



STANDARD OPERATING PROCEDURE (SOP) Preventing, Identifying & Addressing Unethical Behaviour

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1. Purpose

This SOP provides a comprehensive framework outlining how **Shining Star International School**, prevents, identifies, and addresses unethical behaviour across the school community. It clarifies the expectations for conduct aligned with ADEK's core values, UAE cultural standards, and professional ethics. It ensures that all stakeholders understand their roles and responsibilities in maintaining a safe, fair, and principled school environment.

It ensures the school consistently upholds:

- ADEK's Core Values
- UAE cultural values and national identity
- Ethical standards expected of educators, students & families

2. Scope

This SOP applies to every individual connected to SSIS, including academic and administrative staff, students of all age groups, parents and guardians, volunteers, visitors, contractors, club instructors, and external service providers. It governs behaviour in all school-related contexts — classrooms, corridors, playgrounds, buses, digital platforms, school events, and excursions — ensuring that ethical expectations remain consistent everywhere.

3. Definitions

Unethical Behaviour

Any behaviour that goes against the values, rules or ethical expectations of the school, including

- **Bullying or Harassment**

Includes verbal, physical, emotional, sexual, cyber, or social harm. This covers any behaviour—spoken, physical, emotional, sexual, online, or within social groups—that causes hurt, intimidation, or distress to another person.

- **Discrimination & Racism**

This refers to any behaviour where a person is judged, excluded, or disadvantaged because of their background, the language they speak, their learning or physical abilities, their religious beliefs, or how



they look. Such actions create an unequal and disrespectful environment and are considered a serious violation of the school's commitment to fairness and inclusivity.

- **Dishonesty or Academic Misconduct**

This includes any action that violates the integrity of academic work or in professional work. Examples include cheating during tests or examinations, tampering with exam papers, copying or submitting work that is not one's own (plagiarism), or assisting others in cheating or Manipulation in data, conducting work misconduct, tampering in results by staff etc. Such actions undermine fairness, compromise assessment accuracy, and violate the school's and ADEK's academic integrity standards.

- **Favoritism / Bias / Conflict of Interest**

This refers to giving an unfair advantage to an individual or group based on personal relationships, preferences, or external influence. Examples include preferential grading, selective enforcement of rules, or influencing decisions to benefit acquaintances or relatives. Staff members are expected to maintain neutrality and uphold transparency and fairness in all professional interactions.

- **Cultural Disrespect**

This involves actions that violate UAE cultural norms or show disrespect toward national symbols. Examples include failing to stand properly for the national anthem, mishandling or misusing the UAE flag, or showing disrespect toward portraits of national leaders or UAE cultural beliefs. Such behaviours conflict with UAE values and the expectations set for all educational institutions.

- **Improper Use of ADEK's Name**

This refers to invoking ADEK's authority incorrectly or using ADEK as a justification for decisions that the school is independently responsible for communicating. Staff should avoid attributing internal school policies, actions, or decisions to ADEK unless explicitly mandated by the regulator. Misrepresenting ADEK's role can cause confusion, undermine trust, and mislead parents or students.

Whistleblowing

Reporting wrongdoing through a safe, confidential system—without fear of punishment.

4. Roles and Responsibilities

Principal

- Leads the enforcement of ethical standards.
- Ensures staff and students behave according to school values.
- Reviews all major ethical incidents.
- Reports serious cases to ADEK when mandatory.

Designated Safeguarding & Ethics Officer

- First point of contact for reports of unethical behavior.
- Ensure all cases are handled confidentially.
- Leads or assigns investigations.
- Provides annual ethics training to staff and students.



HR Department

- Manages staff-related violations.
- Ensures fair disciplinary actions without bias.
- Maintains secure records.

Teachers and Staff

- Model ethical conduct daily.
- Quickly report misconduct observed or disclosed to them.
- Support investigations by providing accurate documentation.

Students

- Follow behavior rules and school values.
- Report mistreatment or unfair actions safely.
- Maintain honesty in all academic activities.

Parents

- Respect school rules and UAE cultural values.
- Cooperate with investigations.
- Avoid using influence or pressure to manipulate school decisions.

5. Overview of Process

Unethical behaviour is managed in three clear stages:

Stage A — Prevention	Ensuring unethical behaviour is less likely to occur.
Stage B — Identification	Detecting issues early through reporting and monitoring.
Stage C — Response	Investigating incidents and applying appropriate actions.

6. Procedure A: Prevention

6.1 Embedding Values

- Teachers deliberately model respect, kindness, and fairness in daily interactions.
- Assemblies include reminders about UAE identity and positive conduct.
- Visual reminders (posters, bulletin boards, digital screens) reinforce core values across the campus.

6.2 Training and Awareness for Staff

- Annual workshops on ethics, anti-bullying, child protection, and professional code of conduct.
- Special training on UAE national identity expectations and cultural sensitivity.

6.3 Transparent Hiring Practices



- Use standardized interview rubrics to ensure fairness.
- Conduct thorough background checks and verify documents during hiring to ensure no criminal history.
- Staff must declare any conflict of interest (e.g., relatives applying).

6.4 Academic Integrity Controls

- Assessments monitored closely.
- Clear instructions given to students about cheating consequences.
- Plagiarism detection tools used in upper grades.

6.5 Behavioural Expectations for All

- Explicit rules in staff and student handbooks.
- Parent contracts include sections on cooperation, respect, and acceptable conduct.

6.6 Daily Monitoring

- Duty rosters ensure supervision in corridors, playgrounds, cafeterias, and buses.
- CCTV assists in verifying incidents.

7. Procedure B: Identification

7.1 Safe Reporting Channels

SSIS ensures that everyone feels safe to report concerns. Channels include:

- Anonymous digital form (no login needed).
- Whistleblowing email address monitored by Ethics Officer.
- Physical concerns box for students who prefer written notes.
- Direct reporting to teacher, counsellor, section head, HR, or Principal.

7.2 Immediate Logging of Reports

Whoever receives a complaint must:

- Listen calmly and respectfully.
- Avoid offering opinions or judgments.
- Fill the “Incident Reporting Form” within the same working day.
- Inform the Safeguarding & Ethics Officer immediately.

7.3 Confidentiality Assurance

- Names are kept confidential.
- Whistleblowers are never punished for reporting in good faith.
- Sensitive cases (harassment, discrimination) handled with strict privacy.

7.4 Identifying Red Flags

Staff are trained to notice changes such as:

- Sudden withdrawal or anxiety in a student
- Repeated complaints about the same individual
- Unequal treatment in class
- Irregularities in exam papers or grading
- Conflicts between students or staff escalating



8. Procedure C: Addressing Unethical Behaviour

8.1 Immediate Steps After a Report

Within 48 hours, the Ethics Officer:

- Reviews the complaint.
- Assigns a lead investigator.
- Determines if the case is:
 - a) Minor (e.g., classroom misconduct)
 - b) Moderate (e.g., repeated bullying, cheating)
 - c) Severe (e.g., harassment, discrimination, cultural violations, safety threats)

8.2 Investigation Steps

Investigations follow a structured process:

- Collect initial statements from reporter and involved parties.
- Interview witnesses (students, teachers, supervisors).
- Review evidence such as CCTV, emails, exam scripts, etc.
- Document all findings clearly and factually.
- Provide notice of Disciplinary Hearing and follow Disciplinary procedures.
- Carry out appropriate actions in line with investigation protocols.
- Maintain neutrality—investigators cannot be related to individuals involved.
- Final report prepared within 5–10 working days.

8.3 Classification of Findings

The committee categorises the case as:

- Sustained (misconduct confirmed)
- Not Sustained (no evidence found)
- Inconclusive (insufficient evidence)

8.4 Corrective Actions

For Staff

- Written Warnings for first-time minor violations
- Mandatory Training (ethics, classroom management, cultural awareness)
- Reassignment of Duties (e.g., removed from exam supervision)
- Suspension if behavior affects safety or integrity
- Termination for severe or repeated misconduct
- Reporting to ADEK when legally required

For Students

- Counselling & behavior education
- Restorative conversations or apologies
- Detention or internal suspension
- Loss of privileges (trips, clubs)
- Academic penalties for cheating



- Escalation to disciplinary committee for repeated offenses

For Parents or Visitors

- Written warnings
- Required meetings with school leadership
- Restricted access to campus
- Reporting to authorities for serious legal breaches

8.5 Support for Victims

The school provides:

- Counselling sessions
- Follow-up meetings to check progress
- Safety arrangements (seating changes, supervision, class shifts) if necessary

9. Documentation & Record Keeping

To ensure transparency and compliance:

- All reports and investigation summaries stored in a secure, password-protected system.
- Only authorized personnel may view records.
- **Records include:**
 - What happened
 - Who was involved
 - Evidence reviewed
 - Outcome
 - Actions taken
 - Follow-up notes

10. Communication Protocol

- The Principal or authorized senior leader communicates the outcome—not investigators.
- Only essential information is shared with parties involved.
- Confidentiality is strictly maintained.

11. Review & Improvement


- SOP is reviewed at the end of each academic year.
- Trends from incident reports guide future training.
- Adjustments made if ADEK updates policies.
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Standard Operating Procedure for Preventing, Identifying & Addressing Unethical Behaviour

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Signature
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