



Withdrawal Policy

Policy Details

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1. Purpose

- a. This policy provides a framework for parents or guardians to follow when withdrawing their child from a Taaleem Holdings PJSC (hereafter referred to as “Taaleem” or “Company”) school. Taaleem is committed to listening to parents and offering flexibility to accommodate their needs, recognising that it may not always be feasible for a student to complete their education at the same institution.

2. Notification of Withdrawal

- a. School administration must be notified by parents or guardians of their intent to withdraw a student at least one calendar month before the proposed withdrawal date.
- b. The school Admissions department will then provide the appropriate withdrawal form to the parent or guardian.
- c. In situations where parents are separated or divorced, the school must obtain a copy of the court custody decision. If a ruling is still pending, parents should consult KHDA (Knowledge and Human Development Authority) or ADEK (Abu Dhabi Department of Education and Knowledge) for further guidance.

3. Withdrawal Procedure

- a. The school Admissions department is responsible for making the withdrawal form available to parents or guardians, either directly or via the school’s website.
- b. The withdrawal form must be completed in full by the parents or guardians, including the student’s name, year/grade level, reason for withdrawal, and the effective withdrawal date.
- c. The school will only process requests for official Transfer Certificates and documentation once the completed withdrawal form has been received and all conditions are met including but not limited to return of school resources, payment of any outstanding dues etc.
- d. In Abu Dhabi, transfer certificates requested during the academic year will be prepared on the student’s last day of school. For end-of-year transfers, Transfer Certificates are released by ADEK in August and will be shared with families as soon as the school receives them.
- e. For parents requiring ADEK attestation, the Transfer Certificate must be taken to the ADEK offices for stamping, or parents can request attestation online through TAMM (the Abu Dhabi government services system).
- f. Transfer Certificates are not required for transfers within Abu Dhabi, as transfers are managed digitally through the ADEK Electronic School Information System (eSIS). However, Transfer Certificates are required when transferring between Abu Dhabi and

schools in Dubai, as well as for transfers within schools in Dubai.

4. Tuition and Fee Settlement

- a. All tuition fees and outstanding invoices, including any remaining dues such as extracurricular charges, exam fees, transportation fees, and other relevant charges, must be settled in accordance with the applicable KHDA or ADEK fee and refund requirements.

5. Refund of Fees

- a. Refunds for any prepaid tuition fees will be calculated according to the Refund Policy outlined in the KHDA-provided parent school contract for schools in Dubai and in accordance with ADEK guidelines for schools in Abu Dhabi. Refunds will be processed within 30 days of the withdrawal date and issued through the original payment method used (where possible).
- b. Application fees, registration deposits, re-registration deposits, and other fees will be refunded in accordance with the KHDA Registration and Withdrawal Policy. Refunds for optional services, including school trips, transportation, and extracurricular activities, will be governed by the applicable refund terms communicated to parents at the time of enrolment and any third-party contractual arrangements.
- c. All refunds will be approved internally as per the thresholds outlined in the Delegation of Authority matrix.

6. Transfer of Records

- a. Once all dues have been cleared, the school is responsible for providing the necessary academic and administrative records of the transferring student to the parents or guardians or receiving institution in line with our data protection and child safeguarding requirements.
- b. The school will assist in the preparation and completion of all required transfer documentation, including transfer certificates, transcripts, and any other relevant records.

7. Special Circumstances

- a. In cases where withdrawal is necessitated by unexpected circumstances (e.g., health emergencies or relocation), the school may, at its discretion, grant exception to the standard notice period and refund provisions.
- b. Documentation supporting the exceptional circumstances must be provided by the parents or guardians and reviewed by school management.
- c. All such cases will be approved internally as per the thresholds outlined in the Delegation

of Authority matrix.

8. Re-enrolment Considerations

- a. Should parents or guardians seek to re-enrol a withdrawn student, they must be directed to follow the standard admission and enrolment procedures, subject to seat availability.
- b. It must be communicated that re-enrolment does not guarantee placement in the same grade level or class as prior to the withdrawal.

9. Non-Compliance

Deliberate and / or repeated non-compliance with this policy may be addressed in accordance with applicable company procedures.

Version Control

Version No.	Date	Details of Changes
1	October 2024	New Policy
2	September 2025	Renewed for the 25/26 cycle with changes based on regulations and internal processes
3	September 2026	Minor modifications made to reflect changes in the KHDA Registration and Refunds Policy.

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