



CyberTracker

CyberTracker Policy: Undesirable Learner Behaviour

POLICY ON UNDESIRABLE LEARNER BEHAVIOUR ON TRAINING COURSES AND EVALUATIONS

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Undesirable behaviour of learners on a CYBERTRACKER endorsed course or evaluation resulting from the consumption of alcohol and/or the use of illegal drugs.

Statement:

CyberTracker Conservation (CYBERTRACKER) does not take responsibility for the behaviour of learners attending a training course.

CYBERTRACKER does **not condone** any consumption of alcohol or the use of illegal mind-altering drugs on any training course. Any learner found guilty by the training provider of being influenced by the consumption of alcohol or illegal drugs will be considered by the Association as having contravened the CYBERTRACKER Code of Conduct as well as the Tourism Code of Conduct as set out by the Department of Tourism.

Any learner who is found guilty of having contravened the Code of Conduct will no longer be considered a member of the Association. The Dept of Tourism will be informed of the learner's conduct and no such learner will be able to register as a tourist guide in South Africa.

If undesirable behaviour due to the consumption of alcohol or the use of illegal drugs carried out by learners is **disruptive** in any manner for other learners and/or instructors the learners the training provider is entitled to remove such learners from the course.

Disruptive behaviour by learners attending a CYBERTRACKER endorsed course

With reference to the consumption of alcohol and the use of illegal drugs resulting in disruptive negative behaviour (fighting, recklessness, disturbance of the course):

Any report from any learner (or their guardians) attending a course regarding the disruption of the learning atmosphere at the venues of training provision based on the consumption of alcohol and/or any intoxicants (drugs), will result in the immediate suspension of the Training provider (the company and its trainers) until the outcome of a disciplinary hearing at the CYBERTRACKER offices in Cape Town. The Association will not tolerate the over-consumption of alcohol or the use of any drugs by learners attending a CYBERTRACKER endorsed course.

1. The consumption of alcohol

If the Association receives any complaints from learners or their guardians regarding any behaviour or disruption of the learning environment as a result of the consumption of alcohol the Training provider will be immediately suspended and called to a disciplinary hearing at the CYBERTRACKER Cape Town office. Once an outcome of the complaint has been achieved the training provider will either be permanently suspended or be given a warning or be required to pay a monetary fine, depending on the nature of the situation. Based on being given a warning if another incident occurs around the consumption of alcohol, the Training provider will be summoned to a second hearing. This will result in a permanent suspension with immediate effect without the option of reinstatement as a CYBERTRACKER endorsed training provider.

2. The use of illegal drugs

If the Training provider is aware (own observation or informed) of any student or their staff members making use of an illegal drug (in no matter what quantity or form), the training provider must immediately inform that student to leave the course. The training provider must accompany the learner or staff member to the gate of the property where the course is being held to ensure that the learner or staff member is no longer on the premises.

Training providers must ensure that they have a clause in their code of conduct pertaining to the use of illegal drugs and the consequences which should include no refund when the student is informed to leave the course and no recourse when a staff member is asked to leave the property. Keep in mind that the use of illegal drugs is a criminal offence.

If the student or staff member is not dismissed from the course immediately and is allowed to stay on and CYBERTRACKER is informed of this by other staff members, students or their guardians the Training provider will be called to a disciplinary hearing at the CYBERTRACKER Cape Town office.

Once an outcome of the complaint has been achieved the training provider will either be permanently suspended or be given a warning, depending on the nature of the situation. Based on being given a warning if another incident occurs around the use of illegal drugs, the Training provider will be summoned to a second hearing. This will result in a permanent suspension with immediate effect without the option of reinstatement as a CYBERTRACKER endorsed training provider.

The Association will no longer tolerate this type of behaviour and is under no obligation to protect training providers and/or individuals who condone knowingly or unknowing disruptive behaviour brought about by the consumption of alcohol or the use of illegal drugs.

It is up to the training provider to ensure that their learners (students) are aware of the Code of Conduct and the results of being caught consuming alcohol or using intoxicants (drugs). It is up to the training provider to ensure that their learners have signed a code of conduct with reference to the above issue.

The Association will suspend any endorsed training provider if there is any indication of excessive alcohol consumption or the use of drugs which leads to the disturbance of the learning atmosphere spoiling it for any learners attending a course.

Consequences for learners:

CYBERTRACKER does not condone any consumption of alcohol or the use of illegal mind-altering drugs on any training course. Any learner found guilty by the training provider of being influenced by the consumption of alcohol or illegal drugs will be considered by the Association as having contravened the CYBERTRACKER Code of Conduct as well as the Tourism Code of Conduct as set out by the National Department of Tourism (NDT).

Any learner who is found guilty of having contravened the Code of Conduct will no longer be considered a member of the Association.

The National Department of Tourism (NDT) will be informed of the learner's conduct and no such learner will be able to register as a tourist guide in South Africa.

If undesirable behaviour due to the consumption of alcohol or the use of illegal drugs carried out by learners is disruptive in any manner for other learners and/or instructors the learners the training provider is entitled to remove such learners from the course.