

## TRANSFER CERTIFICATE PROCESS

In order to complete the Transfer Certificate process and request leaving documents, please complete the following steps:

Complete the online withdrawal process as follows:

- Click [here](#) to access the GEMS Parent Portal with your Oasis log-in details. If you cannot remember your username and password, please contact Cristina Wyss (c.wyss\_gwa@gemsedu.com) for your credentials.
- Under the 'Requests' tab, please click on 'TC Request'. You will be redirected to the TC request page, where you will need to fill out the form and click 'save'.
- Please complete the same process for each sibling

### If your child is moving to another school outside Dubai:

In line with KHDA's regulations, parents are liable to pay a Transfer Certificate issuance charge of AED 120/student in order to apply for a KHDA transfer certificate for transfers outside Dubai. Please make payment either directly at our accounts office, or via bank transfer and share a copy of the transfer advice to us for tracking and receipt purposes. Alternatively, we can provide a leaving certificate on school letterhead with the same details as included on a KHDA transfer certificate i.e. student details, date of join, current grade, promotion status etc. free of charge. Please inform us which document you would prefer to receive. Typically, you will only need the KHDA Transfer Certificate if the country you are moving to requires an attested Transfer Certificate – please check with your child's new school what their requirements are prior to informing us which document you need.

### If your child is moving to another school in Dubai:

In line with KHDA's regulations, parents are liable to pay a Transfer Certificate issuance charge of AED 120/student in order to apply for a KHDA transfer certificate for transfers inside Dubai. Please make payment and update the Admissions team once paid, so the processing request can be sent to our Government Relations Executive. You will need to present a copy of the KHDA TC to your child's new school.

### School Reports/Transcripts:

Please note that you can download and print all school progress reports from iSAMS and Managebac (reports older than 16/17). If you do not know your log-in details for these portals or need assistance accessing reports online, please contact Sunitha (s.cherian\_gwa@gemsedu.com). If you require original reports/high school transcripts with school stamp, please apply for these documents from the following divisions:

| Elementary Reports (Pre-K to Grade 5)     | Secondary Reports (Grades 6 – 12)            | High School Transcripts (Grades 9 – 12 only) |
|-------------------------------------------|----------------------------------------------|----------------------------------------------|
| Arya Rajeev<br>(a.rajeev_gwa@gemsedu.com) | Natalie Wislon<br>(n.wilson_gwa@gemsedu.com) | Arlene Samia<br>(a.samia_gwa@gemsedu.com)    |

Please kindly ensure there are no outstanding fees, library books or borrowed school items e.g. musical instruments, as we will not be able to release any leaving documents until all accounts have been cleared. In order to check if anything is outstanding, please contact the Admissions Team: [admissions\\_gwa@Gemsedu.com](mailto:admissions_gwa@Gemsedu.com).