

UNITED ARAB EMIRATES  
MINISTRY OF EDUCATION



الإمارات العربية المتحدة  
وزارة التربية والتعليم

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# **Student Behaviour Management**

## **Distance Learning**

### **2020**

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# Student Behaviour Management

## Regarding Distance Learning 2020

- **Introduction:**

The Ministry of Education has launched the Distance Learning Initiative to address changing and emerging conditions in order to fulfil the requirements of the Emirati School, as distance learning is a method of self-learning, that leads to strengthening the system of open and continuing education.

The reasons for implementing the distance education system are:

1. Enabling all students to learn
2. Overcoming the time barrier
3. Overcoming geographical impediments
4. Utilising qualified educational capacities
5. Employing modern technology in the educational process
6. Reducing student pressure on educational institutions in times of crisis, so as not to affect students' learning negatively.

In terms of this initiative being innovative and supportive of the United Arab Emirates' pioneering role in educational initiatives and to achieve commitment and disciplinary behaviour for students and for the stability of the programme, guidelines and instructions have been extracted and developed from the Student Behaviour Management Policy in line with this initiative, which will help in its success and achieve continuity for the academic year and the educational process.

The behavioural offences are mentioned according to their degree, as mentioned in the Student Behaviour Management Policy of 2018, and are coupled with behavioural offences specific to distance learning, in order to achieve the ease and flexibility of access to the detailed procedures mentioned in the Student Behaviour Management Policy of 2018.

- **Objectives:**

1. To promote positive behaviour and take self and public responsibility among students within the school community.
2. To create an appropriate educational environment for the success and enhancement of the Distance Learning Initiative based on the integration and continuity of education in facing crises and natural disasters.
3. To apply the principle and culture of reinforcement, encouragement and permanent care to the educational community to reduce behavioural **offences**

outside the walls of the school (Distance Learning) with the best possible educational means.

4. To provide a controlled reference that defines the rules, standards, and procedures to be invoked to deal with students' behaviour in a way that ensures compliance with school values and systems through changing and emerging conditions.

- **Scope of Application of Behaviour Management Guidelines:**

All the articles mentioned are applicable to all public education institutions (first and second cycles and secondary education) which are subject to the Distance Learning Initiative on the national level.

- **Definitions:**

- **Distance Learning:** A method of self-learning which employs the use of modern technology and leads to the strengthening of the open and continuing education system.
- **Student Behaviour Management:** A set of procedures to help control student behaviour when learning remotely.
- **Behaviour Management Committee:** One of the school management committees responsible for discussing students' problems in terms of educational and behavioural aspects and taking appropriate actions regarding these in accordance with the provisions of the policy.
- **Educational Environment (Virtual School):** The educational community work environment with its physical, social, human, psychological and virtual elements (Distance Learning Environment), using electronic platforms via the Internet.
- **Electronic Period:** An official period to which the instructions, regulations and laws are applied as in the classroom period, and they may be synchronous (direct broadcast) or asynchronous (as per electronic sources available at any time).
- **Behaviour:** Every statement made, and act, practice, or activity done by students through their interaction with the educational environment surrounding them.
- **Absence:** Missing class (distance learning environment) for one or more days, or part of the school day or more, both excused and unexcused.
- **Offences:** Any student behaviour that is not consistent with expectations, which has a negative impact on the student, others and the educational environment.

- **Bullying:** Any frequent form of intentional psychological, physical, verbal, electronic, or digital abuse or intimidation, or threat by a student or group of students toward one or more students or towards school staff.
- **Cyberbullying:** Using the means of communication and information technology to insult, use profanity towards, threaten with violence, slander, or blackmail someone.
- **Technical Offences:** Any act committed, including unlawful entry, to threaten or blackmail a person, prejudice his/her private life, defame or harm him/her, access or delete his/her private data, or produce anything that might undermine public order or religious values.
- **Electronic Devices:** Any electronic, magnetic, optical, electrochemical, or other tool used to process and/or store electronic data, or perform logical and mathematical operations, by any means of connection, direct or otherwise, which allows this device to store electronic information or communicate with others.
- **Communication Channels:** Any means of communication between the school system, sectors, educational councils and parents. This may include phone calls, e-mails, SMS messages, social networks and channels, and smart notices and alerts via smart applications from the Ministry of Education.
- **Digital Citizenship:** A set of digital controls and standards, and their evaluation, which help optimise the use of digital resources to help move towards protecting the benefits of others from potential risks through early awareness.
- **Offences and Behaviours in the Virtual School (Distance Education):**

1 <sup>st</sup> Degree Offences (Simple)	Minor Behavioural Offences (Distance Learning)
1.2   Repeated tardiness without an acceptable excuse.	<ul style="list-style-type: none"> <li>• A delay of (10) minutes or more from the beginning of a distance learning class when broadcasting live without an acceptable excuse.</li> </ul>
1.3   Non-compliance with the school uniform policy without an acceptable excuse.	<ul style="list-style-type: none"> <li>• Wearing clothes that violate public decency and morals while attending the period when broadcasting the distance learning period live.</li> </ul>
1.6   Failure to follow the rules of positive behaviour inside and outside the class, such as remaining calm and maintaining discipline during the period, and making inappropriate sounds inside and outside the class.	<ul style="list-style-type: none"> <li>• Private conversations or discourse that are not related to study and hinder the course of the lesson during the live broadcasting of the distance learning period.</li> <li>• Ridiculing the teacher or a colleague during the distance learning period.</li> </ul>
1.8   Eating during periods.	<ul style="list-style-type: none"> <li>• Eating while attending a distance learning</li> </ul>

	period.
1.10   Misuse of electronic devices such as a tablet and others during the period, including electronic games and headphones in class.	<ul style="list-style-type: none"> <li>• Adding any unauthorized program, including programs that are shared and free programs.</li> <li>• Using the microphone feature, camera or chat without prior permission from the teacher.</li> <li>• Playing games (except with the express permission of the teacher because it is an educational necessity linked to the lesson.)</li> <li>• Misusing rights and tools available through Microsoft Teams.</li> </ul>
<b>2<sup>nd</sup> Degree Offences (Medium Severity)</b>	<b>Medium Severity Behavioural Offences (Distance Learning)</b>
2.1   Absence from school without an acceptable excuse at any time.	<ul style="list-style-type: none"> <li>• Absence from a single school day (via distance learning) without an acceptable excuse.</li> </ul>
2.4   Incitement to fight, threaten or intimidate classmates.	<ul style="list-style-type: none"> <li>• Inciting students not to attend periods, threatening or intimidating them, and not attending periods in distance learning platforms.</li> <li>• Creating quarrels between students, whether visual or written, by broadcasting via synchronous and asynchronous distance learning platforms.</li> <li>• Not responding to the rules governing the course of lessons.</li> </ul>
2.7   Misusing any means of communication.	<ul style="list-style-type: none"> <li>• Misusing ministerial computers during or after the completion of distance education periods.</li> <li>• Engaging in audio and video communication with the rest of the students for non-educational purposes after the end of the official period time, be it on or off school premises.</li> <li>• Using e-mail or social media to reveal information of a personal nature.</li> <li>• Removing the teacher or students from the group that leads to blocking the course of the lesson, teacher's work and other students' rights.</li> </ul>
2.8   Verbal abuse or insulting students, staff or school guests.	<ul style="list-style-type: none"> <li>• Using profanity, racial slurs, or other language (text, sound, or hint) that may be offensive to any other user.</li> <li>• Abusing or insulting official visitors during periods during the live broadcast.</li> </ul>
2.9   Smoking on campus and/or possession of smoking paraphernalia.	<ul style="list-style-type: none"> <li>• Smoking while attending the distance learning period or possessing any smoking paraphernalia while attending the period.</li> </ul>
<b>3<sup>rd</sup> Degree Offences (Serious)</b>	<b>Serious Behavioural Offences (Distance Learning)</b>
3.1   Bullying of various kinds and forms.	<ul style="list-style-type: none"> <li>• Using the initiative's communication and information technology to insult, curse, threaten with violence, slander, or blackmail in a deliberate and repeated manner via any digital platform.</li> </ul>
3.4   Attempting to defame or abuse	<ul style="list-style-type: none"> <li>• Participating in unofficial mailing lists and</li> </ul>

schoolmates and/or personnel on social media.	<p>bulletins within the distance education initiative and posting information about teachers and students without permission.</p> <ul style="list-style-type: none"> <li>• Posting about the initiative through social media.</li> <li>• Divulging other students' personal information, including home addresses and phone numbers.</li> </ul>
3.5   Impersonating others in school transactions or forging school documents.	<ul style="list-style-type: none"> <li>• Searching for information, obtaining specific copies, or modifying files and other data, or passwords belonging to other users on the network.</li> <li>• Entering and using the account of another teacher or student with or without his/her knowledge and/or consent.</li> </ul>
3.6   Destroying or damaging school furniture, tools and facilities.	<ul style="list-style-type: none"> <li>• Destroying, modifying, or misusing devices or software in any way.</li> <li>• Tampering, removing, requesting the removal of, or intentionally causing damage to any device, software or hardware.</li> <li>• Installing or downloading software or products that might harm the device or the network.</li> </ul>
3.10   Photocopying, possessing, publishing and circulating images of school personnel and students without their permission.	<ul style="list-style-type: none"> <li>• Using any camera (available as part of or as an add-on to certain devices) for personal use, and/or sharing photos or any information about any of the students' parents, employees, or any other person without their explicit consent.</li> <li>• Using educational content to photograph and recording conversations between students, and posting them without prior permission.</li> </ul>
<b>4<sup>th</sup> Degree Offences (Very Serious)</b>	<b>Very Serious Behavioural Offences (Distance Learning)</b>
4.1   Using any means of communication or social media for illegal or immoral purposes, or to harm an educational institution, its employees, or others.	<ul style="list-style-type: none"> <li>• Creating or opening hyperlinks or any associated files unless they are sent from a trusted source.</li> <li>• Using montage software that can produce unreal and fake content and circulating it on social media.</li> <li>• Using the network to develop programs that harass users or to penetrate or destroy other people's accounts and devices.</li> <li>• Establishing networks or network connections to make live communications including audio or video (relay chat) without prior formal permission.</li> <li>• Publishing, creating, exchanging or promoting malicious or suspicious software.</li> <li>• Inundating e-mail accounts or applications used for distance education with high electronic data flow, stopping it them working, disabling them or destroying their contents.</li> </ul>

	<ul style="list-style-type: none"> <li>• Intentionally capturing or intercepting any communication without authorisation through the information network used for distance education.</li> </ul>
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**PROCEDURES FOR DEALING WITH OFFENCES:**

- The following levelled procedures shall be taken, and the deduction of behaviour grades shall be calculated in the event of committing various offences during distance learning, taking into account the detailed instructions and procedures mentioned in the Behaviour Management Policy in public education institutions, and also taking into account the detailed instructions mentioned in the section of procedures for dealing with offences, both according to the degree of the offence that is mentioned in detail in the student Behavior Management Policy.
- Cases will be presented within the competences of the behavior management committee, and accordingly, the necessary decisions are taken according to the Behaviour Management Policy in public education institutions (Ministerial Decree No. 851 of 2018).
- In the event that a student with special educational needs or of determination commits a behavioural offence during distance learning, the School Behaviour Management Committee and the school support team shall coordinate with each other and with the special education support centre to study the behaviour of the student to determine the relationship between the offence and the disability, and then apply the same measures mentioned in the 2018 Student Behaviour Management Policy.
- Any breach of these rules (third and fourth-degree offences) may lead to procedures ranging from withdrawing the user's right to log-in or monitoring the use of the service or terminating his/her use of the service or both with retroactive effect. In some cases, it may lead to facing criminal charges, and there will be disciplinary procedures in case of breaching these conditions and rules.

**Attendance, Absence and Dismissal:**

The procedure and measures for calculating attendance and absences, excused or unexcused, are subject to the laws and regulations issued in this regard.

**Fraud and Violation of the Exam Regulations:**

Cheating offences are subject to the laws and regulations issued in this regard.

**Roles and responsibilities of stakeholders:**

**School Administration:**

- Form a student behavior management committee, approve all of its official actions as specified in the official policy, and deal with all offences through it, and also activate the initiative's plans and programs.
- Ensure that teachers' accounts are activated on educational platforms, regardless of whether they are or are not from the Ministry staff. Follow-up on teachers' execution of the allocated periods according to the set schedule and ensure that the teacher uses professional language during broadcasting.
- Prepare alternative plans to cope with any challenges that may arise when implementing the initiative, especially regarding the absence of teachers.

- Ensure the quality of the activities and educational materials provided to students in the virtual school.
- Instruct students to log-in the training platform to see how to practise interactive distance learning lessons.
- Prepare schedules for the distance education periods according to the methodology that has been sent from the school operations.
- Ensure that all students have tablets to enable distance learning.
- Coordinate with the technical support team to solve and avoid any technical issues that may disrupt distance learning.
- Monitor the impact of training on teachers and their readiness for distance learning.
- Monitor the absence and tardiness of students during the broadcasting of periods, and follow up with school administration specialized staff.
- Conduct teacher / student / parent surveys on the quality of distance learning and generate improvement plans.
- Prepare and submit reports on the Distance Learning Initiative.
- Follow any instructions or guidelines for the Distance Learning Initiative issued by the Ministry of Education.

#### Parents

- Full responsibility for the user agreement concerning the usage policy and rules in terms of:
  - Possessing a computer
  - Running officially accredited programs for distance learning
  - Refraining from filming or disclosing the live broadcast
  - Being present for guidance during the broadcasting period
- Secure environment readiness for students in their homes through the following:
  - Providing an adequate place and providing the Internet
  - Maintaining the student's overall good appearance during lessons
- Support and encourage students to practise distance education by ensuring that they attend and complete all educational activities.
- Commit to repair any damage or replace any equipment which has been lost or damaged beyond repair by their child. Value will be determined based on supporting evidence and documents, as well as the committee's decision.
- Comply with the school's decision regarding any offences committed by their child. In the event that the parent/guardian refuses to comply with the school's decisions or take responsibility for their child's offence, the matter will be submitted to the competent authorities through legal action.
- Follow any instructions or guidelines for the Distance Learning Initiative issued by the Ministry of Education.

#### Teacher

- Use the computer provided by the Ministry in formal activities and tutorials that are compatible with distance learning program's laws and regulations.
- Ensure usage of the Internet is fully dedicated to supporting educational and research objectives and in line with the initiative's mission and objectives.
- Adhere to the rules of proper discipline and conduct in electronic communication and maintain students' personal information confidential.



- Follow any instructions or guidelines for the Distance Learning Initiative issued by the Ministry of Education.

#### Student

- Comply with official times and dates in accordance with the regulations and laws issued by the Distance Learning Initiative.
- Keep the device completely safe after receiving it. The device is considered the responsibility of the student, who shall bear its cost in full in case of loss, theft, damage or any other reason.
- Use the computer provided by the Ministry in formal activities and tutorials that are compatible with the Distance Learning Initiative's laws and regulations.
- Adhere to all rules. Any violations will result in procedures ranging from withdrawing the user's right to log-in or monitoring the use of the service, or terminating his/her use of the service, or both, with retroactive effect.
- Follow any instructions or guidelines for the Distance Learning Initiative issued by the Ministry of Education.

#### Academic Counselor / Social Worker

- Inform, educate, and guide students and their parents regarding the initiative's regulations.
- Educate students about the distance learning methodology and monitor students' impressions about it.
- Inform parents about their role and responsibilities in the distance learning of their children.
- Follow up on cases of offences and document them in writing and present them periodically and continuously to the behavior management committee.
- Contribute effectively to the Behavior Management Committee, as he/she is the committee's rapporteur.
- Follow up on the implementation of all recommendations received from the Behavior Management Committee and follow up with the higher authorities.
- Implement group mentoring programs through distance learning to provide students and their parents with all new developments and guidelines related to the initiative.
- Follow any instructions or guidelines of the Distance Learning Initiative issued by the Ministry of Education.

#### Pioneer of Change

- Form the school's Smart Learning Team.
- Clarify the tasks of the school Smart Learning Team (one Smart Learning member representing students and teachers, one electronic maturity member, one Smart Learning member representing school leaders, one member for technical challenges, and one government communication member).
- Participate and cooperate with the school administration and the Smart Learning Team in disseminating the culture of electronic security among the educational staff, students and parents.
- Monitor the physical environment and devices to maintain their effectiveness and ensure the use of officially approved applications and technological solutions.

- Follow up on usage reports for teachers and students and develop a plan to improve performance and quality of use.
- Follow any instructions or guidelines for the Distance Learning Initiative issued by the Ministry of Education.

Smart Learning Coordinator

- Develop an operational plan or initiative within the school's development plan to use technology in teaching and learning and supervise its implementation.
- Ensure that the Ministry's applications and technological solutions are used in all subjects in teaching and learning and supervise their implementation.
- Monitor the physical environment and devices to maintain their effectiveness, limit technical difficulties, and follow up on their solutions.
- Follow any instructions or guidelines for the Distance Learning Initiative issued by the Ministry of Education.

Everything that is not mentioned in this policy applies to the provisions of the Student Behavior Management Policy 2018 in a manner that does not conflict with the provisions of the Student Behavior Management in Distance Learning.