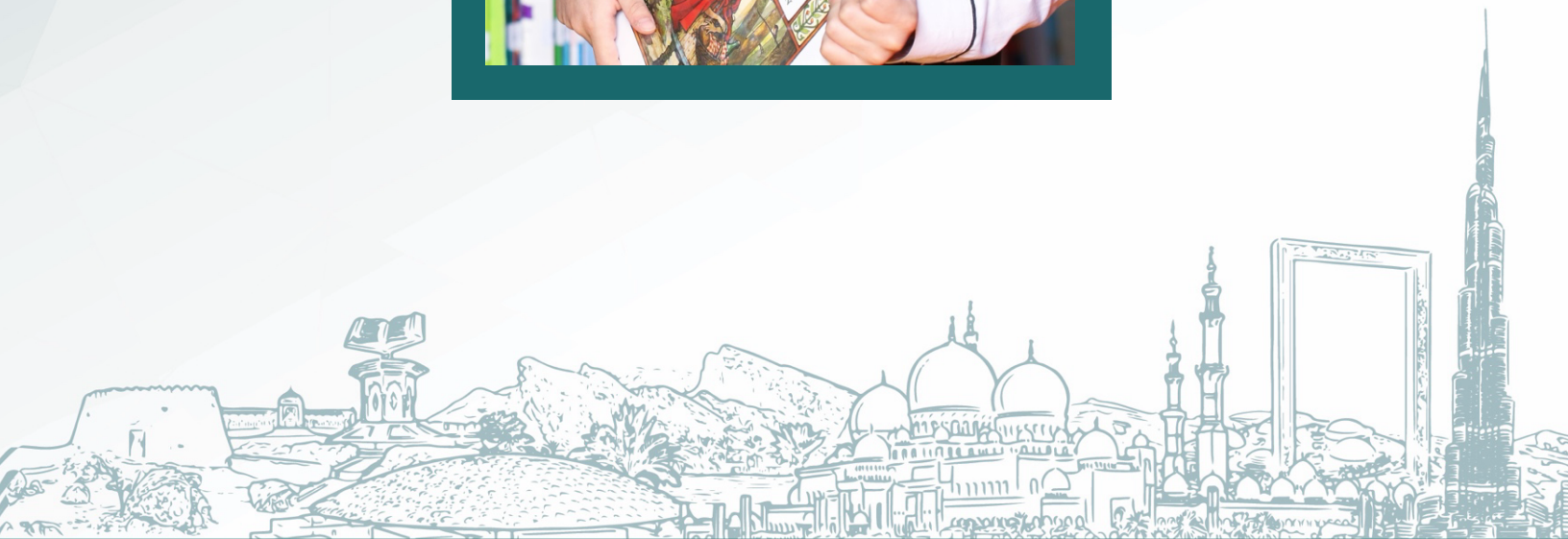


Student Protection Guidebook



إعداد قادة المستقبل

Preparing Future Leaders





Policy Statement

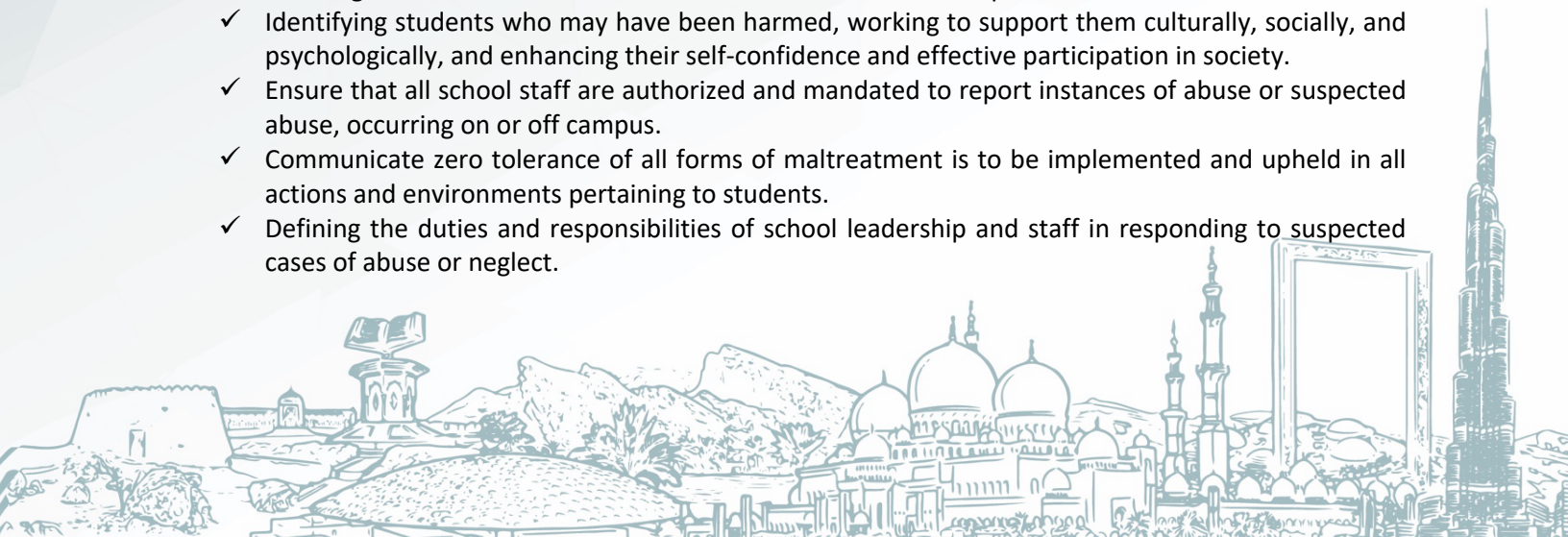
Emirates National Schools believe that the responsibility for protecting and caring for students rests entirely within itself. This responsibility is not only limited to student's presence on campus, or moving to and from schools using the means of transportation provided by the schools. It also extends to caring for students during their periods of participation in school activities or moving between those activities.

Schools are also committed to providing all precautionary means and taking all possible measures to prevent any form of exploitation, abuse, persecution, insult, or any form of bullying. Also, working to prevent any threat, danger, or harm - whether physical, sexual, moral, or verbal - that may occur to students during their stay in schools, and the necessity of providing the utmost levels of security and safety for students.

This Policy replaces Policy No. 3 concerning Student Protection in the Private Schools Policy and Guidance Manual".

Policy Objectives

- ✓ Emphasis on protecting students as a basic principle stemming from Emirates National School's moral commitment, protecting them against abuse or harm, ensuring their security and care, and adhering to the relevant laws and regulations in force in the country. (UAE Federal Law No.3 of 2016 on Child Rights, Federal Law No. 3 of 1987 on Penal Code)
- ✓ ADEK: Identify and support students who are at risk of harm, as enforced by
 - Federal Law No. (31) of 2021 Promulgating the Crimes and Penalties Law,
 - Federal Law No. (5) of 1983 Concerning Nurseries,
 - Federal Law No. (18) of 2020 Concerning Private Education,
 - Executive Council Chairman Decision No. (26) of 2013 Regarding the Regulation of Private Schools in the Emirate of Abu Dhabi, and other relevant UAE laws
- ✓ Have a shared knowledge base among all parties in order to protect students, and deal with any form of exploitation, bullying, physical, sexual or verbal abuse, or any kind of harm or humiliation that a student may be exposed to.
- ✓ Raising staff awareness of the responsibility for reporting possible cases regarding student abuse and ensuring effective communication between all staff on student protection issues.
- ✓ Identifying students who may have been harmed, working to support them culturally, socially, and psychologically, and enhancing their self-confidence and effective participation in society.
- ✓ Ensure that all school staff are authorized and mandated to report instances of abuse or suspected abuse, occurring on or off campus.
- ✓ Communicate zero tolerance of all forms of maltreatment is to be implemented and upheld in all actions and environments pertaining to students.
- ✓ Defining the duties and responsibilities of school leadership and staff in responding to suspected cases of abuse or neglect.



Policy Scope

All students affiliated with Emirates National Schools (males and females), administrative staff, academic teachers, management of school campuses, and all those related to school services. in a way that does not contradict the provisions of the Organizing Regulations of Private Schools in the UAE. Anyone who violates this policy exposes themselves to legal accountability and administrative penalties stipulated in accordance with local educational authorities' regulations, in addition to the UAE Federal Law.

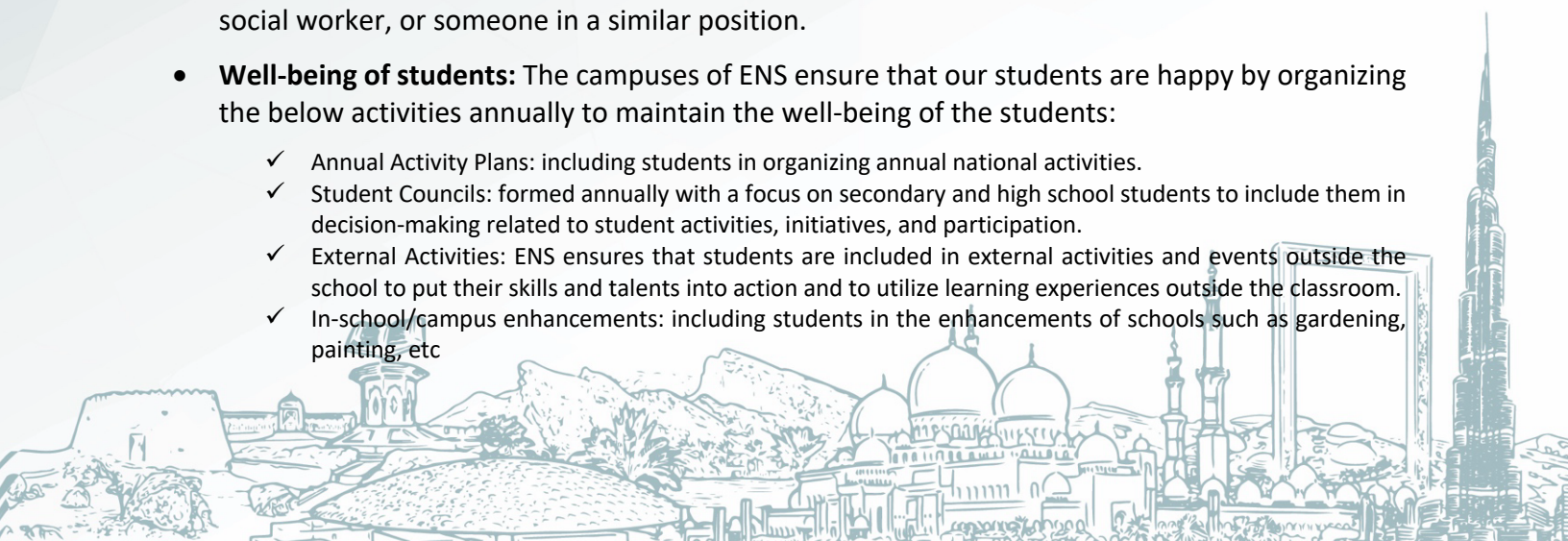
Definitions and Abbreviations

Term	Meaning
Schools	Emirates National Schools.
Board of Directors	School Board for Emirates National Schools.
Senior Management	Director General, Deputy Director General.
DG	Director General of Emirates National Schools.
DDG	Deputy Director General.
Middle Management	Cluster Managers, Campus Principals, Heads of Schools, Heads of Dept. / Unit and Committees.
Policy	ENS Student Protection Policy.
Local Education Authority	ADEK, KHDA, SPEA, MOE, or RAK based on the Emirate the school is located in.
Child Protection Coordinator [CPC]	A Child Protection Coordinator (CPC) is an appointed staff member at the educational institution who is professionally trained and equipped with skills to act upon child protection concerns that arise within their institution and is the key contact for authorities where a concern is identified within the institution. They should also be the point of contact for the institution to respond to emergencies, report to the authorities involved, liaise with parents, and provide ongoing support to the child.
Student	Any male or female student who has an approved and current unexpired school registration record.
Employee	Anyone who has an employment contract with ENS whether directly or indirectly, or volunteer.
Parent	The student's father, mother, or legal representative/guardian.
Child	A student who has not attained 18 years old.
Student Protection	All measures, steps, and procedures that must be taken to avoid the exposure of students in or outside the school during school (academic and extra-curricular) activities and during their transportation, to any danger or harm, whether exploitation, violence, physical abuse, sexual assault, or any verbal insult, moral threat, or harm of any kind.
School supervision time	The time period spent by a student under the school's 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 and Neglect	Abuse and neglect are forms of maltreatment of a student. Somebody may abuse or neglect a student by inflicting harm, or by failing to act to prevent harm. A student may be abused in a family or in an institutional or community setting, by those known to them or, more rarely, by a stranger. They may be abused by an adult or another student. Abuse refers to physical abuse, corporal punishment, emotional abuse, sexual abuse and also includes online bullying, exploitation, and neglect.



Student protection principles

- **Rationale:**
 - ✓ To promote observance and sense of responsibility and to report all concerns regarding a child's safety and well-being.
 - ✓ Procedures are implemented for identifying and reporting cases or suspected cases of abuse to the designated person.
 - ✓ It is committed to developing open lines of communication for the child's voice to be heard whilst recognizing the responsibility to use, hold, and safeguard the information received.
 - ✓ To be compliant with all national laws and local educational authorities policies around safeguarding children.
- **Student guarantee :**Schools and their principals are considered guarantors of the student's right not to be abused and neglected, and the school director agrees to play the role of guardian for all students while they are under the care of the school, and he/she/they must bear the consequences of this role.
- **Student supervision:** School administration must also ensure supervision of student behavior and discipline 45 minutes before the start of school day, and 90 minutes after. Schools are required to inform the parents of this and ensure that the guardian bears the responsibility of his children outside these times.
- **Protection rights :** All students have equal rights to enjoy protection, safety, and security in all ENS schools and their affiliated facilities. School staff must raise the awareness of students regarding the importance to report any suspected case of student abuse and/or neglect inside or outside the school that becomes known to them.
- **Student care :** Schools also bear full responsibility for the care and protection of students while they are in the care of the school and their transportation to and from school using school transportation, and moving between all activities inside and outside the school that the school organizes while waiting and participating in it. The school's commitment to provide counseling and school support services that enable students to refer to a trusted professional advisor, a social worker, or someone in a similar position.
- **Well-being of students:** The campuses of ENS ensure that our students are happy by organizing the below activities annually to maintain the well-being of the students:
 - ✓ Annual Activity Plans: including students in organizing annual national activities.
 - ✓ Student Councils: formed annually with a focus on secondary and high school students to include them in decision-making related to student activities, initiatives, and participation.
 - ✓ External Activities: ENS ensures that students are included in external activities and events outside the school to put their skills and talents into action and to utilize learning experiences outside the classroom.
 - ✓ In-school/campus enhancements: including students in the enhancements of schools such as gardening, painting, etc





- **Safe environment:** The school is committed to provide a safe and positive environment that accommodates students' personal and educational needs. The school is also committed to provide continuous training for necessary staff in first aid, cardiopulmonary resuscitation, etc., as well as spreading health, safety, and prevention knowledge throughout its campuses.
- **Parent Communications:** Communicate with students and their parents to solicit feedback through a variety of means which may include questionnaires or, group discussions. Providing opportunities for them to express their opinions while ensuring privacy, as well as continuous awareness and clarification of roles and responsibilities between home and school in relation to the protection of their children.

- **Confidentiality:**

The confidentiality of reports, investigations, and information related to any type of abuse against students or students' personal data, must be maintained when dealing with relevant authorities. Case reports and student data are strictly 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. The data should be shared only with authorized individuals from the local educational authorities in charge of child protection and the Ministry of Interior – Child Protection Center and Social Support Center authorized staff. School staff are strictly prohibited from discussing active or closed cases with the media, any third parties, other staff, or unauthorized local educational authorities staff, with the exception of investigative and judicial authorities within their legal responsibilities.

Staff Training: Staff are trained to recognize signs of abuse. School leadership teams must coordinate with the authorities concerned with child protection programs in order to know the best practices and programs that are offered and organized, as well as attend all the training programs that are organized through these authorities. Logs are required with an undertaking by all employees that they have attended the training and are aware of the policy. All indirect employees are also required to be trained in the school's policy.



Student Protection Methodology

A) Types of abuse and neglect :

Type	Description
Physical abuse	<p>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 behavior or to cause harm. Below are possible signs of physical abuse which can include:</p> <ol style="list-style-type: none"> 1. Unexplained bruises or injuries 2. Injuries which have not received medical attention 3. Repeated abdominal pain / With-drawal from physical contact 4. Arms and legs covered in scalds 5. Fear of returning home / Fear of contacting caregivers/parents 6. Self-destructive tendencies / Displaying aggression towards others 7. Unusual passive behaviour/ Repeated running away from home 8. Fear of going to school 9. Cigarette burns / Human bite marks / Broken bones 10. Multiple burns with a clearly demarcated edge
Emotional Abuse	<p>Emotional abuse is the persistent emotional maltreatment of a student such as to cause severe and persistent adverse effects on the student's emotional development. It may involve conveying to student that they are worthless or unloved, inadequate, or valued only insofar as they meet the needs of another person. It may include not giving the student opportunities to express their views, deliberately silencing them or 'making fun' of what they say or how they communicate. It may involve seeing or hearing the ill-treatment of another. It may involve serious bullying (including cyber bullying), causing the student to feel frightened or in danger, or the exploitation or corruption of the student. Below are possible signs of emotional abuse which can include:</p> <ol style="list-style-type: none"> 1. Regular tiredness / Fear of a new situation / Low self esteem 2. High levels of anxiety / Unusually passive or aggressive/ Delayed speech 3. Inappropriate emotional responses to painful situations 4. Running away / Lying / Self-harm 5. Neurotic behaviour e.g. sulking, hair twisting, rocking 6. Fear of making mistakes 7. Developmental delay in terms of emotional progress
Sexual Abuse	<p>Sexual abuse involves forcing or enticing a child or young person to take part in sexual activities, whether or not the child is aware of what is happening. The activities may involve physical contact and/or in assault. It may also include non-contact activities, such as involving children in looking at, or in the production of sexual images, watching sexual activities, encouraging children to behave in inappropriate ways or grooming a child in preparation for abuse (including via the internet). Below are possible signs of sexual abuse which can include:</p> <ol style="list-style-type: none"> 1. Age inappropriate sexual behaviour 2. Physical indicators in the sensitive areas 3. Pain or itching in the sensitive areas 4. Bruising or bleeding near sensitive areas <p>Discomfort when walking or sitting down</p>

Neglect

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 the 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 accommodation
- ✓ 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

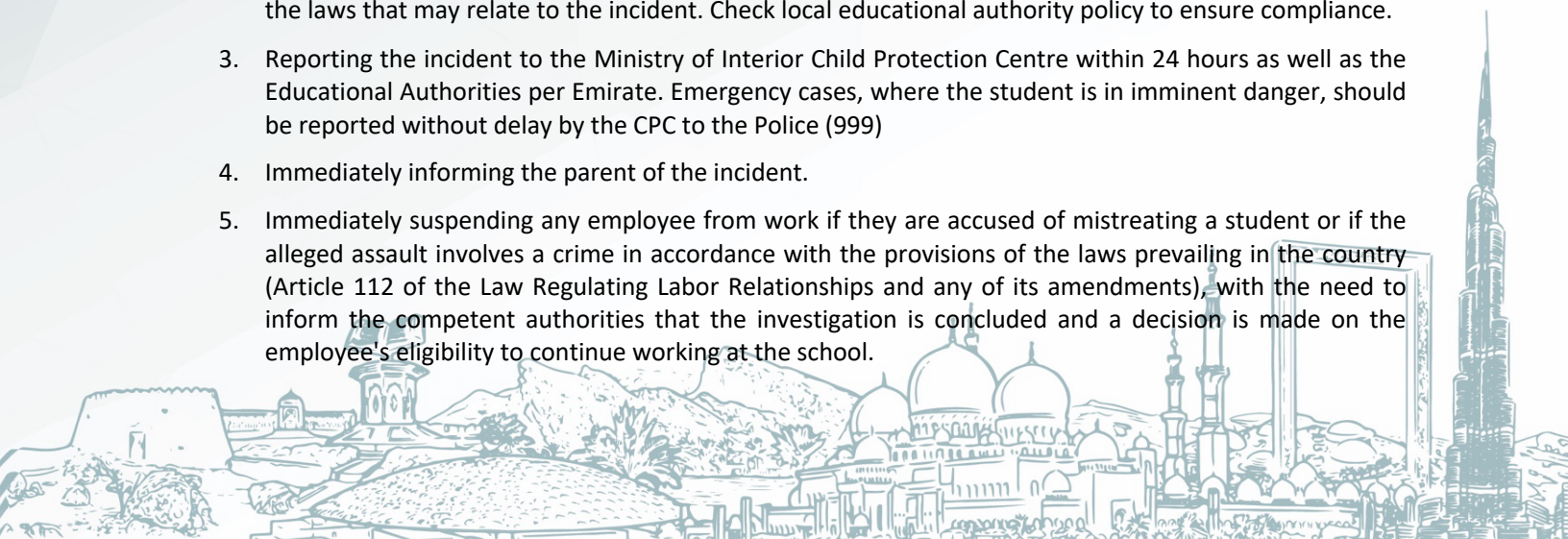
Below possible signs of neglect which can include:

1. Stealing
2. Poor social relationships
3. Failure to thrive
4. Poor personal hygiene
5. Frequent hunger
6. Untreated medical complaints
7. Frequent tardiness or absence from school
8. Inappropriate clothing
9. Substance misuse

B) Violation Reporting :

Schools are obliged to conduct a thorough investigation into incidents of mistreatment that students may be exposed to exploitation, violence, physical abuse, sexual assault, or any verbal insult, moral threat, or harm of any kind, and all of them are referred to as (student abuse) and a report is immediately submitted to the central administration. In the event of any such incident being proven or suspected, the school principal shall be responsible for:

1. The school principal must immediately inform the senior management in the event of any violations of the student protection policy, and they must send a written report to the central administration within 24 hours of the occurrence or suspicion of any of these violations.
2. Taking immediate action to protect all parties and inform the relevant authorities, taking into account the laws that may relate to the incident. Check local educational authority policy to ensure compliance.
3. Reporting the incident to the Ministry of Interior Child Protection Centre within 24 hours as well as the Educational Authorities per Emirate. Emergency cases, where the student is in imminent danger, should be reported without delay by the CPC to the Police (999)
4. Immediately informing the parent of the incident.
5. Immediately suspending any employee from work if they are accused of mistreating a student or if the alleged assault involves a crime in accordance with the provisions of the laws prevailing in the country (Article 112 of the Law Regulating Labor Relationships and any of its amendments), with the need to inform the competent authorities that the investigation is concluded and a decision is made on the employee's eligibility to continue working at the school.





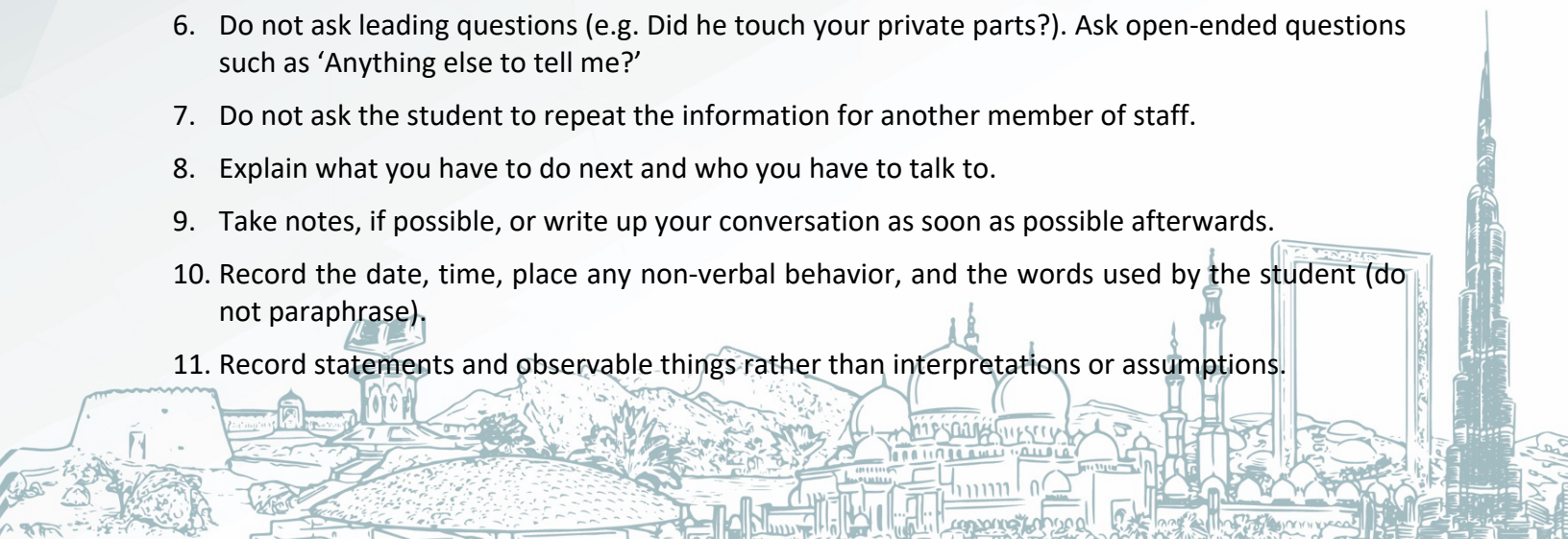
6. Conduct an official investigation, obtaining written statements from all parties, and submitting a written report to the educational authorities as per Emirate. Send a copy to the Central Office.
7. Termination of the service of any employee as soon as he or she is proven guilty by the competent authorities of mistreating students, in line with HR policy in place article (75); in application provisions of Federal Law No. 8 of 1980 Regulating Labor Relations and its amendments.
8. If the school discovers an incident of severe abuse of a student outside the school, it must take the matter seriously, follow up on the case in coordination with the social specialist, and take the necessary measures to protect the student, including communicating with his/her guardian to discuss the matter. Additionally, the school shall prepare a detailed report on the situation and the measures taken in this regard. This confidential report is saved in the student's file. If the abuse involves a crime, the school must inform the appropriate authorities.
9. The notification is via the hotline (116111 Child protection center) and Family Care Authority (FCA): 800444 If the student is in danger (such as the risk of serious harm), the police must be contacted immediately on the number 999, followed by the notification of the Ministry of Interior Child Protection Center within an hour as soon as it is discovered.

Note: The above points are meant to be applied hand in hand with any other regulatory frameworks from Educational Authorities of each Emirate.

C) What to do if you have concerns about a student :

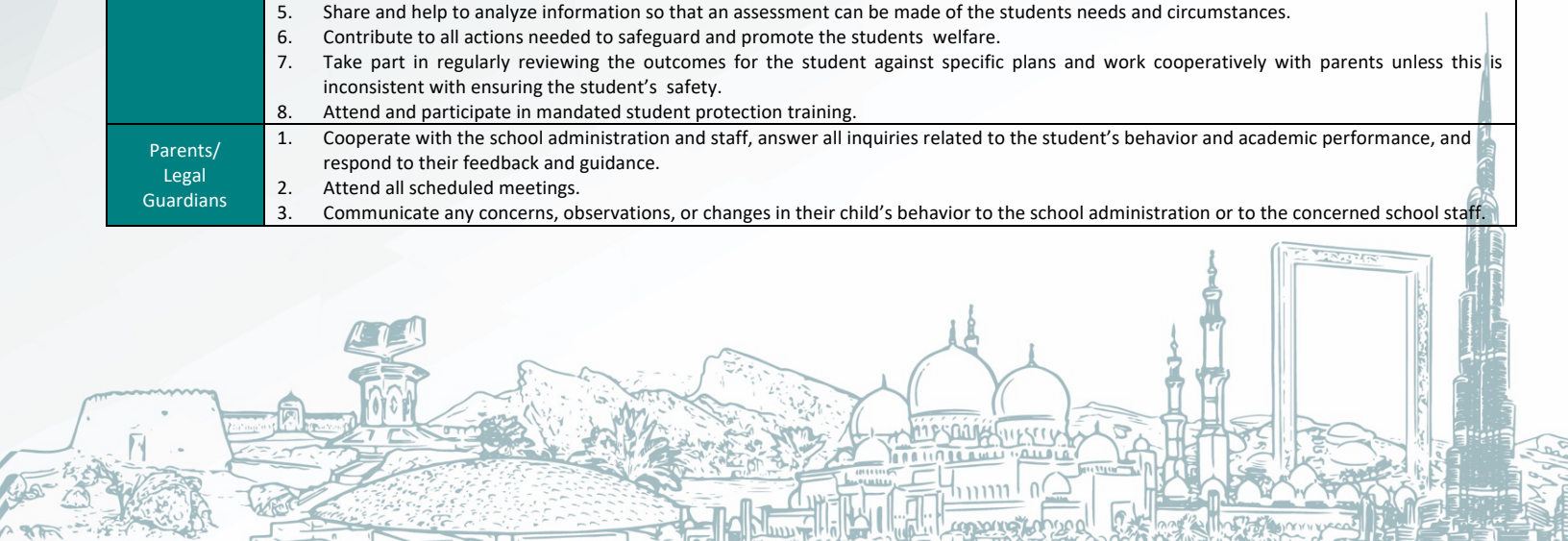
You may have concerns about a student because of something you have seen or heard, or a student may choose to disclose something to you. If a student discloses information to you, you should:

1. Make no promise of confidentiality, you have a duty to share this information and refer to a student Protection Coordinator (Head of School, Assistant Head of School, or the School Counselor).
2. Listen to what is being said, without displaying shock or disbelief, and accept what is said.
3. Reassure the student, but only as far as is honest. Don't make promises you may not be able to keep e.g. 'Everything will be alright now' or 'You'll never have to see that person again.'
4. Do reassure and alleviate guilt, if the student refers to it. For example, you could say, 'You're not to blame.'
5. Do not interrogate the student, it is not your responsibility to investigate.
6. Do not ask leading questions (e.g. Did he touch your private parts?). Ask open-ended questions such as 'Anything else to tell me?'
7. Do not ask the student to repeat the information for another member of staff.
8. Explain what you have to do next and who you have to talk to.
9. Take notes, if possible, or write up your conversation as soon as possible afterwards.
10. Record the date, time, place any non-verbal behavior, and the words used by the student (do not paraphrase).
11. Record statements and observable things rather than interpretations or assumptions.



D) Responsibilities Matrix and Roles :

Parties	Role & Responsibilities
School owner and the board of directors	<p>The school owner and the board of directors are committed to the following:</p> <ol style="list-style-type: none"> 1. Ensuring that the campuses provide a safe and supportive environment and comply with the requirements of the competent authorities. 2. Approval of the school's policies, procedures, and updates, which are concerned with protecting students. 3. Ensure that school policies include measures that will prevent situations that can lead to student abuse, for example: by monitoring students when they are in the care of the school.
Campus Director & School Principals	<ol style="list-style-type: none"> 1. The Principal and campus director serve as student protection coordinators. Normally she/ he delegates this responsibility to the head of school, assistant head of school, or the school counselor. 2. The process of registering the student in the school is an implicit approval by the principal of the guardian to play the role of the guardian and bear the consequences of this role during the times when the student is under the care of the school, including the times of the student's transfer to and from school in the case of using the means of transportation provided by the school, and moving between the activities organized by the school. 3. The school and its principal continuously guarantee the students' right not to be subjected to exploitation, violence, physical abuse, sexual assault, verbal insult, moral threat, or harm of any kind. 4. The school must implement a policy to protect students from any form of these attacks, and anyone who suspects that any student has been subjected to any form of these attacks must immediately inform the school principal. 5. 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. 6. In the event of any case of assault, the school principal must abide by the internally approved student protection procedures, and they must immediately stop any school employee from work if he is accused of assaulting any of the students. 7. The school principal must immediately inform the senior management in the event of any violations of the student protection policy, and they must send a written report to the central administration within 24 hours of the occurrence or suspicion of any of these violations. 8. The senior management should take measures to ensure the protection of students and the non-recurrence of such violations in the future. 9. Ensure that the school has an interest in the protection of students, and takes immediate action if student abuse is suspected. 10. Ensure that students, and others are able to raise suspicions safely and, without fear of retaliation or punishment. 11. Knowing the opinions of students and parents regarding security and protection within the school. 12. Appropriate training of all staff in awareness of student protection issues and confidentiality of procedures investigation files. Ensure that all staff and administrators targeted for student protection training fully attend and participate in all training sessions. 13. Conduct orientation sessions for parents/guardians upon student registration or enrollment 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. 14. Maintain student records in compliance with the Student Records Policy, and ensure confidentiality of open and closed cases.
School Staff	<ol style="list-style-type: none"> 1. Staff/Teachers who suspect that a child may be a victim of abuse should not try to investigate, but rather they should inform the Assistant head of school, Head of School, Principal, or Campus director about their concerns. 2. The Campus director will then be notified, ENS management consulted, and a plan developed to handle the situation. Depending on the level of abuse, this plan may include: Calling the police, working with the school counselor, or notifying other local agencies and authorities. 3. Be alert to potential indicators of abuse or neglect. 4. Be alert to the risks which individual abusers, or potential abusers, may pose to a student. 5. Share and help to analyze information so that an assessment can be made of the students needs and circumstances. 6. Contribute to all actions needed to safeguard and promote the students welfare. 7. Take part in regularly reviewing the outcomes for the student against specific plans and work cooperatively with parents unless this is inconsistent with ensuring the student's safety. 8. Attend and participate in mandated student protection training.
Parents/ Legal Guardians	<ol style="list-style-type: none"> 1. Cooperate with the school administration and staff, answer all inquiries related to the student's behavior and academic performance, and respond to their feedback and guidance. 2. Attend all scheduled meetings. 3. Communicate any concerns, observations, or changes in their child's behavior to the school administration or to the concerned school staff.





Undertaking Letter

Undertaking Letter

ENS and its employees are considered guarantors of the student's right not to be abused and neglected while they are under the care of the school, and contribute to whatever actions are needed to safeguard and promote the students welfare, and take measures to ensure the protection of students and the non-recurrence of such violations in the future.

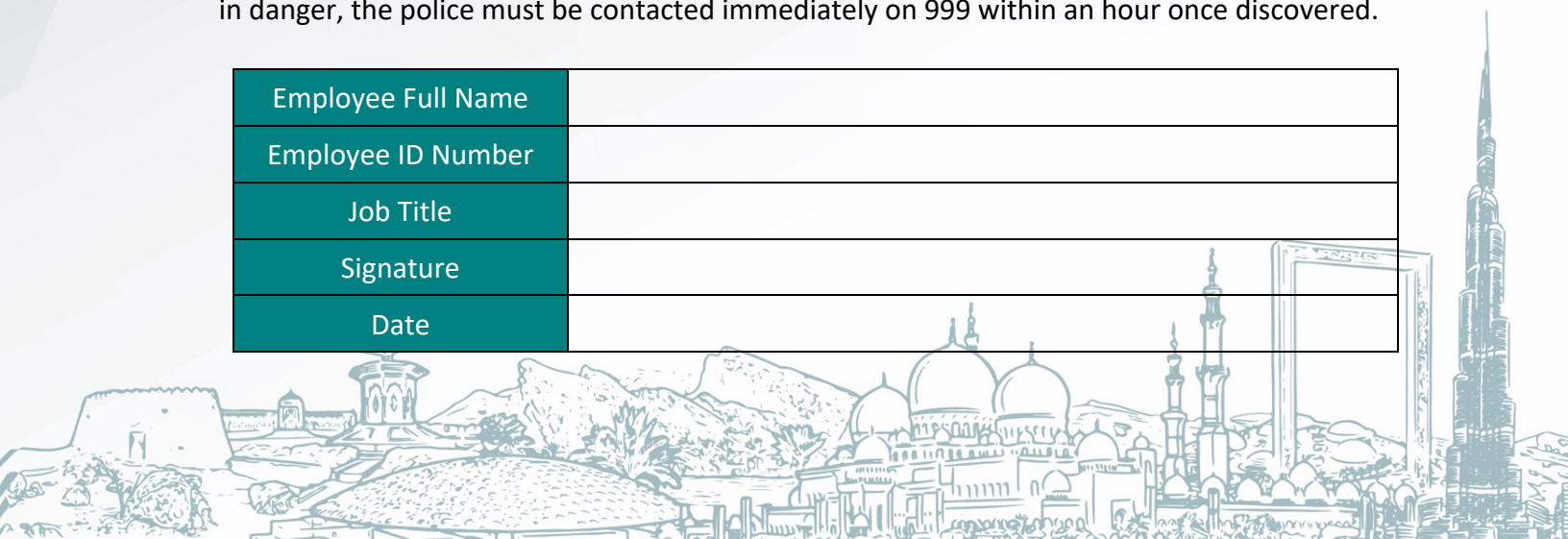
I, (Name of the Employee) _____ hereby solemnly declare and confirm that I will abide with the ENS Student Protection Policy enclosed to the Undertaking Letter throughout my employment at the Emirates National Schools.

Any employee who fails to comply and abide with the ENS Child Protection Policy will be subject for disciplinary actions, up to and including termination.

Steps to follow in the process of reporting a suspected case:

1. Diagnose the type of case according to the list of cases specified in the policy. (abuse/negligence).
2. Report the incident to the private schools department immediately by phone and in writing (depending on the Emirate of the school).
3. Record the report number and details according to the internal form used regarding the suspected case.
4. Report these cases to the assistant head of school, head of school, principal, or campus director.
5. Taking the matter seriously, following up the case in coordination with the management, and taking the necessary measures to protect the student, including communicating with a parent/guardian to discuss the matter and the school prepares a detailed report on the situation and the measures taken in this regard.
6. Cases are dealt with confidentially and are not circulated to non-specialists.
7. The notification is made through the hotline (116111 Child Protection Center). If the student is in danger, the police must be contacted immediately on 999 within an hour once discovered.

Employee Full Name	
Employee ID Number	
Job Title	
Signature	
Date	



Monitoring, Evaluation and Review

The policy is reviewed annually, or as needed when changes occur that require evaluation and review.

Roles and Responsibilities

Role & Responsibilities	Party / parties
Policy adoption	DG
Policy certification	DDG
Preparing, Reviewing	Schools' Operation & SPE
Policy Implementation	Sectors and all organizational units of the schools

Associated Documents & Forms used

- Private Schools Policy and Guidance Manual as per Educational Authorities per Emirate.
- Emirates National School Strategic Plan, Policy and Procedures.
- Internal form used regarding the suspected case.
- Undertaking Letter form used for ENS- staff.

