

EXPECTATIONS OF INSTRUCTORS

All Instructors shall note and practise the following areas of responsibilities and behaviour during **all of his or her** engagements.

1A. Interpretation

1A.1 In this document:

“Authority” means: (a) the school, where the Contract is entered into with the school, and (b) MOE HQ, where the Contract is entered into with MOE HQ.

“Contract” means the contract between the Instructor and the school or MOE HQ pursuant to which the Instructor provides services.

“Officer” means: (a) the relevant school staff or teacher-in-charge, where the Contract is entered into with the school, and (b) the relevant MOE HQ officer-in-charge, where the Contract is entered into with MOE HQ.

1. Conduct

1.1 Instructors **shall not**:

- (a) Display or distribute materials, or use language that may be offensive.
- (b) Display inappropriate and undesirable behaviour, be it verbal, physical or otherwise, that can be misunderstood or seen to be unprofessional, discriminatory or harassing.
- (c) Display intimidating, abusive or threatening behaviour.
- (d) Assume the identity of any other individual, whether verbally, in writing, or behave in a manner where he or she may be mistaken for another individual (e.g. claiming to be an MOE teacher on social media).
- (e) Post content in relation to any activities provided under the Contract on social media networks or platforms without the Authority’s express written consent.
- (f) Use language that is profane, vulgar, demeaning or sexually suggestive when interacting with students.

1.2 Instructors **shall**:

- (a) Abide by the laws of Singapore and that of any country in which he or she is sent to fulfill the services under the Contract.
- (b) Practise good sportsmanship in word and behaviour by using appropriate language, tone and gestures.
- (c) Display, promote and instill respectable and amicable behaviour.

- (d) Uphold the values of clean sport and anti-doping, by complying with all relevant anti-doping rules in line with the World Anti-Doping Code, and cooperating with the relevant anti-doping authorities should such a need arise; and to be a positive influence to those under his charge with respect to these values.
- (e) Conduct himself or herself in a manner that is proper and appropriate for a professional in his or her field of instruction.
- (f) Promote fair and positive interactions, friendliness and promote team spirit between students, taking into account their potentially diverse backgrounds.
- (g) Dress appropriately and be punctual for all activities and practice sessions.

1.3 Instructors, in caring for students and carrying out his or her professional responsibilities, are expected to maintain a professional relationship with students at all times, including when building rapport with students. This includes:

(a) Maintaining Instructor-student boundaries

- i. Instructors shall avoid being alone in an enclosed room or secluded space with a student, where such one-on-one meetings can be easily misunderstood. Instructors are expected to take the necessary precautions to ensure that meetings with students are conducted appropriately, according to the context and the circumstance, e.g. by carrying out the meeting in an open setting, whether in the school compound or any other place where the activity takes place.
- ii. Instructors should appreciate fully that the responsibility is on them, and not the student, to distance himself/herself from any potentially inappropriate situations, which might include, but is not limited to:
 - (A) taking steps to discourage infatuations that can sometimes develop between students and Instructors. Instructors need to handle these sensitively and take steps to discourage any romantic notions from being formed, while minimising hurt and distress to the student concerned; and
 - (B) taking steps to discourage romantic or inappropriate advances by a student.
- iii. Instructors are not to engage in indecent or offensive actions of a sexual nature or attempt to establish an inappropriate relationship with a student, which might include, but is not limited to:
 - (A) Moving the Instructor-student relationship to a personal level, e.g. revealing personal problems to the student; inviting student to social events.
 - (B) Displaying flirtatious behaviour or expressing romantic feelings towards a student.
 - (C) Dating a student.
 - (D) Using sexually suggestive or inappropriate language or displaying sexually explicit or inappropriate material to students.

- (E) Engaging in harassing behaviour, including sexual harassment.
 - (F) Grooming a student for a sexual relationship or sexual abuse.
 - (G) Having a sexual or romantic relationship with a student.
- iv. The expectations in this paragraph 1.3 are applicable, regardless of whether:
- (A) the student is taught by, or under the care of, the relevant Instructor;
 - (B) the student is in the same or different school as the relevant Instructor;
 - (C) the student has consented to the relationship; or
 - (D) the relationship is condoned by the student's parents, legal guardians or caregivers.

(b) Appropriate physical contact

- i. Instructors are expected to make sound professional judgment and choices in deciding what is considered appropriate physical contact. In deciding on the importance and necessity of physical contact as the basis for thoughtful interactions with students, Instructors should recognise that appropriate Instructor-student physical contact is dependent on the circumstances, context, age, gender and maturity of the student.

For instance, for Sports, Dance and Drama CCAs, physical contact should be made only when it is deemed necessary and appropriate to an Instructor's role and responsibilities.

- ii. Examples of occasions where physical contact is appropriate or necessary are:
- (A) rendering first aid to a student;
 - (B) preventing injury (e.g. confidence spotting or unplanned catching to prevent injury in PE and Sports CCA, falling or overarched the back in Dance and Drama CCA);
 - (C) carrying or moving a student away from a dangerous situation;
 - (D) when there is clearly unavoidable contact required in the coaching of Sports, Dance, Drama or Music for the sole purpose of demonstrating, assisting in, developing, correcting or refining movements, skills, techniques or posture (e.g. when demonstrating or guiding movement pattern for learning of new technique and skills, such as a new tumbling move or swimming stroke in Gymnastics or Swimming respectively; when assisting movement, balances, stretches and weight-bearing movements in Gymnastics); and

- (E) meeting the requirements of a sport.
 - iii. Where physical contact is appropriate or necessary, Instructors shall ensure that:
 - (A) the need for physical contact be minimised;
 - (B) the rationale for and description of physical contact to meet the requirements of any sport shall be made clear and transparent to the student(s) and Officer at the beginning of the programme (e.g. placing contact on shoulder or hips for swimming and gymnastics);
 - (C) students must give consent when physical contact is necessary for the development of a skill;
 - (D) students shall be informed at the outset that they should voice concerns if the physical contact makes them feel uncomfortable, distressed, embarrassed or threatened, and in such case(s), the physical contact shall be withdrawn immediately;
 - (E) physical contact must be in the presence of others, including the Officer,
 - (F) there is no touching of the genitals or chest areas, and body parts in close proximity to those areas.
 - iv. Instructors shall not have any physical contact with a student where such contact:
 - (A) may be seen as a form of physical punishment;
 - (B) is inappropriate and unjustified;
 - (C) has, or may be seen or misunderstood as having, romantic or sexual undertones;
 - (D) may cause discomfort to the student, his or her parents or guardian or witnesses (e.g. any sort of hugging regardless of the circumstance).
 - v. In the case of students with a disability, Instructors shall be mindful that specific support or assistance may be required. Instructors shall:
 - (A) seek permission from the student before the specific support or assistance is given; and
 - (B) where such specific support or assistance is rendered (e.g. the student is lifted or manually supported), Instructors must exercise care and treat the individual student with dignity and respect.
- (c) Out-of-school and after-school activities

- i. When deciding whether his or her presence is required at out-of-school or after-school social outings with students, Instructors shall take into consideration the following:
 - (A) the intent of the outing;
 - (B) the Authority's stand or policies on student-initiated group outings;
 - (C) maintaining an appropriate, professional relationship;
 - (D) the expectations of the students' parents in terms of the Instructor's role or presence in out-of-school and after-school situations; and
 - (E) the possible occurrence of any unintended consequences.
 - ii. Instructors shall not organize activities, practice sessions or trips during any school vacations without the knowledge and approval of the Authority and the relevant Officers. This is to avoid taking up too much of the students' time during school vacations.
 - iii. Instructors shall not extend or, accept an invitation to, or attend a social event with a student, on a one-on-one basis.
 - iv. Instructors shall not visit a student's home, unless absolutely necessary and accompanied by an Officer. In such instances, the school principal/MOE HQ division branch head/unit head (as the case may be) must give prior approval for the visit.
- (d) Communications¹ with students
- i. Instructors shall make sound professional judgment to ensure that communication with students is kept within professional parameters.
 - ii. Instructors shall ensure that the content of conversations or communication with students, especially in one-on-one interactions:
 - (A) are not of a personal nature to the Instructor or to the student, especially when the content can be misunderstood to have crossed the boundary of Instructor-student relationships (e.g. using internet platforms like chat rooms, online forums, including the use of false personas that can mislead the student);
 - (B) are not inappropriate in content (e.g. about violence or pornography); and
 - (C) do not take a position that supports or advances a particular religious, racial, political, sexual or sexist view or inclination that is in conflict with established norms of Singapore society.

¹ Communication refers to face-to-face interactions, electronic means of communication, online communication and the use of social media.

- iii. Instructors shall ensure that his or her demeanour, language and attitude when communicating with students:
 - (A) is not profane, vulgar or demeaning; and
 - (B) does not amount to harassment including sexual harassment (e.g. commenting on students' bodies in an inappropriate manner, talking about student's sexuality, teasing about gender stereotypes/orientation).
- iv. Instructors shall not post content on social media that:
 - (A) names any student, or causes any student or students to be identified;
 - (B) includes a picture or a photograph of any student or students;
 - (C) amounts to a rant or tirade against any student or students;
 - (D) tags a student or students and makes an offensive remark;
 - (E) describes a student or students in a profane, vulgar or demeaning manner.

1.4 Instructors shall respect the cultural, ethnic and religious differences of the students he or she interacts with, and shall, when organising learning and interactions with students, take into account their diversity. In this regard, Instructors shall:

- (a) observe procedural fairness and objectivity in making decisions concerning the students; and
- (b) refrain from conduct and practices that may call into question the impartiality of his or her actions or words, such as proselytising (i.e. advocating a political, culturally-biased or religious agenda).

1.5 In the management and discipline of students, Instructors shall recognise, respect and uphold the dignity and worth of each student. Instructors shall manage students in a just and considerate manner, and act in their best interests at all times. In this regard, Instructors shall:

- (a) familiarise himself with and comply with school and MOE policies relating to the management and discipline of students (including the use of corporal punishment);
- (b) exercise authority and apply discipline promptly, impartially, appropriately and with care;
- (c) be firmly aware of the impact of inappropriate and unreasonable acts directed at students, e.g. sustained criticism, ridicule or teasing, persistent hostility, verbal abuse, rejection or the imposition of social isolation with the intention to belittle, or discredit the student;
- (d) respond to signs that threaten a student's well-being and welfare, e.g. bullying, or harm done to or by students.

- 1.6 If aggressive behaviour is displayed by students and directed at an Instructor, an Instructor's colleagues, another student, a member of the school staff or a MOE HQ officer, an Instructor should assess the situation and determine if it is of serious safety concern. If so, assistance should be sought immediately.
- 1.7 Instructors shall not reciprocate the aggressive behaviour whether in word or action, unless circumstances require an Instructor to:
- (a) defend himself or herself due to personal safety concerns;
 - (b) intervene in order to protect another Instructor, student, a member of the school staff or a MOE HQ officer from potential harm; or
 - (c) use reasonable physical restraint to prevent the student from injuring himself/herself.
- 1.8 If reciprocal force is necessary to restrain a student or students, Instructors shall only use such force as is:
- (a) proportionate to the threat; and
 - (b) no greater than is reasonably necessary; for such time as is required to stop the aggressive behaviour.
- 1.9 Instructors are expected to maintain a professional relationship with parents and stakeholders at all times. Instructors shall not:
- (a) request for additional funds from parents;
 - (b) write to parents to promote any specific cause or belief; or
 - (c) make any request for business from students under his or her charge, or from their parents for the provision of services similar or identical to the Instructors' current services under the Contract. To avoid conflicts of interest, Instructors shall also manage the treatment of students under his or her charge in a fair and unbiased manner, including, but not limited to, the selection of students to represent the school at competitions or other activities.
- 1.10 Instructors shall handle students' personal information in a sensitive and thoughtful manner, especially where such personal information concerns the student's health or family problems. As a steward of students' confidential information, Instructors shall ensure that confidential information and data (e.g. personal particulars of students for registration for a contest) collected from students are for official purposes and should not be disclosed in any form or in any place. Confidential information of students refers to information and data about the student's personal identification, family details, health or personal records obtained in the course of professional work.

2. Taking necessary safety precautions and measures

- 2.1 Instructors shall ensure that the physical and emotional safety and security of students are always a priority. To this end, the Instructor shall:

- (a) Abide by MOE's and the school's guidelines and safety standards (as may be advised by the Officer.
 - (b) adequate safety measures are actively put in place during activities conducted by the Instructor.
 - (c) Instructors shall not expose students to any potentially dangerous situations.
- 2.2 Instructors shall assist the Officer in the conduct of standard safety briefings for students and include safety briefings that are specific to the CCA or /programme they are in charge of.
- 2.3 Instructors shall assist the Officer in the use of the Risk Assessment and Management System (RAMS) to ensure safety measures are in place when organising activities.
- 2.4 Instructors shall advise the Authority on specific safety measures pertaining to his or her field of instruction that are necessary over and above the general measures taken by the Authority.

3. Miscellaneous

- 3.1 Instructors shall not collect money from students for any purpose, unless authorised to do so by the Authority. Where such collection of monies is authorised by the Authority, Instructors shall keep proper accounts of the same.
- 3.2 Instructors shall not involve students in activities other than that which are to be provided under the Contract without the Authority's approval.
- 3.3 Instructors shall not make any commitments for the Authority on the Authority's behalf.

4. Professional Development

- 4.1 Instructors shall remain well-informed in specialised areas by participating regularly in on-going sharing or training sessions by respective agencies (e.g. National Sports Association, National Arts Council, respective professional bodies or boards, MOE).