


Policy title	Policy Student Complaints & Grievances	Year	2024
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1. PURPOSE OF THE STUDENT DISCIPLINE POLICY

The purpose of this document is to ensure that **eta** students are aware of the expected conduct. The policy also clarifies students' right to appeal if an offence has occurred within the **eta** premises and grounds or if an offence has been committed by another **eta** student. The policy explains the disciplinary action that follows, should rules be broken or not adhered to.

It should be noted that whiles this is a guide in terms of student rules; the underpinning principle is that students uphold and abide by the laws of SA. If students are found to be transgressing the law, they will be reported to the police without exception.

2. STUDENT CODE OF CONDUCT

2.1 Students' behaviour must be compliant with **eta** Student Code of Conduct and all the Rules set by the **eta**. This includes being self-disciplined in class and on the field; undisciplined behaviour that disrupts the class and the teaching is considered a breach of the code of conduct.

2.2 Any form of infringement or abuse on other **eta** students or **eta** staff members' rights is forbidden.

2.3 Theft, drug use or drug trafficking, vandalism of property and other related offences are deemed to be criminal offences and harsh actions will be taken against any student or staff member who commits such offences.

2.4 In accordance with the laws of South Africa and as a sport and fitness college promoting health and fitness, **eta** has a non-smoking policy and is a non-smoking campus. No smoking is allowed in the context of any **eta** teaching and learning environment. Students cannot smoke whilst on campus or on **eta** grounds.

2.5 Students are not allowed to smoke when doing practical experiential learning in the industry or in the field or when wearing **eta** clothing.

2.6 Sexual misconduct and sexual harassment are considered an offense and offenders will be disciplined.

2.7 Any student who witnesses any action that is against the law should report the offense to the **eta** Campus Manager or Academic Head immediately.

2.8 All students should always conduct themselves in an appropriate manner. At no time should they conduct themselves in a manner that would discredit the **eta**.

3. OFFENCES REQUIRING DISCIPLINARY ACTION

3.1 Any breach of the student code of conduct, the academic rules, the code of conduct of a student working with **eta** or any activities relating to cheating or plagiarism will be an offence and student will be subject to disciplinary action.

3.2 If a student is found to have broken the law while on campus or during activities relating to their studies, the disciplinary action will be to report the action to the police.

4. OFFENCES THAT MAY LEAD TO DISMISSAL

- Criminal offences
- Repeated cheating or plagiarism

5. APPEALS AND GRIEVANCES REGARDING STUDENT DISCIPLINE

5.1 Appeals and their outcomes are logged during appeals meetings and records of such meetings are kept on student files.

5.2 If student grievances involve another student, a report on this grievance is kept on both students' files.

5.3 Student must ensure that all appeals are made in writing to the **eta** Campus Manager.

5.4 A copy of the student's letter is kept on student's file; one copy is kept in a student appeals file.

5.5 If a trend in student problems is noted, this must be investigated by a representative from **eta** Main Campus: Centre for Academic Development and Quality Assurance.

6. GROUND RULES RELATING TO TIME KEEPING

- 6.1 Classes start and finish on time and the Lecturer is present in class when sessions begin.
- 6.2 If students are late for class, they can enter after the first break.
- 6.3 Late students can work quietly in the library until they are able to enter the classroom.
- 6.4 Continuous lateness (more than three occasions) will be treated as a breach of rules and students will be asked to meet with the faculty member to remedy the time keeping problem.
- 6.5 Repeated lateness following remediation will be treated as misconduct.

7. HANDLING DISRUPTIVE BEHAVIOUR IN CLASS

When lecturing or presenting, students are warned of this disruption rule in the induction session and at the start of first term classes. The rule is as follows:

- 7.1 If a student or a group of students make a noise that disrupts the lecture or class, they will be asked by the lecturer to be quiet so that the rest of the class can hear the presentation.
- 7.2 If students continue to disrupt the class, they will be asked to leave the classroom (at this point the next penalty applies to the whole class).
- 7.3 If the same student or the next student disrupts the class, this is viewed as continuing the disruption and the student is asked to leave (even if you were not first offender).
- 7.4 If the student/s continues to disrupt the class, the lecturer can leave if they are unable to continue teaching.
- 7.5 Group discussions can bring about an increase in noise levels. If discussions relating to the class topic are taking place, the noise level should be acceptable.

8. MANAGING AND DEALING WITH DISRUPTION AND STUDENT DISCIPLINE

- 8.1 For first offence: a private meeting is held between the student and manager. Such meeting must take place within 24-hours of the offence.

- 8.2 The student is given a verbal warning relating to the offence and the Manager and student are encouraged to ensure remediation to the behaviour - the outcome of the meeting is recorded in the student file.

- 8.3 If the offence is repeated a second time within the academic year, a second meeting is held, a written warning is given to the student and agreement is reached for remedial action.

- 8.4 If the offence is repeated after the written warning the student is suspended.

- 8.5 There is no refund of course fees in the event of student misconduct and student suspension.

- 8.6 These disciplinary actions are managed by the regional manager.