

Service Level standard Document (SLSD) FOR Student Discipline Office under the Legal Services Department – UKZN

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Reference Number	
Originator / Author (name and position)	Proctor
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P Finden Director Legal Services



1. SLSD Overview

This SLSD represents a Service Level Standards Document ("SLSD") of the Student Discipline Office under Legal Services Department –UKZN for dissemination throughout UKZN.

This SLSD remains valid until superseded by a revised version.

This SLSD outlines the parameters of the Student Discipline Office as they are understood by the Student Discipline Office, Legal Services Department, and employees within this department.

This SLSD codifies current processes and procedure as explicitly stated herein.

2. Goals and Objectives

The purpose of this SLSD is to ensure that the proper channels and procedures are followed by stakeholders, and that a level of consistency is followed in providing service delivery within the UKZN community.

The objectives are as follows;

- a. Provide clear guidelines as to the accountability, roles and/or responsibilities.
- b. Present a clear, concise and measurable description of service provision to the UKZN community.

3. Stakeholders

This SLSD shall be used as the basis of service provision between the stakeholders who are the Student Discipline Office and the UKZN Community.

4. Periodic Review

This SLSD is valid from the effective Date outlined herein and is valid until further notice. This agreement should be reviewed at a minimum once per fiscal year; however, in lieu of a review during any period specified, the current agreement will remain in effect.

The Proctor under the supervision of the Director of Legal Services (Document Owner) is responsible for facilitating regular reviews of this document. Contents of this document may be amended as required and communicated to all affected parties.

5. Service Agreement

The workflow diagrams annexed hereto marked SLSD 1, SLSD 2, SLSD 3 SLSD 4 SLSD 5, SLSD 6, SLSD 7, and schedule 1 are to be read as incorporated into this SLSD which details the service parameters which are the responsibility of the Student Discipline Office under Legal Services in the support of this SLSD.

6. Service Management

Effective support of services is a result of maintaining consistent service levels. The following sections provide relevant details on service availability and related components.

a. Service Provision and Performance

Parameters specific to the services covered in this SLSD are as recorded in the SLSD 1, SLSD 2, SLSD3 SLSD4 attached hereto.

b. Service Requests

In support services outlined in this SLSD, The Student Discipline Office will respond to service-related requests submitted by the UKZN Community within the following time frames as set out in SLSD 1, SLSD 2, SLSD3 SLSD4.

7. Registration Holds

When a student has been charged with misconduct as defined in the Student Discipline Rules, but has failed to attend a scheduled hearing or hearings with no plausible explanation, and it becomes challenging for the Student Discipline Office to contact the student, various 'holds' can be placed on the student's registration to alert them that they have a pending disciplinary proceeding. The following holds can be placed on the system by the Student Discipline Office, i.e., ADPA, ADRA, and ADPW. The purposes of these holds are to prevent a student from:

- a. registering at the university pending the finalisation of their disciplinary hearing or process;
- b. obtaining their academic record, pending finalisation of their disciplinary hearing or process;
- c. obtaining their examination results if they are a registered student, pending the finalisation of their disciplinary hearing or process

Workflow Between the Student Discipline Officer and the Proctor

Step 1.

The Student Discipline Officer receives the file from the relevant Academic Department.



Step 2.

Student Discipline Officer to capture the file and provide the Case Number /Reference Number within three working days.



Step 3.

The student Discipline officer hands over the file with all supporting documents to the Proctor before the three days have lapsed.



Step 4.

A charge sheet must be drawn up by the Proctor immediately within one working day and given back to the Student Discipline Officer to send the relevant notification letters (including charge sheets) to the accused students within seven working days in line with the student Discipline rules.



Step 5

Chairpersons are allocated depending on their availability, and a date is set for the Student Discipline Court hearing within the same time frame as indicated in step 7.



Step 6

Student Legal Representatives are allocated to the matters and provided with the relevant documentation within seven working days.



Step 7

Complainants and witnesses are notified in writing by the Student Discipline Officer, and the latter makes appointments to enable the Proctor to consult with them prior to the Student Discipline Court hearing within those seven working days.



Step 8

Representatives are also consulted with by the Proctor in preparation for the Student Discipline Court hearing within two working days before the hearing.



Step 9

The matter is heard in Student Discipline Court, and the matter is finalised. (The matter can be partly- heard for a period of 1-2 months depending entirely on the charges, witness, and the severity of the matter.



Step 10

The Proctor is to send the outcome of the court to the relevant stakeholders within a period of 1 week (7 working days), thereafter close the file on the statistics and send the file back to Student Discipline Officer to send the outcome letters to the students, capture and close the file.

Workflow Between Risk Management Services (RMS) and Student Discipline Office

Step 1.

The file is received from RMS by the Student Discipline Officer.



Step 2.

Student Discipline Officer to capture the file and provide the Case Number /Reference Number within three working days.



Step 3.

The student Discipline officer hands over the file with all supporting documents to Proctor before the three working days have elapsed.



Step 4.

Proctor to peruse the file and ascertain whether there is a need for further investigation.

If no further investigation is required	If further investigation is required
a. Move on to step 5	a. Send the file back to RMS b. 3-4 weeks is given to RMS to complete their investigation c. Upon completion of the investigation, RMS sends the file back to the Student Discipline Officer who hands the file

	back to the Proctor on the same day.
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Step 5

Proctor to peruse the file and attempt Mediation or an Admission of Guilt within 4 to 5 working days where mediation is applicable.

MEDIATION	ADMISSION OF GUILT
a. Proctor to call the complainant and accused student for purposes of a mediation session on receipt of the file within two days. b. mediation attempted	a. Proctor to call the complainant and accused student for purposes of an admission of guilt on receipt of the file within two days. b. An Admission of guilt form is signed if the student admits guilt.



Step 6

Where the Mediation/ Admission of Guilt is successful, the Proctor is to send the Mediation Reports / Admission of Guilt forms to the relevant stakeholders within a period of 1 week (7 working days), thereafter close the file on the statistics and send the file back to Student Discipline Officer to send the outcome letters to the students, capture and close the file.



Step 7.

Where Mediation or Admission of Guilt is unsuccessful, or neither of the two processes is applicable, then a charge sheet must be drawn up by the Proctor immediately within one working day and given back to the Student Discipline Officer to send the relevant notification letters (including charge sheets) to the accused students within seven working days.



Step 8

Chairpersons are allocated depending on their availability, and a date is set for the Student Discipline Court hearing within the same time frame.



Step 9

Student Legal Representatives are allocated to the matters and provided with the relevant documentation within seven days.



Step 10

Complainants and witnesses are notified in writing by the Student Discipline Officer, and the latter makes appointments to enable the Proctor to consult with them prior to the Student Discipline Court hearing within those seven working days.



Step 11

Legal Representatives are also consulted with by the Proctor in preparation for the Student Discipline Court hearing two working days before the hearing.



Step 12

The matter is heard in Student Discipline Court, and the matter is finalised. (The matter can be partly- heard for a period of 1-2 months depending entirely on the charges, witness, and the severity of the matter.)



Step 13

The Proctor is to send the Reports of the Student Discipline Court to the relevant stakeholders within seven working days, close the file on the statistics and send the file back to Student Discipline Officer to send the outcome letters to the students, capture and close the file.

**Workflow Between Student Housing and Student Discipline Office-
(Appeals from Residence Tribunals)**

Step 1.

The file is received from Student Housing to the Student Discipline Officer.



Step 2.

Student Discipline Officer to capture the file and provide the Case Number /Reference Number within three working days.



Step 3.

The Student Discipline officer hands the file with all supporting documents to Proctor before the three working days have elapsed.



Step 4

A charge sheet must be drawn up by the Proctor immediately within 24 hours and given back to the Student Discipline Officer to send the relevant notification letters (including charge sheets) to the accused students within seven working days.



Step 5

Chairpersons are allocated depending on availability, and a date is set for the Student Discipline Court hearing within seven working days.



Step 6

Student Legal Representatives are allocated to the matters and provided with the relevant documentation within the seven working days indicated in step 5.



Step 7

Complainants and witnesses are notified in writing by the Student Discipline Officer, and the latter makes appointments to enable the Proctor to consult with them prior to the Student Discipline Court hearing within those seven days as applicable in step 5.



Step 8

Representatives are also consulted with by the Proctor in preparation for the Student Discipline Court hearing two working days before the hearing.



Step 9

The matter is heard in Student Discipline Court, and the matter is finalised. The matter can be partly- heard for a period of 1-2 months depending entirely on the charges, witness, and the severity of the matter.



Step 10

The Proctor is to send the Reports of the Student Discipline Court to the relevant stakeholders within seven working days, close the file on the statistics and send the file back to Student Discipline Officer to send the outcome letters to the students, capture and close the file.

Workflow Between Student Academic Administration (Invigilators) and Student Discipline Office – During Examination Sessions

Step 1.

The file is received from Student Academic Administration/ Invigilators to the Student Discipline Officer.



Step 2.

The Student Discipline Officer is to open a file, capture and provide the Case Number /Reference Number within three working days.



Step 3.

The student Discipline officer hands over the file with all supporting documents to Proctor within two working days.



Step 4

A charge sheet must be drawn up by the Proctor immediately within one working day and given back to the Student Discipline Officer to send the relevant notification letters (including charge sheets) to the accused students within seven working days.



Step 5

Chairpersons are allocated depending on availability, and a date is set for the Student Discipline Court hearing within seven working days.



Step 6

Student Legal Representatives are allocated to the matters and provided with the relevant documentation within seven days, as indicated above in step 5.



Step 7

Complainants and witnesses are notified in writing by the Student Discipline Officer, and the latter makes appointments to enable the Proctor to consult with them prior to the Student Discipline Court hearing within those seven working days.



Step 8

Representatives are also consulted with by the Proctor in preparation for the Student Discipline Court hearing two working days before the hearing.



Step 9

The matter is heard in Student Discipline Court and finalised immediately. The matter can be partly- heard for a period of 14 working days depending entirely on the charges, witness, and the severity of the matter.



Step 10

The Proctor is to send the Reports of the Student Discipline Court to the relevant stakeholders within seven working days, close the file on the statistics and send the file back to Student Discipline Officer to send the outcome letters to the students, capture and close the file.

Workflow Diagram between Human Resources and Student Discipline Office – For the Appointment of Chairpersons and Legal Representatives

Step 1.

The student Discipline Office / Proctor meets with the Dean and Head of the School of law requesting applicants to forward their Curriculum Vitae and copies of their qualifications to the Student Discipline Office within a period of 1 month.



Step 2

The Student Discipline Office receives the Curriculum Vitae, including copies of the Legal Representatives' Qualifications and Chairpersons' Qualifications.



Step 3.

Student Discipline Officer to open a file for Legal Representatives and Chairpersons within 1-2 days of receipt of the curriculum vitae and their qualifications.



Step 4.

Proctor submits a list of all the candidates for the position of Legal Representatives and Chairpersons to the Registrar for approval in line with the Student Discipline Rules within a period of 4 working days.



Step 5

The Registrar sends his or her approval letter to the Student Discipline Office /Proctor within the stipulated period above.



Step 6

The Approval of the appointment of the Chairpersons and Legal Representatives is submitted to the Director of Legal Services.



Step 6

Chairpersons/ Legal Representatives are allocated depending on their availability.



Step 7

Fixed Term Appointment forms are completed and signed by the Chairpersons and Legal Representatives monthly and submitted to Legal Services by the end of the month.

SLSD 6

Workflow Diagram between Finance and Student Discipline Office – For the Payment of Chairpersons and Legal Representatives

Step 1.

The Student Discipline Office receives FTA Forms and Invoices/Claim forms from the Chairpersons and Legal Representatives.



Step 2.

Student Discipline Officer checks if all the requested documentation is submitted, forms have been signed, and total claims are correct, completes the necessary information on the Forms for Proctor's approval, and processes the claim forms for Representatives and Chairpersons within two working days.



Step 3.

The Student Discipline Officer hands the necessary claim forms of both the Legal Representatives and Chairpersons to Legal Services for approval and processing within one working day.



Step 4

Upon the Legal Services receiving the claim forms, within seven working days, the Proctor would receive an email to approve the appointment on the i-Enabler system for payment of the Legal Representatives and Chairpersons



The payments are made to the Legal Representatives and Chairpersons

SLSD 7

Workflow Diagram between the Registrar's office and the Student Discipline Office – For the removal of holds on registration

Step 1.

The Student sends an email to the Registrar, copying the Student Discipline Officer, requesting a hold to be removed so they can register.



Step 2.

Student Discipline Officer compiles all documentation and sends all the relevant documentation to the Registrar.



Step 3.

The Registrar peruses the documentation and decides on whether to remove the hold.



Step 4

If the Registrar decides that the hold remains and not be removed, the student is informed accordingly, and no further action is taken.



If the Registrar decides to remove the hold, the Registrar provides a date for when the hold should be replaced.



The Student Discipline Officer informs the student of the Registrar's decision and advises the student to finalise their matter urgently so the hold can be permanently removed.



The hearing proceeds. Once the matter is finalised, the Registrar is informed of the outcome. The hold is permanently removed if the order has been fully complied with.

Admission of guilt form submitted by the Academic Departments

University of KwaZulu-Natal **Admission of Guilt**
(in terms of Rule 15.1 - 15.6 of the Rules for Student Discipline – see overleaf)

CHEATING IN CLASS TESTS, ASSIGNMENTS AND SIMILAR ASSESSMENTS

I (full names): _____

Student number: _____ Degree/diploma: _____

having been informed of my right to a full Student Disciplinary Inquiry, hereby freely and voluntarily admit that I am guilty of cheating in *(enter particulars of class test, essay, assignment or other assessment, including module/subject title and date of assessment)*:

I accept that this Admission of Guilt will result in –

1. forfeiture or cancellation of any mark or result for the above assessment;
2. the publication of the fact of the admission of guilt together with my name, student number and Faculty on campus Notice Boards and electronic notices;
3. this Admission of Guilt being recorded on my student record for the duration of my study at this University, and that this may be used against me in the event of further cheating.

By my signature hereto, I further acknowledge that I have read, understand and accept the full provisions of Rule 15.1 - 15.6 which are printed overleaf and that I have been advised of my right to apply for a review of this proceedings.

Signature of Student

Date

Signature of Head of School

Date

School of _____

For completion by Head of School

Student's record checked : prior cheating / no prior cheating*
Student advised of right to full hearing : YES / NO*
Student informed of consequences: YES / NO*
*Delete whichever does NOT apply

For completion by Student Discipline Office

PTO

ADMISSION OF GUILT IN CERTAIN CASES OF CHEATING
(Extract from the Rules for Students : Rule 15.1 - 15.6)

15. Administrative Processes.

- 15.1 A student who is alleged to have cheated in any class test, assignment or similar form of assessment may, instead of being charged as provided elsewhere in these rules, be permitted by the Head of the School concerned to admit guilt by signing the approved form if–
- 15.1.1 that assessment constitutes not more than 25% of the final overall mark for the module in question; and
 - 15.1.2 the student has not previously been found guilty of cheating or admitted guilt in relation to cheating; and
 - 15.1.3 the Head of School is of the opinion that the alleged cheating does not warrant a penalty beyond that specified in Rule 15.3.
- 15.2 For the purpose of this rule cheating includes all forms of cheating as defined in Rule 9.3.
- 15.3 If a student admits guilt as provided above –
- 15.3.1 the result of the assessment in question shall be cancelled or forfeited;
 - 15.3.2 the name and faculty of the student shall be published in the University in the manner approved by Council;
 - 15.3.3 the admission of guilt shall be recorded on the record of that student for the duration of the student's studies at the University for use only within the University;
- 15.4 A student who alleges that guilt was admitted by mistake, in ignorance or by reason or irregular procedure may, within 3 working days of signing the admission, apply in writing to the Proctor giving reasons for a review of the admission of guilt. Such an application shall be investigated by the Proctor who may set aside the admission of guilt, in which case the matter shall be referred to the Student Discipline Court for a charge of cheating.
- 15.5 The Head of School shall forward a copy of the signed admission of guilt to the Office of the Registrar and the Proctor

**Admission of guilt forms signed at the Student Discipline Office with
Proctor**

UNIVERSITY OF KWAZULU-NATAL

ADMISSION OF GUILT in terms of STUDENT DISCIPLINE RULE 15.6 - 15.9

I (full names): _____

Student number: _____ Degree: _____ College: _____

having been informed of my right to a full Student Discipline Inquiry, hereby freely and voluntarily admit that I am guilty of contravening Rule(s) _____ of the Rules for Student Discipline, admitting that I _____

I have not on any prior occasion whilst registered at this University, signed an admission of guilt or been found guilty by a Disciplinary Tribunal or Court as provided for in the Rules for Student Discipline, in regard to a contravention of the aforesaid Rules.

In pursuance of such admission, I hereby consent to the imposition of the following punishment against me:

1. A warning/reprimand, or a warning and reprimand;
2. The imposition of a fine of R _____ payable by me within 21 days hereof at any Finance Office under Code 8020 - 11857;
3. Exclusion from residence for a stipulated period;
4. Reparation for damages caused in the sum of R _____ payable by me within _____ days hereof at any Finance Office under Code 8020 - 11857.

I understand and accept that on confirmation of this Admission of Guilt by the Registrar;

4. My name, student number and faculty will be published in the University in the manner approved by Council; and
5. this Admission of Guilt will be recorded on my student record for the duration of my studies at the University, for use only within the University.

I further acknowledge that I have read the provisions of Rule 15.6 - 15.9 (overleaf) and understand the provisions and implications thereof.

Signed at _____ this _____ day of _____
201____

As Witness

Proctor

Rule 15.6 - 15.9 of the RULES for STUDENT DISCIPLINE.

- 15.6 A student who is alleged to have committed a breach of these Rules may, instead of being charged as provided in the Rules, be permitted by the Proctor to admit guilt by signing the approved form, if
- 15.6.1 the student has not previously been found guilty of, or admitted guilt to, any Misconduct as defined in these Rules;
- 15.6.2 the Proctor is of the opinion that the alleged breach does not warrant a penalty more severe than that specified in Rule 15.6.
- 15.7 If the student admits guilt in terms of 15.6 above, the Proctor shall impose one or more of the following punishments:
- 15.7.1 a warning or reprimand, or both;
- 15.7.2 a fine of not more than R1 500, payable by a stipulated date;
- 15.7.3 exclusion from residence for a stipulated period;
- 15.7.4 reparation for damage caused, payable by a stipulated date;
- and forward a copy of the signed admission of guilt form together with details of the punishment imposed to the Registrar for confirmation.
- 15.8 On confirmation by the Registrar,
- 15.8.1 the name and faculty of the student shall be published in the University in the manner approved by Council;
- 15.8.2 the admission of guilt shall be recorded on the record of the student for the duration of the student's studies at the University, for use only within the University.
- 15.9 A student who alleges that he or she admitted guilt by mistake, in ignorance, or by irregular procedure, may, within 3 working days of signing the admission, apply in writing to the Registrar to withdraw the admission. The Registrar may set aside the admission of guilt, in which case the matter shall be referred back to the Proctor for the institution of disciplinary proceedings in accordance with these Rules.

As Witness:

Proctor

Signature of student

CONFIRMED / SET ASIDE this day of 201...

SCHEDULE 1

DOCUMENTATION TO BE SUBMITTED TO STUDENT DISCIPLINE OFFICE

- Affidavits /Statements
- RMS reports
- Supporting documents
- Supporting evidence (where there is a need to provide it e.g. Fraudulent documents, copies of crib notes in the examination, rulers with notes found in an examination, photographs, videos (in protest matters))