EVERGREEN EDUCATION
91 Main Road, Paarl, 7646
info@evergreeneducation.co.za
www.evergreeneducation.co.za
079 491 8702

SCHOOL GENERAL POLICY

1. Preamble

1.1. The Evergreen Specialised Education Centre (henceforth refer to as the Evergreen Education Centre) shall be run in accordance with the constitution of the Republic of South Africa (Act 108 of 1996), South African Schools Act (84 of 1996), National Education Policy Act (27 of 1996) as amended, and all other regulations as set out in the provisions by the Department of Basic Education.

1.2. Evergreen Education Centre is an Independent School situated in the Western Cape Province, Cape Winelands, Drakenstein Municipality, and Paarl. Its main aim is to holistically educate learners who experience barriers to learning.

2. Language of teaching and learning

2.1. The language of teaching and learning shall be dual medium i.e., English and/or Afrikaans (HL) in the Foundation, Intermediate, Senior and FET Phase and English and/or Afrikaans (FAL) in the Foundation, Intermediate, Senior and FET Phase.

2.2. The school shall effectively teach the two languages as subjects in all grades with English and Afrikaans as Home Language and/or English and Afrikaans as First Additional Language.

3. Schedule of Fees

3.1. Tuition fees (including VAT) | 1 January- 1 December 2023

Grades	**Monthly Fees**	**Annual Fees**	**Discounted Annual Fees** (if paid before 31/01/2022)
Foundation Phase (Grade 1-3)	R 4 500	R 54 000	R 48 600
Intermediate Phase (Grade 4-6)	R 5 000	R 60 000	R 54 000
Senior and FET Phase (Gr 7-9)	R 6600	R 79 200	R 71 280

4.2 Tuition fees are settled in advance either:

4.2.1 Annually: annualy in advance before/on the 31st of January of the current year; or

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4.2.2 Monthly: monthly in advance before/on the 3rd day of every month.

4.3 Tuition fees are subject to increase yearly with approximately 4-5%.

4. Code of Conduct Teachers

4.1. Preamble

4.1.1. The teachers at Evergreen Education Centre are expected to comply with the CODE of CONDUCT provided by SACE and other Statutory Bodies.

4.1.2. This code of conduct should therefore be read in line with SACE's Code of Conduct for Teachers.

4.1.3. It should act as a guideline to teachers as to what is expected of them from an ethical point of view both in their individual conduct and in their relationship with others.

4.1.4. Teachers are therefore expected to comply with this code of conduct to enhance professionalism and help ensure confidence in their service.

4.2. Code of Conduct

4.2.1. The school expects its teachers to display excellence in the way they relate, behave, and carry their professional tasks. "A poor teacher instructs, a good teacher teaches, an excellent teacher inspires."

4.2.2. Evergreen Education Centre educator should comply with the following:

- Acknowledges the noble call of their profession to educate and inspire the learners.
- Personalizes and internalize positive attitude, dedication, self-discipline, and love of the learners.
- Cooperates fully with other employees and Community to advance public interest.
- Refrains from favouritism in work-related activities and never abuse authority.
- Respect the dignity, beliefs and other Constitutional Rights of Children and colleagues including the right to privacy and confidentiality.
- Strives to enable learners to develop a set of values consistent with those upheld in the Bill of Rights as contained in South African Constitution.
- Fill the leave form for leave and movement register for movement.
- Not bring along or be in contact with alcoholic substances and any dangerous weapon in the school compound.
- Vulgar language is a taboo.
- Always use appropriate channels to air his/her views and grievances or to direct presentations.
- Avoids any form of humiliation, gossip, and refrains from any form of child abuse, physical or psychological.
- Be honest and accountable in dealing with the school's funds and use services, facilities,

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and other resources effectively, efficiently, and only for the authorized official purposes.

- Does not engage in any transaction or action that is in conflict with or infringes on the execution of his/her official duties.
- Is always punctual to school and to classes for effective teaching and learning.
- Recognizes parents as partners in the education and promotes harmonious relationship with them.
- Takes reasonable steps to ensure the safety of the learner
- Recognizes that an educational institution serves the community and therefore acknowledges that there will be differing customs, codes, and beliefs in the community.
- Respects the various responsibilities assigned to the colleagues and the authorities that arise there from, to ensure the smooth running of the educational institution.
- Keeps abreast with educational trends and development.
- Accepts that he/she has professional obligation towards the education and induction into the profession of new members of the teaching profession.
- Refrains from discussing confidential and official matters with unauthorized persons.

5.3 Disciplinary processes and procedures

5.3.1 Discipline and hearings should be fair and corrective.

5.3.2 In the event of cross violation of the CODE, processes and procedures as laid down in SACE and other Departmental Regulations shall be followed.

5.3.3 Expulsion from profession and Suspensions could only be through Authorized Bodies.

5.4 Appeal

5.4.1 The educator has the right to appeal. The appeal processes shall also be as stipulated in Education Policies and Gazettes.

5. Service delivery

5.1. **Undertaking from the principal and Senior Management Team**

The Evergreen Education Centre seeks to ensure the effective management of a comprehensive system of education in order to expand education opportunities for all the learners of the school. In this regard, learners can expect The Evergreen Education Centre to:

- provide effective teaching;
- improve support structures to accommodate learners who experience barriers to learning;
- ensure effective and efficient management;
- ensure professional and ethical conduct by all our teachers, support staff and managers; and
- progressively put adequate measures in place to ensure the safety and security of teachers and learners.

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6.2 Consultation

6.2.1 We undertake to consult our clients on the level and quality of services provided.

6.2.2 In this regard we:

- Agree to consult organised formations of parents, teachers and learners.
- Hold parent meetings regularly
- Interact with all stakeholders who have an interest in education.

6.3 Courtesy

6.3.1 We will endeavour to always treat all our clients with courtesy and consideration.

6.3.2 In this regard;

6.3.2.1 Learners and parents will be greeted in a friendly manner.

6.3.2.2 Rude, impolite and discourteous attitudes and behaviour will not be tolerated.

6.3.2.3 Telephone calls and emails will be answered promptly and politely

6.4 Openness and transparency

6.4.1 We do recognise that openness and transparency are the cornerstones of our democracy.

6.4.2 In this regard we undertake to keep you informed in respect of the following;

6.4.2.1 Details of our location and contact persons.

6.4.2.2 Details of our senior staff

6.4.2.3 Annual Academic results and Activities.

6.5 Service delivery impact

6.5.1 We shall endeavour to assess the impact of our services annually and ascertain whether we are achieving our specified objectives.

6.5.2 In this regard we will;

6.5.2.1 Evaluate the performance of our learners and provide a learner support tuition programme

6.5.2.2 Conduct a client satisfaction survey

6.5.2.3 Appraise the quality of the services we render from time to time.

6.6 Encouraging innovation and rewarding excellence

6.6.1 Staff commitment, energy and skills will be harnessed to improve service delivery and the quality of services rendered.

6.6.2 In this regard we will;

6.6.2.1 Recognise and reward learners who show loyalty, commitment and dedication.

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6.6.2.2 Encourage innovation and new ideas to improve lesson delivery

6.7 Service standards

6.7.1 We undertake to provide service of a high quality.

6.7.2 In this regard we aim to;

6.7.2.1 Attend to all queries promptly.

6.7.2.2 Answer the telephone and emails promptly.

6.7.2.3 Process applications within 30 days.

6.7.2.4 Acknowledge written complaints within 5 days

6.7.2.5 Deal with written requests within 21 days.

6.8 Dealing with complaints

6.8.1 We respect the right of parents and learners to complain if our services are poor or unsatisfactory.

6.8.2 In this regard;

6.8.2.1 You may write to the school.

6.8.2.2 We undertake to investigate and respond to your complaint within 14 days of receipt.

6.8.2.3 We will endeavour to apologise and take corrective measures if it is our fault.

6.8.2.4 We undertake to treat any information seriously.

6.9 Telephonic or email contact

6.9.1 When you telephone or email us, we will;

6.9.1.1 Answer calls and emails as promptly as possible

6.9.1.2 Identify ourselves by name and section

6.9.1.3 Assist you in a polite and helpful manner

6.9.1.4 If you cannot be helped, you will be referred to the appropriate person.

6.9.2 Contact details:

6.9.2.1 Telephone number: 0794918702

6.9.2.2 Email address: info@evergreeneducation.co.za

7 School Terms

School Term	**Dates**

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Term 1	11 January – 24 March 2023
Term 2	12 April – 23 June 2023
Term 3	18 July – 29 September 2023
Term 4	10 October – 8 December 2023