

PARENTS'/GUARDIANS' CONDUCT, ROLES AND RESPONSIBILITIES (V9 28072025)

1 Introduction and Purpose

- 1.1 The School cannot do without an ongoing requisite collaboration with parents/guardians as it seeks to achieve its intended objectives for enrolled students.
- 1.2 The School's Agreement with parents/guardians comprises the following documents, all of which must be acknowledged as a pre-requisite for the registration and enrolment of all students:
- a) *Rules and Conditions for Registration and Enrolment.*
 - b) *Parents'/Guardians' Conduct, Roles and Responsibilities.*
 - c) *Debt Management and Contract Termination Procedure*
 - d) *Students' code of conduct.*
- 1.3 Failure to acknowledge one of the four enrolment documents would render the enrolment or re-registration of your child incomplete. For all intents and purposes of this document, an electronic acknowledgement by the parent/guardian will be considered as valid.
- 1.4 In the main, this document is intended to entrench the following interrelated objectives:
- a) The school ethos; i.e. the school community' shared core values, attitudes, beliefs, and 'culture';
 - b) A collective implementation of the Respect, Diversity and Inclusion (RDI) campaign; and
 - c) The attainment and ongoing maintenance of a conducive teaching and learning environment for all students.
- 1.3 The ADvTECH Schools Division educational experience is founded on a policy of mutual respect and recognition of the individual in relationships between students, parents/guardians, and staff.
- 1.4 Parents/Guardians and the staff of the School share a partnership in all aspects of the Student's development, including social, moral, physical, emotional, and intellectual development. An integral part of this process is to instill confidence in a Student to explore and express their ideas in a secure environment free from fear of humiliation or failure. The outcome of this process will be the development of the Student's sense of justice, equity, and dignity, culminating in a sense of self-discipline, self-confidence, responsibility, and accountability.
- 1.5 It is in this context that we request the essential participation and cooperation of parents/guardians in providing the optimal environment for the growth and development of their children.

- 1.6 All Students (above Grade 3) sign a Code of Conduct which embraces the values and ethos that we wish to promote in our schools. We encourage parents/guardians to help their children understand and abide by these principles, emphasising that these same rules protect them from the excesses of others.
- 1.7 Further, our schools do not prescribe one set of rules for Students and another set for staff or for parents/guardians. We ask that parents/guardians and staff display the appropriate behaviour that they expect to inculcate in the Students.

2 General

2.1 Payment of School Fees

- 2.1.1 The parent/guardian recognises that the School was established and is being maintained at its 'own expense', as contemplated by Section 29(3) of the Constitution of the Republic of South Africa. This means that the School does not receive any state subsidy and is entirely dependent on the collection of applicable fees for its financial viability. It is for this reason that Parents/guardians are liable for the payment of school fees, and where applicable, additional levies for their children.
- 2.1.2 The parent/guardian accepts the obligation and full liability for the punctual payment of all fees to the School, and all other amounts that become due and payable to the School.
- 2.1.3 Any services provided by the IIE may be suspended with immediate effect if the applicable fees are not paid as per the Agreement.
- 2.1.4 The School reserves the right to use legal means at its disposal to collect fees that are due by parents/guardians.
- 2.1.4 Given the unique circumstances for Grade 12 students, their parents/guardians will be required to select appropriate options for their payment of school fees for the Grade 12 academic year.
- 2.1.5 The parent/guardian accepts that failure to pay the school fees would constitute a breach of their Agreement with the School, and may, after due process, lead to the termination of the Agreement. Once the Agreement is terminated, the parent/guardian will have to find an alternative school for their child, but they will still be liable for the payment of outstanding fees for their children.

2.2 Communication

- 2.2.1 Positive, direct, open, and honest communication amongst Students, parents/guardians, and teachers will promote relationship building, which

will inevitably enhance healthy and constructive learning and teaching processes.

- 2.2.2 The School keeps parents/guardians informed through newsletters, circulars, text messages, parents' evenings, digital platforms, and classrooms and notice boards. We encourage parents/guardians to read all forms of communication from the School and to respond where pertinent.
- 2.2.3 Our School maintains an open-door policy. Parents/Guardians are encouraged to bring any concerns to the attention of the appropriate staff members or principal, and to communicate with the teacher, coach, or Principal timeously regarding areas of concern before they become major issues.
- 2.2.4 Parents/Guardians are encouraged to ensure that they arrive timeously for appointments with the Principal or teachers.
- 2.2.5 Parents/Guardians should inform the School of any occurrences or incidents in the home which might impact on the Student's behaviour, e.g., trauma, death, illness.
- 2.2.6 It is incumbent on Parents/Guardians to disclose any relevant educational information regarding their child during the application process.
- 2.2.7 Parents should at all times follow the available dispute escalation process available to them through the school, brand office and finally, ADvTECH Group support office.
- 2.2.8 Parents electing to involve legal counsel for dispute resolution, before having followed available internal escalation channels, will become liable for associated ADvTECH legal fees when having to respond to such matters.
- 2.2.9 In an effort to maintain respectful and effective engagement, the school will not host large group meetings or open forums at the request of individual parents. Concerns are best addressed through direct, individual conversations with the appropriate staff member or school management to ensure a constructive and solutions-focused dialogue. Where appropriate, the school may convene larger group meetings for the purpose of sharing important legislative/regulatory and institutional updates, changes to school operations, or any information that affects the broader parent body.

3 Conduct

3.1 Punctuality

- 3.1.1 Parents/Guardians should ensure that their children arrive in good time to be in class by the school starting time. Unless unavoidable, lateness for class is not

only disrespectful towards the teacher and fellow Students, but often results in the Student feeling embarrassed.

- 3.1.2 In the event that a Student is late, the parent/guardian should submit a late note via their child, which will be recorded before the Student is sent to class.
- 3.1.3 Should Students be responsible for their own late arrival, the parent/guardian should not try to justify or assume the responsibility, but should rather help the Student understand the infringement, and help him/her to avoid a recurrence. Accountability, rather than excuses, is encouraged.
- 3.1.4 Parents/Guardians should equally ensure lateness for sports events or school functions is avoided for the same reasons.
- 3.1.5 Please note that consistent lateness by a Student is an offence in the School's Code of Conduct.

3.2 Attendance

- 3.2.1 Absence from school for even one day puts enormous pressure on a Student to catch up the work missed. For this reason, we request that parents/guardians avoid making doctors, dentists, or any other appointments during the school day.
- 3.2.2 Parents/Guardians should ensure that valid absenteeism is reported to the School at the time of, or as soon as possible after their child's absence. In addition, a note when the Student returns is requested.
- 3.2.3 Absenteeism on the day of a test or examination requires a doctor's certificate indicating that the Student was incapacitated.
- 3.2.4 Parents/Guardians are strongly advised not to take their children on holiday during school terms or have extended holidays. This not only disrupts vital learning processes but may impact negatively on their children when volumes of work must be caught up. The School does not commit to rescheduling examinations or assessments, nor to catching up missed work resulting from extended holidays.

3.3 Dress Code

- 3.3.1 The dress code is clearly outlined in the School's Code of Conduct.
- 3.3.2 Dress code reflects a culture of respect and discipline. Parents/Guardians are encouraged to ensure that their children are dressed appropriately within the clearly defined parameters as set out in the School's Code of Conduct. Parents/Guardians are requested to support the School in ensuring that Students are well presented.
- 3.3.3 Parents are expected to dress appropriately for the school environment and functions, be they informal or formal.

3.4 Time Management

- 3.4.1 The School emphasises the need for Students to have quality leisure and recreational time. The pressure on Students to achieve academically, to complete homework and projects and to participate in extra-murals often obscures this need.
- 3.4.2 Whilst teachers are continually made aware of the pressure on Students, procrastination and weak time management can lead to late nights and ineffectiveness at school. Parents/Guardians are expected to monitor and assist in managing excessive time spent on digital devices (on such things as social media, streaming, gaming etc.) and/or at social events which could negatively affect a Student's health and/or academic performance.
- 3.4.3 Parents/Guardians need to encourage their children to make constructive and effective use of time during class and study periods and to help them organise their homework time effectively. Whilst study methods remain the responsibility of the teacher, parents/guardians are encouraged to impose time limits for subjects and study time reserved. Study timetables should be developed and adhered to, especially for examinations.
- 3.4.4 An open-door communication strategy is encouraged in all our schools; hence Students and parents/guardians are encouraged to contact teachers with realistic concerns regarding workloads and time management.
- 3.4.5 Should your child continuously be 'tired', never able to complete homework despite working long hours, never participates in leisure activities or becomes withdrawn, some form of intervention may be required. Please contact the School if such behaviour is observed.

4 Parents' Role

4.1 Daily Organisation

- 4.1.1 Messages to Students in class via Reception will only be passed on in extreme situations. Parents/Guardians are encouraged to ensure that all necessary arrangements for pick up or lifts are finalised before dropping their children at School.
- 4.1.2 Parents/Guardians should ensure that their children are properly equipped for the day before leaving home. The School cannot be expected to distribute lunches, books, projects, and sports equipment once School has started.

- 4.1.3 The School retains the right not to release a Student into the custody of a non-recognised or unauthorised person after school or during the school day. Should your child not be fetched by a regular guardian on any given day, the School should be advised accordingly.
- 4.1.4 A Student who must wait for long periods to be fetched from school or after sporting fixtures is a Student at risk. A period of no more than 30 minutes from the appointed time is allowed.
- 4.1.5 The normal operating hours of the school will form part of a separate communication to parents/guardians. If Students are to be dropped at school before 07:00, the School will not be responsible for their supervision or safety; unless otherwise arranged with one of the (class) teachers. Students not involved in school activities may not wander around the school grounds unattended. See 3.1.4 above.
- 4.1.6 Parents should ensure that Students proceed directly to the relevant venue(s) for afterschool and evening activities and events. Students who choose to leave school premises prior to or during an event without the parent's/guardian's or School's permission are not the responsibility of the School.
- 4.1.7 Parents should be vigilant in using transport and taxi services and ensure their children are safely delivered to the correct destination at the correct time. The School does not accept any responsibility for monitoring or managing the use of transport or taxi services.

4.2 Responsibility regarding information technology and the use of social media

- 4.2.1 Parents/Guardians are encouraged to educate their children on the concept of digital citizenship, including responsible online behaviour, cyberbullying awareness, and the importance of maintaining privacy online.
- 4.2.2 Parents/Guardians should implement parental control software to restrict access to inappropriate content and set appropriate time limits on screen usage.
- 4.2.3 Parents/Guardians should immediately report any online safety issues or cyberbullying incidents involving their child to the school.
- 4.2.4 Parents/Guardians should ensure that any school-provided devices and/or technologies are used strictly for educational purposes and are returned in good condition.
- 4.2.5 Parents/Guardians should educate their children about the long-term implications of their digital footprint and the importance of posting and consuming online content responsibly.
- 4.2.6 Parents/Guardians should model and enforce respectful and constructive communication online, especially in interactions related to the school community.

- 4.2.7 Parents/Guardians are responsible for ensuring their children use school-provided digital resources appropriately and responsibly, both at home and on school premises.
- 4.2.8 Parents/Guardians must ensure that any device/s used by a child(ren) are fully updated and have an active and updated Anti-Virus / Malware application installed.
- 4.2.9 Parents/Guardians must monitor the use of VPN Applications, and note that these are used to actively bypass firewall and monitoring systems. The School / ADvTECH cannot be held responsible for any content that is accessed by a child(ren) if they have a VPN application installed on their device/s.
- 4.2.10 Out of school, parents/guardians bear responsibility for the same guidance of Internet use as they exercise with other information sources such as television, telephones, movies, radio, and other potentially offensive media. Parents/Guardians are responsible for monitoring their child(ren)'s use of technology, including Student access of the School's resources from home or a remote location.
- 4.2.11 Parents/Guardians need to be responsible for 'Safe Search' options on private devices with private 3G-cards.
- 4.2.12 Parents/Guardians are expected to monitor the use of technology for the purposes of cheating and should support the School in actively preventing plagiarism, cheating and dishonest conduct using technology.
- 4.2.13 Parents/Guardians are expected to help the school in monitoring their children's full compliance with the Information and Communication Technology policy and all other school policies.
- 4.2.14 Parents/guardians are not allowed to speak on behalf of the School or on behalf of ADvTECH through any (social) media platform.
- 4.2.15 Parents/guardians' participation in school-authorized social media platforms must at all times be in compliance with applicable rules in that regard.
- 4.2.16 Parents/guardians must not bring the school's name or ADvTECH's name into disrepute, through their utterances/conduct on social media or by setting up a social media platform that shares disparaging comments about the school.

4.3 Social Conduct

- 4.3.1 It remains the responsibility of the School to maintain acceptable behaviour of Students, parents/guardians, and staff whilst on the school campus. Please address any concerns immediately to the School or the Principal.
- 4.3.2 Parents'/Guardians' conduct/utterances may not in any way bring the school's name into disrepute.
- 4.3.3 School property, property belonging to school employees, and property of Students needs to be respected by all Students, parents/guardians, and staff alike.

- 4.3.3 Respectful and appropriate language needs to be always exercised by all members of the community.
- 4.3.4 Parents/Guardians must not be disrespectful to teachers and the school management team. Equally important, teachers and the school management team members are required to act professionally when interacting with parents/guardians.
- 4.3.4 The school has a zero tolerance for discrimination based on race, colour, creed, gender, sexual orientation, or disability.
- 4.3.5 Parents/Guardians may not distribute or sell materials, nor advertise services on school grounds or at school functions without the specific permission of the Principal.
- 4.3.6 Parents/Guardians should encourage their child(ren) to participate fully in the activities of the School.
- 4.3.7 Parents/Guardians need to respect and support Students, other parents/guardians, and staff in learning and teaching processes that are in progress and are expected as such not to disrupt any school lesson or activity, or obstruct any school employee, fellow parents/guardians or Student going about their business.
- 4.3.8 No parents/guardians may approach a Student other than their own child without the express permission of the Student's parents/guardians or a representative of the School.
- 4.3.9 Parents/Guardians are prohibited from approaching and verbally or physically abusing any Student participating in a school activity. Such action will result in censure and may lead to legal action.
- 4.3.10 Parents/Guardians and Students may not be in possession of or under the influence of alcohol or drugs while on school grounds or at general school functions.
- 4.3.11 Notwithstanding 4.3.10, parents/guardians may partake of alcohol in moderation at certain functions where the School Principal has specifically sanctioned such use.
- 4.3.12 Parents/Guardians should endeavour to uphold the moral and legal behaviour of their child(ren), especially as regards alcohol, cigarettes, substance abuse, and sexual activity.
- 4.3.13 The School encourages a healthy sporting culture commensurate with our values and ethos. Parents/Guardians are encouraged to recognise participation and achievement by their children in their selected activity. Aggressive or unsportsmanlike behaviour whilst attending contests or matches as well as interference with referees or judges, may result in the parent/guardian being asked to leave the premises, an action which may cause unnecessary embarrassment to the child.

- 4.3.14 Parents/Guardians may not interfere with the casting, selection, training, or direction of Students involved in cultural events and/or productions and/or where competitive events take place and may not challenge the decisions of adjudicators or judges, other than in writing via the Principal.
- 4.3.15 Parents/Guardians should be aware at all times of the whereabouts of their child(ren) and set parameters as far as timelines, transport arrangements, dress code, and appropriate behaviour are concerned. Students should be fetched from school and school activities punctually and within a reasonable time of the event/activity ending.
- 4.3.16 Children respond positively to good examples, empowerment, encouragement, and expectation. The School sets high, realistic standards and takes pride in helping children achieve their full potential. Parents/Guardians should expect no less of their children and should always provide them with positive guidance and support.
- 4.3.17 Parents/Guardians may not make, share, post, or otherwise engage with social media posts (directed at the MD, the school, principal, teachers, or students) that are illegal, demeaning, disrespectful, hurtful, or discriminatory in any way.

5 Academic Environment

5.1 Academic Support

- 5.1.1 The School offers Students academic support through extra lessons, individual attention, question time in class, feedback from tests and examinations and timetabled study periods in senior grades.
- 5.1.2 There may be times when parents/guardians cannot help their children with homework owing to new or different challenges in the curriculum. One way in which parents/guardians can assist their children is by encouraging them to make use of the opportunities stated in 5.1.1 and by making it possible for him/her to attend all necessary support offered.
- 5.1.3 Parents/Guardians can offer further support by encouraging their children to form homework groups, or by encouraging the use of technology, school websites and/or digital 'classrooms' and bulletin boards for source material and communication purposes.
- 5.1.4 Parents/Guardians may request model answers or rubrics for tests so that they can work through tests with their children if required. While this process is duly completed in class, the exercise will not only help parents/guardians appreciate their child's progress but will confirm the parents'/guardians' interest in the child's progress.
- 5.1.5 Students and parents/guardians may make appointments with teachers for advice or individual consultation.

- 5.1.6 The School may retain a Student who does not meet the promotion requirements of the Department of Basic Education as outlined in the CAPS document as well as the internal Policy of ADvTECH Schools Division. This shall be done in consultation with the parent/guardian.

5.2 Reports

- 5.2.1 Comprehensive academic reports are made available on a regular basis on the Schools and Tertiary Academic System (STASY).
- 5.2.2 Parents/Guardians are encouraged to analyse their children's reports with them with a view to support. Parents/Guardians should not over-emphasise academic competition where possible but by the same token are requested to never condone mediocrity.
- 5.2.3 Due to current legislation, school reports no longer reflect a simple average or aggregate. The final average mark is often a complex calculation based on departmental assessment requirements. It should also be noted that an overall average no longer has any official recognition, as passing is based on performance in subjects only. The School uses averages for internal purposes such as academic awards. Overall results are weighted according to various criteria and are not a simple average. Please approach the School if you have any queries related to the reports.
- 5.2.4 The School allows Students to change subjects or options where appropriate. If a subject is changed during an academic year, the Student might be marked 'absent' for the period during which a 'new' subject was attended and therefore not receive a mark for the subject that was dropped. The School provides information sessions for parents/guardians regarding any subject choices the Students may have at times during their school career. Care should be taken to analyse the subject choices, and parents/guardians are encouraged to make informed decisions in consultation with their child(ren) and the School before embarking on a specified subject combination. Parents/Guardians are encouraged to attend meetings organised to inform them on these choices.
- 5.2.5 In regard to Grades 10 – 12, the Subject Change Policy of the Department of Basic Education and/or the IEB must be complied with.

5.3 Teacher Support

- 5.3.1 The School strives to create a pleasant environment conducive to effective teaching and learning. We encourage parents/guardians to be supportive and positive in this endeavour and request that parents/guardians refrain from making disparaging comments about the School or teachers in front of their children.

Parents/Guardians are welcome to express any concerns to the Principal or the teacher in question.

5.3.2 Please make appointments ahead of schedule should you wish to consult academic staff. Teachers are not allowed to leave their Students unattended during teaching periods and therefore may only be available to see you at certain times.

5.3.3 Academic staff should not be contacted after 18:00 hours, unless as per arrangement with the affected staff member.

5.3.3 Parents are urged to respect teachers at all times, and the same is expected of teachers. Concerns must be raised and addressed respectfully and professionally.

5.4 Class Placement

5.4.1 Parents/Guardians cannot insist that their children be put in particular classes with specific friends. Requests for Students to be placed in specific classes, or with particular friends, or with preferred teachers will be considered and accommodated where and if appropriate. The parent/guardian needs to trust the School and support the decision made in these situations.

5.4.2 Normally, class changes will not be made until the Student has had time to acclimatise.

6 Security and Access to the School

6.1 The School Premises

6.1.1 School guards and security personnel are there to enhance the safety of your children. Parents/Guardians are expected to obey the requests of security guards at the gates and on the grounds and to sign the Access Schedule if required to do so. Parents/Guardians may not argue with or use abusive language with the guards; any issues regarding the security procedures may be addressed to the Principal.

6.1.2 At times, there is intense pressure on the parking area during peak times. Parents/Guardians should be courteous and considerate in the parking area. Parents/Guardians must avoid causing congestion by, for example, picking up their child in inappropriate areas or by stopping in areas other than designated parking bays. Each School has specific traffic flow guidelines and parents/guardians are expected to abide by these.

6.1.3 The School takes various precautions to ensure that the safety and security of your children is paramount to their educational needs. Parents/Guardians may not enter or walk around school premises without signing in at Security and

receiving permission to do so. Please report to Reception for your needs to be attended to. Action may be taken against individuals who engage with Students, enter the educational areas, classrooms, and facility domains without authorisation.

- 6.1.4 No dangerous weapons of any description are allowed on school property. Should any such weapons be identified, parents/guardians will be requested to leave the property and Students will have such items confiscated and this reported to their parents/guardians.
- 6.1.5 Where additional security is required by parents/guardians for their children (e.g body guard services), all applicable details must first be acceded to by the principal/Executive Head.

6.2 Transportation of students to and from the school/school authorised destinations

- 6.2.1 The School is of the view that the use of e-hailing for transporting Students to and from school is a matter between the parent/guardian and the e-hailing service, and the School has absolutely nothing to do with it.
- 6.2.2 In using e-hailing services, parents/guardians are urged to take precautionary measures, including ascertaining if use of the service for the child concerned (age) is permitted and if such a service is used, checking whether the registration plate, vehicle colour, and model match the information provided on the relevant App.
- 6.2.3 The transportation of students to and from school authorised events must be preceded by a signed indemnity form by affected parents/guardians.
- 6.2.4 Staff members are not allowed to transport students in their cars without explicit permission from their parents. In (medical) emergency cases, and where a staff member is unable to get hold of the parent/guardian, the staff member may, in *loco parentis*, act in the best interest of the child. Reasonableness.
- 6.2.5 Where additional security is required by parents/guardians for their children, in transit to and from a school authorised destination, this must first be discussed with the principal/Executive Head, taking into consideration the safety and best interest of all other children/students who will be undertaking the same trip.

7. Students' discipline

- 7.1 The parent/guardian accepts that the School manages students' discipline through its code of conduct. A copy of the code of conduct must be acknowledged as part of the parents'/guardians' Agreement with the School. The students' code of conduct was designed to:
 - a) Facilitate the ongoing alignment of students' conduct with the school ethos.

- b) Entrench Respect, Diversity and Inclusion (RDI);
 - c) Strengthen the students' positive behavior through restorative sanctions. Punitive sanctions are only considered as the last resort, in response to aggravated transgressions of the code of conduct, repeated instances of the transgression of the code of conduct, and in an effort to ensure the protection and safety of other enrolled students.
- 7.2 An [Appeals Policy and Procedure.docx](#) was designed to enhance the requisite procedural and substantive fairness, as the School implements its code of conduct.
- 7.3 Furtherance to the objectives of the Children's Act, 2005, and related pieces of legislation, the School continues to ensure that the code of conduct is age-appropriate.
- 7.4 As the school's code of conduct forms an integral part of its internal arrangements, external parties will not form part of its implementation. Accordingly, there shall not be any legal representation during the implementation of the code of conduct. This applies to the School and the student.

8. General provisions

8.1 Parents/guardians are urged to:

- a) Resolve their concerns/complaints with the school prior to any escalation or prior to any legal intervention. While parents reserve the right to seek legal intervention in an attempt to resolve their unhappiness with the School, they should be mindful that this could lead to undesirable legal implications for them.
- b) Not interact through social media in a manner that puts the school's name into disrepute;
- c) Not incite other parents negatively against the School; and
- d) Always interact with the principal and teachers professionally and in a respectful manner.

9. Procedure and consequences for non-cooperation

- 9.1 The parent/guardian's non-cooperation with the School, in regard to the standards outlined in this document, may be considered as a breach of the Agreement, and would then be treated as such by the School.
- 9.2 In instances where a parent/guardian's conduct is found to be contrary to the standard outlined in this document, they will be notified (by the School) of the alleged undesirable conduct, so they can provide a reasonable explanation for it. Depending on the aggravation or mitigation of the undesirable conduct:
- 9.2.1 The matter may be resolved amicably during the course of the meeting with the School.
 - 9.2.2 The parent/guardian may receive:



PINNACLE COLLEGES

- a) An official letter of caution from the School; a copy of this letter will be filed accordingly, for future reference.
- b) A final letter of caution;
- c) A notice for the school's intent to terminate the Agreement, subject to the requisite due process in this regard. Consequent to the termination of the Agreement with the parent/guardian is the deregistration of their child.

9.3 The parent/guardian may appeal the termination of their Agreement with the School by emailing all relevant documents/evidence to schoolsadmin@advtech.co.za within 7 weekdays of the date of the School's termination letter.