



**ACADEMY OF
TECHNOLOGY
AND INDUSTRY**
by UCT ONLINE HIGH SCHOOL

ACADEMY OF TECHNOLOGY AND INDUSTRY GUARDIAN CODE OF CONDUCT



OVERVIEW

Purpose	The purpose of the Guardian Code of Conduct is to ensure that the principles of a safe, inclusive, and ordered teaching and learning experience, are clear to all and consistently upheld.
Custodian	Director of Learning Experience
SME	
Approval Authority	Chief Executive Officer
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Definitions

Guardian: a person who has the legal authority and duty to care for a minor, manage their property, and make major life decisions on their behalf. Key responsibilities include administering property, providing legal consent, and guiding major life choices.



1. Scope and purpose

This code of conduct applies to the parent or guardian of a learner, enrolled for study at the Academy of Technology and Industry and under the age of 18 at the point of admission to the Academy.

The purpose of this Guardian Code of Conduct is to set out the values and principles that ensure that every learner enrolled at the Academy of Technology and Industry has the opportunity to realise their full potential. The following sections outline what is required of guardians in providing an optimal online learning environment, engaging with the Academy, its staff, and other guardians, and in representing the Academy more generally. This policy should be considered alongside the Learner Code of Conduct and any other relevant Academy policy.

2. Principles

2.1. We value collaboration with our guardian body. We recognise that education is our shared responsibility and, as such, is a process that must involve intentional partnerships between our Academy and each and every guardian.

2.2. As partners, we recognise the importance of a good working relationship in ensuring that our learners receive an educational experience that will equip them with the skills and knowledge to excel in their studies and in life. The participation of our guardians in the life of our Academy is actively encouraged and valued.

2.3. In order to build and maintain our Academy community, it is imperative that we all uphold the values of the Academy of Technology and Industry and adhere to the guidelines, rules, and regulations outlined in the Academy's policies. Through this, we will work together to continuously improve the experience that learners have at the Academy of Technology and Industry, enabling each of them, no matter what their circumstances, to fully realise their potential.

2.4. In order to put these principles into practice, every guardian is asked to:



- Respect the caring ethos of the Academy whenever engaging with the Academy or its representatives.
- Do their utmost to create a supporting environment in which learners are able to work consistently and effectively through the Academy's Online Campus.
- Treat all members of the Academy community with respect, dignity, and tolerance and set a good example in their own speech, conduct, and behaviour.
- Seek assistance from the Academy to resolve any conflictual situations and desist from confrontational, aggressive, or unsafe behaviour.
- Follow the appropriate channels to raise concerns or complaints against the Academy or its staff members.

3. Acceptance

3.1. This Code of Conduct represents a mutual understanding between guardians and the Academy. The Academy of Technology and Industry undertakes to do everything that it reasonably can, within the limits of the policies and resources available, to ensure that every learner has the best possible opportunity to realise their full potential.

3.2. For their part, guardians undertake to follow the spirit, principles, and specific requirements of this Code of Conduct, both for the benefit of their own learners and for the Academy community as a whole. Accordingly, on enrolling learners at the Academy of Technology and Industry, guardians are asked to confirm that they have read, fully understand, and accept the principles, standards, and specific requirements set out in this Code of Conduct.

4. Supporting Learners

4.1. Learners studying online, without the constraints and routines of traditional brick-and-mortar academies, require different forms of support from families and guardians. The Academy of Technology and Industry's success depends on a carefully designed system of "structured flexibility", through which learners



organise their own study routines within a system of scheduled modules, assessments, and examinations. Our evidence shows that learners benefit from the active support of their families in accessing the Academy's Online Campus and in getting the best out of the academic courses and opportunities that the Academy provides.

4.2. Specifically, guardians should:

4.2.1. Ensure that learners have access to the minimum device and internet access requirements specified by the Academy, as well as to stationery and other learning materials as specified.

4.2.2. Where appropriate, help learners organise their time and commitments to make the best use of the Academy's "structured flexibility" model of asynchronous learning.

4.2.3. Emphasise the importance of integrity and of avoiding plagiarism and cheating.

4.2.4. Provide learners with appropriate guidance on their use of social media, in alignment with the Academy's social media policy as set out in the Learner Code of Conduct. If a guardian is concerned that a learner is using social media inappropriately, is receiving inappropriate messages via social media, or is being bullied via social media by other learners associated with the Academy, they should approach the Support Team..

4.2.5. Ensure that they are monitoring their learner's attendance and learning progress.

4.2.6. Regularly check the primary guardian's email account for important email communication from the Academy.

4.2.7. Ensure that their primary guardian contact information, including cell phone number and email address, is kept up to date via the Guardian Portal. This is specifically important when a guardian needs to be contacted during safeguarding learner cases.

4.3. The Academy of Technology and Industry does not receive any form of state subsidy and strives to keep fees as low as possible in order to be open to as wide a



range of families as possible. Accordingly, we depend on guardians to pay their Academy fees on time as invoiced.

5. Learner Misconduct

5.1. The Academy's policies and procedures in the event of learner misconduct are set out in full in the Learner Code of Conduct. Infringements are managed according to three levels of severity, and Level Three cases are subject to a Disciplinary Hearing with an appropriately qualified Chair who is not a member of staff of the Academy. The learner(s) against whom the allegations have been made, and their registered guardian(s), will be given at least five Academy days' written notice of their Disciplinary Hearing and will be invited to attend online to present their side of the story and make representations.

5.2. Any learner, or their guardian on their behalf, may appeal a sanction for an infringement at Level One, Two, or Three. A learner wishing to appeal a sanction must notify the Academy in writing via the Support Team within five learning days of receiving notification of the sanction. An appeal against a Level One sanction will be reviewed and resolved by the Executive Head of UCT Online High School. Appeals against Level Two and Level Three sanctions will be heard by an appropriately qualified adjudicator who is not a member of staff of the Academy.

5.3. All complaints, appeals, and their outcomes will be treated in strict confidence. If a guardian is concerned about the consequences of a disciplinary process for the health, safety, or well-being of a learner, they should approach the Academy via the Support Team, also in confidence.

5.4. At every educational institution, learners are potentially at risk from smoking and vaping, alcohol consumption, and the use or possession of illegal or prohibited substances such as dagga, hash, cocaine, heroin, mandrax, speed, ecstasy, tik, and all their derivatives and similar drugs. Learners are also at risk from the possession and use of knives and other sharp objects, firearms, and other kinds of weapons.

5.5. Traditional brick-and-mortar institutions are empowered in terms of national and provincial legislation to take preemptive action to prevent illegal drug and



alcohol use on the premises, as well as the risk of violence. Online institutions are, by the nature of their mode of teaching and learning, unable to take such preemptive action and, consequently, we depend on guardians to be vigilant in safeguarding their learners from these risks. Any guardian who suspects that a learner is at risk should approach the Academy via the Support Team in confidence.

6. Concerns and Complaints

6.1. Although it is expected that the Academy and guardians will work together in a mutually positive partnership in the interests of all learners, there may be occasions when a guardian has a concern or a complaint that they wish to raise. For example, a guardian may have a grievance against an employee of the Academy, an issue with another guardian, or a concern about a decision made in terms of the Academy's policies.

6.2. Concerns and complaints may only be raised by following the procedures set out in this Code of Conduct. It is inappropriate and potentially damaging to all parties to raise complaints via social media channels and the Academy will not respond to issues that are raised using social media.

6.3. If you have a concern or complaint, you must:

6.3.1. Notify the Support Team in writing of the grievance. If the grievance is against the Support Team, it should be reported, in writing, to the Support Lead.

6.3.2. The grievance should clearly set out the facts of the incident, the name of the employee/office bearer complained of, the date and time of the incident, and any available evidence to prove that the incident occurred. Evidence may include but is not limited to witnesses, emails, recordings, etc.

6.3.3. The Support Team will provide a written response to the grievance within 5 Academy days.

6.3.4. Where necessary, the grievance will be escalated to the relevant Academy leadership team member for response. The written response will be sent to the guardian via the Support Team



6.3.5. Should communication break down and no resolution to the grievance is arrived at, the guardian may then submit a grievance report to the Executive Head of UCT Online High School via the Support Team.

6.3.6. The Executive Head of UCT Online High School must consider and decide on the grievance within a reasonable time and communicate the decision in writing to the guardian. The Executive Head's decision is final.

7. Expectations of Guardian Behaviour

7.1. All guardians are valued members of our Academy community and, in creating and maintaining a productive and safe environment for our learners, we depend on guardians interacting with others and expressing their views appropriately. Any disruptive behaviour which interferes, or threatens to interfere, with teaching and learning is unacceptable.

7.2. In addition, guardians may not:

7.2.1. Share proprietary material and content, or materials developed and owned by the Academy, with third parties not affiliated with the Academy without obtaining prior permission.

7.2.2. Attend live sessions designed for learners. This is unacceptable, and no guardian can validly justify attending a learner live session.

7.2.3. Share personal information about any other learner, or any member of the Academy's staff, without their expressed prior permission.

7.2.4. Organise any function or event in the name of the Academy without the prior permission of the Executive Head of Academy.

7.2.5. Use social media platforms to fuel campaigns or complaints against the Academy, or to share inappropriate, false, unverified, or confidential information on such platforms.

7.2.6. Bring the Academy into disrepute through any other form of unacceptable behaviour.



8. Complaints Against Guardians

8.1. Every attempt will be made to resolve any issues between guardians and the Academy timeously, informally, and amicably. However, if an informal resolution is not possible or is not appropriate to the nature of the issue, the Academy will follow these procedures:

8.1.1. The complaint will be set out in writing by the Executive Head of UCT Online High School or their nominee, detailing the nature and circumstances of the issue, and the reasons why the guardian's behaviour is considered to be in breach of the Guardian Code of Conduct or of any other relevant policy of the Academy. The guardian will be asked to respond to the complaint in writing within 10 Academy days.

8.1.2. If the nature of the complaint is such that it can be resolved by an apology and/or an undertaking that the behaviour in question will not be repeated in future, then the guardian can respond in writing and the issue will be considered to have been resolved. If the guardian does not accept the legitimacy of the complaint against them, they can respond in writing. If the nature of the complaint requires more than an apology and an undertaking not to repeat the behaviour in question, then the Executive Head of UCT Online High School will invite the guardian to attend a formal meeting to hear the case and seek an appropriate way forward. In hearing the case, the Executive Head of UCT Online High School must take into account the perspectives of both the staff member making the complaint and the guardian concerned, must act in an independent and impartial manner, and must make their own assessment of whether or not the guardian's conduct constitutes an infringement of the Guardian Code of Conduct or of the relevant policy. The Executive Head of UCT Online High School's findings on the issue must be communicated to the guardian in writing and are final.

8.1.3. If a guardian against whom a complaint is made fails to respond to an invitation to respond to an allegation against them, or fails to attend a meeting to



hear the case without reasonable explanation, then the Executive Head of UCT Online High School will resolve the issue at their discretion and without hearing the guardian's point of view.