



INTERNATIONAL SCHOOL OF CAPE TOWN

PARENT CODE OF CONDUCT

Maintenance

Policy owner	K Reed
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Version Control

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Version 1	August 2024



1. SCOPE

This policy sets out the required behaviour of parents, including legal guardians and other primary carers, of students at ISCT and the consequences of breaching this Code of Conduct. This Code of Conduct must be read together with the ISCT Enrolment Contract.

The ISCT Code of Conduct for School Employees set us the required behaviour of staff.

The ISCT Student Code of Conduct Policy sets out the required behaviour of students.

2. PURPOSE

To be a safe and effective learning environment, ISCT has established a mutually supportive relationship between the school and parents and encourages parents to participate fully in the life of the school. Educating children involves partnership between students, parents, school staff and the wider school community. A positive working relationship equips students with the necessary transferable skills on their journey towards adulthood.

ISCT values the positive relationship that it has with parents. While the sanctions in this policy are expected to be rarely used, it is important to have clarity about the required behaviour of parents, to ensure a safe and respectful environment for students at ISCT.

The staff of ISCT thank you for your continuing support of the school.

3. PRINCIPLES

Parents fully embrace the mission, vision, values, policies and procedures of ISCT, including commitment to diversity, and respect for individual differences.

Parents recognise that education of each child is the joint responsibility of the parent, teacher, student and school community in general and work cooperatively in the best interest of the child.

Parents work together effectively with ISCT as a partnership, with mutual respect and reasonable conduct.

Parents should raise any concerns or criticisms in a positive and supportive manner with the school to give the school an opportunity to respond in a constructive way, avoiding public actions or criticism detrimental to ISCT, its students or its employees.



Parents should be aware of the impact on the school, its students and employees that any public actions or criticism could have and avoid such actions where possible.

4. PARENTS' RESPONSIBILITIES

As laid out under the general obligations of a parent in the enrollment contract, Parents/Carers are expected to:

- Treat all staff employed by the school professionally and respectfully.
- Treat all members of the school community, namely, learners, staff, parents, and associated persons, with tolerance and respect.
- Set a good example in their own speech, conduct and behaviour while on campus or at school-sponsored activities off-site.
- Refrain from negative gossip or unsubstantiated criticism that disparages the reputation of the school or its employees, including on WhatsApp, Facebook, and other social media sites.
- Seek to clarify a child's version of events with the school's view to avoid misunderstanding and to bring about a successful resolution to any dispute.
- Contact the school directly when you have a question or need clarification of a school matter rather than depending upon the interpretation of other parents or other non-official school sources.
- Ensure that your child attends school regularly.
- Ensure regular attendance to meetings and as far as possible, other school activities requiring your attendance.
- Ensure that your child arrives and is picked up on time.
- Medical/personal appointments must preferably be made after school hours and where this is not possible, parents are to inform the school in a timely manner.
- All persons not employed by the school, including parents and caregivers, are required to report to reception when visiting the school.
- Comply with any reasonable request from a school employee in the performance of their duties and the best interests of the learners.
- Support the Student Code of Conduct.
- Read, understand, accept and abide by the relevant school policy documents.
- Correct their own child's behaviour appropriately whilst on school premises, especially where it could lead to conflict or unsafe behaviour.
- To maintain a level of professionalism, respect and good faith in matters relating to the school and the school community.



5. UNACCEPTABLE BEHAVIOUR

Examples of Unacceptable Behaviour include but are not limited to:

- Using loud/offensive or disrespectful language or displaying bad temper either on site, within the school vicinity, over the telephone or virtual meeting, or at an off-site school event.
- The use of physical or verbal aggression towards another adult or child.
- The possession and use of harmful objects and/or substances on the school premises.
- Arriving at the school premises or an off-site school event whilst under the influence of alcohol or harmful substances.
- Damaging or destroying school property or the property of another person whilst on the school premises.
- Abusive or threatening written or verbal communication, electronic or otherwise, such as emails, text messages, calls, voicemail or phone messages to school staff or students.
- Offensive or derogatory comments regarding the school or any of the students/parents/staff at the school on Facebook, WhatsApp, or any other social media sites or other forms of electronic communication.
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their own.
- Smoking (including vaping) whilst on school property.

Examples of Serious Unacceptable Behaviour include but are not limited to:

- Threats, violence and actual violence to any child or staff member.
- Harassment of any member of the school community.
- Threatening or libelous social media posts or any form of social media cyber bullying.

6. DISCIPLINARY PROCESS

Breaches of the Code of Conduct may result in:

- Being asked to leave school premises.
- Restricted or prohibited access to the school premises.
- Invitation to a meeting with the Principal to resolve the issue.
- A formal written warning if a resolution cannot be reached.
- Referral to Education Development Trust's legal and compliance team for further action.
- Potentially criminal matters will be reported to the Police.



- As a last resort permanently excluding a student in line with ISCT Exclusions Policy on the grounds of a breach of the enrolment contract and an ‘irreconcilable breakdown of the relationship with the parent.’

7. COMMUNICATION

Parents must inform the school about medical information or contagious conditions.

Parents must inform the school about change of address, telephone numbers of both parents (home and work).

Any concerns you may have about the school must be made through approaching the appropriate person and following the appropriate channels of communication as set out in the table below.

Meetings with any member of staff are by appointment only.

Should a parent have any concerns regarding a member of staff, please desist from expressing this opinion on social media or any form of electronic communication but rather discuss any issues with the Principal or a member of the Senior Management Team (SMT), so that the matter can be resolved.

Parents will respect the privacy of other parents’ email addresses and will not send unsolicited emails or forward other parents’ contact information without their permission.

If the issue relates to the Principal, please contact the Chair of the Board or the ISCT Director at Education Development Trust’s Head Office. Details for this can be found on our Whistleblowing Policy which is on the website under parent resources.

Query	Channel of Communication
Academic	Class Teacher or Subject Teacher → Subject Head (where applicable) → Head of Section → Principal
Ad hoc queries affecting more than one person	Class Teacher → Head of Section → Principal
Admissions	Admissions Department → Principal
Student Behaviour	Class Teacher → Head of Section → Principal
Safeguarding	Class Teacher → Safeguarding Team Member → Principal
Child Protection	Designated Safeguarding Lead → Principal
Operations and Security	Business Manager → Principal
Lost Property	Receptionist → Phase Head
Learning Support	Class Teacher or Subject Teacher → Learning Support Team → Head of Section → Principal



8. RELATED DOCUMENTS - available under Parent Resources on the ISCT website

- [EDT Global Safeguarding Policy](#)
- [ISCT Safeguarding and Child Protection Policy](#)
- [ISCT Policy on the Handling of Concerns and Complaints](#)
- [ISCT Student Code of Conduct Policy](#)
- [ISCT Exclusion Policy](#)
- [ISCT Whistleblowing Policy](#)