

General Conduct and Discipline Policies

A. CODE OF CONDUCT

Preamble

1. A Code of Conduct is an essential document for the successful running of an academy. It is based on democratic principles and fundamental rights, such as non-discrimination, non-violence, equity and participation.
2. Learners and Educators are in a partnership to ensure that the academy is properly governed and that discipline is maintained.
3. The Code of Conduct is a set of rules which regulates the conduct of learners at the academy. Good behaviour from learners is expected in the classrooms, computer rooms and in the workplace.

Principles, Rights and Responsibilities

Every learner has the responsibility to uphold this contract. It is each learner's right:

1. To develop to his/her full potential and to make use of all the opportunities offered at the academy;
2. To have the right of his/her own convictions and cultural traditions and it is his/her responsibility to respect the convictions and cultural traditions of others; where it does not clash with the culture of the academy
3. To dignity, equity and fair treatment and it is his/her responsibility to treat others in a fair and just manner;
4. To a disciplined environment and it is his/her responsibility to uphold discipline by acting in a mature, responsible manner;
5. To good interpersonal relationships and it is his/her responsibility to be courteous, well-mannered, honest, tolerant and to have compassion for his/her peers;
6. To respect and maintain the property of others and the Academy's property and to be afforded the same respect;
7. To learn and it is his/her responsibility to support the learning process actively;
8. To be protected from any form of abuse, be it physical or verbal and it is his/her responsibility to refrain from the above; to react to any provocation in a mature manner, and to protect others from such abuse by reporting it to the relevant authorities.

Expectations of Learners

Respect for Learning

Learners are expected to:

1. **Respect every individual's right to learn.** Turn off all electronic devices that may otherwise cause an interruption to the learning process.
2. **Take responsibility for their learning potential.**
3. **Be honest.** Learners are expected to complete their academic tasks with integrity and honesty. Dishonesty is considered a serious offence.
4. **Be punctual and attend class every day.** Refrain from leaving academy during the course of the day, unless in emergency circumstances. In this case, learners must report this to their facilitator. Learners must inform their facilitator in advance if they are aware they will miss class. A learner must bring a doctor's certificate if they have been absent for two or more days, or if they need to be excused from an assessment. If a learner arrives late and misses registration, they will be excused from the class.
5. **Comply with all classroom rules and conduct themselves in an orderly manner.**
6. **Complete classwork and homework assignments by their due dates.**
7. **Participate constructively and willingly in class.**

Respect for Staff

Learners are expected to:

1. **Respect staff members in both behaviour and language.** Learners must not enter the administrative offices without permission.
2. **Obey all reasonable instructions from a member of staff.**
3. **Be courteous and polite to all members of staff.**

Respect for the Academy

Learners are expected to:

1. **Uphold and obey the Policies of the Academy.**
2. **Keep the buildings, equipment and materials clean, and in good condition.** Vandalism (including graffiti) and the willful destruction of property is unacceptable. Litter and refuse must be disposed of in a bin. Learners should not eat or drink in classrooms, nor chew gum while in class.
3. **Take proper care of equipment.**
4. **Conduct themselves in a manner which shows their respect for their academy.**

Respect for Others

Learners are expected to:

1. **Refrain from making threats and harassing others.** Sexist and racist behaviour and language will not be tolerated.
2. **Resolve differences and conflicts in a peaceful manner.**
3. **Respect the possessions of others.** Minimise the chances for theft by not bringing expensive items to the academy, by not carrying large amounts of monies while at the academy, and not leaving bags lying around.
4. **Exhibit good character.**
5. **Use appropriate language at the academy.**
6. **Operate their vehicles or motorcycles in a safe manner on the campus.** Learners may only bring their vehicles or motorcycles onto the Academy property if they are legally licenced to drive and their vehicle is legally licenced. A valid copy of the learner's driver's licence must be kept on file. Learners' vehicles must park in designated parking areas.

Respect for Self

Learners are expected to:

1. **Maintain high personal standards of behaviour while on campus.** Intimate physical contact is not acceptable behaviour. Possession and distribution of pornography (in any form) is not permitted.
2. **Be truthful when interacting with all staff, administrators, and other learners.**

B. General parameters within which the Academy's discipline policy functions

The parameters and conditions will apply when the learner is

1. on the academy property
2. on an excursion off the property

General principles

Learners' behaviour

1. Learners are expected to behave in a courteous and considerate manner towards one another, members of staff and visitors to the Academy. All reasonable and legitimate instructions given by members of staff must be carried out promptly and willingly.
2. No learner has the right, at any time, to behave in such a manner which disrupts the learning of other learners, or which causes another learner physical or emotional harm.

Suspension and expulsion from Academy

1. The Academy will issue three written warnings for deviant behaviour (level 1 and 2 offences), the third of which is a final warning preceding referral to the Discipline Committee.
2. The Academy's undertaking to issue a series of three official warnings falls away, however, when
 1. The behaviour of a learner, in the opinion of the Discipline Committee, is of such a nature that it detrimentally affects the moral and disciplinary standards of the Academy or the emotional and physical well being of other learners.
 2. The behaviour of the learner is related to matters where criminal charges may be laid.
3. The Discipline Committee may after a fair hearing recommend that the learner be suspended or expelled where the learner has been found guilty of contravening the Code of Conduct.

Due process

1. Due process guarantees a learner a fair hearing before an appropriate punishment is decided upon.
2. Any learner alleged to have violated the Code of Conduct must be brought to the facilitator. The facilitator in consultation with the Head of Training will arrange for a fair hearing.
3. Once the Disciplinary Committee has punished a learner, the learner has the right to appeal if aggrieved by the decision of the Disciplinary Committee.
4. Serious misconduct, which may include offences according to the law, may be reported to the Police.

General

1. The Academy's Discipline Policy intends to punish wrongdoing and to deter unacceptable behaviour.
2. The ultimate goal of this policy is to ensure that the Academy is able to maintain a standard of discipline acceptable to the Academy community at large.
3. Without constructive discipline meaningful education cannot take place.
4. Mass punishment is to be discouraged unless there is no alternative form of discipline possible i.e. when many perpetrators cannot be identified or singled out.

Punishable offences

Level one offences

Academic

1. Assignments overdue

Personal conduct

1. Insolence
2. Disruption of lessons
3. Eating/chewing in class without permission
4. Foul language
5. Late arrival
6. Littering
7. Leaving class or out of the class without permission
8. Using a [cellphone or iPod](#) without permission during class

For the above offences, facilitators are to use their own discretion.

Level two offences

The learners must be reported to the Head of Training immediately.

1. Cheating in class/Using a [cellphone](#) during a test/exam
2. Defacing/damaging property of others
3. Repeatedly disruptive/ uncooperative in class
4. Repeated dress code infringements
5. Racial or sexual remarks
6. Fighting, bullying and intimidation
7. Vandalism/graffiti
8. Forgery of documents
9. Harassment – conduct that induces fear or harm
10. Possession of undesirable material
11. Behaviour that harms the image of the academy

Level three offences

1. Assault
2. Cheating in exams or standardised tests
3. Repeated violation of the Code of Conduct
4. Verbal assault of a facilitator
5. Chronic absenteeism
6. Sexual assault, harassment or abuse
7. In possession of/ use of alcohol, cigarettes or drugs
8. Theft
9. Reckless/ unlicensed driving on academy property
10. Possession of weapons

C. Disciplinary Hearing Procedure

1. The facilitator will investigate the offence/offences and decide whether referral to the Disciplinary Committee is needed.
2. The facilitator will present the evidence to the Head of Training
3. The Head of Training will present the evidence to the Disciplinary Committee.
4. A recommendation from the Disciplinary Committee will be presented to the Head of Training.
5. If a Disciplinary Hearing is recommended, the following will take place:
 1. A Chairman will be appointed.
 2. A prosecutor will be appointed.
 3. A letter will be issued to the learner stating the charges.
 4. The Disciplinary Hearing will take place according to the procedures laid down.
6. The Chairman will present his findings to the Head of Training within 24 hours of the hearing.
7. The learner may appeal to the Chairman if they reject the findings.

D. Digital Device Policy

Rationale for the Policy

It is understood that cell phones are increasingly being used for security reasons and for general convenience. Electronic devices of all kinds are being used for purposes of learning and entertainment. As a consequence more and more learners are bringing mobile phones and other electronic devices to the academy. However, this does create a number of problems for the learners and their peers.

1. These devices are often and easily stolen.
2. They tend to ring or otherwise cause distractions for other learners during lessons.
3. Learners play games during lessons on these devices.
4. They can be used to communicate with other learners at inappropriate times, such as in tests or other controlled environments.
5. The possession of such devices makes them a target for criminals.

Policy

The policy of the academy for these devices is as follows:

1. Electronic devices may be brought to the academy. They must be turned off, and mobile phones must be silent at all times. They may not be used for any form of communication during class, including the receiving and making of telephone calls, sending or receiving SMS messages, sending and receiving of e-mails or any other form of electronic communication.
2. If necessary, messages can be checked between lessons and during breaks.
3. If a phone rings during lesson time the phone will be confiscated for the duration of the day.
4. Repeated offences (say three) will receive a Disciplinary Hearing
5. Learners who use their electronic device for organisational purposes may use the device in class, but only with the permission of that facilitator who may refuse this at his or her discretion.
6. Electronic devices may NOT be used while in a controlled test or examination venue by any member of the class.

Waiver of Liability

The academy does not take responsibility for the theft of any electronic devices that are taken. It is the learner's responsibility to ensure that their devices are kept secure at all times. For the safety and security of these devices and for that of the learners, it is the suggestion of the management of the academy that these devices are not brought to the academy.

E. DRUG POLICY

Preamble

It is strongly believed that drugs and alcohol are both dangers to the physical and spiritual well-being of the individual. Moreover, abuse of such substances impacts negatively on the values and philosophy of the Academy as a whole.

A learner is prohibited from bringing onto the Academy property:

1. alcohol
2. illegal and/or harmful substances

The Academy reserve the right to search any person and/or vehicle and/or clothing and/or bag and/or property of any person who is reasonably suspected of being in possession of any of the aforementioned substances.

A learner may neither consume alcohol while in Academy uniform nor arrive at Academy under the influence of drugs and/or alcohol. This rule will also be strictly applied should learners be away from Academy on Academy related activities.

Definition of a substance abuser:

- All those found in possession of any such substances or
- Those who have in their possession the paraphernalia of abuse, or
- Those found in the company of an abuser.

Disciplinary Action

A learner found to be distributing and/or selling drugs or alcohol warrants immediate suspension and/or expulsion. The Academy will duly refer the case to the South African Police Narcotics Bureau for further investigation. The Academy will assist the police in their investigation at the Academy.

F. Grievance Procedure for Learners

How do I make a complaint?

- By talking about it – or by writing it down if you find that easier.
- You can do it by yourself, or as part of a group.

To whom?

- To anyone on the staff.

Does it matter what the issue is?

- No, it can be a big problem or a small one. By discussing it, you may come up with some positive ideas.

What will happen next?

- If possible, the staff member will deal with it in person. If not, he or she will go on your behalf to someone who can help.

Do others have to know?

- If you are worried about confidentiality, tell the staff – they will understand.
- Even if you find the issue hurtful or embarrassing, don't worry – it will only be discussed by staff who can help you.

Academic Policies

Competency Requirements

Learners will complete a range of assessments during the course of the academic year. It is required that the learner is declared competent in all of these assessments before continuing their studies the following year.

Learners will be given 2 opportunities to be declared competent for an assessment, failing which they will be required to repeat the module pertaining to the assessment at the cost of the learner.

Appeals policy

1. Introduction

1.1. It is a principle of assessment in the context of the NQF that all learners have the right to appeal an assessment decision if they feel they have been wrongly assessed.

2. Aims and Objectives

2.1. To ensure that learners who feel aggrieved by an assessor's decision have a mechanism they can use to voice their disagreement with the decision taken.

3. Scope

3.1. This procedure will apply to all disputes in terms of standards-based assessment

4. Inputs

- 4.1. Appeal form
- 4.2. Appropriate documents

5. Outputs

- 5.1. Completed appeals form
- 5.2. Updated assessment results
- 5.3. Agenda and minutes of scheduled assessors' meeting where assessment was discussed
- 5.4. A schedule of the next two assessments by the assessor to be reviewed by the moderator

6. Appeal process

6.1. Stage One

6.1.1. Where the candidate disagrees with the assessment given (s) he must explain the reasons for this to the Assessor concerned as soon as possible. In most circumstances this will be immediately after receiving the assessment decision.

6.1.2. The Assessor should consider the candidate's explanation and provide a response through:

- a clear explanation or a repeat explanation of the assessment decision following a re-evaluation of the evidence
- completion of Section 1 of the Candidate Appeal Form
- amendment of the candidate's assessment record, if appropriate

This should take place within 3 working days

6.1.3.If the candidate agrees with the outcome at this stage then the appeal will not proceed any further.

6.1.4.If the candidate is not happy with the outcome then the appeal will proceed to Stage Two.

6.2. Stage Two

6.2.1.The Moderator must receive the following from the Assessor within 3 (three) working days:

- The original assessment record and candidate evidence, where appropriate
- The Candidate Appeal Form, with section 1 completed

6.2.2.The Moderator will reconsider the assessment decision by evaluating:

6.2.3.The candidate's evidence and associated records

6.2.4.The Assessor's rationale for the decision

6.2.5.The opinion of another Assessor

6.2.6.The opinion of the candidate

6.2.7.The Moderator should complete Section 2 of the Candidate Appeal Form and provide the candidate with an alternative Assessor and date within 5 working days of receiving the appeal.

6.2.8.Where the candidate remains unhappy with the second assessment the Appeal must proceed to stage three.

6.3. Stage Three

6.3.1.If no resolution has been reached, the stage three Moderator will study the case history. These documents should include:

- Candidate Appeal Form, appropriately completed
- Assessment records
- Any written comments from the Moderator (e.g. background details)

6.3.2.The Moderator will then, within 10 working days, convene a panel comprising:

- the original Assessors
- the stage two Moderators
- another Moderator from the relevant discipline

6.3.3.The panel will evaluate the situation and complete section 3 of the candidate appeal form and will inform the candidate of its decision within 5 working days

6.3.4.If the candidate is still not satisfied with the outcome (s) he has the right to take the appeal to the ETDQA

6.4. Stage Four

6.4.1.The convening Moderator will forward relevant details to the External Verifier (EV) and these should include:

- Candidate appeal form, appropriately completed, (including the reason for the decision of the investigation panel)
- Assessment record sheets
- Written comments from the Moderator (as supplied to stage three panel)

6.4.2.The External Verifier will convene, within 10 working days of notification, a panel comprising of:

- The ETDQA Review Specialist or the appropriate senior post holder
- The stage two Moderator
- The original Assessor

6.4.3. The candidate should be invited to attend with a representative if they wish. The panel will reconsider the assessment evidence, led by the External Verifier.

6.4.4. The panel must reach a decision and inform the candidate of the result within 5 working days, in writing.

6.4.5. The decision of the panel is final

7. Reports

7.1. Records of all appeals must be logged and made available as appropriate to:

- all relevant parties to the dispute
- the Chief Executive
- ETDQA

A. Plagiarism Policy

Learners are challenged to fulfill their potential in academic work. Therefore the Academy takes a strong stand against plagiarism. Plagiarism is the act of taking and using the thoughts, writings and other inventions of another as one's own work. Unreferenced work taken from sources such as the Internet, books and interviews with individuals will be regarded as plagiarised.

It is an intellectual theft, no different in motivation from the theft of material objects.

Penalties for plagiarism will be appropriate to the offence and will range from the loss of an assignment mark for petty infringements through to letters of warning for grosser violations.

What is plagiarism?

Plagiarism is defined in The Concise Oxford Dictionary as *'the act of taking and using the thoughts, writings, inventions etc of another person as one's own'*. Basically, it's theft. If you don't quote or reference ideas that you borrow, you're stealing.

Yes, we know

Yes, we know when you are plagiarising. Overnight a learner produces a sophisticated style and set of ideas at a level he has never achieved before, and cannot explain or define all the ideas he has used. You can also see from the last example above that such a writer tends to use words like 'fantastic' and errors like 'alot' that just don't fit into the style of the rest of the writing.

What's more, we are able to find many of the original texts via Internet plagiarism search sites.

IT Policies

A. Acceptable ICT-Usage Policy for Learners

As a learner of the Academy you may be required to use the IT facilities provided by the academy from time to time for either personal or work purposes. The facilities are provided for education-related activities and personal usage (such as banking or recreational usage) is done on your own time and at your own risk. You will be held responsible for any and all activity that occurs on a computer while you are logged in to it. It is therefore important that you never leave your computer station unlocked when you are not in front of it, or give your password to anyone else, including the IT support staff, facilitators and other learners.

Criminal Activity

You need to be aware that the Academy will be held responsible for all activities that originate from its computers. As such, engaging in any illegal activities, including file sharing, the distribution of copied music (you might own the music, but the Academy does not and so having your music on our computer equipment is illegal), child pornography, hacking (whether internally or externally) or any other criminal activity as defined in the [Electronic Communications and Transactions Act \(No. 25 of 2002\)](#) or the [Film and Publications Act \(No. 65 of 1999\)](#) is not acceptable.

It is also an offense to attempt to circumvent any systems on the network which might enforce certain restrictions. This includes using software to hack or crack systems, and also logging on to machines and devices using other people's login credentials.

Electronic Communication and Privacy

You are provided with your own personal e-mail account for use in communicating with fellow learners. You have no expectation of privacy for either incoming or outgoing e-mail. According to the [Regulation of Interception of Communication Act \(RICA\)](#), you are warned that your e-mail is automatically duplicated and stored in an archival system for this purpose. While you are welcome to use your e-mail account for personal reasons, remember that this e-mail activity is being recorded. The Academy reserves the right to use this duplicated e-mail against you in a disciplinary hearing, should the need arise.

Your Internet browsing activity is also monitored and logged as part of the IT Department's efforts to better serve your educational requirements. This includes the times, dates and addresses of all web pages you visit. It is also possible that the contents of unencrypted web pages might also be intercepted. While you are able to make use of our facilities for your own personal uses, you are again reminded you have no expectation of privacy. Again, the Academy reserves the right to use this information in a disciplinary hearing against you, should the need arise.

You may not, under any circumstances, use the equipment provided by the Academy for your own financial gain.

Confidentiality

Your login account is given access to resources on the network and the Internet that are needed to further your education. You will be held accountable for any action that occurs while you are logged into a computer.

General Usage

You are permitted to use any and all software that is installed on your computer. You may not install any other software yourself. This is because the Academy is not licensed to run this software and by loading it onto an Academy computer, you are committing software piracy. This also interferes with the good running of the computers.

Online Profiles and Activities

Learners are warned that they are ambassadors of the Academy and must therefore strive to behave online with the same levels of good behaviour that are expected of them by the Code of Conduct at any other time. Any online profiles or personas (either web-based, e-mail-based or using any other form of electronic communication as defined in the ECT Act (No. 25 of 2002)) that are created should avoid direct association with the Academy wherever possible (it is acknowledged that some services require association with an academy, and that some educational mailing lists or other online services might be signed up for with an Academy e-mail address). Learners will be held accountable for their actions and content of their postings if a link can be established between their persona and the Academy. This might be direct (for example: by mentioning its name) or indirect (for example: belonging to a group affiliated with the Academy or posting a picture in which the Academy can be identified).

No learner is authorised to create a profile on behalf of the Academy (e.g. an Academy Twitter account, Facebook page, blog etc.) which might issue statements and messages on behalf of the Academy without the prior permission of the Head of Training.

Learners are strongly advised to set the privacy settings as strictly as possible to prevent anonymous access to their online posting. Furthermore, learners should regard such services as publically accessible and must avoid posting any materials or messages online which might bring themselves or, either directly or indirectly, the name of the Academy into disrepute.

B. Printing Policy

The Academy's printing costs are substantial. To combat these costs, we have introduced the following procedures :

Learner Printing

- Learners will not receive any free printing facilities.