



Protection
from Sexual
Exploitation
and Abuse
(PSEA)

unicef 
for every child

 Occupied
Palestinian Territory
Education Cluster

Code of Conduct for the Palestinian Education Sector

Protection from Sexual Exploitation and Abuse (PSEA)

Teachers, social workers, cleaners, management, volunteers and everyone working at UN-supported schools and Temporary Learning Spaces are obligated to ensure:

1. A Safe and Dignified Environment, Free from Exploitation and Abuse



Everyone is obligated to ensure safety and to maintain the dignity of all community members, including children and people with disabilities. This means that humanitarian workers are prohibited from **requesting or accepting** anything in return for the free educational and humanitarian services being provided to community members and children, including money, sexual interactions, personal photos or videos. This also includes communicating with students, parents and caregivers for unnecessary and personal purposes, especially during late hours. All these acts are considered to be violations and contradictory to **Palestinian culture**, the **UN's zero-tolerance policy** towards sexual exploitation and abuse, human rights, and children's rights.

2. Immediate Mandatory Reporting of Exploitation and Abuse Incidents



If you witness any misconduct or are made aware of any wrongdoing, you are obligated to report it immediately through the school's reporting channel or through one of the confidential reporting channels provided below. **If you become aware of or suspect any concern or allegation, you are required to report it immediately. Please do not seek evidence, investigate the matter, or gather additional information. Investigations should only be conducted by a trained and officially designated Focal Point.**

3. Rapid Support to Victims and Survivors



If you are approached by a victim of sexual abuse or are made aware of any incident, you are required **to listen to them attentively** and to provide them with **clear information** regarding the protection services available to them. Please follow the steps below:

- ✓ Communicate to the victim/survivor that what happened is **not their fault**, and that it is **their right** to receive **free humanitarian and educational services with dignity and respect**.
- ✓ For their safety, offer the victim to sit in a quiet and comfortable space where they feel **comfortable and safe**. Offer them water or something to eat, if available.
- ✓ Inform the victim that **confidential reporting channels** are available to them and that you can help them to report the incident through one of the below confidential channels. As soon as the report is received, the victim will be referred through **the National Gender-Based Violence Referral Mechanism**, where they will receive immediate assistance as needed, which may include health services, mental health support, and economic support depending on the case and as advised by the case manager who will handle the incident.
- ✓ If the victim is a **child** (under the age of 18) please inform their parents or caregiver of the incident. However, there is no need to wait. Please report the incident immediately to the school management or one of the below reporting channels, prior to receiving consent from the parents or through one of the below.
- ✓ **Refrain from collecting information**, or asking questions, or **investigating** the incident yourself, unless you are a trained and certified PSEA focal Point.
- ✓ Seek assistance from a certified **PSEA focal point** at your school or organization, or a trained **social worker** who can collect the needed information from the victim for safe reporting. If neither is available, please contact **UNICEF directly** or the **Sawa Helpline** for immediate support.

Obligations of School Management

Staff Capacity Building and Readiness



School Management and Human Resources are responsible for ensuring that all teachers, social workers, volunteers and staff working on school premises are aware of the **UN zero-tolerance policy** on Protection from Sexual Exploitation and Abuse. School staff must respond immediately upon receiving any report, without requiring the reporter to provide prior evidence or confirmed information.

Accountability and Disciplinary Action



Committing any violation against a child or student, including any type of verbal, physical or sexual abuse is absolutely prohibited. Perpetrators of such violations shall be held accountable and will receive immediate disciplinary measures by the school. If proven guilty, the perpetrator who conducted sexual exploitation and abuse is to face disciplinary measures which may include **immediate dismissal** from the workplace and possible **legal implications**, depending on the incident. The **future employment** of the perpetrator will also be impacted and limited in the education and humanitarian sectors.

Accessible Information and Reporting Channels



Students, teachers and parents must have access to informative material that highlights their **right to safety** and how they may **safely report** any misconduct, harassment or exploitation by any of the school's personnel and humanitarian workers. The material must also highlight that reporting exploitation, and abuse does not impact the survivor or the complainant's access to free humanitarian aid.

Confidential Investigation and Immediate Victim Referral



If a complaint is received by school management, they are required to provide rapid assistance to the victim immediately through the **National Gender-Based Violence Referral Mechanism**. The school management is obligated to report the incident to the PSEA Network, and the school is required to **initiate a confidential investigation process internally**.

Confidential Reporting Channels



UNICEF Hotline
1800-500-600

Available from 9:00 am
till 9:00 pm



Sawa Helpline
164

Available around the clock
(24 hours a week)



To report in writing, scan the below
QR code to access the Sawa Chat:

