

STUDENT CODE OF CONDUCT

2026

Disclaimer

The terms and provisions in this document may be updated periodically to ensure compliance with applicable statutory and regulatory requirements. MANCOSA will make reasonable efforts to inform students of material changes.

MANCOSA cannot control the behaviour of individuals but may take action when a student's conduct contravenes institutional policies and rules. All disciplinary procedures shall be conducted in a fair, transparent and procedurally just manner in accordance with applicable laws. Our rules and sanctions are applied uniformly, regardless of age, gender, race or religion, ensuring the right to fair process.

As a student of MANCOSA, the onus lies with you to read, understand and abide by the provisions contained herein. By enrolling at MANCOSA, you acknowledge your responsibility to adhere to institutional policies and rules, which are designed to foster a safe, inclusive and academically conducive environment.

Where a student attends or participates in any external or third-party event, conference, competition, workshop or similar activity at the nomination, approval or facilitation of MANCOSA, or where the student is presented as representing MANCOSA or makes use of MANCOSA's name, logo or branding, such student shall be deemed to be representing the institution.

In such circumstances, the student is required to uphold the values, reputation and standards of conduct of MANCOSA at all times. Unless expressly authorised in writing by MANCOSA, no student may speak or act on behalf of the institution, and any views expressed by the student shall be regarded as personal views and not those of MANCOSA.

Students remain subject to the MANCOSA Student Code of Conduct in respect of conduct occurring in connection with any MANCOSA-related activity, whether conducted physically, remotely or virtually. Conduct which brings, or is reasonably likely to bring, MANCOSA into disrepute may result in the withdrawal of representation privileges and/or disciplinary action in accordance with institutional disciplinary procedures.

Notwithstanding anything to the contrary, MANCOSA, its directors, staff, affiliates and representatives shall not be liable for any direct, special, indirect, incidental or consequential damages whatsoever caused and howsoever arising, whether in contract, warranty, negligence or

otherwise, except where such liability cannot be excluded in terms of the laws of the Republic of South Africa. This includes any claims arising from disciplinary action, provided that due process has been followed in accordance with legal and institutional guidelines.

Table of Contents

MANCOSA CODE OF ETHICS	4
1. PREAMBLE	6
2. STUDENT CONDUCT	6
3. STUDENT CONDUCT: WORK INTEGRATED LEARNING (WIL)	9
4. EXAMPLES OF MISCONDUCT	10
5. SANCTIONS	14
6. STUDENT DISCIPLINARY PROCEDURE	15
7. ONLINE SUMMATIVE ASSESSMENTS (OSA)	18
8. APPEAL PROCEDURE (APPLICABLE TO ALL CASES OF STUDENT MISCONDUCT):	21
9. STUDENT COMPLAINTS PROCEDURE	23
ANNEXURE 1.....	25
ANNEXURE 2.....	32
ANNEXURE 3.....	33

MANCOSA CODE OF ETHICS

At MANCOSA, ethical behaviour is built upon a commitment to discharging our obligations to others in a fair and honest manner, and a commitment to respecting the rights and dignity of all persons. As faculty, staff, students, and trustees, we each bear responsibility not only for the ethics of our own behaviour, but also for building MANCOSA's stature as an ethical institution.

As members of the MANCOSA community, all faculty, staff (both full-time and part-time), students, members of communities of practice (CoPs), consultants, vendors and contractors are expected to act in a professional and ethical manner when engaging with the Institution and its stakeholders. MANCOSA values integrity, honesty and fairness and strives to integrate these values into its teaching, research, community engagement, and business practices. This is reflected in the MANCOSA RISE values of Respect, Integrity, Service and Excellence, as well as the institutional vision of "Education for a better world for all", wherein the advancement of sound ethics and values is a cornerstone.

This Code of Ethics is a shared statement of our commitment to upholding the ethical, professional and legal standards we use as the basis for our daily and long-term decisions and actions. We are each individually accountable for our own actions and, as members of the MANCOSA community, are collectively accountable for upholding these standards of behaviour and for compliance with all applicable laws and policies in line with the following values:

PEOPLE AND COMMUNITY

MANCOSA is an inclusive community committed to equal opportunity. We do not tolerate unlawful discrimination or harassment on the basis of race, culture, religion, personal characteristics or beliefs. In our actions on behalf of MANCOSA, we treat others with courtesy, civility and dignity and refrain from abuse of the power or authority conferred by our offices or roles.

HONESTY AND INTEGRITY

We do not tolerate or condone dishonesty by anyone in any form including fraud, theft, cheating, plagiarism, lying, deliberate misrepresentation, scientific fraud, invidious discrimination or the misuse of MANCOSA funds or property. MANCOSA is committed to achieving the highest standards of teaching and research and to conducting these activities with integrity, objectivity and fairness and in compliance with all applicable laws and regulations.

PROTECTION AND CARE

We, the students, staff and stakeholders of the institution, are responsible for managing and protecting MANCOSA property, financial assets and other resources with appropriate care. We ensure that MANCOSA's resources are used carefully and appropriately for the benefit of the institution and in a manner consistent with all legal requirements.

DUTY AND RESPONSIBILITY

Although ethical conduct is an implicit component of the culture at MANCOSA, individuals have affirmative duties, responsibilities and obligations to others and to MANCOSA that require conscious action. Most notably, we have a duty to be aware of the obligations imposed by laws, regulations, institutional rules and policies, to ask questions when those obligations are unclear, and to report potential problems or noncompliance.

1. PREAMBLE

This Student Code of Conduct outlines MANCOSA's expectations with respect to all students enrolled at the institution. This document must be read in conjunction with the Institutional Rules and all applicable MANCOSA rules, policies and procedures which will provide a comprehensive guide to the regulation of student behaviour. Students are expected to comply with all MANCOSA rules, regulations and all other relevant laws and policies.

2. STUDENT CONDUCT

2.1. Students are expected to:

- 2.1.1. Respect all fellow students, MANCOSA staff members and third-party contractors, including their right to privacy and confidentiality;
- 2.1.2. Know and comply with all rules, regulations, policies and procedures of MANCOSA;
- 2.1.3. Understand and abide by the Protection of Personal Information Act 4 of 2013;
- 2.1.4. Conduct themselves in a dignified and ethical manner at all relevant times;
- 2.1.5. Use only the mandated, official MANCOSA communication channels, including the student support ticketing system, LiveChats, calls, and available channels on MANCOSA platforms including the MyMANCOSA student portal, MANCOSAConnect, and the MANCOSA Student Comms App as the means to communicate with MANCOSA staff. Students and staff may not contact one another regarding MANCOSA related studies or business using personal communication channels, such as staff members' personal cellphone numbers, email or WhatsApp;
- 2.1.6. Disallow unauthorised persons to log onto or use their SIS and other MANCOSA resources, portals and apps. In the event of an unauthorised person utilising a student's login details to gain access to MANCOSA's resources, portals or apps, the student responsible for those login details will be held accountable;
- 2.1.7. Participate in ensuring that there is a respectful and engaging study environment that allows for each student and staff member's national origin, political affiliation, gender, race, sexual preference, marital status, disability and/or religious belief, to be respected;
- 2.1.8. Monitor their academic progress throughout their studies and seek assistance from MANCOSA when experiencing challenges. Should a student experience challenges which impact their studies, but fail to raise these difficulties with MANCOSA via official channels to resolve the matter, the student will be responsible and liable for any adverse outcome of the challenges in question, including delays in their studies or failure to successfully complete a module or programme;

- 2.1.9. Provide feedback for the improvement of the teaching and learning environment via official mechanisms, such as surveys;
- 2.1.10. Act with integrity and honesty, for example, by not colluding with others to cheat, solicit others to cheat, outsourcing any academic work to third parties, and/or falsifying any academic work;
- 2.1.11. Respect the intellectual property rights over the academic work of MANCOSA, its stakeholders and all fellow students;
- 2.1.12. Report any unethical behaviour of fellow peers, staff, or service providers of MANCOSA via the appropriate channels. Incidents of student misconduct must be reported using the Incident Report Form and submitted to student.disciplinary@MANCOSA.co.za. Additionally, grievances should be lodged by completing the relevant grievance form and submitting it to the Student Bureau.
- 2.1.13. Assist in resolving disputes, appeals or grievances honestly, ethically and openly;
- 2.1.14. Use the MANCOSA facilities and resources in accordance with their function and the conditions for their use; and
- 2.1.15. Act in accordance with all Health and Safety rules, policies and procedures governing expected safety behaviours at MANCOSA.

2.2. A student will:

- 2.2.1. Be required to produce their Registration Confirmation Letter (RCL) or any other valid form of identification when requested by a member of staff or MANCOSA appointed Security Official;
- 2.2.2. Comply with all lawful and reasonable instructions when requested by a member of staff or MANCOSA Representative;
- 2.2.3. Comply with MANCOSA's assessment rules, library rules, computer facility rules, and all other Institutional Rules, including rules relating to online facilities and portals;
- 2.2.4. Comply with any MANCOSA security and parking rules;
- 2.2.5. Report any observed offence or misconduct committed on any MANCOSA premises within five (5) days of witnessing the offence / misconduct, via the official MANCOSA communication channels outlined in section 2.1.5;
- 2.2.6. Ensure that they do not misuse any MANCOSA and/or personal social media platforms in a manner that will cause undue harm or liability to MANCOSA, including reputational harm that may bring MANCOSA into disrepute;
- 2.2.7. Attend classes and/or webinars, assessment activities, and official meetings punctually, where applicable. In cases where a student does not attend a formal and

agreed upon MANCOSA meeting or engagement, it will proceed in the student's absence;

- 2.2.8. Conform to any other lawful rule or policy imposed or implemented by MANCOSA;
- 2.2.9. Act in accordance with the MANCOSA Health and Safety policies and protocols and in accordance with the Occupational Health and Safety Act 85 of 1993 to ensure the protection of persons against hazards arising whilst on the premises and to maintain the health and safety arising out of or in connection with activities of persons whilst at MANCOSA; and
- 2.2.10. Report to a MANCOSA staff member and/or a Health and Safety Official any observed deviations from the Health and Safety requirements and/or unsafe or negligent behaviours occurring on the MANCOSA premises, via the official MANCOSA communication channels outlined in section 2.1.5.

2.3. A student shall not:

- 2.3.1. Conduct themselves in a disrespectful, dishonest, unethical or prohibited manner while registered with MANCOSA;
- 2.3.2. Without prior permission of MANCOSA, register or be registered at another higher education institution;
- 2.3.3. Be in possession of or consume alcohol and/or illicit substances prohibited by law, or be in the possession of/use marijuana while on MANCOSA premises or venues;
- 2.3.4. Use, have on one's person, or be under the influence of any dependence producing drug at MANCOSA without producing a medical prescription in which case the relevant academic body must be notified and a copy produced prior to such dependence producing drug being brought onto any MANCOSA premises;
- 2.3.5. Smoke (including e-cigarettes) in any part of MANCOSA's premises which is not clearly demarcated as an official smoking area, including, but not limited to:
 - 2.3.5.1 In a place where smoking is prohibited;
 - 2.3.5.2 In any lecture, seminar or workshop session;
 - 2.3.5.3 In the library, any computer laboratory or any building of MANCOSA, or workshop venue;
- 2.3.6. Use MANCOSA Wi-Fi to download non-academic programme-related material (e.g. videos, music, personal messages, etc.);
- 2.3.7. Bring, or have in one's possession or control, or supply or dispose of to any person at MANCOSA, any object which is capable of being used for the infliction of bodily harm, including, but not limited to, knives, firearms or any other weapon;

- 2.3.8. Visit any prohibited website or pornographic site nor view, download, distribute or save prohibited or pornographic material from any source through the use of MANCOSA equipment, including MANCOSA's Wi-Fi connectivity;
- 2.3.9. Act in a disreputable manner when utilising, accessing or commenting on MANCOSA and/or any personal social media platforms, as applicable, which may impact the institution or bring MANCOSA into disrepute;
- 2.3.10. Disregard any institutional protocols put in place to prevent the spread of infectious disease(s);
- 2.3.11. Fail to report any observed negligent or unsafe behaviour to a MANCOSA staff member, or Health and Safety official, via the official MANCOSA communication channels outlined in section 2.1.5; and
- 2.3.12. Participate in any horseplay, reckless and/or negligent behaviour that may put themselves and others at risk whilst on MANCOSA premises, while utilising any of MANCOSA's online platforms, or attending MANCOSA activities such as webinars, on-site events, or assessments.

- 2.4. Students must consult the Programme Handbook and Institutional Rules provided to all students at registration. Not reading, misreading or misunderstanding the Institutional Rules and/or Programme Handbook's information will not be accepted as a reason for failing to submit an assessment or missing a webinar/workshop, any assessment, or any other consequence that arises out of ignorance of the applicable MANCOSA Rules.
- 2.5. The release of summative assessment results is subject to the settlement of all outstanding fees and any other amounts owed to MANCOSA. Results will only be made available once all financial obligations to the institution have been fulfilled.
- 2.6. The student acknowledges that MANCOSA does not accept liability or any loss, injury, death, theft of, or damage to any persons, vehicles or property whatsoever caused or howsoever arising, during the Student's academic journey with MANCOSA.

3. STUDENT CONDUCT: WORK INTEGRATED LEARNING (WIL)

- 3.1. Students who undertake a Work Integrated Learning (WIL) component as part of their studies at MANCOSA are required to comply with the rules, policies, and professional expectations outlined in the Student Code of Conduct: WIL (School of Education & School of Global Tourism and Hospitality), annexed to this document.

- 3.2. The provisions set out in the Student Code of Conduct: WIL are designed to ensure that students uphold the highest standards of professional conduct, ethical behaviour, and workplace integrity during their WIL placement.
- 3.3. Students must familiarise themselves with the Student Code of Conduct – WIL and adhere to all rules, regulations, and responsibilities stipulated therein.
- 3.4. Any form of misconduct during WIL, including but not limited to breaches of workplace policies, professional negligence, or inappropriate conduct, will be subject to MANCOSA's disciplinary procedures as set out in this Student Code of Conduct.
- 3.5. Disciplinary action may include written warnings, suspension, or expulsion, depending on the severity of the misconduct, and will be determined in accordance with the applicable institutional policies and procedures.

4. EXAMPLES OF MISCONDUCT

- 4.1. Student misconduct includes, but is not limited to the following:
 - 4.1.1. Falsifying an academic record or furnishing false or misleading information or documents to MANCOSA or its staff.
 - 4.1.2. Submitting an individual assessment that has been collaboratively completed by a group, in contravention of assessment guidelines.
 - 4.1.3. Producing any work that is inauthentic, plagiarised or fraudulent;
 - 4.1.4. Misuse of Artificial Intelligence (AI) in Academic Work
 - 4.1.5. The use of AI tools, including ChatGPT and other generative AI applications, is subject to the MANCOSA AI Guidelines for Students. While AI may support learning, all academic work submitted must be the student's own, and any AI assistance must be appropriately acknowledged. The following AI-related misconduct is strictly prohibited:
 - 4.1.6. Fabrication of References: Using AI-generated citations that do not exist or misrepresenting fabricated sources as legitimate academic references.
 - 4.1.7. Plagiarism and Academic Dishonesty – Submitting AI-generated content without proper attribution or passing off AI-generated work as original without critical engagement.
 - 4.1.8. Misrepresentation of AI Usage: Failing to acknowledge AI assistance when required, particularly in research, assignments, and assessments.
 - 4.1.9. Unpermitted Use in Assessments: Using AI tools in tests, exams, or other assessments where their use is explicitly prohibited.
 - 4.1.10. Over-Reliance on AI: Using AI in a way that undermines the development of critical thinking, problem-solving, and independent academic skills.

- 4.1.11. Students are required to comply with the MANCOSA AI Guidelines for Students, which outline acceptable and unacceptable uses of AI. Any violations will be considered academic misconduct and may result in disciplinary action in accordance with this Code of Conduct.
- 4.1.12. Producing any falsified research results or presenting secondary sources as original research;
- 4.1.13. Submitting any work that was done collaboratively as an individual assessment;
- 4.1.14. Soliciting third parties to complete any academic work, such as an assessment or research dissertation on the student's behalf;
- 4.1.15. Using MANCOSA's name, symbol or seal without prior consent or formal written approval;
- 4.1.16. Obstructs or disrupts any teaching, study, research, or assessment activities, including online webinars, or any official meeting, proceeding or ceremony or any other MANCOSA activity;
- 4.1.17. Discriminates unfairly against any person at or affiliated with MANCOSA, including all staff, students, external stakeholders, vendors, academic partners, and/or alumni on any grounds, including race, colour, ethnicity, national origin, nationality or descent, gender, sex, pregnancy, marital status, age, sexual orientation, family responsibility, family status, political conviction, religion, belief or culture, language, disability or medical condition. This includes the use of discriminatory language in any context at MANCOSA, or while affiliated with MANCOSA as a student;
- 4.1.18. Interferes with the freedom of speech of persons at MANCOSA, including misuse of social media in this regard, of any staff member, student or official visitor or of any speaker invited to express his/her views;
- 4.1.19. Intimidate or interferes with the freedom of movement of any staff member or student, or any guest or visitor;
- 4.1.20. Enters or remains at any MANCOSA property or workshop venue where students are forbidden to enter or remain, including during MANCOSA's operating hours;
- 4.1.21. Obstructs or attempts to obstruct or deter any staff members or third-party contractors in the performance of their duties, including the obstruction of an academic facilitator or any MANCOSA representative in online engagements such as webinars;
- 4.1.22. Damages, destroys, attempts to damage or destroy, sells or wrongly uses, unlawfully possesses or misappropriates any MANCOSA property, or the property of any person within the MANCOSA precincts;

- 4.1.23. Physically, verbally or sexually assaults or attempts to assault any person at MANCOSA, or causes any person to hold reasonable fears for her or his safety or physical or emotional well-being;
- 4.1.24. Engages in any form of gender-based harassment or violence, whether it be physical, verbal, written, psychological or emotional harassment;
- 4.1.25. Is insubordinate to any MANCOSA representative or staff member (including third party contractors, vendors, external examiners, adjunct faculty or stakeholders), office bearer or MANCOSA committee;
- 4.1.26. Intentionally or negligently contravenes this code or encourages any other person to contravene this code;
- 4.1.27. Threatens to injure, or injures, another person or persons within the precincts of MANCOSA;
- 4.1.28. Commits any fraudulent act such as presenting false doctor's notes, misrepresenting the facts and events of an incident, or forging any official documentation;
- 4.1.29. Advertises, distributes or displays a banner, placard, notice, circular, letter or pamphlet at a MANCOSA office or site of delivery (learning centre) or on any social media platform without the prior written consent of an executive staff member;
- 4.1.30. Advertises goods, offers goods for sale, fundraises or collects money at any MANCOSA premises or workshop venue without the prior written consent of an executive staff member;
- 4.1.31. Fraudulently or without authorisation, uses the MANCOSA logo, branding, trademarks or related Intellectual Property of MANCOSA for any purpose.
- 4.1.32. Makes false or incorrect statements or provides incorrect information about MANCOSA to any person in person, in writing or on any social media platform;
- 4.1.33. Conducts him/herself in a way which is or could be prejudicial to the good name of MANCOSA, the maintenance of order and discipline at MANCOSA, or the proper performance of the educational activity at MANCOSA;
- 4.1.34. Refuses to submit to the authority of any legitimate decision of an authoritative body of MANCOSA or staff member;
- 4.1.35. Conducts himself/herself in a disreputable way on any MANCOSA premises or elsewhere, including online spaces, such as social media platforms, as a MANCOSA student;
- 4.1.36. Engages in inappropriate sexual or other inappropriate behaviour while on any MANCOSA premises or during any MANCOSA related activity, including inappropriate physical and verbal behaviour which causes any fellow MANCOSA student, staff member or stakeholder to feel uncomfortable and/or unsafe;

- 4.1.37. Aids or attempts to assist another student, or receives or attempts to receive academic assistance from another student or third party, or communicates or attempts to communicate in any way with another student or third party during any assessment, examination or test;
- 4.1.38. Uses MANCOSA's computers, Wi-Fi, educational facilities or communication equipment for activities which do not directly pertain to their studies at MANCOSA, or in an unauthorised or inappropriate manner;
- 4.1.39. Commits an act of academic dishonesty or plagiarism, including the copying of another student's work, soliciting a third party to undertake work on the student's behalf, plagiarising any primary or secondary sources without the proper referencing, colluding with other students or third parties in the completion of any academic work which is submitted as the student's own original work, or committing any form of copyright infringement;
- 4.1.40. Uses the media or social media to bring MANCOSA into disrepute. MANCOSA will not permit or engage with students who post inflammatory, offensive or inappropriate comments on any of its social media platforms which is in direct or indirect contravention of the relevant laws of their specific country and reserves the right to remove such content from its social media platforms and to take disciplinary action against such students where applicable;
- 4.1.41. Compromises the privacy and human dignity of a staff member, institutional stakeholder, or fellow student;
- 4.1.42. Attempts to solicit or bribe, or gives bribes or pays for academic work to be done on their behalf;
- 4.1.43. Selling or buying of MANCOSA academic material to/from third parties;
- 4.1.44. Makes any false representation of an individual, class or group of persons;
- 4.1.45. Fails to observe any sanction imposed under any MANCOSA Institutional Rule or any other applicable MANCOSA ruling, such as those rulings made by the Student Disciplinary Committee or Grievances and Appeals Committee;
- 4.1.46. Fails to adhere to MANCOSA policies and protocols to prevent the spread of infectious diseases whilst physically occupying or attending to matters at the MANCOSA premises; such as the failure to wear a mask, adequately social distance, sanitise, wash hands, and any other safety behaviour required of students at MANCOSA at a given time; and
- 4.1.47. Physically presenting themselves at a MANCOSA premises whilst knowingly feeling unwell, exhibiting the symptoms of infectious diseases, or after being exposed to persons known to have an infectious disease.

5. SANCTIONS

- 5.1. Sanctions for misconduct include but are not limited to the following:
 - 5.1.1. Verbal, written, or final written warnings;
 - 5.1.2. A requirement to rewrite an assessment or research dissertation;
 - 5.1.3. Receiving a mark of 0% on an assessment component of a module or a reduced mark for that module;
 - 5.1.4. Nullification of results for an assessment(s) or module(s);
 - 5.1.5. Suspension of all or some of a student's rights and privileges, including prohibition from classes, examinations, or other forms of assessment, use of facilities, withholding of results and/or graduation, and prohibition of re-registration;
 - 5.1.6. Suspension of enrolment for one or two semesters;
 - 5.1.7. Expulsion from MANCOSA;
 - 5.1.8. Revocation of a qualification previously conferred on a student;
 - 5.1.9. Restitution for damages suffered by MANCOSA or restitution of personal property of any MANCOSA staff member;
 - 5.1.10. Legal action, if warranted;
 - 5.1.11. Restorative justice measures, which may include requiring the student to submit a reflective essay analysing the nature of their misconduct, its impact, and the lessons learned; issuing a formal written apology to affected parties; or participating in engagement sessions to address the consequences of their actions;
 - 5.1.12. The institution reserves the right, at its sole discretion, to record any disciplinary sanction resulting from a violation of the Student Code of Conduct on the student's official academic record and transcript, in accordance with institutional policy and applicable law; and
 - 5.1.13. Any other lawful sanction deemed appropriate based on the specific circumstances of the matter.
- 5.2. Where cases of misconduct are escalated to the Student Disciplinary Committee for a disciplinary hearing, and a student is found guilty, one or more of the sanctions outlined above may be imposed. The severity of the sanction will be determined based on the nature and gravity of the misconduct, taking into account any aggravating or mitigating factors. The final outcome will be subject to the deliberation and approval of the Student Disciplinary Committee.
- 5.3. The sanctions for misconduct involving academic dishonesty in assessments will take account of the relevant academic policies, procedures, guidelines and assessment instructions / rules communicated to students.

- 5.4. Any sanction imposed under this Code of Conduct may be suspended by the person or committee imposing it:
 - 5.3.1. Until the time for a formal appeal to be against it has expired (ten (10) calendar days); or
 - 5.3.2. Where explicitly stipulated, for a longer period or indefinitely.
- 5.5. Any such suspension of a sanction may be subject to appropriate terms and conditions (including undertakings by the student) being imposed by the person or committee imposing it, as deemed fit.
- 5.6. Subject to a right of appeal as detailed in Section 7 below, any decision where a student has been found guilty of misconduct and any imposition of a sanction on a student is final and binding.
- 5.7. A student expelled from MANCOSA will not be re-enrolled on any MANCOSA programmes indefinitely and will be blacklisted on the Student Information System (SIS), subject to the right of appeal provided for in Section 8 below.
- 5.8. In case of misconduct resulting in any of the sanctions above, and where the student concerned is a bursary holder, the bursary granter may be advised accordingly.

6. STUDENT DISCIPLINARY PROCEDURE

- 6.1. All matters of alleged student misconduct, including academic irregularities and general misconduct, shall be addressed in accordance with this procedure.
- 6.2. Any person lodging a complaint or referring a matter to the Student Disciplinary Committee (SDC) must complete the Incident Report Form for Student Misconduct (Annexure 1) and submit it via student.disciplinary@MANCOSA.co.za, as indicated on the form. Additionally, relevant MANCOSA committees or governance structures may refer cases directly to the SDC for deliberation.
- 6.3. Upon receipt of the Incident Report Form, the Office of the Registrar will conduct an initial review to assess the validity of the complaint. This review includes:
 - 6.3.1. Verifying the completeness of the submission.
 - 6.3.2. Assessing whether there is sufficient evidence to support the allegations.
 - 6.3.3. Determining whether the matter should be dismissed, referred for informal resolution, or escalated to the Student Disciplinary Committee (SDC) for further action.
- 6.4. If the Office of the Registrar determines that a case warrants further investigation, it will be referred to the Student Disciplinary Committee (SDC) within five (5) working days of receipt.
- 6.5. Notice of Investigation (NOI) meeting

6.5.1. Upon referral to the SDC, the student will receive a Notice of Investigation (NOI) outlining the allegations and available evidence. The student will be required to attend an NOI Meeting, during which they will have the opportunity to:

6.5.1.1. Provide an oral or written response to the allegations.

6.5.1.2. Submit supporting evidence or mitigating factors.

6.5.1.3. Clarify any matters related to the case.

6.5.2. Following the NOI Meeting, the SDC Chairperson may:

6.5.2.1. Dismiss the case if the evidence does not support the allegations.

6.5.2.2. Proceed with a formal Disciplinary Hearing if the allegations warrant further deliberation.

6.6. Disciplinary Hearing Procedure

6.6.1. Where a formal Disciplinary Hearing is required, the student will receive a Notice to Attend a Disciplinary Hearing (Annexure 3), which will include:

6.6.1.1. Details of the alleged misconduct.

6.6.1.2. The date, time, and venue or virtual link for the hearing.

6.6.1.3. The student's rights and obligations during the hearing.

6.6.2. The student may be assisted at the hearing by a fellow student or MANCOSA staff member. Legal representation or external third-party representation is not permitted.

6.6.3. At the hearing, the student will be required to enter a plea:

6.6.3.1. If the student pleads guilty, the hearing will proceed directly to the consideration of aggravating and mitigating factors before a sanction is imposed.

6.6.3.2. If the student pleads not guilty, the complainant will present supporting evidence, and the student will be given an opportunity to respond. The SDC will then deliberate on the matter and determine a verdict based on the balance of probabilities.

6.7. Verdict and Sanction Hearing

6.7.1. Once the hearing concludes, the committee will deliberate in private, after which a reconvened Verdict Hearing will be scheduled to deliver the outcome. The date and details of this hearing will be communicated to the student in writing.

6.7.2. If the student is found not guilty, the matter is closed.

6.7.3. If the student is found guilty, the committee will then consider aggravating and mitigating factors before determining an appropriate sanction. A reconvened Sanction Hearing will be scheduled, during which the final sanction will be delivered.

6.7.4. The student will receive a Final Sanction Letter outlining the decision, reasons for the sanction, and the right to appeal.

6.8. Record Keeping

6.8.1. A copy of the verdict and sanction will be securely stored in a restricted-access folder for compliance and institutional record-keeping purposes.

6.9. Investigation Principles

6.9.1. Any investigation under this Code shall be in accordance with MANCOSA's rules and policies read in line with the applicable relevant laws of South Africa, to the extent required in terms of these provisions.

6.9.2. Every case of alleged misconduct is dealt with on the merits of the matter and the outcome of which will depend on the facts of the matter, the evidence found, presented and any other relevant and lawful factor that will influence the outcome thereto.

6.9.3. In line with MANCOSA's commitment to uphold the auspices of the Constitution of the Republic of South Africa, every case will include:

6.9.3.1. An objective and fair hearing;

6.9.3.2. The opportunity to present one's case in writing or in person if applicable;

6.9.3.3. A decision made by the relevant committee/s;

6.9.3.4. Decisions are made on the balance of probabilities, that is, on the balance of the evidence that it is more likely than not that the alleged act did occur;

6.9.3.5. All parties involved in an investigation shall be treated with respect, dignity and in an impartial manner;

6.9.3.6. Any investigation under this Code will have regard for confidentiality subject to any legal requirements for disclosure and the need for a full investigation; and

6.9.3.7. Should an investigation reveal apparent or suspected criminal conduct, MANCOSA reserves its right to report the matter to the relevant lawful authority.

7. ONLINE SUMMATIVE ASSESSMENTS (OSA)

The below instructions, guidelines and rules must be noted and followed in the completion of your Online Summative Assessment:

- 7.1. Disclaimer: OSA rules will be provided to students prior to each OSA cycle which students are obligated to adhere to.
 - 7.1.1. On the day of each of your Online Summative Assessments, you must ensure that you access the Student Comms App prior to the Online Summative Assessment start time as communicated in your Personalised OSA Timetable (POT), in order to be authenticated to take the assessment. Authentication commencement and closure times are communicated in your POT and OSA Instructions, and it is the responsibility of the student to ensure they authenticate within the communicated timeframes. All sessions are scheduled according to South African Standard Time.
 - 7.1.2. Students must ensure they have stable internet connectivity for the duration of their Online Summative Assessment. Should you complete your assessment while not connected to the internet your work will not be saved.
 - 7.1.3. You must complete your OSA in the online answer booklet provided on MANCOSAConnect. Do not complete your assessment using MS Word or any other third-party application unless you are instructed to do so by MANCOSA.
 - 7.1.4. Do not attempt to open your assessment in multiple browsers / tabs / windows. Should you do this, your work will not be saved.
 - 7.1.5. Your completed OSA must be submitted within the stipulated timeframe. You will not be able to submit your assessment outside of the stipulated times. If the assessment is not submitted on time, it will not be accepted.
 - 7.1.6. All Online Summative Assessments must be completed individually. No group work is allowed. Submitting work that is not your own is academic misconduct and will lead to penalties.
 - 7.1.7. Misconduct includes (but is not limited to):
 - 7.1.7.1. Sharing or receiving OSA questions/answers/screenshots
 - 7.1.7.2. Getting help from or assisting others (including on social media)
 - 7.1.7.3. Soliciting answers for any MANCOSA assessment activity from a third party
 - 7.1.7.4. Colluding with fellow students or any third parties in undertaking any MANCOSA assessment activity
 - 7.1.7.5. Sharing login details or having someone else complete your assessment
 - 7.1.7.6. Using false identification or bribing for unfair advantage

7.1.7.7. Failing to follow instructions or intimidating support staff

7.1.8. All actions will be dealt with according to MANCOSA's policies.

7.1.9. Applicable sanctions to all matters of misconduct and/or irregularities include but are not limited to:

7.1.9.1. A written reprimand and/or warning;

7.1.9.2. Receiving a sanction on the assessment result to the maximum of 100%.

7.1.9.3. Suspension from the Institution for one or two semesters;

7.1.9.4. Expulsion: denial of the opportunity to enrol as a student at the Institution indefinitely;

7.1.9.5. Denial of the opportunity to register for a particular study module or course offered by the Institution;

7.1.9.6. Annulment of examination results and/or withdrawal of a credit(s) obtained in a study modules and/or courses;

7.1.9.7. Any other appropriate sanction(s) which the relevant disciplinary Committee deems suitable in the particular circumstances.

7.1.10. MANCOSA may deploy any of the following security measures to ensure the integrity of the assessment is maintained:

7.1.10.1. Randomised assessments questions

7.1.10.2. Plagiarism detection software may be utilised to review submitted answers

7.1.10.3. Appropriate software, such as proctoring using SMOWL, to detect irregular activity during the OSA.

7.1.10.4. Proctoring (SMOWL) General Rules. Disclaimer: SMOWL OSA rules will be provided to students prior to each OSA cycle which students are obligated to adhere to

7.1.11. Should an OSA include a proctoring component, students are expected to adhere to the following rules:

7.1.11.1. Students must complete their SMOWL registration during the Practice OSA. If you miss the registration, the next opportunity to register for SMOWL will be on the day of the OSA

7.1.11.2. If you are unable to see yourself in active monitoring mode, select the "Course Blocks" button on the top right-hand corner of the screen, on MANCOSAConnect to display the SMOWL Toggle screen where you will be able to see yourself in active monitoring mode.

- 7.1.11.3. Students should avoid talking whilst attempting the OSA.
- 7.1.11.4. Students must be seated in front of their computer and remain present and active on their laptop/computer for the duration of the OSA. This applies from logging in to the final submission of the completed OSA. Students are permitted to take comfort breaks during their OSAs and are encouraged to use their time wisely and ensure these breaks do not disrupt the flow / duration of their OSAs.
- 7.1.11.5. The use of messenger services, including, but not limited to WhatsApp, Facebook Messenger, We Chat, and Telegram during the OSA is prohibited.
- 7.1.11.6. Utilising third-party writing or proxy-plagiarism services, including, but not limited to Chegg, Grammarly, and private tutors, is strictly prohibited.
- 7.1.11.7. No Video Calling or Remote Desktop Software: The use of video calling software, like Zoom, Microsoft Teams, Skype, Discord, among others or remote access software, such as AnyDesk, Team Viewer, Chrome Remote Desktop, Remote PC among others, is not permitted during the OSA.
- 7.1.11.8. If the SMOWL proctoring system detects any breach of the OSA rules, MANCOSA will be notified and appropriate action shall be taken against the perpetrator.
- 7.1.11.9. Please be aware that disciplinary action may be taken if it is determined that a student has violated any of the OSA rules. Disciplinary actions may include but are not limited to, disqualification from the OSA, academic sanctions, and further investigation in accordance with MANCOSA's academic integrity and student code of conduct policies.
- 7.1.11.10. Students unable to sit for the scheduled Final Online Assessment must submit an aegrotat application within five (5) calendar days of the scheduled online summative assessment. The application must be submitted online via the MyMANCOSA student portal with the appropriate evidence as per the guidelines provided in the Institutional Rules. The Aegrotat process does not apply to the Supplementary Online Summative Assessment.
- 7.1.11.11. Re-mark requests must be submitted online via the Re-mark button on the MANCOSAConnect portal together with proof of payment within five (5) calendar days of MANCOSA's official release of results in order to be processed.
- 7.1.11.12. The standard OSA subminimum grade as stipulated in the Programme Handbook for each respective programme is applicable to this online summative assessment component. In order to pass the module, students must meet the relevant subminimum criteria in each assessment component and attain an overall pass mark as applicable to that particular programme.

7.1.11.13. In the unlikely event that a student has two (2) online summative assessments scheduled at the same time, the student will be expected to attempt one (1) of the assessments and schedule the other in the next available online summative assessment cycle for the applicable intake and inform MANCOSA in writing within 5 calendar days from the written OSA.

7.2. Assessment Process

- 7.2.1. Present your answers in an orderly manner, appropriate to the requirements of each question.
- 7.2.2. Ensure that the correct question paper has been uploaded. Please read the question paper cover page carefully. The onus is on the student to ensure that they have the correct question paper. Should the question paper be incorrect, please alert MANCOSA immediately via the LiveChat feature which will be displayed on the portal during the sessions.
- 7.2.3. Only one (1) submission attempt is permitted for each OSA.
- 7.2.4. Ensure that you have entered your correct student details on the online answer booklet.

7.3. Communication and Support

- 7.3.1. Queries related to the online summative assessment will be prioritised during the scheduled assessment period.
- 7.3.2. Students are to communicate their queries via the LiveChat or support number displayed on the MANCOSA Connect portal.
- 7.3.3. Students can also raise queries and concerns via the Student Comms App by clicking the chat box icon found on the app.

8. APPEAL PROCEDURE (APPLICABLE TO ALL CASES OF STUDENT MISCONDUCT):

- 8.1. A student may submit an appeal against the decision of the Student Disciplinary Committee (SDC) where there are reasonable grounds to contest the outcome based on procedural or substantive unfairness.
- 8.2. Appeals must be lodged in writing using the prescribed Appeal Form within ten (10) calendar days of receiving the written verdict from the SDC. Late submissions will not be considered unless exceptional circumstances are demonstrated.
- 8.3. The appeal must clearly outline the grounds for appeal, which may include:

- 8.3.1. Procedural unfairness, where due process was not followed, there is evidence of bias, or inconsistencies in the disciplinary process.
- 8.3.2. Substantive unfairness, where the sanction imposed is disproportionate, evidence was misinterpreted, or material facts were not considered.

8.4. The appeal must be supported by relevant documentation, such as institutional correspondence, evidence of procedural errors, or mitigating factors for consideration.

8.5. The Grievances and Appeals Committee (GAC) will acknowledge receipt of the appeal within two (2) working days and initiate the formal review process.

8.6. The GAC will appoint a review panel to assess the appeal. The panel may:

- 8.6.1. Review the SDC hearing records and case documentation.
- 8.6.2. Engage with relevant institutional stakeholders.
- 8.6.3. Determine whether an appeal hearing is required.

8.7. Where an appeal hearing is deemed necessary, the student will receive written notification at least five (5) working days before the scheduled hearing. The hearing will be conducted by an independent panel within the GAC to ensure fairness and impartiality.

8.8. During the appeal hearing, the student will have the opportunity to:

- 8.8.1. Present their case and supporting evidence.
- 8.8.2. Call relevant witnesses (if applicable).
- 8.8.3. Respond to issues related to procedural or substantive unfairness.

8.9. The appeal panel may also consider statements from:

- 8.9.1. The Student Disciplinary Committee (SDC).
- 8.9.2. Other relevant institutional representatives.

8.10. Once deliberations are concluded, the GAC will ratify the final decision within fifteen (15) working days of the appeal hearing. The outcome will be communicated to the student in writing within three (3) working days of ratification.

8.11. The appeal outcome may include:

- 8.11.1. Dismissal of the appeal, where the original SDC ruling remains in effect.
- 8.11.2. Modification of the sanction, where sanctions or conditions are adjusted.
- 8.11.3. Overturning of the decision, where procedural or substantive irregularities have been identified.

8.12. If the student remains dissatisfied with the outcome, they may escalate the matter to an external regulatory body, including:

8.12.1. The Department of Higher Education and Training (DHET)

8.12.2. The Council on Higher Education (CHE)

8.12.3. Other relevant regulatory or ombudsman bodies

8.13. All appeal records will be securely stored in a restricted-access folder for compliance and institutional record-keeping purposes.

9. STUDENT COMPLAINTS PROCEDURE

9.1. Complaints by students are addressed in a supportive environment that is free of victimisation or intimidation of anyone connected to the complaint, either during or subsequent to a complaint resolution procedure. Informal and early resolution of complaints is encouraged and desirable.

9.2. In line with MANCOSA's commitment to uphold the auspices of the Constitution of the Republic of South Africa, every case will include:

9.2.1. An objective and fair hearing,

9.2.2. The opportunity to present one's case in writing; and

9.2.3. A decision made by an unbiased person or persons.

9.3. Subject to the below exceptions, confidentiality will be respected and maintained at all times. Occasionally, however, serious allegations arising during investigation of a complaint may require MANCOSA, by law, to report such allegations to external authorities.

9.4. Any student who lodges a complaint and any staff member who may be directly affected by the complaint will be regularly informed of the progress of the matter.

9.5. Anonymous complaints will not be entertained or processed without substantial lawfully obtained evidence to validate allegations made.

9.6. Except in special circumstances, as determined by the principal, a non-academic complaint must be lodged within three months from the date on which the complaint was alleged to have arisen. All academic complaints must be lodged within fifteen working days of having occurred.

9.7. The procedure applies to all student complaints relating to institutional decisions or processes. Students who do not follow due internal processes as per the Institutional Rules with regards to the escalation of queries, and instead resort to external dispute resolution means, such as attorneys, without having exhausted the relevant internal processes, may be subject to disciplinary action, where applicable. This does not limit the legal rights a student is entitled to by the operation of law and is not intended to infringe on any rights of recourse a student might have.

9.8. Grounds for complaint include:

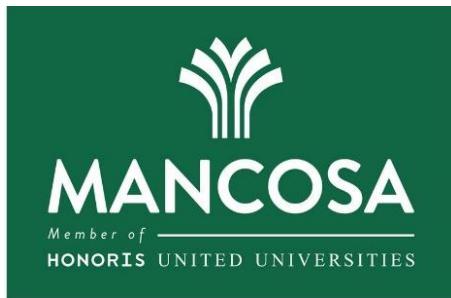
- 9.8.1. Improper, irregular or negligent conduct against a student of MANCOSA;
- 9.8.2. Discrimination, prejudice or bias;
- 9.8.3. Failure to adhere to appropriate or relevant published MANCOSA policies and procedures; and
- 9.8.4. A decision made without sufficient consideration of facts, evidence or circumstances of specific relevance to the student.

9.9. All queries and complaints including those related to MANCOSA electronic facilities (such as IT and website information) must be forwarded to Student Services on:

- 9.9.1. Hubspot: <https://www.MANCOSA.co.za/student-services-support-desk/>
- 9.9.2. Tel: (+27) 861 800 000

---- END ---

ANNEXURE 1



STUDENT CONDUCT: WORK INTEGRATED LEARNING (WIL)

1. School of Education

The Student Code of Conduct for Work Integrated Learning (WIL) serves as a guiding framework to ensure that student teachers undertaking workplace-based learning uphold the highest standards of professionalism, integrity, and ethical behaviour. This Code is rooted in the Code of Professional Ethics established by the South African Council for Educators (SACE, 2022) and extends to all students engaged in WIL for the Bachelor of Education (B.Ed.) and Post-Graduate Certificate in Education (PGCE) programmes. Students are expected to conduct themselves in a manner that reflects respect for learners, colleagues, workplace staff, and the broader community. This Code of Conduct for Student Teachers is based on the Code of Professional Ethics developed by the South African Council for Educators, 2022.

1.1. Conduct: The Student Teacher and His or Her Learners

Student Teachers are expected to:

- 1.1.1. Respect the dignity, beliefs and constitutional rights of learners and in particular children, which includes the right to privacy and confidentiality; acknowledge the uniqueness, individuality, and specific needs of each learner, guiding and encouraging each to realise his or her potentialities;
- 1.1.2. Strive to enable learners to develop a set of values consistent with the fundamental rights contained in the constitution of South Africa;
- 1.1.3. Exercise authority with compassion;
- 1.1.4. Avoid any form of humiliation, and refrain from any form of abuse, physical or psychological;
- 1.1.5. Refrain from improper physical contact with learners;
- 1.1.6. Promote gender equality;
- 1.1.7. Refrain from courting learners from any school;
- 1.1.8. Refrain from any form of sexual harassment (physical or otherwise) of learners;
- 1.1.9. Refrain from any form of sexual relationship with learners from any school;
- 1.1.10. Refrain from exposing and/or displaying pornographic material to learners and or keeping

same in his/her possession;

- 1.1.11. Refrain from sexting with learners;
- 1.1.12. Refrain from sending pornographic material to learners;
- 1.1.13. Use appropriate language and behaviour in his or her interaction with learners, and act in such a way as to elicit respect from the learners;
- 1.1.14. Take reasonable steps to ensure the safety of the learners;
- 1.1.15. Not abuse the position he or she holds for financial, political or personal gain;
- 1.1.16. Not be negligent or indolent in the performance of their professional duties.

1.2. Conduct: The Student Teacher and the Parent

Students' Teachers are expected to:

- 1.2.1. Recognise parents as partners in education, and promote a harmonious relationship with them;
- 1.2.2. Refrain from offering a bribe in any form to parents.

1.3. Conduct: The Student Teacher and the Community

Student Teachers are expected to:

- 1.3.1. Recognise that an educational institution serves the community, and therefore acknowledge that there will be differing customs, codes and beliefs in the community;
- 1.3.2. Conduct him/herself in a manner that does not show disrespect to the values, customs and norms of the community.

1.4. Conduct: Student Teacher and his or her colleagues

Student Teachers are expected to:

- 1.4.1. Refrain from undermining the status and authority of his or her colleagues;
- 1.4.2. Respect the various responsibilities assigned to colleagues and the authority that arises to ensure the smooth running of the educational institution;
- 1.4.3. Use proper procedures to address issues of professional incompetence or misbehaviour;
- 1.4.4. Promote gender equality and refrains from sexual harassment (physical or otherwise) of his or her colleagues;
- 1.4.5. Refrain from sending unsolicited sexual messages and or pornographic material to colleagues;
- 1.4.6. Use appropriate language and behaviour in his or her interactions with colleagues;
- 1.4.7. Avoid any form of humiliation, and refrain from any form of abuse (physical or otherwise) towards colleagues.

1.5. The Student Teacher WIL

- 1.5.1. Ensure that the School Partnership Form (SPF) is duly completed and returned to the WIL Department by the stipulated date on the School Partnership Form (SPF).
- 1.5.2. Ensure that the school selected for the teaching practice session is within 100km from any of the MANCOSA offices;
- 1.5.3. Arrive punctually at school – at least 10 minutes before the school commence;
- 1.5.4. Introduce him or herself to the School Principal on the first day of WIL;
- 1.5.5. Ensure that they are well-groomed and professionally attired, demonstrating respect for their learners and other school stakeholders;
- 1.5.6. Adhere to the jurisdiction of the School Principal and Mentor Teacher, following protocol and utilising the correct channels of communication;
- 1.5.7. Comply with parking and seating regulations within the school premises;
- 1.5.8. Sign a daily attendance register for the entire teaching practice session, including securing a daily signature from the mentor teacher;
- 1.5.9. Remain tactful and considerate at all times, remembering they are guests at the school;
- 1.5.10. Comply with all policies at the school; the Code of Conduct, rules and regulations of the school etc.;
- 1.5.11. Seek advice from the Mentor Teacher, if encountered with any problems within the school environment;
- 1.5.12. Attend the school for the full duration of the WIL period and align to school timeframes;
- 1.5.13. Only be absent if ill or have a compelling reason such as bereavement, and the following procedure must be followed:
 - Telephone the school secretary to inform the Mentor Teacher and Principal.
 - Indicate when you will be able to resume your teaching practice commitments, if possible.
 - Lost days are to be recovered a week after the WIL session.
- 1.5.14. Participate fully in the daily school programme and offer assistance with extramural activities, invigilation, break duties etc.;
- 1.5.15. Demonstrate understanding of the professional demands expected from an educator by means of their general appearance and attitude;
- 1.5.16. Professionally observe the mentor teacher, making use of the opportunity to learn teaching strategies and engage professionally with learners;
- 1.5.17. Contact their MANCOSA regional administrator if you have not heard from your mentor assessor by the end of week 1 (one) of the teaching practice session;
- 1.5.18. Maintain a professional working relationship with mentor teachers, staff, learners and parents;
- 1.5.19. Behave in a professional manner at all times, acknowledging that punctuality, reliability,

initiative and the right attitude towards teaching, are important aspects that are considered in your evaluation as a prospective educator;

- 1.5.20. Recognise the confidential nature of learner information (including observations of behaviour, achievement data, disciplinary measures, etc.) And assume the responsibility for handling confidential information;
- 1.5.21. Complete all academic and administrative tasks as prescribed by the school for the daily school-tasks and as prescribed by MANCOSA;
- 1.5.22. Be an ambassador for MANCOSA school of education.

1.6. The Student Teacher shall not

- 1.6.1. Make arrangements to move from one school to another unless this is arranged with the MANCOSA Regional Coordinator at the School of Education;
- 1.6.2. Allow for a parent/s, spouse, relative, partner or friend/s to contact or visit the School Principal or staff about any matters;
- 1.6.3. Be absent from school due to tiredness from private sport and work commitments;
- 1.6.4. Harm, threaten to harm, verbally abuse, insult, or make any racial comments (verbal or written) or slurs against any learner, mentor, assessor, or staff member at the school;
- 1.6.5. Use a mobile device in the classroom while the Mentor Teacher is teaching;
- 1.6.6. Take photographs of learners and/or share images on social media or online platforms.
- 1.6.7. Provide any illegal substances to any learner or staff member.

2. STUDENT CONDUCT: WORK INTEGRATED LEARNING (WIL)

2.1. School of Global Tourism and Hospitality

This Code of Conduct is specific to Students undertaking WIL in a Tourism and Hospitality workplace.

2.2. Conduct: The Student and His or Her Customers

Students are expected to:

- 2.1.1. Respect the dignity, beliefs and constitutional rights of customers and in particular children, which includes the right to privacy and confidentiality;
- 2.1.2. Acknowledge the uniqueness, individuality, and specific needs of each customer;
- 2.1.3. Exercise authority with compassion;
- 2.1.4. Avoid any form of humiliation, and refrain from any form of abuse, physical or psychological;
- 2.1.5. Refrain from improper physical contact with customers;
- 2.1.6. Promote gender equality;
- 2.1.7. Refrain from courting customers;
- 2.1.8. Refrain from any form of sexual harassment (physical or otherwise) of customers;

- 2.1.9. Refrain from any form of sexual relationship with customers;
- 2.1.10. Refrain from exposing and/or displaying pornographic material to customers and or keeping same in his/her possession;
- 2.1.11. Refrain from sexting with customers;
- 2.1.12. Refrain from sending pornographic material to customers;
- 2.1.13. Use appropriate language and behaviour in his or her interaction with customers, and act in such a way as to elicit respect from the customers;
- 2.1.14. Take reasonable steps to ensure the safety of the customer;
- 2.1.15. Not abuse the position he or she holds for financial, political or personal gain;
- 2.1.16. Not be negligent or indolent in the performance of his or her professional duties; and

2.3. Conduct: The Student and the Workplace

Students are expected to:

- 2.1.17. Recognise workplaces as partners in education, and promote a harmonious relationship with them;
- 2.1.18. Refrain from offering a bribe in any form to the workplace.

2.4. Conduct: The Student and the Communities

Students are expected to:

- 2.1.19. Recognise that the tourism industry serves many communities, and therefore acknowledge that there will be differing customs, codes and beliefs in these communities;
- 2.1.20. Conduct him/herself in a manner that does not show disrespect to the values, customs and norms of these communities.

2.5. Conduct: Student and his or her colleagues

Students are expected to:

- 2.1.21. Refrain from undermining the status and authority of his or her colleagues;
- 2.1.22. Respect the various responsibilities assigned to colleagues and the authority that arises there from, to ensure the smooth running of the workplace;
- 2.1.23. Use proper procedures to address issues of professional incompetence or misbehaviour;
- 2.1.24. Promote gender equality and refrain from sexual harassment (physical or otherwise) of his or her colleagues;
- 2.1.25. Refrain from sending unsolicited sexual messages and or pornographic material to colleagues;
- 2.1.26. Use appropriate language and behaviour in his or her interactions with colleagues;

2.1.27. Avoid any form of humiliation, and refrain from any form of abuse (physical or otherwise) towards colleagues.

2.6. The Student WIL

2.1.28. Ensure that all WIL documents are duly completed and returned to the WIL Department before the commencement of WIL at the workplace;

2.1.29. Follow these rules as stipulated in Annexure C – Student Code of Conduct in WIL Student Handbook:

2.1.29.1 Student is permitted to eat and drink only in designated areas of the workplace and at the designated times as stipulated by the agreed upon terms of the employer.

2.1.29.2 Smoking will not be allowed at the workplace, or as stipulated by the agreed upon terms of the employer.

2.1.29.3 Student shall not consume alcohol at the workplace or any other narcotic substances or have them in their possession.

2.1.29.4 Any damage to the workplace property through wilful acts or negligence will not be allowed.

2.1.29.5 Student shall not engage in any act of violence, threaten violence, or carry weapons to the workplace environment.

2.1.29.6 Student's clothes and general appearance should in every respect reflect an awareness of the workplace environment and should be conducive to that workplace environment.

2.1.29.7 Student is not permitted to bring friends or visitors to the workplace environment without prior consent of the workplace supervisor.

2.1.29.8 Student is responsible for all resources under their control.

2.1.29.9 Student shall comply with rules and regulations published by MANCOSA as well as with the establishment of employment.

2.1.29.10 Students will perform their duties with skill, care and diligence according to the objectives, standards and expected outcomes of MANCOSA as well as with the establishment of employment.

2.1.29.11 Students will acquaint themselves with all information that pertains to their duties and responsibilities.

2.1.29.12 Students will seek further guidance or training as required.

2.1.29.13 Student will observe all Acts, Regulations, instructions and lawful directions relating to their official duties.

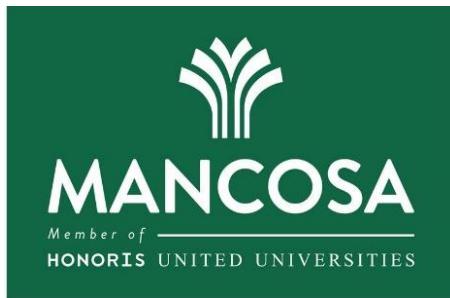
2.1.29.14 Student will behave at all times in a manner that maintains or enhances the reputation of MANCOSA.

2.1.29.15 Student will adhere to all policies and procedures of MANCOSA and the establishment of employment.

2.7. The Student shall not

- 2.1.30. Make arrangements to move from one workplace to another unless this is arranged with the WIL Coordinator;
- 2.1.31. Allow for a parent/s, spouse, relative, partner or friend/s to contact or visit the workplace about any matters;
- 2.1.32. Be absent from the workplace due to tiredness from private sport and work commitments;
- 2.1.33. Harm, threaten to harm, verbally abuse or insult any customer or staff member of the workplace;
- 2.1.34. Use a mobile device in the workplace whilst on duty;
- 2.1.35. Take photographs of customers or the workplace and/or share images on social media or online platforms.
- 2.1.36. Generate pictures of the workplace for their portfolio of evidence without seeking prior permission from the workplace

ANNEXURE 2

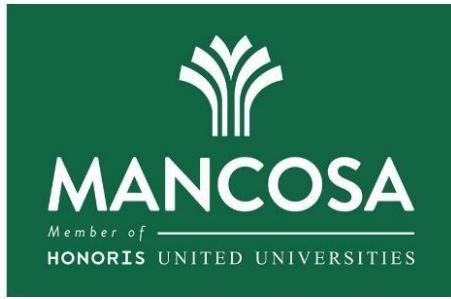


INCIDENT REPORT FORM: STUDENT MISCONDUCT

Kindly complete Section 1 of this form and email it to the Secretary of the Student Disciplinary Committee.

Section 1: Notification of Incident	To be completed by the person reporting the incident.
Date(s) of incident:	
Place(s) of incident:	
Name and designation of person(s) reporting incident:	
Contact details of person(s) reporting incident (email address, telephone number):	
Brief description of incident: Please forward any available evidence, when lodging this form.	
Brief description of any action taken at the time of discovery:	
FOR OFFICE USE ONLY	
Received by:	
Forwarded for action to:	
On (date):	

ANNEXURE 3



NOTICE TO ATTEND DISCIPLINARY HEARING

Date: _____

Name of Student: _____

Email address: _____

Student Number: _____

Dear Student,

RE: NOTICE TO ATTEND DISCIPLINARY HEARING

The above matter refers.

Please be advised that an allegation/s of misconduct has been made against you. An investigation was undertaken by our legal representative and/or senior academic staff. Sufficient evidence was found to substantiate these allegations and the matter has been referred to the Student Disciplinary Committee for a sanction to be imposed. As a result, you are required to attend a disciplinary hearing in order to ascertain the full merits of the matter, for you to present evidence rebutting the claims made and for the appropriate remedial action to be taken accordingly.

Please note that a hearing will be held with respect to an allegation of misconduct against yourself.

Nature of misconduct: _____

Charge: _____

Complainant: _____

The hearing details are: _____

Date: _____

Time: _____

Venue/MS Teams Link:

(Kindly click on the link above, to access the virtual meeting room on the date and time above).

Please note your rights:

1. You are entitled to be assisted at the disciplinary hearing by a representative who is a fellow student or staff member. No external legal representative is allowed.
2. You may have an interpreter, should you formally request one.
3. You may have the opportunity to confer with your representative at reasonable times before, during and after the enquiry.
4. You may personally, or through your representative, question the complainant and witnesses during the enquiry.
5. You can provide evidence and to argue on the question of whether the misconduct occurred (the verdict).
6. You can provide evidence and to argue in mitigation of sentence (sanction).
7. Should you refuse or fail to attend, the enquiry will be held in your absence and a decision taken accordingly.
8. You are entitled to lodge an appeal against the outcome of the disciplinary hearing within five working days of the receipt of the outcome. The appeal must be lodged with the Chair of the GAC and must motivate fully, the grounds of your appeal and whether the appeal is to do with the procedure, decision (verdict) and/or sentence (sanction) resulting from the hearing. An appeal will be decided as soon as possible after having been lodged.

Kindly sign and return the below acknowledgement and direct your queries or concerns via email to student.disciplinary@MANCOSA.co.za.

We trust that the above is in order.

Kind Regards

Appointed Student Disciplinary Chairperson

ACKNOWLEDGEMENT BY STUDENT:

I, _____, hereby acknowledge receipt of this notification and confirm that I understand this notification and the contents thereof.

Signed _____ Date _____

Student Name _____ Contact number _____