

Technical Guide on the Deregistration of Educational Staff

Frequently Asked Questions (FAQs)

Purpose and Scope

1. What is educational staff deregistration?

Educational staff deregistration is the process by which KHDA adds individuals to their Deregistration List following dismissal or serious disciplinary actions in private education institutions. Being named on the List prevents the individual from being approved to work in any other KHDA-regulated education setting in Dubai.

2. Can a deregistered staff member be reinstated?

A staff member may only be reinstated if they successfully appeal the deregistration decision and KHDA overturns the decision based on new evidence. Appeals must be submitted to KHDA within 30 days of receiving the deregistration notification. The grievance will be reviewed and determined within 60 days of its submission by a committee formed by the Director General. The committee's decision on the grievance will be final.

3. Can staff appeal a KHDA deregistration decision? What is the appeal process?

Yes. Staff may appeal by submitting a written request to KHDA within 30 days of notification. The appeal process will review the original decision and any new evidence presented. KHDA will provide full guidance on the process when notifying the staff member.

4. Are volunteers, interns, or contractors subject to deregistration?

Deregistration applies only to educational staff working in KHDA-regulated institutions; individuals for whom KHDA have issued a permit of approval.

5. Can a deregistered individual apply to other roles within education in Dubai?

No. Inclusion on the Deregistration List prevents a deregistered individual from being employed in any KHDA-regulated private education institution in Dubai.

6. What are an institution's responsibilities in preventing misconduct?

Institutions must have a robust, board-approved *disciplinary policy* aligned with UAE Labour Law and KHDA guidelines. They must ensure regular training on safeguarding, confidentiality, and codes of conduct, carry

out due diligence during the recruitment process, consistently monitor conduct, and report any formal warnings or dismissals to KHDA immediately.

7. How is personal information handled during deregistration investigations?

All investigations are handled with strict confidentiality. Institutions and the KHDA must protect the privacy and identities of all involved parties, with information accessible only to those directly managing the investigation.

8. What support is available for institutions managing staff misconduct?

KHDA provides guidance on disciplinary procedures and expectations, and institutions may request clarification during complex investigations. Institutions are also encouraged to use independent legal advice and ensure staff under investigation receive appropriate supervision and support.

9. Where can staff find information about acceptable professional behaviour?

Staff should refer to their institution's internal code of conduct, which must align with the Code of Conduct for (and signed by) all education staff set out in the guide. This code is also detailed within the KHDA Technical Guide for Educational Staff Deregistration, outlining expected professional behaviour, cultural sensitivity, and safeguarding obligations.

10. What is the purpose of KHDA's educational staff deregistration guide?

To maintain high standards of professionalism, behaviour, cultural sensitivity, and safety within Dubai's private education sector through fair and transparent processes.

Code of Conduct and Violations

11. What standards must education staff adhere to under the Code of Conduct?

Staff must promote positive values, protect students, respect Emirati culture, maintain confidentiality, show exemplary behaviour, respect diversity, uphold sobriety, observe decorum, and use technology ethically.

12. What are possible grounds for KHDA deregistration?

- ▶ Criminal convictions (previous and new), particularly those affecting professional integrity or student safety
- ▶ Grossly unprofessional conduct, including breaches related to child protection
- ▶ Serious or repeated violations, such as:
 - Inappropriate use of technology or communication platforms (e.g., social media)

- Threatening, dishonest, disrespectful, or defamatory behaviour
- Conduct that is culturally insensitive or inappropriate

13. Does every dismissal result in deregistration?

Not always. KHDA will review the circumstances and evidence before deciding on deregistration. In some circumstances, a dismissed staff may still be permitted to work elsewhere.

Reporting and Investigation

14. What actions should institutions take when misconduct occurs?

Institutions must conduct a prompt and thorough disciplinary investigation following their approved disciplinary policies. KHDA must be notified immediately upon issuing any formal warning or dismissal.

15. What happens when a formal warning is given instead of dismissal?

Institutions must report formal warnings to KHDA, but this does not automatically trigger deregistration unless KHDA conducts its own review and investigation.

16. Are institutions required to report misconduct directly to KHDA?

Yes, institutions must immediately inform KHDA upon receiving credible claims and after concluding investigations, especially when formal warnings or dismissals are involved.

Deregistration Process

17. How does KHDA decide to deregister a staff member?

KHDA only considers deregistration after an institution has completed its disciplinary process and any appeals. The institution must share all relevant evidence and decisions with KHDA. A Deregistration Committee then reviews the investigation and makes a recommendation to the Director General, who makes the final decision. In serious matters, the KHDA may conduct its own investigation before making a decision, and the staff member will be informed in writing.

18. Can a candidate be deregistered during recruitment before employment?

Yes. If the institution uncovers prior disciplinary or criminal issues during the recruitment process, KHDA may deregister the candidate pre-emptively, thereby preventing their future employment in Dubai's education sector.

Appeals and Consequences

19. Can deregistration decisions be appealed?

Yes. Staff have 30 days from the date of notification to submit a written appeal to KHDA following a deregistration decision.

20. What are the consequences if KHDA deregisters a staff member?

- ▶ Inclusion on KHDA's Deregistration List.
- ▶ Disqualification from future employment in KHDA-regulated institutions.
- ▶ Immediate revocation of KHDA Appointment Notices.

Institutional Responsibilities

21. What are the minimum requirements for institutional disciplinary policies?

Policies must clearly define expected behaviours, outline investigation and disciplinary procedures, provide support for staff under investigation, respect confidentiality, establish tiered consequences, and mandate regular training and policy reviews.

22. Are institutions expected to provide support to staff during investigations?

Yes. Institutions must provide access to support services, counselling, and supervision to staff placed on administrative leave during investigations.

Documentation and Records

23. How should disciplinary records be managed?

All disciplinary records must be accurate, detailed, securely stored, confidentially handled, and accessible only by authorised personnel.

24. How frequently must disciplinary policies be reviewed?

KHDA will review its deregistration guide every two years. All institutions are expected to review their disciplinary policies annually.