



VISITOR & PARENT CODE OF CONDUCT AND CAMPUS ACCESS POLICY (2026)

1. DOCUMENT CONTROL

Policy Owner	Board of Governors and School Management Team
Drafted By	Executive Principal
Date of Approval	02 June 2026
Review Date	May 2027
Related Policies	SHE & Crisis Management Policy (2026); Anti-Bullying & Harassment Policy (2026); Social Media & Digital Citizenship Policy (2026); Data Management & POPIA Compliance Policy (2026); Parent Partnership & Grievance Policy (2026).

2. PREAMBLE & ETHOS

The school campus is a sanctuary — a place set apart for learning, formation, and growth. Everyone who enters it, whether staff, learner, parent, or visitor, shares in the responsibility of keeping it that way. This policy exists not to exclude the school community, but to protect it.

We understand that everyday frustrations can cause misunderstandings, and we remain committed to resolving difficulties through open, constructive dialogue. At the same time, we are clear that the safety of our learners and the wellbeing of our staff are non-negotiable. The authority to regulate access to the school is vested in the Board of Governors and the Executive Principal by the South African Schools Act 84 of 1996.

Guided by the charism of Mary Ward, this policy is anchored in:

- **Sincerity:** We commit to honest, transparent communication regarding all campus matters. We expect the same from those who visit our campus.
- **Justice:** We protect the right of every staff member and learner to work and learn in an environment free from intimidation, harassment, or fear. Justice requires that those who breach this are held accountable.
- **Freedom:** We respect the freedom of all to engage with our school community, provided that freedom is exercised with responsibility, respect, and care for others.
- **Truth:** We expect honesty in all dealings with the school — in the expression of concerns, in the use of communication channels, and in the use of our school's name and reputation in public and online spaces.
- **Accompaniment:** Our relationship with parents and families is a partnership. We walk alongside families in the education of their children. This policy is the framework within which that partnership is sustained safely and respectfully.

- **Excellence:** The standard we set for conduct on our campus reflects the standard we set for everything else at Loreto Convent School. We ask of our visitors the same standard of behaviour we ask of our staff and our learners.

3. LEGISLATIVE CONTEXT

This policy is drafted in compliance with:

- *Constitution of the Republic of South Africa, 1996 (Section 10 — Human Dignity; Section 14 — Privacy; Section 16 — Freedom of Expression, subject to its limitations).*
- *South African Schools Act 84 of 1996 (SASA) — including the Board of Governors' authority to regulate access to school property.*
- *Children's Act 38 of 2005 (best interests of the child).*
- *Protection from Harassment Act 17 of 2011.*
- *Protection of Personal Information Act (POPIA), Act 4 of 2013.*
- *Cybercrimes Act 19 of 2020 (harmful data messages, online harassment).*

4. CAMPUS ACCESS & OPERATIONAL PROCEDURES

In terms of SASA, the Board of Governors and the Executive Principal have the legal right and duty to regulate access to school grounds. Right of admission is reserved.

4.1. Definition of “Visitor”

For the purposes of this policy, “visitor” includes all biological parents, legal guardians, full-time carers, contracted service providers, Gauteng Department of Education officials, and any other person not employed by the school who enters the school grounds.

4.2. Identification and Registration

- All visitors must report to the school reception or security post **before** entering any school building or proceeding beyond the security gate. No visitor may proceed directly to classrooms, staffrooms, uniform shop or any other area of the campus.
- All visitors must sign in the Visitors Register, providing their name, the person they are visiting, and their purpose of visit.
- A **Visitor's Pass** will be issued upon signing in. This pass must remain visibly displayed at all times while on campus and must be returned upon departure.
- **Exceptions:** Passes are not required for Open Days, Parents' Evenings, school-sponsored public events, or school sports fixtures, where general public access is expressly authorised by the Executive Principal.

4.3. Appointments and Meetings

- Visitors wishing to meet with a teacher, deputy principal, or the executive principal must make a **prior appointment**. Walk-in meetings during the school day will not be accommodated except in genuine emergencies.

- Subject teachers set aside specific consultation periods for parent meetings and must notify reception of expected visitors in advance. No meeting may take place without a SMT member present.
- For security reasons, staff or security personnel must escort visitors from reception to their meeting location and back.

4.4. Inner-City Security Context

Given Loreto Convent School's location in the Pretoria CBD, the following additional protocols apply:

- The perimeter is secured by 24-hour guarding and CCTV surveillance.
- Vehicles entering the grounds are subject to inspection by security.
- Parents collecting learners outside regular hours must identify themselves at the security gate and can be required to show identification.

5. SAFETY, SECURITY & PROHIBITED ITEMS

The school maintains a strict policy on items brought onto the premises in the best interests of the learner community.

- **Search and Seizure:** Any visitor to the school grounds may be requested to submit to a search for illegal substances or dangerous objects as a condition of entry. The school reserves this right in terms of SASA. A visitor who refuses a reasonable search request may be denied entry.
- **Weapons:** No weapons or dangerous objects may be brought onto school grounds under any circumstances, except by official South African Police Service (SAPS) officers in the execution of their duties.
- **Substances:** The use of alcohol, illegal drugs, or tobacco products (including vaping devices) is strictly prohibited on school premises at all times.
- **Property and Environment:** Wilful damage to school property and littering are prohibited. Visitors are expected to maintain the standard of the campus environment.

6. STANDARDS OF BEHAVIOUR AND COMMUNICATION

6.1. Interpersonal Conduct

- **Courtesy:** All visitors must treat staff, learners, and other visitors with respect, courtesy, and tolerance. This applies both in person and in all written and electronic communications directed to the school.
- **Non-violence:** Physical violence, verbal aggression, threatening language, or offensive gestures directed at any person on school premises are strictly prohibited. This includes the physical punishment of one's own child on school premises, which is prohibited under the Children's Act 38 of 2005.
- **Intimidation:** Harassment or threatening behaviour directed at staff, learners, or other parents will not be tolerated and will be treated as a matter for law enforcement.

- **Child safeguarding:** No visitor may approach, photograph, or engage directly with any learner other than their own child.

6.2. Communication Protocols

- **Escalation pathway:** Concerns about a class, a teacher, or a school matter should be directed to the Executive Principal. Concerns that remain unresolved internally may be escalated to the Board of Governors through the Parent Partnership & Grievance Policy (2026).
- **Media and public comment:** Parents and visitors may not discuss internal school matters with the media, on social media, or in any public forum in a manner that identifies staff, learners, or other families without the consent of those persons. The school's reputation is built by the community it serves, and we ask all members to protect it.

7. DIGITAL CONDUCT AND SOCIAL MEDIA

The Social Media & Digital Citizenship Policy (2026) applies to all members of the school community, including parents and visitors. The following specific obligations apply to visitors and parents in connection with campus activities:

- **Defamation:** Staff, governors, learners, and members of the school community must not be discussed in a negative or defamatory manner in any online space — including WhatsApp groups, Facebook, Instagram, TikTok, or any other platform. The school reserves the right to pursue legal action for defamation, including through the Cybercrimes Act 19 of 2020.
- **Photography and filming:** Photographs or videos of other people's children — including images taken at school events — may not be posted on any social media platform without the express consent of those children's parents. This is a requirement under POPIA (Act 4 of 2013). See also the Data Management & POPIA Compliance Policy (2026).
- **Personal data:** Contact details (email addresses, phone numbers) of staff, parents, or learners obtained through the school may not be shared with or distributed to third parties without the prior written consent of the relevant person.
- **Direct messaging of learners:** Parents and visitors are not permitted to contact other people's children via any social media or messaging platform.

8. ENFORCEMENT AND NON-COMPLIANCE

The school takes breaches of this policy seriously. The following consequences apply:

- **Trespassing:** Any visitor who enters the school grounds without signing in or displaying a Visitor's Pass will be considered to be trespassing and will be asked to leave immediately.
- **Removal from premises:** If a visitor's conduct disrupts the school environment, endangers any person, or breaches the standards in this policy, the Executive Principal or security official may require the person to leave the premises immediately. Reasonable force may be used to effect removal where necessary, in accordance with the law.
- **Criminal referral:** Incidents involving harassment, threats of violence, or actual violence will be referred immediately to the South African Police Service (SAPS). The school will not mediate between a parent and a staff member where the conduct constitutes a criminal offence.

- **Legal action:** Instances of defamation, libel, or slander — whether in person, in writing, or online — will be referred to the school's legal advisers for action.
- **Suspension of access:** The Executive Principal, with the approval of the Board Chairperson, may suspend a visitor's right of access to the school campus for a defined period where the visitor's conduct poses a risk to the school community. The suspended person retains the right to correspond with the school in writing regarding their child's education during any period of access suspension.

9. DATA PRIVACY (POPIA)

Personal information collected in connection with campus access — including Visitor Register entries, CCTV footage, and incident records — is processed in terms of POPIA (Act 4 of 2013) and the school's Data Management & POPIA Compliance Policy (2026).

- **CCTV:** The school campus is monitored by CCTV for security purposes. CCTV footage is retained for a minimum of 7 days and may be used in the investigation of incidents on the school grounds.
- **Visitor Register:** Visitor Register entries are retained for 12 months and accessible only to the Executive Principal and the receptionist
- **Incident records:** Records of incidents involving visitors are retained for 3 years from the date of the incident.

10. APPROVAL

Signed on behalf of the Board of Governors:



02 June 2026

Date: _____

Fatima Rawjee

Chairperson: Board of Governors

Signed by the Executive Principal:



02 June 2026

Date: _____

Suzette Truter

Executive Principal