



Arab Schools

فدارس العرب

OUR COMMITMENT IS QUALITY EDUCATION

# AIS Communications Policy

**Version: 0.2**

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<b>Department</b>
Higher Management
Academic Department
Administration Department

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02/10/2022	1	Additional Points	QA

## Abbreviations and Acronyms

Abbreviations / Acronyms	Expansion
AIS	Arab International Schools
HOD	Head of Department
DM	Departmental Meeting



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### Rationale

We aim to ensure excellent ‘*surround sound*’ communication by using an optimal balance of fit-for-purpose, face-to-face, written and electronic communication methods. Our aim is to ensure staff, students and parents are kept well informed of key developments, events and issues.

### 3-2-1 Expectation

Our aim is to ensure all parental communication is consistent with our “3-2-1” expectation for all events i.e. parents receive a detailed letter **3** weeks in advance of events; parents receive a reminder of key events in the school agenda **2** weeks in advance of events; parents receive a final reminder via the e-school platform **or** SMS reminder message **1** day in advance of events.

The school’s official communication methods are as follows:

**Email:** Email is the school’s main internal communication method. Email is carefully used in conjunction with the school’s ‘Email Policy’. Key highlights from the policy include the importance of keeping emails short and concise, to include more detailed information by way of an attachment, to only “cc” staff for information and to always discuss more delicate or personalised matters face-to-face wherever possible. Emails should be kept strictly business formal. Emails should be kept strictly within school working hours. You may also schedule emails.

**Microsoft Teams:** Important notices & reminders are posted on Microsoft Teams channels. Please ensure that you check this platform regularly (morning & afternoon). The chat & meeting function may be used to communicate with colleagues and line managers. Messages should be confined to school working hours.

Important documents are hosted on the relevant channels.

**Teacher Tutorials:** Teacher tutorials will be scheduled as and when needed at the discretion of your superiors. This may be in various forms.

**Meetings:** We aim to ensure all meetings are well organized, support the school's strategic and operational objectives and are conducted in a timely manner. Agendas and Minutes of meetings are shared in advance and immediately following meetings respectively as an accurate record of key discussions and action points. This ensures clear communication and accountability. Attendees should send *apologies* in advance with the reason why.

There are several key meeting forums including:

- **Senior Management Meeting (SMM):** A weekly meeting takes place in the Head's office and on Microsoft Teams simultaneously. The primary purpose is to discuss key strategic and Academic issues & upcoming Events. The meeting usually takes place on Sunday 9AM and often therefore inform and shape the departmental meetings held by HOD's. Academic and select administrative staff are expected to attend unless informed otherwise.
- **Departmental Meeting (DM):** This takes place once per week as per the teachers & HOD's schedule. DM usually focuses on developing aspects of teaching & learning, CPD's and upcoming Academic Events.
- **Coffee Mornings:** These are offered to parents throughout the year, usually monthly. There may be an 'open' coffee morning intended to offer opportunities for staff and / or parents to engage in informal school-based discussions. More formal presentations on key topics / issues may sometimes be offered.

**Home-School Communications:** We aim to "live and breathe" a highly effective open-door policy for all. This begins every day with the Principal and/or the Academic Head/Supervisor welcoming students and parents outside school every morning.

Parents are encouraged to first discuss any matters or issues arising with the Homeroom Teacher (Primary School) and/or Subject Teacher (Secondary School). Heads of Departments, Principals and the Academic Head/Supervisor is always available for issues that may remain unresolved by the teacher. It is recognised that sometimes it is pertinent to include your HOD at an earlier stage of discussions.

We aim to ensure that all home-school communications are timely, clear and positive. The school uses the e-School as its management information system to manage and coordinate most home-school communications.

Teachers are required to respond within 24-48 hours. Overly long non-productive calls are discouraged.

A number of communication channels exist as follows:

- **SMS:** Staff wishing to send an SMS message may do so by emailing a copy of the intended text (maximum 160 characters including spaces) to the Quality Assurance Department. Letters to parents have to be approved by the QA department.
- **Social Media:** The school's main social media channels include Instagram, Snapchat, Facebook & YouTube. Staff are highly encouraged to promote student achievements or school-based events using appropriate captions, hashtags and photos. Photos of students must carefully consider whether the parents have given permission for the child's photo to appear on social media. Photos should be high quality, clear and show happy and/or students engaged in the purposeful activity relating to the caption.
- Staff wishing to submit posts for social media should send their captions, hashtags and photos via email to the Social Media department first. The Social Media department may be contacted to take photos.

- **"In-the-Loop" Circular:** A reminder of upcoming Academic Events & Extracurricular Activities, upcoming CPD's, and Assessment Cycles, that Staff need to keep in mind. This is basically a reminder of events that will take place in the near future.

### Teacher- Parent - Student Communication: (e-School)

- **School Messages:** All messages sent to parents should carefully consider the school's values and expectations at all times. Class based emails should be sent via the e-School Platform. Staff should seek advice from the Head of Department, Quality Assurance or the Academic Head/Supervisor if there is any doubt that the content may be considered "bad" or "sensitive" news, especially when it may be considered a "**surprise**" to the parent.
- Teachers are to ensure that messages are spell checked. A template of stock messages will be attached to this document to ensure standardization amongst teachers for common communications.
- Double check the recipient is correct.
- Teachers may not share any marks, assessment results under any circumstances.
- Please note that HOD's will review messages periodically to ensure that communication is in line with our schools' standards.
- Homework should be assigned as per the Weekly Agenda via the e-School platform or the Homework Diary (Elementary)
- HOD's should be consulted prior to sending any messages of a sensitive nature.
- **E-School Message Time Restrictions:** Please do not message parents after 8pm due to notifications received on the mobile application.

## Procedures:

### Teaching & Learning Escalation Procedure: (Homework/Classwork not done, textbooks not brought, etc.)

- Teachers are to notify parents via the e-School platform after making your HOD aware of the issue.
- Send a reminder the following day (if the situation is not rectified)
- Inform your HOD and request the Social Worker to make contact with the parent to resolve the issue and also request that the parent check their e-school account daily.
- If the situation persists, the Social Worker will arrange for a meeting between parents, HOD and the social worker.
- Social Worker, Principal and the Academic Head/Supervisor to follow-up.
- Scale Deductions for incidents:
  - T1: ½ point per incident. Maximum of 1 points deduction per category (Classwork, Homework)
  - T2: ½ point per incident. Maximum of 1.5 points deduction per category (Classwork, Homework)
  - T3: ½ point per incident. Maximum of 2 points deduction per category (Classwork, Homework)
  - **Points can be earned back due to good work/improvement after response to notification**

### Behavioural Escalation Procedure:

- Try to rectify the issue yourself without disrupting teaching and learning
- Persistent issues in class should be referred to the Student Supervisor and an Incident Report completed by the Teacher & Student Supervisor should be filed with the Social Worker for reference.
- Do not exclude students from learning in any manner.

- Student Supervisors in consultation with Teachers may refer students to the Social Worker at their discretion based on the severity of the incident or reoccurring issues.
- Please refer to the Disciplinary policy for further information.
- Social Worker to follow up on students' behaviour daily and contact parents where necessary.

### Messaging Etiquette & Restrictions:

- Staff are to email their Direct Line Managers, QA, HR and colleagues only as required.
  - Teachers are to inform their HOD/Line Managers first, before escalating to the Academic Head/Supervisor & the Principal.
- Reply only to the sender and not everyone in the email
- Communication should be business formal
- Staff are to be available at all times if not in a meeting or teaching.
- Official communications lines are:
  - School Email
  - Microsoft Teams
  - e-School Platform
  - Phone Calls
  - Circulars
  - Announcement Boards (Teachers Room)
- Staff are prohibited from sending messages to AllStaff, BoysSection, GirlsSection.
- Ensure that emails are sent to the correct recipient as they may contain confidential or sensitive information.
- External communication should be carefully vetted to ensure that no confidential or sensitive information is shared. If in doubt, please contact your line manager for clarification.
- Meetings should be confined strictly to the Agenda previously sent out. Emergency issues should be confined to a duration of 5-10 minutes, thereafter an additional meeting should be scheduled at a later date.

### Group Emails:

- Group emails are set up by the QA department only
- Ensure that group emails are read timeously.
- Do not reply to all in group emails

### Absenteeism Procedure:

- Please email and CC the following personnel:
  - Human Resources Department
  - Head of Department
  - Quality Assurance Department
  - Vice Principal
  - School Principal
  - Academic Head/Supervisor

### Students Supervisors Communication:

- Student Supervisors are to send the Absence & Late SMS as per the Attendance & Student Supervisors policy.
- Communication is to be kept strictly formal.

- Ensure the correct recipient is selected.
- Communication with Teachers should be polite and focused on assisting the Teachers where possible with minimal disruption to learning.
- Ensure the Vice Principal, Social Worker and QA are cc'd in all communications

#### HOD Communication:

- Please ensure the QA department is CC'd in all communication
- Emails & Team Messages should ideally be confined to school working hours, but, in exceptional cases, may be sent no later than 6pm on weekdays. You may schedule emails to assist your planning.

#### Boys Section Staff List: (last updated on October 24<sup>th</sup>, 2022)

Name	Position	School Email	Phone Ext
Abdullah Mohammed Ali Al-Zahrani	Saudi History Teacher	<a href="mailto:Abdullah.Alzahrani@arabdschools.edu.sa">Abdullah.Alzahrani@arabdschools.edu.sa</a>	
Mogamat Shafiek Williams	Academic Head	<a href="mailto:shafiek.williams@arabschools.edu.sa">shafiek.williams@arabschools.edu.sa</a>	850
Mohammed Rashid Al-Zahrani	Admin	<a href="mailto:Mohammad.alzahrani@arabschools.edu.sa">Mohammad.alzahrani@arabschools.edu.sa</a>	830
Issa Abdel Qader Abu Bakr Sheikhi	Admin	<a href="mailto:ISSE.SHEKEY@arabschools.edu.sa">ISSE.SHEKEY@arabschools.edu.sa</a>	834
Abdulrahman Hassan Alsayed Ahmed	Admin	<a href="mailto:abdulrahman.alsaid@arabschools.edu.sa">abdulrahman.alsaid@arabschools.edu.sa</a>	860
Mohammed Abdulaziz Al-Zahrani	Arabic Teacher	<a href="mailto:mohamed.abdulaziz@arabschools.edu.sa">mohamed.abdulaziz@arabschools.edu.sa</a>	
Mohammed Abdullah Saleh Al-Ghamdi	Arabic Teacher	<a href="mailto:mohammed.alghamdi@arabschools.edu.sa">mohammed.alghamdi@arabschools.edu.sa</a>	
Omar Ahmed Zafar	Biology Teacher	<a href="mailto:omar.zafar@arabschools.edu.sa">omar.zafar@arabschools.edu.sa</a>	
Mahmoud Abdel-Aal Al-Baba	Chemistry Teacher	<a href="mailto:mahmoud.baba@arabschools.edu.sa">mahmoud.baba@arabschools.edu.sa</a>	
Hagop Jack Hayek Karamian	English Teacher	<a href="mailto:hagop.karamian@arabschools.edu.sa">hagop.karamian@arabschools.edu.sa</a>	
Malusi Thabo Majnomo	English, Social, PubS Teacher	<a href="mailto:thabo.mngoma@arabschools.edu.sa">thabo.mngoma@arabschools.edu.sa</a>	
Abed el Hamid Chaaban	English, Social, PubS Teacher	<a href="mailto:abed.shaaban@arabschools.edu.sa">abed.shaaban@arabschools.edu.sa</a>	
Zakir Muhammad Desai	Homeroom Teacher	<a href="mailto:zaakir.desai@arabschools.edu.sa">zaakir.desai@arabschools.edu.sa</a>	
Suhail Mank	Homeroom Teacher	<a href="mailto:suhail.mank@arabschools.edu.sa">suhail.mank@arabschools.edu.sa</a>	
Muhammad Zakir Hussein	Homeroom Teacher	<a href="mailto:muhammad.hussein@arabschools.edu.sa">muhammad.hussein@arabschools.edu.sa</a>	
Ahmed Hamdi Al-Biladi	Islamic Teacher	<a href="mailto:ahmed.albeladi@arabschools.edu.sa">ahmed.albeladi@arabschools.edu.sa</a>	
Khaled Iyad Dahrouj	Islamic Teacher	<a href="mailto:khalid.dahrouj@arabschools.edu.sa">khalid.dahrouj@arabschools.edu.sa</a>	

Abdulhadi Muhammed Al-Shehri	Islamic Teacher	<a href="mailto:Abdulhadi.Alshehri@arabschools.edu.sa">Abdulhadi.Alshehri@arabschools.edu.sa</a>	
Emad Walid Naseer	Math Teacher	<a href="mailto:imad.nsair@arabschools.edu.sa">imad.nsair@arabschools.edu.sa</a>	
Mohamed Wahib Attia	Math Teacher	<a href="mailto:mohamad.atiye@arabschools.edu.sa">mohamad.atiye@arabschools.edu.sa</a>	
Khaled Bassiouni Fawzy Ghanem	PE Teacher	<a href="mailto:khalid.ghanem@arabschools.edu.sa">khalid.ghanem@arabschools.edu.sa</a>	
Nasr Mahmoud Ibrahim Al Rodi	PE Teacher	<a href="mailto:Nasr.ELroudi@arabschools.edu.sa">Nasr.ELroudi@arabschools.edu.sa</a>	
Muhammad Marwan Abu Ghosh	Physics Teacher	<a href="mailto:Mohamed.ghawch@arabschools.edu.sa">Mohamed.ghawch@arabschools.edu.sa</a>	
Turki Mohammed Al-Zahrani	School Principal	<a href="mailto:turki.alzharani@arabschools.edu.sa">turki.alzharani@arabschools.edu.sa</a>	899
Walid Dahrouj	Science Teacher	<a href="mailto:walid.dahroug@arabschools.edu.sa">walid.dahroug@arabschools.edu.sa</a>	
Ali Saad Al-Qarni	Social Worker	<a href="mailto:ali.algarni@arabschools.edu.sa">ali.algarni@arabschools.edu.sa</a>	
Raed Muhammad Ali Al-Ghamdi	Vice-Principal	<a href="mailto:raed.alghamdi@arabschools.edu.sa">raed.alghamdi@arabschools.edu.sa</a>	
Fahad Mohammed Ali Al-Qahtani	Vice-Principal	<a href="mailto:fahad.alqahtani@arabschools.edu.sa">fahad.alqahtani@arabschools.edu.sa</a>	
Zain Randeree	QA	<a href="mailto:zain.randeree@arabschools.edu.sa">zain.randeree@arabschools.edu.sa</a>	222
Muhammad Ibrahim Al-Bastawis Aqeel	Arabic HOD	<a href="mailto:Mohammad.Aqeel@arabschools.edu.sa">Mohammad.Aqeel@arabschools.edu.sa</a>	
Walid Nabil Abdulaziz Sharara	English HOD	<a href="mailto:walid.shararah@arabschools.edu.sa">walid.shararah@arabschools.edu.sa</a>	
Adil Hussein	Homeroom Teacher	<a href="mailto:Adil.hussein@arabschools.edu.sa">Adil.hussein@arabschools.edu.sa</a>	

**Girls Section Staff List: (last updated on November 13<sup>th</sup> , 2022)**

Name	Position	School Email	Phone Ext
Noha Mokhtar	School Principal	<a href="mailto:noha.mokhtar@arabschools.edu.sa">noha.mokhtar@arabschools.edu.sa</a>	404
Wafaa Alawneh	Academic Supervisor	<a href="mailto:wafa.alawneh@arabschools.edu.sa">wafa.alawneh@arabschools.edu.sa</a>	430
Joharah Ballahmer	Security Officer	<a href="mailto:joharah.ballahmar@arabschools.edu.sa">joharah.ballahmar@arabschools.edu.sa</a>	101/102
Rawan Almehdar	Administrative Assistant	<a href="mailto:rawan.almehdhar@arabschools.edu.sa">rawan.almehdhar@arabschools.edu.sa</a>	101/102
Danya Ghandura	Receptionist	<a href="mailto:danial.ghandura@arabschools.edu.sa">danial.ghandura@arabschools.edu.sa</a>	101/102
Hanine Ali	HR	<a href="mailto:hanin.ali@arabschools.edu.sa">hanin.ali@arabschools.edu.sa</a>	105
Thuraya Basalom	Student Affairs	<a href="mailto:thuria.baslom@arabschools.edu.sa">thuria.baslom@arabschools.edu.sa</a>	401
Raghda Rashwan	Student Affairs	<a href="mailto:raghda.rashwan@arabschools.edu.sa">raghda.rashwan@arabschools.edu.sa</a>	402
Asma Nasraldeen	Nurse	<a href="mailto:asma.nasraldeen@arabschools.edu.sa">asma.nasraldeen@arabschools.edu.sa</a>	321
Maria Lanquino	Warehouse	<a href="mailto:maria.lanquino@arabschools.edu.sa">maria.lanquino@arabschools.edu.sa</a>	200
Rafa Saeidy	Student Supervisor	<a href="mailto:rafa.saeidy@arabschools.edu.sa">rafa.saeidy@arabschools.edu.sa</a>	318



Shurouq Abu Ola	Student Supervisor	<a href="mailto:shuruq.abulula@arabschools.edu.sa">shuruq.abulula@arabschools.edu.sa</a>	400
Rana Ghazi	Student Supervisor	<a href="mailto:rana.alharthi@arabschools.edu.sa">rana.alharthi@arabschools.edu.sa</a>	214
Dalina Sunbol	Student Supervisor	<a href="mailto:dalia.sunbol@arabschools.edu.sa">dalia.sunbol@arabschools.edu.sa</a>	223
Ghazal Ghulman	Student Supervisor	<a href="mailto:ghazal.ghulman@arabschools.edu.sa">ghazal.ghulman@arabschools.edu.sa</a>	319
Nouf Almansour	Social Worker	<a href="mailto:noof.almansour@arabschools.edu.sa">noof.almansour@arabschools.edu.sa</a>	502
Maram Alqahtani	Social Worker	<a href="mailto:maram.alqahtani@arabschools.edu.sa">maram.alqahtani@arabschools.edu.sa</a>	412
Haya Alhaji	QD	<a href="mailto:haya.alhaji@arabschools.edu.sa">haya.alhaji@arabschools.edu.sa</a>	406
Nisrine Safarjalani	QD	<a href="mailto:nesreen.safarjalani@arabschools.edu.sa">nesreen.safarjalani@arabschools.edu.sa</a>	405
Najla Alkhatib	HOD	<a href="mailto:najlah.alkhatib@arabschools.edu.sa">najlah.alkhatib@arabschools.edu.sa</a>	232
Reem Almashaf	HOD	<a href="mailto:reem.almashaf@arabschools.edu.sa">reem.almashaf@arabschools.edu.sa</a>	407
Mahnoor hassani	Homeroom KG Teacher	<a href="mailto:mahnoor.hassani@arabschools.edu.sa">mahnoor.hassani@arabschools.edu.sa</a>	
Bayan Alyaacoub	Homeroom KG Teacher	<a href="mailto:bayan.alyaacoub@arabschools.edu.sa">bayan.alyaacoub@arabschools.edu.sa</a>	
Asly Hassan	Homeroom KG Teacher	<a href="mailto:asly.hasan@arabschools.edu.sa">asly.hasan@arabschools.edu.sa</a>	
Samia Hassan	Homeroom KG Teacher	<a href="mailto:samia.hassan@arabschools.edu.sa">samia.hassan@arabschools.edu.sa</a>	
Soffie Mitchel	Homeroom KG Teacher	<a href="mailto:soffie.mitchel@arabschools.edu.sa">soffie.mitchel@arabschools.edu.sa</a>	
Shahed Alghamdi	Teacher Assistant	<a href="mailto:shahed.alghamdi@arabschools.edu.sa">shahed.alghamdi@arabschools.edu.sa</a>	
Afnan Toula	Teacher Assistant	<a href="mailto:afnan.toula@arabschools.edu.sa">afnan.toula@arabschools.edu.sa</a>	
Afnan Alqarni	Teacher Assistant	<a href="mailto:afnan.alqarni@arabschools.edu.sa">afnan.alqarni@arabschools.edu.sa</a>	
Sarah Alghamdi	Teacher Assistant	<a href="mailto:sarah.alghamdi@arabschools.edu.sa">sarah.alghamdi@arabschools.edu.sa</a>	
Asrar Aljehani	Teacher Assistant	<a href="mailto:asrar.aljehani@arabschools.edu.sa">asrar.aljehani@arabschools.edu.sa</a>	
Nafeesa Razack	Homeroom Primary Teacher	<a href="mailto:nafeesa.razack@arabschools.edu.sa">nafeesa.razack@arabschools.edu.sa</a>	
Ghia Elnakkouzi	Homeroom Primary Teacher	<a href="mailto:ghia.elnakkouzi@arabschools.edu.sa">ghia.elnakkouzi@arabschools.edu.sa</a>	
Khulowd Alsubaie	Homeroom Primary Teacher	<a href="mailto:khulowd.alsubaie@arabschools.edu.sa">khulowd.alsubaie@arabschools.edu.sa</a>	
Hanine Damaj	Homeroom Primary Teacher	<a href="mailto:hanine.damaj@arabschools.edu.sa">hanine.damaj@arabschools.edu.sa</a>	
Radhia Kadwa	Homeroom Primary Teacher	<a href="mailto:radhia.kadwa@arabschools.edu.sa">radhia.kadwa@arabschools.edu.sa</a>	

Lucy Batty	Homeroom Primary Teacher	<a href="mailto:lucy.batty@arabschools.edu.sa">lucy.batty@arabschools.edu.sa</a>	
Zaakira Akonjee	Homeroom Primary Teacher	<a href="mailto:zaakira.akonjee@arabschools.edu.sa">zaakira.akonjee@arabschools.edu.sa</a>	
Sonia AbouHamad	Homeroom Primary Teacher	<a href="mailto:sonia.hamad@arabschools.edu.sa">sonia.hamad@arabschools.edu.sa</a>	
Monique Rodwell	Homeroom Primary Teacher	<a href="mailto:monique.rodwell@arabschools.edu.sa">monique.rodwell@arabschools.edu.sa</a>	
Inas Ghalawan	Homeroom Primary Teacher	<a href="mailto:inas.ghalawan@arabschools.edu.sa">inas.ghalawan@arabschools.edu.sa</a>	
Jade Tayla	Homeroom Primary Teacher	<a href="mailto:jade.tayla@arabschools.edu.sa">jade.tayla@arabschools.edu.sa</a>	
Munira Jogee	Homeroom Primary Teacher	<a href="mailto:munira.jogee@arabschools.edu.sa">munira.jogee@arabschools.edu.sa</a>	
Sara Koshy	Homeroom Primary Teacher	<a href="mailto:sara.koshy@arabschools.edu.sa">sara.koshy@arabschools.edu.sa</a>	
Ubaah Abdi	Homeroom Primary Teacher	<a href="mailto:ubaah.abdi@arabschools.edu.sa">ubaah.abdi@arabschools.edu.sa</a>	
Sidrah Sajad	Homeroom Primary Teacher	<a href="mailto:sidrah.sajad@arabschools.edu.sa">sidrah.sajad@arabschools.edu.sa</a>	
Samaher Aleidi	Arabic & Islamic Teacher	<a href="mailto:samaher.aleidi@arabschools.edu.sa">samaher.aleidi@arabschools.edu.sa</a>	
Nouf Alsalem	Arabic & Islamic Teacher	<a href="mailto:nouf.alsalem@arabschools.edu.sa">nouf.alsalem@arabschools.edu.sa</a>	
Nouf Wahbi	Arabic & Islamic Teacher	<a href="mailto:nouf.wahbi@arabschools.edu.sa">nouf.wahbi@arabschools.edu.sa</a>	
Fathia Marzouky	Arabic & Islamic Teacher	<a href="mailto:fathya.marzouky@arabschools.edu.sa">fathya.marzouky@arabschools.edu.sa</a>	
Hawazen Alsamman	Arabic & Islamic Teacher	<a href="mailto:hawazen.alsamman@arabschools.edu.sa">hawazen.alsamman@arabschools.edu.sa</a>	
Shuruq Alharthi	Arabic & Islamic Teacher	<a href="mailto:shuruq.alharthi@arabschools.edu.sa">shuruq.alharthi@arabschools.edu.sa</a>	
Roaa Zamzamy	Arabic Teacher	<a href="mailto:roaa.zamzamy@arabschools.edu.sa">roaa.zamzamy@arabschools.edu.sa</a>	
Malak Elnimi	Islamic Teacher	<a href="mailto:malak.elnimi@arabschools.edu.sa">malak.elnimi@arabschools.edu.sa</a>	
Maymouna Alzahrani	Arabic Teacher	<a href="mailto:maymunah.alzahrani@arabschools.edu.sa">maymunah.alzahrani@arabschools.edu.sa</a>	
Ohud Kashmiri	Arabic Teacher	<a href="mailto:ohud.kashmiri@arabschools.edu.sa">ohud.kashmiri@arabschools.edu.sa</a>	
Mona Asiri	Islamic Teacher	<a href="mailto:mona.alasiri@arabschools.edu.sa">mona.alasiri@arabschools.edu.sa</a>	
Haifa Fakh	Islamic Teacher	<a href="mailto:haifa.fakh@arabschools.edu.sa">haifa.fakh@arabschools.edu.sa</a>	
Heba Hasanin	Islamic Teacher	<a href="mailto:heba.hasanin@arabschools.edu.sa">heba.hasanin@arabschools.edu.sa</a>	
Amina Alharthi	Saudi History Teacher	<a href="mailto:amina.alharthi@arabschools.edu.sa">amina.alharthi@arabschools.edu.sa</a>	
Sumaiya Kazi	English Teacher	<a href="mailto:sumaiya.kazi@arabschools.edu.sa">sumaiya.kazi@arabschools.edu.sa</a>	
Ruba Berjawi	English Teacher	<a href="mailto:ruba.berjawi@arabschools.edu.sa">ruba.berjawi@arabschools.edu.sa</a>	
Rodha Hassan	English Teacher	<a href="mailto:rodha.hassan@arabschools.edu.sa">rodha.hassan@arabschools.edu.sa</a>	



Bushra Kidawi	English Teacher	<a href="mailto:bushra.kidwai@arabschools.edu.sa">bushra.kidwai@arabschools.edu.sa</a>	
Maha Ghanem	Math Teacher	<a href="mailto:maha.ghanem@arabschools.edu.sa">maha.ghanem@arabschools.edu.sa</a>	
Uma Nata	Math Teacher	<a href="mailto:uma.nata@arabschools.edu.sa">uma.nata@arabschools.edu.sa</a>	
Aya Younes	Math Teacher	<a href="mailto:aya.younes@arabschools.edu.sa">aya.younes@arabschools.edu.sa</a>	
Maha Alkhatib	Biology Teacher	<a href="mailto:maha.khatib@arabschools.edu.sa">maha.khatib@arabschools.edu.sa</a>	
Tala Aljawhari	Science Teacher	<a href="mailto:tala.aljawhari@arabschools.edu.sa">tala.aljawhari@arabschools.edu.sa</a>	
Mayssam Molla	Physics & Chemistry Teacher	<a href="mailto:maysam.molla@arabschools.edu.sa">maysam.molla@arabschools.edu.sa</a>	
Sahar Serouji	PE Teacher	<a href="mailto:sahar.serouji@arabschools.edu.sa">sahar.serouji@arabschools.edu.sa</a>	
Malak Alenezy	ICT Teacher	<a href="mailto:malak.alenezy@arabschools.edu.sa">malak.alenezy@arabschools.edu.sa</a>	