



FREQUENTLY ASKED QUESTIONS-REDHILL ANNUAL REGISTRATIONS

Dear Parents,

In preparation for the school year, we request that you register your child/ren on ADAM, by 22 November of the academic year.

The registration process will only take a few minutes as it is all done online.

Please follow these seven simple steps for quick and easy registration:

Step 1: Log onto ADAM (<https://adam.redhill.co.za/>). Click **here** for a login guide.

Step 2: You will be prompted to read and then accept three documents:

- a. A Day Indemnity Form for your child/ren – approving it once-off means you do not need to print, sign and return a new indemnity form ahead of every school outing.
- b. The financial terms and conditions – these have not changed since you signed them on enrolment; we are simply making sure you are aware of them.
- c. An acknowledgement that you have read the school's policies – again, we are simply ensuring that you are aware of these.

You will be invited to give the school permission to share your contact details with the Redhill Parents Association (RPA).

Step 4: You will be invited to make a voluntary donation to the school's development levy.

Step 5: In your profile, check that all your details are up to date. If changes need to be made, please click on Update Personal Information. In addition to contact information, medical information regarding your child/ren must also be updated. It is important for our school nurse to have relevant and accurate information in order to treat your children effectively, should the need arise.

Step 6: Under **Payment Options**, please select how you will be paying school fees next year (termly, monthly or annually).

Step 7: Under Communication Preferences, tick **YES** to receive bulk mail (i.e. email notifications) and also to receive SMS notifications from the school, so that you do not miss any important information from your child/ren's teachers or the heads of the school.

Your registration is now complete!

We know you may have some questions about registration, so we have compiled some Frequently Asked Questions to help you along (see below).

Please direct any queries to Ms Tumelo Sibali (tsibali@redhill.co.za or tel. 011 783 4707).

Question **What is ADAM?**

Answer ADAM is the secure database in which we record the details of every student in the school – academic information, contact details, medical information, etc.

Question **Why must I register my child again now, if I already registered my child last year?**

Answer Registration is carried out once a year, in keeping with best practice. This allows the school to verify that the information parents give the school is accurate and up to date. It also ensures that parents are reminded of the school's terms and conditions as well as the school's policies. If parents do not register their children for the academic year, they will not be able to access ADAM in 2019 (i.e. they will not be able to view/access their child/ren's reports).

Question **Why do you need me to sign/approve the Day Indemnity form?**

Answer Previously, we requested that parents print out, sign and return an indemnity form each time their child/ren went on a day outing. To lessen the administrative burden for both parents and the school, we have created the Day Indemnity form, which – once signed – is in effect for the duration of the school year. HOWEVER, for overnight tours, we will require parents to sign and submit a specific tour indemnity form.

Question **What happens if I don't accept the Terms and Conditions?**

Answer When parents enroll their child/ren, they agree to the school's terms and conditions. We present the terms and conditions to parents again during registration, simply to remind parents of their obligations (in line with best practice). The registration process will not be completed if a parent does not accept these terms and conditions.

Question **I have a query about the terms and conditions/policies – can you help?**

Answer Parents are welcome to contact us with their queries about the terms and conditions. Please get in touch with Ms. Lerato Mngomezulu (lmngomezulu@redhill.co.za) or Ms. Tumelo Sibali (tsibali@redhill.co.za).

Question **Why do you need my child's medical information?**

Answer The school acts in loco parentis while the child is at school, meaning that the school is responsible for ensuring the child is safe while he/she is at school. In the event of an emergency, the school must be able to respond quickly and effectively.

In order to do so, we need to be aware of any allergies your child may have, any medications that they depend on and also which doctors and medical aids to liaise with if need be.

Question **Where can I read all the school policies?**

Answer The policies are all available online, click here.

Question

What happens if I don't agree that I have read and understood the school policies?

Answer The registration process will not be completed if parents do not acknowledge that they have read and understood the policies.

Question **The RPA asks for permission to access parent contact details. What will they use the information for?**

Answer One of the RPA's mandates is to encourage parent engagement. As such, the RPA compiles class lists which are used to keep parents informed of general information, request parent engagement or assistance with events, or to be able to put parents in touch with each other, etc. Providing the RPA with your details, is voluntary.

Question **Why do I need to stipulate my preferred payment method?**

Answer The ADAM system is designed to sync with the school's accounting systems, so that parents receive statements, invoices etc. Stipulating your preferred payment method on ADAM means we know how and when to bill you. If parents do not make a selection, the system will revert to a termly payment cycle, until the parents inform us otherwise.

Question **I already stipulated my preferred payment method when we enrolled. Why must I do this again now?**

Answer It is possible that between enrolment and today's date, parents have changed their minds about their preferred payment cycle. In asking parents to select their desired payment cycle now, we are giving them the opportunity to update their preference.

Question **What do you mean by "bulk email"?**

Answer Bulk emails are those sent out from the school to parents, with pertinent information about school events, academic information, changes to schedules, etc. Parents may choose to opt out (i.e. not receive these emails), but the school cannot take responsibility if parents do not receive notice about any events or new information from the school.

Question **Once I have completed the registration process, do I need to do anything else?**

Answer No – once parents have completed the five steps for registration, their registration is complete and they will be ready for the next academic year.