

Parent Handbook - Bateen World Academy



Parent Handbook Contents:

Home School Agreement

Parent Information Pack

Academic Year School Calendar

Parent / Guardian Pass-Lanyard

Live Aldar App

Bring Your Own Apple Device (BYOAD)

Road Safety Around The School

School Day Timings | Attendance | Punctuality

Uniform Expectations & Purchasing

Bus Service

Mobile Phones in School

Food Nation Information

Sick Leave Procedure

Useful Key Contacts

Home School Agreement & End of Day Release

Students and parents are requested to sign a home school agreement which clarifies the high standards we expect from all our students. Aldar Academies believes strongly that young people perform at their best when rules on behavior and respect are applied consistently. The close involvement of parents, students and school is vital for this to be successfully achieved.

[Please Click Here for the Home School Agreement and End of Day Release](#)

Parent Information Pack

For all your essential information on:

School Uniform

The Live Aldar App

Transportation

Darna App

and much more, please [CLICK HERE FOR YOUR PARENT INFORMATION PACK](#)

Academic Year 2025 - 2026 School Calendar

Please find this academic year school calendar.

[CLICK HERE FOR CALEDAR](#)

Parent/Guardian Pass-Lanyard

At Bateen World Academy, the safety and security of our students is our top priority, to ensure a safe learning environment for all. We require all parents to wear their permanent yellow parent-guardian lanyard if access to the premises is needed. This includes access to the Primary School play area within the perimeter wall of the school.

Please [CLICK HERE FOR THE FORM](#) and return to reception@bateenworldacademy.ae as soon as possible.

We will then contact you to arrange collection of your lanyard/s.

Please be advised that we are able to issue up to 4 Parent/Guardian passes per family. **2 of these passes are complimentary.**

Should a family require more than the complimentary 2 passes, a cost of 30aed is applicable per additional card.

Payment may be made either by bank tranfer or by debit/credit card directly in our school Finance Office.

We appreciate your cooperation with these security procedures to ensure the safety of all students and staff at Bateen World Academy.

Live Aldar App - Download Now!

The **Live Aldar app** makes school life easier for parents with **real-time updates, seamless communication, and instant access to key information** — all in one place.

Parents can now use Live Aldar as an option to complete payments.

It's all at your fingertips and just a tap away.

[CLICK HERE FOR THE PARENT USER GUIDE](#)

Download the app now via the links below and stay in the loop, every step of the way.

[Via the Apple Store](#)

[Via Google Play](#)

To log in, we recommend using your UAE PASS account as the quickest and easiest way to get into your account.

If the Face ID feature is available on your phone, this can also be used.

To log-in to the APP using a username & password, please enter the email address that you used to registered your child for enrolment at Bateen World Academy.

To generate your password, please click on the 'forgot password' button as a first-time user and enter your password of choice.

Once downloaded, please navigate from the home page to 'Education' .



Bring Your Own Apple Device (BYOAD)

To support Bateen World Academy's BYOAD program, it is mandatory for students who wish to bring their own devices to use Apple products only as specified below. The latest Apple devices are designed with advanced features, including extended battery life, faster processing speeds, and improved durability, ensuring they meet the demands of modern learning.

Please [CLICK HERE](#) for the letter regarding the Bring Your Own Apple Device requirement.

***Please note:** All student devices must include the Safety Package, which can be purchased via the link provided in the letter.

Recommended device by Year Groups:

FS1 - Year 2 | No device required

Year 3-6 | iPad with keyboard | (9th Gen or later, iPad Air or Pro 4th Gen or later)

Year 7-9 | iPad with keyboard | (9th Gen or later, iPad Air or Pro 4th Gen or later)

Year 10-13 | iPad with keyboard | (9th Gen or later, iPad Air or Pro 4th Gen or later) OR MacBook M1-M3 or Pro

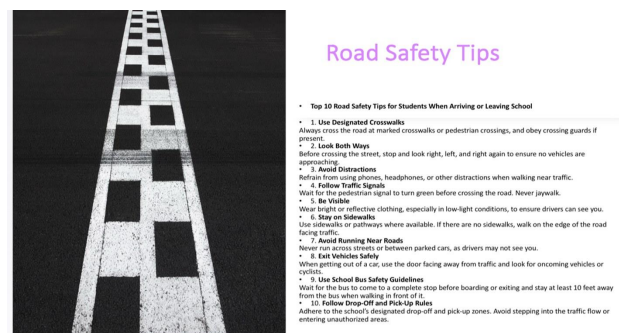
Link to **online store**: [CLICK HERE](#)

Link to the **Aldar Education Parent Information Session video**: [CLICK HERE](#)

Please [CLICK HERE](#) for the Aldar Education Digital Transformation Letter, including with FAQ's.

Road Safety Around The School

In our efforts to keep our children safe, please take a moment to read the 'Road Safety Tips' image below and discuss the importance of the tips with your children. Thank you!



School Day Timings | Attendance | Punctuality

The main school entrance gate opens at 7:15am and the primary gate opens at 7:30am.

Classes begin at 7:40am daily

Monday to Thursday | 7:40am - 3:00pm

Friday | 7:40am -12:00pm

Punctuality and Attendance:

Please note: The school day starts promptly at 7:40am and that arriving after this time will result in missed learning as all students go straight to lessons.

Furthermore, please note, your child's attendance and punctuality to school can be viewed by using the **Rayah App**.

[CLICK HERE FOR MORE INFORMATION - ARABIC](#)

[CLICK HERE FOR MORE INFORMATION - ENGLISH](#)



دائرة التعليم والمعرفة
DEPARTMENT OF EDUCATION
AND KNOWLEDGE



Keeping you informed
and involved in your
kids' education!

Download Rayah

Download on the App Store

GET IT ON Google Play

Uniform Expectations & Purchasing

Uniform Expectations

At Bateen World Academy, we take pride in our school uniform as it reflects our shared values and sense of community. To help your child meet expectations from day one, please note the following:

- For years 7-13 ties or neck scarfs should be worn neatly, with shirts tucked in and top buttons fastened.
- School shoes must be plain black, without any coloured markings or contrasting soles (e.g., no white soles).
- If there are any temporary issues with uniform items, please write a short note in your child's planner so we're aware and can support appropriately.

We recognise and reward students who take a principled and responsible approach to wearing their uniform—house points are awarded for consistently meeting expectations!

Where reminders are needed, we may issue a short-term *uniform monitoring card* to help students stay on track with our standards.

Thank you for your support in helping your child represent our school with pride.

Uniform Purchasing:

To make your shopping experience as smooth as possible, you can explore our dedicated uniform section at Magrudy's Al Wahda Mall.

Please note: We have made some changes to the uniform and the new style items will be available from **1st August**. Please connect with Magrudy's for purchase support.

Alternatively, if you prefer the convenience of having your uniforms reserved and delivered right to your doorstep, Magrudy's are thrilled to offer online ordering through the QRcode provided in the below letter.

For any inquiries, simply reach out to Magrudy's Tel: 043-444-193.

[Click Here for Letter from Magrudy's and QR Code](#)

Bus Service

Bus Safety:

We are continuing to regularly monitor and reinforce safety messages on our school buses. We have conducted assemblies with students and provided training to our bus drivers and supervisors on safety.

If your child uses the bus, please read the letter in the link below so you are aware of the expectations when using this service.

[CLICK HERE FOR BUS SERVICE EXPECTATIONS](#)

Furthermore, the **Salama App** is now available to download and use for Bateen World Academy.

This App has many useful features, including the functionality to track school bus journeys.

Should you require the school bus service, please refer to the Parent Information Pack for booking procedure

Mobile Phones in School

Mobile Phones:

We would like to remind all students and parents that mobile phones are strictly prohibited on the Bateen World Academy premises. If mobile phones are visible, they will be confiscated and stored securely until the issue is resolved. School policy is that a level 2 written warning will be issued to any child who uses or is seen with their mobile phone on school site during school hours.

In cases of extenuating circumstances, where students need to contact home, they should speak to their form tutor or head of year in the first instance. If students need to contact home when leaving the school then there are two options.

- Politely ask reception if they can use the school phone to coordinate pick up.
- Exit the reception area and use their phone outside the school building.

Food Nation | Available for all students

Simply download the Spare App from App Store/Google Play for Easy to order and pay options:

Years 1 & 2 | Via a 'To the Class' delivery service by Food Nation.

Years 3, 4, 5 & 6 | From the Food Nation Kiosk in the Upper Primary area | During 1st and 2nd break. ** Note: Pre-ordered food is to be collected at the Kiosk

Years 7-13 | Available at the Food Nation Counter in the Canteen

Key Features:

1. Cashless Transactions with Live Tracking:

Enjoy a seamless, cashless experience with transactions that can be tracked in real-time, providing you with complete peace of mind.

2. Pre-Booking from the comprehensive menu:

Ensure your child always receives their favorite meals by pre-booking.

3. "Beat the Que" Convenience:

All pre-booked items can be effortlessly collected from a dedicated "Spare" counter in the school.

4. Live Notifications for a Connected Experience:

Stay informed with live notifications on account balances, transactions, special events, menu updates, and exciting theme lunches.

USEFUL LINKS:

[CLICK HERE](#) to find out more about the Food Nation Spare app

[CLICK HERE FOR THE FOOD NATION INFORMATION PACK](#)

Sick Leave Procedure - Email: Attendance@albateenacademy.sch.ae

Should your child be unwell and unable to attend school please email Attendance@albateenacademy.sch.ae and copy in your child's form tutor or class teacher to advise your child is not attending due to illness.

Day 1 - your child will be marked as 'Authorized Absence'

Day 2 and onwards – your child will be marked as 'Unauthorized Absence', until a sick certificate is presented. This will then be changed to 'Authorized Absence'.

Please do so by 7:30am on each day of absence.

Important Information from ADEK regarding automated attendance messages

Please be advised the ADEK system will report any unexplained absences from the start of the academic year.

If you receive an alert, it does not mean your child has been absent for the last three consecutive days, but that they have had 3 days of unauthorized absence from the start of term.

For letter on ADEK automated attendance message: [CLICK HERE](#)

For Attendance Policy - as found on our website: [CLICK HERE](#)

Useful Key Contacts

General Enquiries & Reception:

Tel: 02 813 2000

Email: reception@bateenworldacademy.ae

Attendance Officer:

Email: Attendance@albateenacademy.sch.ae

Parent Relations Executive:

Tel: 02 813 2050

Email: pre@bateenworldacademy.ae

School Counsellor:

Email: iwanegard@albateenacademy.sch.ae

Finance:

Tel: 02 813 2015

Email: finance@albateenacademy.sch.ae

Food Nation:

Email: info@foodnationme.com

Emirates Transport:

Email: albateen@et.ae

Tel: 0568505602

Contact: Abdallah Mohammad Ali Tahat