

**Operational Manual: Institutional Code of Practice**

Issued in accordance with Federal Decree-Law No. 18 of 2020 on Education, Federal Law No. 3 of 2016 concerning Child Rights (Wadeema's Law), and the ADEK Private Schools Policy and Guidance Framework

I. INTRODUCTION

The Internal Operational Manual of Universal Private School (UPS) Primary Section is a set of binding norms regulating the coexistence, cooperation, and conduct of pupils, teachers, administrators, and parents.

Its consistent application contributes directly to the school's mission of delivering high-quality education in accordance with UAE legislation and ADEK standards.

Adherence to these principles is a fundamental duty of every pupil, staff member, and parent/guardian.

The Primary Parent Handbook and the Whole School Behaviour Policy form an integral part of this Manual.

II. ORGANISATION OF THE SCHOOL DAY

- (1) The teaching and learning process at UPS follows a timetable approved by ADEK.
- (2) The structure of the school day, including lessons, breaks, assemblies, and dismissal, is clearly outlined in the Primary Parent Handbook.
- (3) Every pupil and staff member is obliged to follow the timetable faithfully.

III. PUPILS' RIGHTS AND RESPONSIBILITIES**(1) Every pupil has the right to:**

- a) Education in a safe, inclusive, and supportive environment, in compliance with Wadeema's Law (2016).
- b) Health and safety protection within the school premises and during school-organized activities.
- c) Respect for cultural identity, religious belief, and personal dignity without discrimination.
- d) An age-appropriate and needs-based learning process, in line with ADEK's Inclusion Policy.
- e) Access to well-being, care, and child protection mechanisms.
- f) Freedom of expression and participation in learning, provided it does not endanger the rights or safety of others.



- g) Transparent access to personal academic results and progress reports.
- h) The opportunity to take part in extracurricular, national, and international competitions with Principal's approval.
- i) Individualized educational approaches where required by special needs, health, or abilities.
- j) Privacy of personal data and protection of educational records in line with UAE data protection laws.

(2) Every pupil is obliged to:

- a) Respect the authority of teachers, staff, and duty supervisors.
- b) Abide by the Whole School Behaviour Policy.
- c) Protect their own health and the health of peers.
- d) Respect and safeguard school property, resources, and digital platforms.
- e) Avoid possession or use of items that endanger health or safety.

IV. RIGHTS AND RESPONSIBILITIES OF PARENTS/GUARDIANS

(1) Parents/guardians have the right to:

- a) Be informed about the school curriculum, policies, and operations.
- b) Receive updates on their child's academic progress and well-being.
- c) Request advisory services from the school to support learning.
- d) Participate in school development through forums, ADEK surveys, and meetings.
- e) Familiarize themselves with and have access to this Manual and related policies.

(2) Parents/guardians are obliged to:

- a) Ensure their child's punctual and regular attendance.
- b) Support their child's learning and preparation at home.
- c) Respect the philosophy, values, and ADEK compliance requirements of the school.
- d) Notify the school promptly of any changes in health, learning needs, or personal circumstances.
- e) Compensate for damages caused by their child through negligence or intent.

V. SCHOOL OPERATION

- (1) All internal operations, attendance, uniform, discipline, curriculum delivery, and communication procedures are regulated in the Parent Handbook.
- (2) These provisions are binding on the school, pupils, staff, and parents.



VI. RELATIONSHIPS WITH STAFF AND COMMUNITY

(1) Relationships within the school community must be based on respect, cultural sensitivity, and collaboration.

(2) Staff members are required to:

- a) Follow ADEK's Code of Professional Conduct.
- b) Treat all pupils with fairness, respect, and confidentiality.
- c) Encourage pupil participation and voice in an age-appropriate manner.
- d) Apply discipline fairly and without prejudice.
- e) Maintain professional integrity and patience during the education process.

(3) Pupils and parents are required to communicate with staff respectfully.

VII. SAFETY, PROTECTION, AND SAFEGUARDING

- (1) UPS follows ADEK's Child Protection Policy and Wadeema's Law (2016) to safeguard pupils.
- (2) Teachers must provide health and safety briefings at the start of the school year and before high-risk activities.
- (3) Risk assessments are mandatory for trips, labs, and extracurricular activities.
- (4) All accidents must be recorded in the school's digital reporting system.
- (5) The school nurse ensures medical protocols are applied, including allergy and emergency responses.
- (6) Parents are informed immediately in case of injury or illness.
- (7) In serious health or safety incidents, emergency services and parents are contacted without delay.

VIII. CARE FOR SCHOOL EQUIPMENT, SUPPLIES, AND TEXTBOOKS

- (1) Pupils must keep school property, ICT devices, and textbooks clean and in good condition.
- (2) Any intentional or negligent damage must be compensated for by parents.

IX. PUPIL APPEARANCE

- (1) Pupils must wear the official UPS school uniform as specified in the Parent Handbook.
- (2) Proper grooming and footwear are compulsory at all times.

X. EDUCATIONAL MEASURES AND BEHAVIOUR



- (1) UPS applies ADEK's Positive Behaviour Management Policy to promote respectful conduct.
- (2) The Behaviour Ladder is displayed in classrooms and consistently applied.
- (3) Positive conduct is rewarded; misbehaviour is sanctioned proportionally.
- (4) In cases of severe misconduct:

The Principal may remove the pupil temporarily from class.

Parents are contacted immediately.

Police or medical services may be involved where required by UAE law and the policy of behaviour management

- (5) All sanctions must be documented and aligned with ADEK guidelines.

XI. OTHER

- (1) Information on curriculum, inclusion, communication, and attendance is provided in the Parent Handbook.
- (2) Curriculum details are published in the Curriculum Guides.
- (3) Communication channels include the parent portal, ADEK eSIS system, and official school correspondence.

XII. FINAL PROVISIONS

- (1) Amendments to this Manual are approved by the Principal following consultation with the Senior Leadership Team (SLT).
- (2) The Parent Handbook and Whole School Behaviour Policy form integral parts of this Manual.
- (3) Class Teachers are required to brief pupils on this Manual at the start of the year and record acknowledgment.
- (4) The Manual is published on the school's website and distributed to parents annually.
- (5) This Manual becomes effective as of September 2025 and is subject to annual review to ensure compliance with ADEK and UAE legislation.



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