FAMILY EVALUATION AND CONTINUED ENROLMENT POLICY

1. PURPOSE

CISA recognises that the education of a student requires a constructive and professional partnership between the school and the family.
This policy establishes the annual evaluation of the **family–school relationship** and provides the basis for determining whether a family is recommended for continued enrolment for the following academic year.

2. FAMILY–SCHOOL PARTNERSHIP

By enrolling a student at CISA, the family accepts and agrees to work within the school's:

- Educational philosophy and curriculum;
- Academic standards and professional decisions;
- Policies and procedures;
- Communication requirements;
- Financial conditions;
- Attendance and operational requirements; and
- Community expectations.

The family–school relationship must be based on:
Respect • Cooperation • Professional Communication • Responsibility • Policy Compliance

3. FAMILY EVALUATION CRITERIA

CISA evaluates the overall family–school relationship throughout the academic year, considering:

Communication

Families must use the **official CISA family email (@cisaedu.com)** for school communication. Every email must include the student's **complete name, grade/class and family number**. Communication must be clear, accurate, professional and respectful.

Conduct and Respect

Families must maintain respectful and professional conduct toward teachers, staff, leadership, students and other members of the CISA community.

Policy and Academic Compliance

Families must respect and follow CISA policies, curriculum, assessment procedures, academic decisions, Support Programme requirements and other institutional procedures.

Cooperation

Families are expected to cooperate with teachers, Academic Leadership, Support Team, CCC where applicable, and other authorised CISA personnel regarding the student's education and progress.

Financial Responsibility

Families must comply with financial commitments, payment procedures and applicable deadlines and address financial matters through the appropriate channels.

Engagement

Families are expected to maintain reasonable and constructive engagement with their child's education and relevant school activities.

Family–School Compatibility

CISA may consider whether the family's expectations remain reasonably compatible with the school's curriculum, educational philosophy, academic standards and services.

4. EVALUATION PRINCIPLE

The evaluation is based on the **overall relationship throughout the academic year**, not on one isolated complaint, disagreement or incident.
Respectful disagreement and legitimate complaints, when communicated through the appropriate channels, do not by themselves constitute a negative evaluation.

5. CONTINUED ENROLMENT DECISION

Following the annual evaluation, CISA may determine:

A. Recommended for Continued Enrolment

The family–school relationship is considered appropriate and sustainable.

B. Recommended with Conditions

Continued enrolment is recommended subject to specific improvements or conditions established by School Leadership.

C. Not Recommended for Continued Enrolment

The relationship is considered unsuitable or unsustainable for the following academic year.
This may include circumstances where CISA determines that there is a fundamental incompatibility between the family's expectations and the educational programme provided by CISA**.**
Where CISA reasonably determines that continuing the enrolment would not serve the family's educational interests because the family does not consider CISA's educational programme suitable for its expectations, the school may decide not to recommend continued enrolment.
CISA considers it professionally responsible to recognise such incompatibility rather than continue an educational relationship that is unlikely to satisfy the family.

6. ANNUAL DECISION – APRIL

The family evaluation and continued-enrolment recommendation shall be completed **within April of each academic year**.
This provides families with reasonable time to make alternative educational arrangements for the following academic year where continued enrolment is not recommended.
The april decision is therefore part of CISA's professional and responsible re-enrolment planning, not a punitive measure.

7. AUTHORITY

The evaluation may receive input from Academic Leadership, Administration, Finance,IT department, Support Team and Admissions/Re-enrolment., which may lead to classify the family or the student as **NAP, (Not Aligning with Process** - Review article 8**)** which may lead to a **final decision regarding continued enrolment, made by CISA School Board** in accordance with the school's enrolment and re-enrolment procedures.
NAP can be applied any date and time within the school year if the School Board found it needed.

8. NAP – Not Aligning with Process

Definition: NAP is a formal classification that CISA may apply when a family's or student or both documented and persistent conduct demonstrates a fundamental misalignment with the school's educational philosophy, policies, professional decisions, or institutional procedures.

Application: NAP may be applied at any time during the academic year when the CISA School Board determines it is justified by the circumstances. The decision may be based on persistent non-compliance, refusal to cooperate, repeated disrespectful conduct, obstruction of school procedures, or a fundamental incompatibility between the family's expectations and CISA's educational framework, student behaviour.

Authority and Consequences: The School Board has the authority to approve NAP classification and determine its implications for continued enrolment, in accordance with CISA's policies and applicable regulations.

Principle: NAP is not triggered by a single disagreement or legitimate complaint. It is based on the overall relationship, documented conduct, and the sustainability of the family–school partnership.

9. SEPARATION FROM STUDENT ACADEMIC PERFORMANCE

Family evaluation is separate from the student's academic evaluation.
A student may have excellent academic performance while the family relationship requires review, and a student may require substantial academic support while the family maintains an excellent relationship with CISA.

10. PROFESSIONAL DISAGREEMENT

Families have the right to ask questions, request clarification, express concerns and use established review procedures.
Such disagreement must remain **professional, respectful and constructive**.

11. CONFIDENTIALITY

Family evaluations and continued-enrolment decisions are confidential institutional matters and shall be handled only by authorised CISA personnel.

FINAL CISA PRINCIPLE

CISA is committed to maintaining a professional, respectful and constructive relationship with every family. Continued enrolment requires not only the student's eligibility but also a sustainable partnership between the family and the school. Where that partnership is no longer appropriate or compatible with the CISA educational framework, CISA may determine that continued enrolment is not recommended for the following academic year.

Annual Evaluation → April Review → Continued-Enrolment Decision → Re-enrolment Process