



THIRD PARTY ONBOARDING POLICY

Policy Name	NAS Abu Dhabi Third Party Onboarding policy
Policy Identifier	HR-01
Version Number	V1.0
Date of Validation	August 2025
Date of Review	August 2026
Nord Anglia International School Abu Dhabi	

1. Purpose

This policy establishes clear procedures for the onboarding, approval, and monitoring of **third party providers, in-school specialists, short-term visitors, and volunteers** at Nord Anglia International School Abu Dhabi (NAS Abu Dhabi). It ensures compliance with **ADEK regulations**, Nord Anglia Education policies, and safeguarding standards, providing a safe and professional environment for all students, staff, and community members.

2. Scope

This policy applies to:

- **External Providers** (e.g., sports coaches, cleaners, lifeguards, catering staff)
- **In-School Specialists** (e.g., therapists, rehabilitation providers)
- **Volunteers** (both with and without student contact)
- **Short-Term Visitors** (e.g., guest speakers, workshop facilitators)

All individuals covered by this policy must complete **ADEK PASS registration, work permission, vetting, and safeguarding induction** prior to engagement.

3. Regulatory Framework

This policy is aligned with:

- ADEK **Employment Policy** (PASS registration and work permissions)
- ADEK **Student Protection Policy** (safeguarding, child protection, mandatory reporting)
- ADEK **Parent Engagement Policy** (code of conduct and volunteer guidance)
- ADEK **Values and Ethics Policy** (professional conduct standards)
- UAE **Volunteer Regulations** (via volunteers.ae, where applicable)

4. General Requirements for All Third Parties and Volunteers

Requirement	Applies To	Details
SLT Written Approval	All categories	Prior approval is mandatory before engaging any third party or volunteer.
PASS Registration & Work Permission	All categories	All individuals must be registered in the ADEK PASS system and granted permission before entering school.
Vetting & Police Checks	All categories	ADEK requires UAE Police Check plus checks from any country lived in within the last 10 years.

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Requirement	Applies To	Details
Child Protection & Safeguarding Induction	All categories	HR will provide mandatory safeguarding awareness. Volunteers and providers are mandated reporters under ADEK rules.
Code of Conduct	All categories	Must sign and comply with NAS Abu Dhabi's Volunteer/Third Party Code of Conduct.
Identification	All categories	ID badge (for regulars) or visitor badge (for occasional/short-term).
Supervision	Volunteers without student contact	Must remain under staff/operations supervision while on site.

5. Processes by Category

5.1 External Providers

Examples: swimming coaches, lifeguards, catering/cleaning teams, security staff.

Process:

1. Staff member obtains SLT approval.
2. Staff member submits details (name, reason, contact details) to Operations.
3. Operations requests:
 - o For the Company: Trade License, VAT certificate, Company Insurance, Policies and Due Diligence
 - o For Staff: Emirates ID (front/back), passport, visa/labour card, CV, relevant qualifications, 3rd Party onboarding checklist, residency disclosure
 - o Police checks (UAE + 10 years)
 - o Photo, contact info, addresses
 - o ADEK Self-Introductory Form – highlighted elements only
4. ADEK Liaison Officer registers provider on PASS system.
5. HR sends Child Protection training. Ideally via the NAE University
If short time: Video via Jotform
6. After ADEK approval and training completion and being added on 3rd Party Vendor App (Nord Anglia Requirement) → ID badge issued. (Yellow)

Additional Certification Requirements:

- **Bus Drivers:** UAE license, ITC permit, EDC certificate, ADQCC documents, experience letter, First Aid Certificate
- **Kitchen Crew:** Food Safety Certificate, First Aid Certificate
- **Security Guards:** NSI training, MOI ID
- **Lifeguards:** Lifeguard certifications, First Aid Certificate

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Tarasol Approval: Required if provider is not already approved in PASS (e.g., CCA staff from non-registered companies).

5.2 In-School Specialist Services (Rehabilitation)

Examples: therapists, occupational specialists, rehabilitation centres.

Process:

1. SLT approval in writing obtained by requesting staff.
2. Details submitted to Operations (name, reason, contacts).
3. Operations requests:
 1. For the Company: Trade License, VAT certificate, Company Insurance, Policies and Due Diligence
 2. For Staff: Emirates ID (front/back), passport, visa/labour card, CV, relevant qualifications, 3rd Party onboarding checklist, residency disclosure
 3. Police checks (UAE + 10 years)
 4. Photo, contact info, addresses
 5. ADEK Self-Introductory Form – highlighted elements only
4. ADEK Liaison Officer registers provider on PASS system.
5. HR sends Child Protection training. Ideally via the NAE University
If short time: Video via Jotform
6. After ADEK approval and training completion and being added on 3rd Party Vendor App (Nord Anglia Requirement) → ID badge issued. (Yellow)

5.3 Volunteers (With Student Contact)

Process:

1. Written SLT approval.
2. Operations collects: Emirates ID, passport, visa, UAE + 10-year police checks, photo, contact details.
3. ADEK Liaison Officer registers volunteer in PASS.
4. HR sends Child Protection training. Ideally via the NAE University
If short time: Video
5. After ADEK approval → ID badge (if regular) or visitor badge (if occasional - red).

5.4 Volunteers (Without Student Contact)

Examples: assisting with **parking, traffic management, logistics, library, events**

Process:

1. Written SLT approval.
2. Operations collects: Emirates ID, passport, visa, UAE 3-year police checks, photo, contact details
3. Induction: safeguarding principles, ethics, and conduct expectations explained.
4. Volunteer signs Code of Conduct and Volunteer Agreement.

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5. **Badge Issuance:** Visitor/Parent badge only.
6. **Supervision:** Must remain under operations or staff supervision at all times.

5.5 Short-Term Visitors

Examples: guest speakers, workshop leaders, one-day consultants.

Process:

1. SLT approval obtained by requesting staff.
 - o Staff member submits details (name, reason, contacts, audience) + ADEK Self-Introductory Form– highlighted elements only, UAE police clearance
2. Staff member to collect Emirates ID, passport, visa, photo, contact details
3. ADEK Liaison Officer registers visitor in PASS.
4. Once ADEK approval is granted → visitor badge issued at Security. (red lanyard – to be worn at all times)
5. To be always accompanied by NAS staff as by the visitor policy

6. Police Check Validity

Category	Required Period for Checks
Regular contact with students (supervised/unsupervised)	10 years
Regular unsupervised access to school	10 years
Access outside school hours, no student contact	3 years
Ad-hoc volunteers (trips/activities)	3 years

7. Roles and Responsibilities

- **Staff Member Initiating Request:** Obtain SLT approval, submit details to Operations.
- **Operations Team:** Collect documents, liaise with ADEK/HR, supervise non-contact volunteers, Child Protection training distribution (NAE). And add vendors to 3rd Party App.
- **ADEK Liaison:** PASS registration, ADEK submissions,
- **SLT:** Approve all third party and volunteer requests before engagement.
- **Volunteers & Providers:** Comply with all NAS Abu Dhabi and ADEK policies, safeguarding, ethics, and code of conduct.
- **IT:** ID card and access granted by IT after Operations approval.

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8. Complaints & Incident Escalation

Any concerns or complaints relating to third-party providers (including vendors, contractors, EAP providers, or event partners) will follow NAS Abu Dhabi's official *Complaints Policy* and the *Safeguarding & Child Protection Policy* where applicable.

Third-party providers must cooperate fully with investigations and provide required documentation within agreed timelines.

9. Monitoring and Compliance

- Operations and HR will maintain a central log of all active third parties and volunteers.
- Badges must be worn at all times on campus.
- Non-compliance will result in immediate removal from site and termination of agreement.
- This policy will be reviewed annually and updated in line with **ADEK policy changes**.

Approved and revised by:



Liam Cullinan, Principal
01.10.2025

Annex – Management of Complaints Related to Third-Party Providers

Purpose

This annex outlines how NAS Abu Dhabi manages complaints and concerns relating to external providers, including contractors, vendors, service partners, and EAP/activity providers. It ensures full alignment with ADEK requirements, the NAS Abu Dhabi Complaints Policy, and safeguarding procedures.

1. Scope

This annex applies to all third-party providers operating on school premises or delivering services to NAS Abu Dhabi students, parents, visitors, or staff.

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2. Reporting Routes

Complaints about third-party providers must follow the procedures set out in the **NAS Abu Dhabi Complaints Policy**.

Complaints may be raised through:

- School reception
- Email to relevant school departments
- Online complaint form (if applicable)
- Direct report to the Health & Safety Manager or Operations Manager
- Direct report to the Designated Safeguarding Lead (DSL) if the complaint involves student welfare

Anonymous complaints are accepted.

3. Initial Response

Upon receiving a complaint related to a third-party provider, the school will:

1. **Acknowledge receipt** within the timeframe stated in the Complaints Policy.
2. **Assess the nature of the complaint:**
 - Service or performance issue
 - Health & Safety concern
 - Safeguarding or student welfare concern
3. **Escalate immediately** to the DSL for any concern involving student safety.

4. Investigation Process

Investigations will be coordinated by the **Health & Safety Manager** and **Operations Manager, in line with the procedures outlined in the NAS Abu Dhabi Complaints Policy and in consultation with the Business Manager where required.**

Actions may include:

- Reviewing vendor compliance documentation (risk assessments, licenses, H&S controls)
- Interviewing staff or witnesses
- Gathering statements from the complainant
- Requesting a report from the provider
- Reviewing logs, CCTV or relevant records

If safeguarding is involved, the DSL leads that part of the investigation.

5. Outcome & Corrective Actions

Following the investigation, the school may:

- Require corrective actions from the provider
- Increase supervision or monitoring
- Request retraining of provider staff
- Issue formal warnings
- Suspend or terminate the contract
- Report the matter to ADEK or relevant authorities (ADPHC, MOCD, etc.) where required

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The complainant will be informed of the outcome according to the timelines in the Complaints Policy.

6. Documentation & Record Keeping

All records relating to third-party complaints will be stored in:

- The official **Complaint Log**
- Relevant **H&S records**
- **Safeguarding records** (if applicable)
- The **Vendor Performance & Compliance File**
- Records are retained in accordance with ADEK guidelines and NAE Global Health & Safety standards.

7. Review & Monitoring

Patterns or repeated concerns involving third-party providers are reviewed during:

- Termly Health & Safety reviews
- Operations meetings
- Safeguarding Committee meetings
- Vendor performance evaluations

This ensures ongoing improvement and early identification of risk trends.

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