



**CANADIAN
INTERNATIONAL
SCHOOL**
DJIBOUTI

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Policy 19 — External

Parent Communication & Enrollment Policy

Category: Community Relations

Effective Date: August 2026 | **Review Date:** July 2027 | **Approved by:** School Administration

1. Communication Policy

1.1 Official Channels

- The school communicates via: official letters, school app, email, and the school website.
- Only communications from official school addresses or the school app are authoritative.
- Parents must keep their contact details updated with the admin office.

1.2 Parent-Teacher Meetings

- Formal parent-teacher meetings are held at least twice per academic year.
- Parents may also request individual meetings with any teacher through the admin office.
- Teachers respond to parent communications within 2 working days.

1.3 Complaints Procedure

1. Parent raises concern with the relevant teacher informally.
2. If unresolved, a written complaint is submitted to the principal.
3. The principal will acknowledge within 3 working days and resolve within 10 working days.
4. If still unresolved, the matter may be escalated to the school board.

2. Enrollment Policy

2.1 Required Documents

Document	Required For
Birth Certificate	All new students
Previous School Report / Transcript	Students transferring from other schools
Vaccination / Immunization Record	All new students
Health / Medical Form	All new students

Passport or National ID	All new students
Two Passport Photos	All new students
Completed Enrollment Form	All new students

2.2 Enrollment Process

5. Parent submits enrollment application and documents to admin office.
6. Admin reviews documents and confirms eligibility.
7. Placement test is conducted if required.
8. Registration fee is paid to confirm the place.
9. Parent and student receive enrollment confirmation and school orientation details.

3. Fee Policy

- School fees are payable at the beginning of each term per the published fee schedule.
- A late payment fee applies 10 days after the due date.
- Non-payment of fees may result in suspension of enrollment.
- Families experiencing financial hardship may apply for a payment plan through the admin office/ Finance Office.
- Fee schedules are published annually before the start of the academic year.

3.1 Payment Schedule

- **Tuition fees are payable in three installments across the academic year as follows:**

Installment Plan	Due Date	Payment Required
1st Installment Plan	20th September	50% of annual tuition
2nd Installment Plan	10th December	30% of annual tuition
3rd Installment Plan	10th March	20% of annual tuition

- Payments must be made to the school's official accounts.
- An official receipt will be issued for every payment.
- Parents are responsible for ensuring payments are made on time.

3.2 Late Payment & Consequences

The school takes fee payment seriously to ensure the continued operation of the school and the quality of education provided.

- A formal written reminder will be sent if payment is not received by the due date.
- If payment is not received within **10 days** of the reminder, the student will be **suspended from attending classes**.
- Students with outstanding fees **will not be permitted to sit semester examinations**.

- Students with outstanding fees **will not receive their report cards** until the full balance is cleared.
- Continued non-payment will result in **permanent cancellation of enrollment**.

3.3 Discounts Available

The following discounts are available to families upon application and approval:

Discount Type	Condition	Amount
Sibling Discount	2nd child	10% discount
Advance Payment Discount	Full annual fee paid upfront before 20th September	Additional 5% discount
Referral Discount	Parent refers to a new family who enrolls	One-time 5% discount.

- All discounts must be requested in writing and are subject to approval by the school administration. Discounts do not apply to registration, activity, or other non-tuition fees.

Canadian International School of Djibouti
Director

Signature: 