



Policy:	Student Protection Policy
Date Published:	
Evaluation & Review:	
Rationale:	Protect students under the supervision of educational institutions from all acts and omissions constituting maltreatment Emphasize that all staff and volunteers of EGS are mandated reporters of cases of alleged and/or suspected maltreatment of students inside and outside the educational institution.
Roles of Responsibility:	Principal, School Administration, Vice-Principal, SLT, MLT, Pastoral Heads, SC, SWO, Canteen Manager, Canteen Staff, all teaching and non-teaching staff.

Policy Statement

Excellence Global School fully recognises its responsibility to child protection and will adhere to the laws of the UAE and procedures stipulated by the Department of Education and Knowledge (ADEK).

- A Child under this policy is a person who has not attained 18 years old.
- Child protection, for the purpose of this policy, is defined as all measures, steps and actions that must be taken to protect students from risks that may cause harm or injury while they are in the school's care, travelling to and from the school using school transport, and moving between, waiting for, and taking part in, all activities organized by the school inside or outside the school campus.
- A **school day** is the time period spent by a student under school supervision. It includes the time spent by the student inside the school and includes the time spent by the student in school buses from and to the school and in extra-curricular school activities.



- Abuse refers to physical abuse, corporal punishment, emotional abuse, sexual abuse and also includes bullying, exploitation, and neglect.
 - **Physical abuse** is the deliberate physical injury to a student, or the intentional neglectful failure to prevent physical injury or suffering. This involves actions including, but not limited to, hitting, shaking, throwing, poisoning, burning or scalding, drowning, suffocating, confinement, or giving the student drugs not prescribed by a physician to control behaviour (as explained in APPENDIX 1, common signs that indicate physical abuse.)
 - **Corporal punishment**, a physical punishment inflicted on a child by a teacher or any adult in authority, such as the guardian, as a form of discipline, and is considered as Physical abuse.
 - **Emotional Abuse** is the persistent emotional ill-treatment of a student such as to cause severe and persistent adverse effects on the student's emotional growth and development. It involves actions such as, but not limited to, conveying to students that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It involves causing students to feel bullied, frightened or in danger, or the exploitation or corruption of students. Some levels of emotional abuse is involved in all types of ill-treatment of a student, though it may occur in isolation. (APPENDIX 2 - common signs that indicate emotional abuse).
 - **Sexual Abuse and Exploitation** involves but not limited to forcing or enticing a student to take part in sexual activities. The activities involve actions including, but not limited to, physical contact, including penetrative or non-penetrative acts. They include non-contact activities such as involving students looking at or in the production of, pornographic material or, watching sexual activities, sexual hinting or encouraging students to behave in sexually inappropriate ways (APPENDIX 3 - common signs that indicate sexual abuse).
 - **Bullying** is unwanted aggressive behaviour(s) from a student or more to another student and involves an observed or perceived power imbalance and is repeated (or is highly likely to be) multiple times. Bullying, as a form of violence, includes physical (hitting, tripping), verbal (name calling, teasing), relational/social (spreading rumours, leaving out of group), and cyber-bullying aggression (occurs



through email, a chat room, instant messaging, a website, text messaging, or pictures or videos sent through cell phones or posted on websites). A student can be a perpetrator, a victim, or both.

- **Neglect** is the persistent failure to meet a student's basic physical, emotional and/or psychological needs, likely to result in serious impairment of the child's health or development. It involves failing of a parent or a guardian to take actions that are considered necessary to care for children including, but not limited to:
 - provide adequate food, clothing and shelter
 - protect the child from physical harm or danger;
 - provide adequate care (including the use of adequate caregivers)
 - provide healthcare and appropriate medical treatment
 - provide education and regular school attendance
 - maintain personal hygiene
 - ensure adequate stimulation. (APPENDIX 4 for common signs of neglect).

“Our commitment to protect children”

1. Legal Obligations and Rights

- This policy was developed in line with federal student protection and related regulations and policies.
- EGS shall comply with the provisions of this policy and shall have a comprehensive policy and publish a student protection policy to protect students from any maltreatment, provided it meets the minimum standards of what is included in this policy and does not contradict any of its provisions.
- EGS shall comply with the guide on *Handling Student Maltreatment Concerns within Educational Institutions (ECA, 2024)* for the management of abuse-related offenses that are reported within and/or occurring within the educational institution.
- EGS shall ensure that the student protection policy has been communicated, understood, and agreed to by all institutional stakeholders (board members, staff and volunteers, parents, and students). Students shall receive a student-friendly version



of the student protection policy, and their assent should be obtained when any student protection concerns are raised.

- EGS and the school principal are guardians of the right of students of not being exposed to abuse and neglect. The school principal agrees to act as the guardian of all students while they are under school's care and has to take responsibilities that fall under this role. In addition, school staff shall inform the School Principal immediately when they suspect the exposure of any student to any form of abuse and/or neglect.
- EGS ensures that neither school principal nor school staff shall impede or inhibit reporting or a suspected case of child abuse and/or neglect by a third party, nor shall they take any actions against the reporter or nor threaten of doing so.
- EGS also ensures the supervision of students before the start of the school day and after school hours. For safety and life reasons, all school staff shall never leave children unattended at any time.
- All students have equal rights for care, protection, and safety and security in EGS and are fully responsible for the care, protection, and safety of students while students are under the institution's supervision. Travelling to and from the school using school transport, and moving between, waiting for, and taking part in all activities organized by the school inside and outside the school.

A. The Ministry of Interior–Child Protection Center

- If a child is in immediate danger (risk of serious harm), the police shall be called using the **999** service, followed by reporting to the Ministry of Interior – Child Protection Center within one hour upon discovery. It shall conduct the case intake, immediate communication with parents/guardians, investigation, and referral for treatment and rehabilitation of affected children and families, if required.
- EGS shall act as per the guidance provided by the ADEK Division in charge of Student Protection in collaboration with the Ministry of Interior – Child Protection Center for further immediate actions, taking into account



confidentiality and privacy of the students and families affected, and laws, regulations and procedures relevant to the incident.

- EGS will follow the *Article 272 of the UAE Law No. 3 (1987) “Federal Penal Code”* which states that: “Any public official or person in charge of detecting crimes and arrested the accused, who fails or defers to denounce a crime within his knowledge shall be punished by detention or a fine. A fine shall be imposed upon any official who is not in charge of detecting or seizing crimes, and who neglects or delays to notify the concerned authorities of a crime which becomes known to him, in the course of or in respect of his job performance”.
- School staff must raise the awareness of students of the importance of reporting any suspected case of student abuse and/or neglect inside or outside the school that becomes known to them.

B. Our Values, Principles, and Belief

- We are committed to protecting children for whom we work.
- Child abuse is never acceptable.
- All children have equal rights to protection from abuse and exploitation.
- Establish and maintain an environment where children feel secure, are encouraged to talk and are listened to.
- Include opportunities in the curriculum for children to develop their skills they need to recognize and stay safe from abuse.

C. Student Protection Learning Resources

- Age-appropriate student protection learning resources shall be developed/procured and distributed to students to support their knowledge and ability to understand personal safety and wellbeing and what actions they can take to report any violations and seek help.
- Student protection learning resources shall be taught in the classroom and in counseling sessions and include any media (story books, activity books,



illustrations, posters, reading content, etc.) that can be discussed either individually or within a group setting.

- Student protection shall be taught by trained staff who are skilled in understanding student protection and student development.
- All content shall identify easy-to-use references on where to seek assistance if needed.

D. Policy Dissemination and Review

- The student protection policy shall be available publicly and on the Excellence Global School website and disseminated annually to parents, institutional board members, staff, and volunteers, along with a student-friendly version.
- All student protection policies, guidelines, safeguarding measures, and procedures should be regularly reviewed and updated at least every 5 years or as required

1.1. Roles and Responsibilities

- A. The Pastoral Head is the designated Child Protection Officer who will work under the guidance of the Principal.

The principal as the head of the school will:

- Comply with the provisions of this policy.
- This Child Protection policy is published and made available to all students, staff and other stakeholders.
- Ensure that procedures to prevent situations that could lead to the abuse or neglect of students are in place and understood by all school staff and leaders
- Ensure the supervision of students at all times while in school's care.
- Ensure that there is priority emphasis within the school on the protection of the students and for taking immediate actions when there is suspicion of cases of student abuse or neglect.



- Ensure that students can safely report their concerns about abuse and/or neglect without fear of retribution or punishment.
- Ensure that staff and others can safely report their concerns about the potential exposure of any student to abuse and/or neglect without fear of retribution or punishment.
- Gain views from students and parents regarding security and protection within the school.
- Immediately report any case of potential abuse and/or neglect of students as stated by this policy.
- Ensure that all staff and administrators targeted for student protection training fully attend and participate in all training sessions.
- Conduct orientation sessions for parents/guardians upon student registration or enrolment and at the start of every school year to promote this policy and to inform them of their roles and responsibilities, and their rights and duties.
- Maintain students' records in compliance with Student Records policy, and ensure confidentiality of open and closed cases.
- Immediately suspend any staff member who is suspected of an offence involving student abuse and/or neglect on a temporary basis until the suspicion is adjudicated.
- School management shall ensure the supervision of students 45 minutes before the start of the school day and 90 minutes after school hours.
- EGS shall provide counselling and School support services, enabling students to have access to a trusted professional counsellor, or a social worker, or someone in an equivalent position. A qualified and experienced student counsellor is appointed exclusively for this purpose.
- EGS ensures the provision of on-going First Aid training, and dissemination of knowledge regarding all health, safety and prevention matters so that all School staff know what is expected of them and what to look out for with respect to the protection and safety of students (e.g. First Aid, CPR).



B. All School Staff will:

- Report a suspected case of abuse and/or neglect upon immediate discovery
- Supervise students at all times while in school's care.
- Understand this policy to address suspected or alleged student abuse or neglect cases.
- Attend and participate in mandated student protection training.

C. Parents/Legal Guardians will:

- Cooperate with the school administration and staff, answer all inquiries related to the student's behaviour, academic performance and respond to their feedback and guidance.
- Attend all scheduled school parent meetings.
- Communicate any concerns, observations, or changes in their child's behaviour to the school administration or to the concerned school staff.

2. Reporting of Concerns of Maltreatment with Educational Institutions

2.1. Staff of EGS

- All ADEK employees and school staff – Including any person who, in the performance of their duties, has regular or temporary contact with students and who provides services to students or the institution – are mandated by *Federal Law No. (3) of 2016 Concerning Child Rights* to report all cases of alleged and/or suspected maltreatment (conducted by any alleged/suspected perpetrator inside or outside of the educational institution) directly to the **Ministry of Interior – Child Protection Center** and **ADEK Child Protection Unit (CPU)** within 24 hours upon suspicion. Staff should follow the procedures outlined in **Figure 1**.



Figure 1. Safety Concern Referrals in Abu Dhabi Educational Institutions



1. After submitting the [Safety Concern Form](#) on the digital safety concern portal, a copy of the report is automatically shared with FCA, ADEK CPU, and MoE CPC.

Relevant contact details are as follows:

2. For cases occurring within educational institutions' supervision, the ADEK CPU will review the information first before referring to the FCA for case management. Note: The ADEK CPU will take the necessary procedures to follow-up on the cases after receiving the report.

Family Care Authority (FCA): 800444 HYPERLINK "mailto:icm@adfca.gov.ae" \h icm@adfca.gov.ae

MoE Child Protection Unit (CPU)*: 80085 HYPERLINK "mailto:cpu@moe.gov.ae" \h cpu@moe.gov.ae

Safety Concern Portal: <https://daasafetyconcern.abudhabi/>

*Educational institutions should contact the MoE CPU, which is the hotline for all reporting from where the request will be redirected to the ADEK CPU.

Figure 1. Safety Concern Referrals in Abu Dhabi Educational Institutions and the guide on Handling Student Maltreatment Concerns within Educational Institutions (ECA, 2024).

summarizes how maltreatment concerns should be handled in cases where the alleged maltreatment occurred both inside and outside of the school.

- It is mandated to report using the telephone hotline (**116111**) and the electronic reporting link available on the ADEK website (<https://www.adec.ac.ae/ar/Pages/childabusereportingabu-dhabiedusector.aspx>).



- A. EGS shall appoint a **Child Protection Coordinator (CPC)** and a **Child Protection Team (CPT)**, and these appointments shall be reported to ADEK annually.
- a. The CPC shall undergo ADEK-mandated CPC training and would preferably be a senior member of staff or any other member of staff who has experience working with students at educational risk.
 - b. The CPT shall undergo any ADEK-mandated training as announced and would typically include 3-5 members consisting of the counselor and/or social worker as well as relevant members of the senior leadership team, any of whom may or may not take on the role of the CPC. In educational institutions where such a team cannot be formed, the CPC would be responsible for case management within the educational institution, and a delegate should always be nominated in case the CPC is unavailable/unable to perform their duties.
 - c. If any staff of the educational institution, including volunteers, receives an allegation or has a concern that a student may have been maltreated, is being maltreated, or is at risk of maltreatment shall report the matter to the CPC, or any other person representing him/her or any other member of the CPT immediately. This includes concerns of maltreatment taking place inside or outside of the educational institution's premises.
 - d. In case the reporter is unable to reach the CPC, or any other person representing him/her, or other members of the CPT, or it is not in the best interest of the student to inform the CPC or the team, then they should inform the CPU at ADEK and/or the FCA directly by filling out the Safety Concern Form online on the digital safety concern portal.
 - e. Emergency cases, where the student is in imminent danger, should be reported without delay by the CPC to the Police (**999**) and the Principal, with a copy of the Safety Concern Form online on the digital safety concern portal.



- f. All concerns of student maltreatment disclosed in the educational institution, whether the maltreatment took place inside or outside of the institution, should be notified to the CPC or any other person representing him/her.
- g. All cases of bullying should be handled in accordance with the procedures defined in that framework. Exceptions related to bullying cases include severe bullying (cases of bullying that have or risk having a significant physical and emotional impact on the student would be considered as maltreatment), which should be handled according to the procedures defined in this policy.

2.2. Reporting of Incidents:

- EGS shall thoroughly investigate and report immediately to ADEK all incidents of abuse which students may face including exploitation, violence and/or any other physical harm, sexual abuse, or any emotional threat, or harm of any kind, all of which will be referred to as “abuse of students”.
- If any such incident is proven or suspected, it is the responsibility of the School’s Principal (or in the case of the abuse being carried out by the School’s Principal, the Chair of Board of Trustees/School Owner).
- ADEK shall require Schools, when handling cases of student abuse, to conduct an investigation, and to maintain clear and scrupulous communications and actions when dealing with relevant government entities such as the *Health Authority – Abu Dhabi (“HAAD”)*, the social welfare institutions and police departments.
- EGS shall keep relevant records and inform ADEK of such communications if so requested.
- Where the School uncovers a case of severe abuse to a student outside of School, it must take the matter seriously and follow up the case with the social worker. Schools shall take the necessary steps to protect the student,



including by communicating with the Parent/Guardian to discuss the matter, or by forwarding the case to the relevant official entities in the UAE (social support institutions).

- EGS shall prepare a detailed report concerning the incident and procedures taken in this regard. This report should be kept in the student's folder. If the abuse is a crime, the School is required to notify the relevant official entities.

A. Evidence

- a. Notes should be made as soon as possible after a conversation of notice
- b. Keep original copies as they may be required by a court
- c. Record the date, time, place and any noticeable non-verbal behaviour and the words of the child.
- d. Record on a body map the site of any injury
- e. Record statements and observations, not interpretations or assumptions

B. Data Confidentiality

- a. EGS ensures that Case reports and student data are strictly kept confidential. The identities of the student subject to alleged abuse or neglect, the alleged perpetrator, and the person reporting the alleged case must be kept confidential by all parties involved in the case. The data shall be shared only with authorized individuals from the ADEK Division in charge of child protection and the **Ministry of Interior – Child Protection Center and Social Support Center** authorized staff.
- b. School staff are strictly prohibited from discussing active or closed cases with the media, or any third parties or other staff, unauthorized ADEK staff, with the exception of investigative and judicial authorities and within the legal responsibilities.



C. UAE Regulations

In the event of an incident occurring, the school must report it to ADEK –PSQA (Licensing and Accreditation Division)

- Verbally as soon as possible
- Within 24 hours in writing

AEDK Contact Details	
Al Dhannah Regional Office	03 7078062
Al Dhannah Social Police	037151103

D. Allegations Involving School Staff

Any member of staff who has reason to suspect that a child may have been abused by another member of staff, either at school or elsewhere, must immediately inform the Principal. A record of the concerns must be made, including a note of any witness to the incident or allegation.

- a. Professional Conduct, including but not limited to:
 - Educators will behave in ways that promote the welfare of the students, taking all actions within their power to protect student safety
 - Educators must be aware of, and comply with, all ADEK child protection policies
 - Educators are obligated to report to relevant authorities if they suspect a student is being or will be harmed
 - Educators will meet the individual learning needs of students, and assist all students to maximize their potential
- b. Prohibited Unprofessional Conduct, including but not limited to:
 - Engaging or encouraging inappropriate relationships with students in or outside of the classroom, including any behavior constituting sexual harassment or abuse
 - Sending any inappropriate messages, pictures, or other communication to students in or outside of the classroom



- Using any form of discipline that involves corporal punishment, unnecessary or excessive verbal harassment, or that may cause physical or emotional harm to students
- Taking actions or behaving negligently in ways that endanger student welfare
- Every teacher will have a copy of this Policy in their Professional development Plan Fold. An Arabic version shall be made available for Arabic speaking Teachers and members of the school community if they wish to see the policy.

3. Vetting, Hiring, and Monitoring of Educational Institution Staff, Volunteers, and Invited Visitors

- Staff, volunteers, and invited visitors shall be properly vetted and screened prior to working in or accessing any locations where students are present. This includes criminal record checks from countries from which the applicant is being hired.
- The principal must take full responsibility and accountability for all persons working in educational institutions and ensure their suitability and compliance with all student protection and safeguarding requirements. This includes preventing any person from working with students if they pose a risk to students' safety and wellbeing.
- The principal must ensure continuous monitoring of all staff and immediately report alleged inappropriate conduct or suspected actions that may result in harm or risk of harm to a student.

3.1. Acceptable Adult Behaviour

- Staff and volunteers shall respect and protect the rights of all students and take no actions that may put the student at risk of maltreatment.
- Staff and volunteers shall not undertake any inappropriate behaviors towards the student and/or in the presence of the student.



- Staff and volunteers are required to report any incidents of inappropriate behaviors against students.
- Serious allegations of sexual misconduct by staff, volunteers, and/or invited visitors will be directly reported to the Police and FCA and the concerned staff/volunteer/invited visitor will be immediately removed from the educational institution's premises.

3.2. Training

- A. The designated person Vice-Principal will:
- Ensure the Principal is fully informed of any concerns.
 - Ensure all staff are aware of these procedures.
 - Ensure the safeguarding procedures are followed in the school.
 - Ensure appropriate training and support is provided to all staff.
 - Ensure that accurate records are maintained on individual cases and these are kept in a secure place and marked 'strictly confidential'.
 - Provide guidance to parents and staff about obtaining support.

Staff at Excellence Global School will follow the ADEK Professional Standards regarding students:

Educators will maintain a caring, professional relationship with all students, both in and outside the classroom. We fulfil our commitment to protect children from abuse through the following measures:

- **AWARENESS:** We ensure that all staff are oriented, of the problem of child abuse and risks to children.
- **PREVENTION:** We have introduced awareness programs for staff and parents concerning child abuse and implemented healthy practices to minimize this menace.
- **REPORTING:** We ensure that staff are instructed as to effective steps that need to be taken, when concerns arise about child abuse.
- **RESPONDING:** We ensure that action is taken to support and protect children where concerns arise regarding possible abuse. In order that the above standards of staff reporting and responding are met, the members of Excellence Global school also ensure that:
- All staff should be alert to the signs of abuse and neglect and know to whom they should report concern or suspicion



- A designated person with knowledge and skills in recognising and acting upon child protection concerns is the first point of contact for staff and parents where a concern is identified.
- Designated staff should receive appropriate training
- Recruitment of staff follows safe selection procedures including CRB checks and local security checks. All staff who have contact with children will be screened.
- Where a deficiency is found regarding Child Protection Procedures it will be remedied without delay.
