal

Dear Parents,

I am delighted to welcome you to Dubai British School Emirates Hills; a tightly-woven community of students, educators and parents who work together to achieve our vision of 'Enjoy, Aspire, Achieve'.

Moving to a new school can be a daunting process, which is why we have put together this *Administration Guide for Parents*. This guide is intended to support you in having everything you need in place before we welcome you and your child through the doors on 'Day 1'.

In this guide, you will find details on all of the required processes to be completed, both by the KHDA and the school, in order for you to enjoy a smooth start to your journey with us.

Prior to the start of Term 1 you will also receive a Parent Handbook, which will provide you with more information about day to day life in school once the school is back in session. We have kept this information separate to the administration guide in the hope that we are providing you with all the information you need in digestible pieces.

As an additional support tool for you we have a special area for parents on our website, providing you with quick access to information frequently needed. Go to [www.dubaibritishschool.ae](http://www.dubaibritishschool.ae) then click on the Parent Hub in the Hub menu on the top right of the homepage, and you'll have access to a lot of useful information in just a few clicks, whenever you need it. We recommend that you save this to your favourites so that you can continue to refer back to it.

We recommend that you save this to your favourites so that you can continue to refer back to it.

Crucially, at the back of this guide, are all the relevant contact details you require should you have any questions relating to any of the administrative processes outlined over the coming pages. Please make full use of these contact details to ensure that you feel confident as we move into the start of the new school year. Our team are available over the holiday period and are keen to make our new families feel settled and a welcome addition to our school community as quickly as possible.

I hope you find the information in this *Administration Guide for Parents* useful, and I look forward to welcoming you to our school.

Kind regards,

**Brett Girven**

**Principal**

**Dubai British Schools Emirates Hills**



# Mission, Vision and Values

## Enjoy • Aspire • Achieve

### MISSION STATEMENT

Dubai British School Emirates Hills is a safe and happy community where achievement and effort are celebrated.

Embracing local and modern British values, we strive to inspire and challenge young minds in a supportive and tolerant international environment. We believe in supporting all members of the community to develop the necessary life and learning skills to thrive in an ever-changing global world.



*Integrity • Respect • Kindness • Fairness • Tolerance*

### VALUES

At DBS Emirates Hills we believe that people who have high levels of emotional, behavioural and social wellbeing live happy, purposeful and productive lives. Our approach is to develop a learning community which is positive, engaged and connected in line with our school's values of: Tolerance, Integrity, Respect, Kindness and Fairness. We also aim to develop from an early age the key characteristics of effective learning by encouraging students to engage with the UNESCO bespoke 21st Century Learning Skills, or 6C's - Caring, Creative, Critical Thinking, Communicators, Courageous and Cooperative. More information about our 6Cs can be found in our Learning and Teaching Policy.



**1.Cooperation**

**2.Critical Thinking**

**3.Courage**

**4.Creativity**

**5.Communication**

**6.Caring**

# KHDA Registration Process

When a child has been admitted to a school in Dubai, he or she must be registered with the KHDA (Knowledge and Human Development Authority) before the joining date. If you would like more information about the KHDA please refer to their website: [www.khda.gov.ae](http://www.khda.gov.ae). If your child starts school before you receive your Emirates ID, we still need to register them manually (with a Passport copy) and the transfer certificate, and then parents must submit the Emirates IDs later to update the KHDA system.

The processing time for residency visas and Emirates IDs can take up to 4 weeks to get the sponsor's visa, followed by another 4 weeks to get a dependent visa and then the Emirates ID. Once the EIDs for parents and students are issued, please send the soft copies to [registrar@dubaibritishschooljp.ae](mailto:registrar@dubaibritishschooljp.ae).

## KHDA REGISTRATION PROCESS:

For registration, we will need your child's Emirates ID copy and one parent's Emirates ID copy with the parent's email and local phone number to register the student's details with KHDA. Please send these to our Registrar,  
[registrar@dubaibritishschooljp.ae](mailto:registrar@dubaibritishschooljp.ae).

## TRANSFERRING FROM A LOCAL SCHOOL IN THE UAE:

Students transferring from schools within Dubai or another emirate can be registered with the student's leaving certificate and EID copies.

Parents will receive an email from the school registrar once the student is registered with KHDA, and the KHDA Parent School Contract is published and ready to be signed.

If your child was registered by his/her Emirates ID you should be able to sign the contract online through the parent portal of the KHDA via the KHDA app or the KHDA website (more details will be sent via email).

If the student was registered with the passport copies because the EID is not yet issued or provided, you will need to visit the school admissions office to sign the contract manually with our registrar on the signature pad.

**Please note, all new students need to register and sign the contract before school starts.**



# KHDA Registration Process

You will need to obtain a leaving certificate or transfer certificate from your current school to enable us to register your child at DBSEH with the KHDA.

You will also have to sign the Parent-School Contract in relation to your child joining Dubai British School Emirates Hills.

## There are three ways to sign the Parent contract:

1. If you wish to sign the contract manually on the signature pad, please wait for confirmation from the Admissions team.
  - Choose your own new password when prompted; write this down in a secure place so that you have it for the future
2. Using the KHDA app you can follow the instructions below to sign it on your computer or mobile phone:
  - Press the link in the message or download the KHDA app by visiting either the Apple Store or Google Play
  - Register as a new parent. Enter your Emirates ID or mobile number and click 'get password'; a one-time passcode will be sent to you both by SMS and email – those used to register your child last year please check that you are using the correct parent's details)
  - Once you are logged in, you will be able to see your child/children on the home screen. Select your child and follow the on-screen instruction to sign the full contract for the 2025/26 Academic Year

If you have more than one child, you will need to sign the KHDA Parent School Contract for each child.
3. Using the DubaiNow app. Create an account or login, select the Education section, and click the School Contract option and follow the instructions.



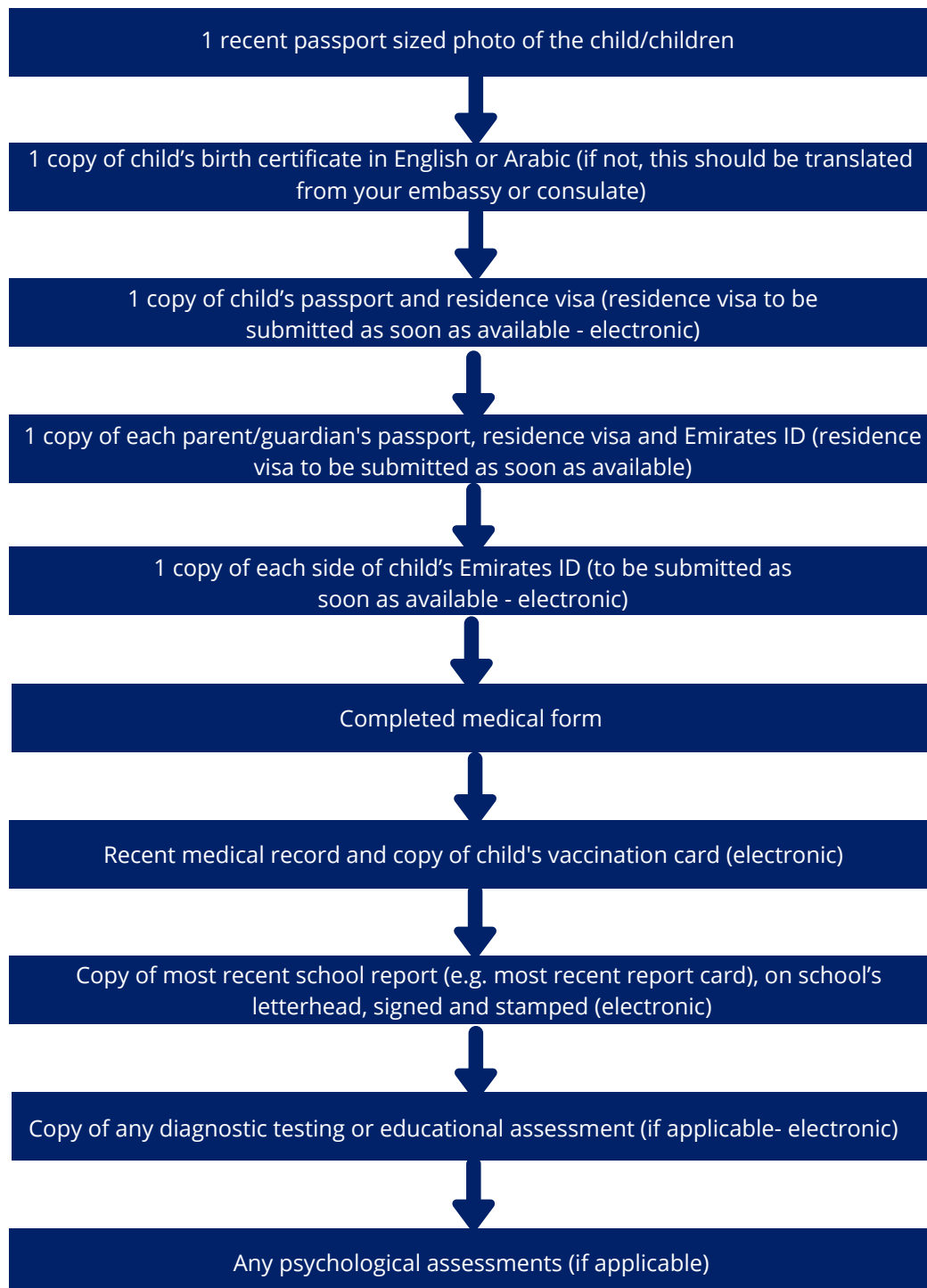
# Completing Registration

In addition to the KHDA registration process, you are also required to register your child with the school's admissions team.

Our Admissions team will contact you should there be any documents outstanding from your child's file.

Our admissions team can be contacted on: [admissions@dubaibritishschool.ae](mailto:admissions@dubaibritishschool.ae).

Please note that in order to fully register your child at DBS Emirates Hills, the following are required:





# Tuition Fees

## FEE BREAKDOWN

YEAR GROUPS	TERM 1 FEES	TERM 2 FEES	TERM 3 FEES	TOTAL
RISING 3'S FOUNDATION 1 & 2	21,211	15,908	15,908	53,027 AED
YEAR 1 & 2	21,211	15,908	15,908	53,027 AED
YEAR 3 & 4	24,243	18,182	18,182	60,608 AED
YEAR 5 & 6	24,243	18,182	18,182	60,608 AED
YEAR 7-11	28,790	21,593	21,593	71,976 AED
YEAR 12-13	31,816	23,862	23,862	79,541 AED

\*There is a sibling discount of 10% on tuition fees for the third (youngest) and subsequent child in each family, paying full fees.

## REGISTRATION FEE

The registration Fee of AED 4,000 is required to secure your child's place and is credited against Term 1 fees. The deadline for Term 1 fee is 1st August.

## TERM FEES:

A student may not start the academic year unless the first term fees are **paid in full**. Payments will only be accepted via cash, credit card, online or cheque payable to Dubai British School. We cannot accept personal cheques for Term 1 fees if presented five working days prior to start of the new term.



For the Academic Year 2025/26, Term 1 fees should be paid by 1st August 2025, Term 2 fees should be paid by 1st December 2025 and Term 3 by 1st March 2026.

## RE-REGISTRATION FEE

Re-registration Fee of AED 2,000 is charged for returning students / re-admissions into the following year. This amount is credited against Term 1 fees.





# Tuition Fees

## PAYMENT OPTIONS

Payments can be made by cash, credit card, bank transfer, cheque or online.

### CHEQUE:

A company cheque is preferred. In case payment is made by a personal cheque, then the school requires payment at least three working days prior to the due date of the invoice. All cheques must be made payable to "Dubai British School". A charge of AED 500 will be made for any returned or dishonoured cheque. Post dated cheques are to be lodged for Term 2 at any time in advance of the due date.

### BANK TRANSFERS:

Please contact the Finance Officer on +971 (0)4 361 9361, ext 605 for account details to make bank transfers. All charges are the responsibility of the remitter. When a bank transfer is made, please ensure that all relevant information is added to the transfer form including student name and grade, and confirm transfer by contacting the Accounts team.



### CREDIT CARD PAYMENTS:

We accept MasterCard and Visa only. To pay by card please complete the Credit Card Authorisation form which can be found on our website and include a copy of your credit card and a copy of your Emirates ID or Passport.

### ONLINE PAYMENTS:

Please contact the Finance Officer for the online payment link.

### SCHOOL REPORTS AND FINAL RESULTS:

In accordance with the Ministry of Education regulations, the school reserves the right to withhold any reports until fees have been paid in full. Similarly, final results and the issuing of transfer certificates will be withheld until all school fees are cleared.

### BANK DETAILS:

Account Name : Dubai British School  
 Account Number: 350-7623323-509  
 Bank name : Emirates Islamic Bank  
 IBAN No. : AE870340003507623323509  
 Swift Code : MEBLAEAD  
 Branch: Main Branch, Deira

# Tuition Fees

## TUITION REFUND POLICY

Notice of student withdrawal and application for a tuition refund at the request of the parent/guardian must be made in writing to the Principal. In the cases of both existing and new students, deposits and fees will not be refunded if students choose not to return to school for the next academic year or choose not to take the offered places. However, a school may choose to refund the deposit under special circumstances. Ministry of Education regulations govern the school tuition refund policies outlined below:

### STUDENT WITHDRAWAL PRIOR TO THE START OF THE ACADEMIC YEAR

If the student has not attended any classes, the paid balance for Term 1 is refunded, less any registration fee made for placing the student on the school's official class list. This refund is subject to approval by the Principal and in compliance with the Ministry of Education rules.

### STUDENT WITHDRAWAL DURING THE SCHOOL TERM

Fees will be charged for one full month, if a student's attendance at school has been between 1-14 days.

Fees will be charged for two full months if a student attends school for more than two weeks and less than one month. Fees will be charged for the three full months if a student attends school for more than one month.

## MEET THE ACCOUNTS TEAM

Any questions regarding tuition fees, due dates and payment information can be directed to the Accounts team. Accounts are open Monday - Thursday, 8:00am to 4:00pm, Friday, 8:00am - 12:00pm (8:00am to 2:00pm during Ramadan) throughout the year.

### CONTACT DETAILS

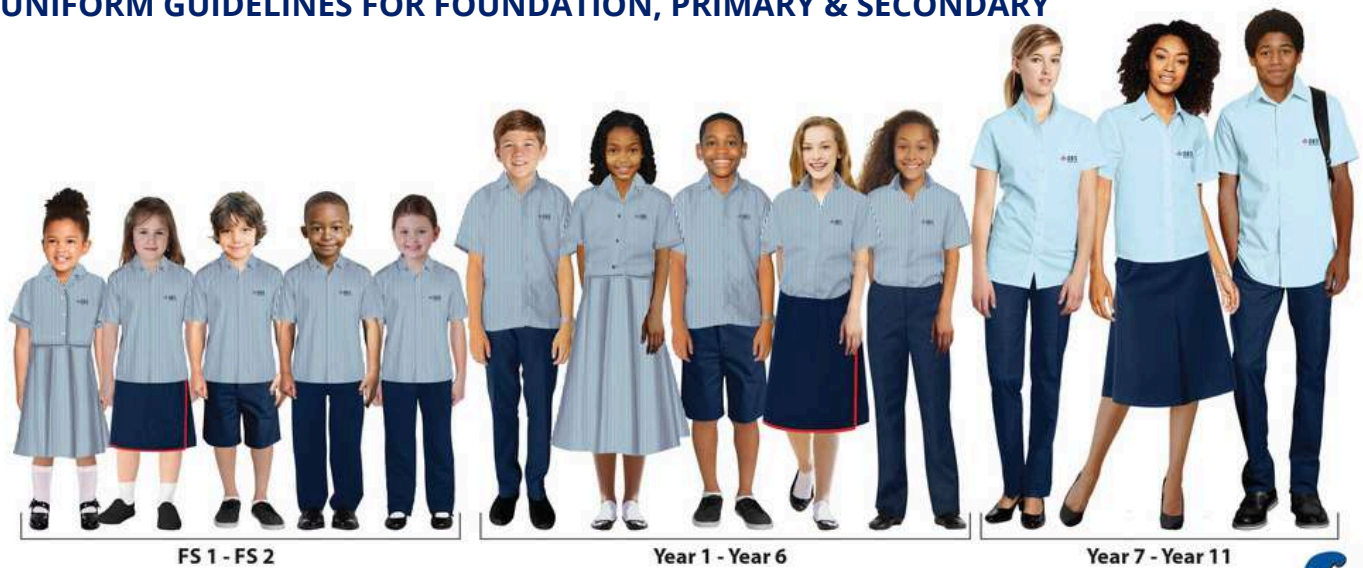
accounts@dubaibritishschool.ae  
04 3619361 Ext 604

- Ms Kelly Fajardo - Finance Officer
- Mr Vincent de Castro - Cashier



# Uniform Policy

## UNIFORM GUIDELINES FOR FOUNDATION, PRIMARY & SECONDARY



### MAGRUDY'S:

Available [online](#) and at the Circle Mall Branch every day from 10:00am - 10:00pm.  
Tel +971 (0)4 344 4193.

All students should use the official book bag (FS only) and PE bags available from Magrudy's. **Trolley bags are not allowed.** Students from Year 1 upwards can select their own rucksack.

Parents should also ensure that all belongings, including lunch boxes and drink containers are clearly labeled with their child's full name.

### SPORTS KIT:

PE kits, swimming costumes and compulsory swimming caps along with any extra-curricular team kits are available for purchase from Magrudy's and Kukri.

PE kit supplier: **Magrudy's**

<http://www.magrudy.com/uniforms/>

Or visit the Magrudy's stores at <http://www.magrudy.com/our-stores/> or Kukri stores at 'The Box Self Storage, DMCC', which are easily found using Google Maps or Waze.

Please note that swim uniform is not mandatory; students must wear black or blue swimsuits/ swim trunks for their swim lessons.

### FOOTWEAR:

Shoes can be bought elsewhere but have to comply with our requirements for footwear – black, formal shoes only. No trainers please (only to be worn during PE lessons).



Boys - Acceptable Footwear



Girls - Acceptable Footwear

## UNIFORM GUIDELINES FOR SIXTH FORM

Sixth Form students are expected to support DBS Emirates Hills by wearing "approved business attire" smartly and in the spirit of the business environment. Sixth Formers are role models for younger pupils and the way they dress is very important to the whole school. Expectations are based around the type of clothes and appearance that would be accepted in the workplace.



# Uniform Policy

## FS & PRIMARY UNIFORM LIST

- Unisex striped shirt
- Pinstriped navy shorts/trousers/skort
- Striped dress (optional)
- White, navy or grey socks
- Shoes should be of a formal style, black in colour; not training shoes, flimsy ballet type shoes or other casual wear
- Navy blue logo DBS Emirates Hills jumper (optional)

## SECONDARY UNIFORM LIST (YEAR 7 - YEAR 11)

- Mens'/ Ladies' pale blue shirt
- Pintstriped navy trousers
- Pinstriped navy skirt (ladies)
- White or navy or grey socks
- Shoes should be of a formal style, black in colour; not training shoes, flimsy ballet type shoes or other casual wear
- Navy blue logo DBS Emirates Hills jumper (optional)

## SIXTH FORM (YEAR 12 & 13)

- Smart Business Attire
- Knee-length dresses or skirts, or long trousers
- Polo shirts and chinos are permitted, but must be tucked in and secured with a belt
- Closed shoes
- No activewear or jeans
- No sneakers

## ACCESSORIES

- Navy cap (FS and Primary)
- Backpack (**NB not a suitcase on wheels**)

**NB: Jewellery, nail varnish and hair colouring are not permitted.**

## COMPULSORY PE UNIFORM LIST: FS - YEAR 11

(Available from Magrudy's and Kukri)

- Navy Blue T-shirt with DBSEH logo
- Grey Taaleem shorts/joggers (these may be listed as 'black' on the website)
- White socks/sports socks for PE
- Black/White trainers with non marking soles
- Swimsuit in navy or black (girls)
- Swimming trunks in navy or black (boys)
- Swimming cap



## SIXTH FORM PE

Navy training T-shirt available from [Kukri](#)



# Bring Your Own Device

DBS Emirates Hills has a Bring Your Own Device (BYOD) program for Year 4-13 students. BYOD refers to where students bring a personally-owned and school-approved device to school.

By bringing their own device, students will learn how to use technology to support themselves; utilising specific tools to support their learning style, as well as knowledge-based apps which they can rely on to secure key learning facts. Teachers also share banks of resources via the devices for students to be able to revisit and revise as little or often as they would like. Further up the school students will utilise word-processing skills to prepare them for the realities of 21st century communication beyond the school walls.

The school can provide the ability to connect compatible devices to a filtered and secure internet service, with stringent firewalls and security measures to protect all of our students. From the youngest years in Primary, students are taught specific skills in online safety and the BYOD scheme provides opportunities for students to independently apply these skills in a safe environment.

Please refer to the respective Welcome Handbooks for more information.



# Transport

## PICK UP AND DROP OFF

DBS Emirates Hills has four entrances:

- The main central gate (Gate B), leading in to the Foyer
- Car drop off (Gate A), left of the school leading into the glass open space called the Wildcat fishbowl
- Car drop off (Gate C), right of the school leading into the glass open space called the Vipers fishbowl

R3's, FS and Year 1 & 2 will enter our Islands Campus from either the main entrance or back gate.

For quick dropping off at school we have a 'drop & go' system. Simply drive in through the entrance at either side of the school (Gates A and C). Please do not get out of your vehicle, a member of staff will assist your child from your vehicle and direct your son/daughter to the school entrance. Please ensure that your child's bags are next to them in the car. This will ensure the flow of traffic is kept moving.

## BUS SERVICES:

We have contracted Arab Falcon Bus Rental LLC, an RTA approved company to offer the school bus service.

New registrations will be accepted from 3rd June - 20th August 2025. Any application received after the 20th of August will be processed after 10th of September 2025 and seats will be allotted according to availability.

Please note that transportation is not available to Rising 3's students.



Parents should liaise directly with the bus company for all reservations and bus affairs. For more information, please visit our website or see the below contact details.

Contact Person: Ms Tanya, Transport Manager

Email: [tanya.b@arabfalcondubai.ae](mailto:tanya.b@arabfalcondubai.ae)

Mobile +971 (0) 54-279-3379

Website: [www.arabfalcondubai.ae](http://www.arabfalcondubai.ae)





# Ready ... Set ... Go!

## MONDAY 25TH AUGUST

### Term 1 Begins for All Students

Timings and access points will be shared with you in the respective welcome handbook prior to the start of the term.

Students in Years 3 to Year 13 will make their own way to their classrooms/form rooms ready for registration.

We look forward to welcoming your child through our doors!



# Ready ... Set ... Go!

For our youngest students in Rising 3's and FS1, we tailor the beginning of the term quite carefully to facilitate a smooth and successful start, ensuring that our youngest learners feel happy and confident coming to school for the rest of the year. The following dates are for our **Rising 3 and Foundation Stage 1 students only**. (FS2 to Year 13 timings are shared in their respective Welcome Handbooks).

## MONDAY 25TH AUGUST

We are planning an OPEN MORNING for families on the first day of the new academic year. Timings will be communicated closer to the date. Uniform is required.

**AM (9-11am): New** students to Islands

**PM (12-2pm): Returning** students to islands

## TUESDAY 26TH AUGUST 2025

Meet the Teacher Appointment will be emailed in late August for your child's class allocation and the timing for the appointment. This will take place online.

## WEDNESDAY 27TH AUGUST- FRIDAY 29TH AUGUST

Cosy sessions – your child will attend one of two smaller group sessions to help settle into the new routines and surroundings. Uniform required.

- 1st Session: 8.00 to 9:45 am. (for siblings and staff children). Water bottles required
- 2nd Session: 10.15 to 12.00 pm. (for all other new children). Water bottles required

## MONDAY 1ST - FRIDAY 5TH SEPTEMBER

**All children drop-off: 7.40-8.00am**

**R3** – Pick Up 10.45 am

**FS1** – Pick Up 11 am

(snack and water required)

We kindly ask parents to make transportation arrangements as there is no crèche during this time. The intention is for the children to have shorter days during this period, so that their first experiences at our school, are happy, positive ones that will help them settle in comfortably.

## MONDAY 8TH SEPTEMBER

Regular school timings begin:

**R3**

- 7:40-8.00am to 1:00-1.15pm, Monday to Thursday
- 7:40-8.00am to 11:45am on Friday

**FS1**

- 7:40-8.00am to 1.15pm (optional 1.00pm), Monday to Thursday
- 7:40-8.00am to 11:45am on Friday

Please follow your school calendar from here as there are professional development days and other holidays on which your child will not have school.

# School Calendar

## IMPORTANT DATES FOR 2025/2026

TERM 1	
Start of Academic Term	25 August 2025
Prophets Birthday	04 September 2025*
Half Term Break	13 - 17 October 2025
Commemoration Day	30 November 2025*
UAE National Day	02- 03 December 2025*
Last Day of Term 1	12 December 2025
Winter Break	15 December - 2 January 2026

TERM 2	
First day of Term 2 / Classes Resume	05 January 2026
Mid-Term Break	09- 10 February 2026
Start of Ramadan	17 February 2026*
Last Day of Term 2	18 March 2026
Spring Break	23 March - 03 April 2026
Eid Al Fitr	19 March - 20 March 2026*

TERM 3	
First Day of Term 3 / Classes Resume	06 April 2026
Eid Al Adha	26-29 May 2026*
Islamic New Year	16 June 2026*
End of Academic Year	02 July 2026

\*Days of Islamic holidays and the start of Ramadan are subject to moon sightings and may differ from the date given.



# Communication at DBSEH

## iSAMS:

The main method of communication we use to share information with parents on general news about the school and events involving your child will be the iSAMS Parent Portal and parent app. Access to the portal is granted prior to your child starting school. iSAMS will allow access to homework, student reports and upcoming events.

Please download the [iSAMS Parent Guide](#) for step by step instructions on how the app works.

## SOCIAL MEDIA:

Be a part of our school life by following us on our social media accounts. Here you will get a real flavour of day to day life in school:

**Instagram** @dubaibritishsch  
@dbseh\_sports

**Facebook** @dubaibritishsch

**Twitter (X)** @DubaiBritishEH

**YouTube** @Dubai British School

If you do not wish for your child to be included in these photographs, please complete the opt out form found [here](#).

## EMAIL:

You will receive a list of the teachers email addresses, but please allow teachers up to 24 hours to respond. You will also receive weekly updates from our Principal, Mr. Brett Girven, on Fridays containing useful information and news.



# Welcome from the Nurses

## WELCOME FROM THE MEDICAL TEAM

Dear Parents,

We would like to extend a very warm welcome to all students and their parents. We are looking forward to working with you and your children here at Dubai British School Emirates Hills. To ensure your child's health and safety we would like to share a few points with you.

We shall be present at all times during the school day to administer first aid as required. Children who are taken ill at school will be cared for by us until they are fit enough to return to class or a parent/guardian can be contacted and arrangements made for them to be collected and taken home.

Please also be aware that children are not allowed to go home via taxi unless escorted by a parent/guardian. The expected pick up time is 15-20 minutes.

If your child has a persistent condition, allergy or medical condition that the school should be aware of, please specify in detail the nature of the condition, the signs and symptoms and any medication that may need to be administered.

If you have not completed the school's medical form, please ensure that this is completed and returned, along with a copy of all childhood vaccinations, prior to schools commencement.

If you have any further queries, please do not hesitate to contact us. We look forward to a safe and healthy school year. Thank you for your understanding and co-operation.

Kind regards,

### **School Medical Team**

[nurseclinic@dubaibritishschool.ae](mailto:nurseclinic@dubaibritishschool.ae)

[doctor@dubaibritishschool.ae](mailto:doctor@dubaibritishschool.ae)

# Contact Details

We hope you have found this *Administration Guide for Parents* useful and that you feel confident about your start with us.

Below are the contact details for any administrative queries you may have regarding the processes outlined in this guide.

We will be in touch soon with our *Welcome Handbook*, which will introduce you to our academic team and include all you need to know about the day to day school life.

Queries	Name	Department	Contact
Registration and Admissions	Melissa Mendes	Admissions - EH	admissions@dubaibritishschool.ae
	Virginia Santiago-McKeown	Admissions - Islands	admissionsislands@dubaibritishschool.ae
Fee Payment	Kelly Fajardo	Accounts	accounts@dubaibritishschool.ae
	Vincent de Castro		
Uniform Suppliers	Magrudys	School Uniform and PE Kit	www.magrudys.com/uniforms/
	Kukri	Swimwear/PE accessories	www.kukrisports.ae/taaleem/
Bus Service	Arab Falcon Bus Rental	School Bus Transport	Tanya - 054-279-3379
Medical Team	Doctor Senior Nurse Nurse	Health Clinic	nurseclinic@dubaibritishschool.ae
IT (BYOD)	Sayuj Kuniyil	IT	itsupport@dubaibritishschool.ae
	Hidayat Parambil		
Calendar	Carla Disley Indira May Guerra	Reception	reception@dubaibritishschool.ae
iSAMS	Joy Montilla	Data Manager	dbsisams@dubaibritishschool.ae



# Our Leaders

## PRIMARY LEADERSHIP TEAM

To help make the start of school as easy as possible we have included the photos of our Leadership Team so you can recognise them around school:



**Brett Girven**  
Principal



**Yvonne Wallace**  
Primary Headteacher



**Lisa Smith**  
Deputy Head of Primary



**Ben Crowder**  
Assistant Headteacher  
Whole School Data  
& Assessment



**Hilary Murphy**  
Assistant Headteacher:  
Foundation Stage



**Amanda Strachan**  
Assistant Headteacher  
Pastoral & Wellbeing Leader



**Jacqueline Baxter**  
Head of Inclusion



**Rania Reda**  
Head of Arabic and  
Islamic

# Our Leaders

## SECONDARY LEADERSHIP TEAM

To help make the start of school as easy as possible we have included the photos of our Leadership Team so you can recognise them around school:



**Brett Girven**  
Principal



**David Potts**  
Secondary Headteacher



**Sheridan Teasel**  
Deputy Head of Secondary  
Pastoral Leader



**Ben Crowder**  
Assistant Headteacher  
Whole School Data  
& Assessment



**Rania Reda**  
Head of Arabic and  
Islamic



**Julia Maltby**  
Assistant Headteacher  
Curriculum



**Emma Pennock**  
Assistant Headteacher  
Sixth Form



**Jacqueline Baxter**  
Head of Inclusion