

## Re-enrolment Process

### Frequently Asked Questions:

**Q: What is the latest we can re-enrol for next academic year?**

*A: The cut-off date for re-enrolment online is March 31st 2016 with last date for payment as May 7th 2016. You will not be able to re-enrol after the March 31<sup>st</sup> cut off. The system will automatically generate a Transfer Certificate request and your place will be offered to a student on our Waitlist.*

**Q: What will happen if I do not re-enrol for next academic year?**

*A: If you do not complete the re-enrolment process before the cut-off day (March 31<sup>st</sup>), the system will automatically generate a Transfer Certificate request and your place will be offered to a student on our Waitlist.*

**Q: I don't know my GLG log-in details, who can provide these?**

*A: Please contact the Parent Relations Executive or GAA Reception at [communication\\_gaa@gemsedu.com](mailto:communication_gaa@gemsedu.com) for your log-in username and password.*

**Q: I've tried logging in to GLG but the easy access menu isn't showing, how do I reach the re-enrolment tab?**

*A: In order to access the re-enrolment tab you need to complete the 6-step mandatory student profile. Once you've submitted the updated profile, you will be redirected to the easy access menu and the re-enrolment tab will be accessible.*

**Q: We don't know if we're returning next academic year, so can we get a refund of the re-enrolment fee if we end up leaving?**

*A: To secure your seat, you need to pay the re-enrolment fee. If the reason you need to cancel re-enrolment is out of your control i.e. employment relocation or employment termination, we can process a refund for you, once you have submitted the necessary documents.*

**Q: If I or my company pays the re-enrolment fee via wire transfer, how do we ensure you've received it?**

*A: If payment is made via wire transfer, kindly send a copy of the transfer advice to both the registration team ([registrar\\_gaa@gemsedu.com](mailto:registrar_gaa@gemsedu.com)) and finance team ([w.fernandes\\_gaa@gemsedu.co](mailto:w.fernandes_gaa@gemsedu.co)) for tracking and confirmation purposes. Please ensure to include your child's name and grade in the description for fund allocation.*

**Q: I haven't completed the process because I am not re-enrolling for next academic year?**

*A: If you are not re-enrolling for September 2016, this process still needs to be completed. The re-enrolment process will prompt a Transfer Certificate to be generated as part of your leaving documents.*

**Q: What will happen to my re-enrolment if I do not pay my third term School fees?**

*A: If you do not pay your final instalment for school fees, your re-enrolment fees will be adjusted against the outstanding school fees balance and the offer for September 2016 will be withdrawn.*

**Q: I have 4 children at your school and cannot afford to pay the re-enrolment fee at this point in time. Is there something you can do to help me?**

*A: Please send your specific details to [registrar\\_gaa@gemsedu.com](mailto:registrar_gaa@gemsedu.com) and we will forward your case to our Head of School for review.*