



Parent/Guardian Code of Conduct

Rationale

ProEd Global School is committed to providing a safe, respectful, inclusive, and supportive learning environment in which every student can thrive academically, socially, and emotionally.

A positive partnership between the school and parents/guardians is an important part of achieving this. The school therefore expects all parents and guardians to conduct themselves in a manner that supports the wellbeing of students, respects the professional responsibilities of staff, and contributes positively to the wider school community.

This Code of Conduct establishes the standards of behaviour expected of parents and guardians in their interactions with students, staff, other families, visitors, and members of the wider ProEd community.

Purpose

This Code of Conduct aims to:

- establish clear expectations for parent and guardian behaviour;
- promote respectful, constructive, and appropriate communication;
- protect the safety, wellbeing, privacy, and dignity of students, staff, and families;
- support a positive and cooperative partnership between home and school;
- ensure that concerns and disagreements are addressed through appropriate school channels;
- maintain a safe, orderly, and disruption-free learning environment; and
- establish the school's authority to take appropriate action when behaviour, circumstances, or safeguarding concerns threaten the wellbeing or orderly operation of the school.

Scope

This Code applies to parents, guardians, authorised caregivers, and other adults acting on behalf of a student.

It applies to conduct:

- on school premises;
- at school events, activities, trips, sporting fixtures, and functions;
- during arrival and dismissal;
- in meetings or communications with school employees;
- through email, telephone, messaging applications, social media, or other digital platforms; and
- off campus where behaviour has a direct and significant impact on the safety, wellbeing, reputation, or orderly operation of the school community.

1. Expectations of Parents and Guardians

Parents and guardians are expected to:

1. Treat students, staff, other parents/guardians, visitors, and members of the school community with courtesy, dignity, and respect.
2. Engage in constructive, respectful, and timely communication with teachers, staff, and school leadership.
3. Recognise and respect the professional responsibilities and expertise of school employees and allow them to perform their duties without unreasonable interference.
4. Support their child's regular attendance, punctuality, learning, and adherence to school expectations.
5. Familiarise themselves with and comply with relevant school policies, procedures, safeguarding requirements, and reasonable directions given by school personnel.
6. Model behaviour consistent with the school's values of kindness, respect, and doing one's best.
7. Raise concerns, complaints, or disagreements through the appropriate school channels and allow the school reasonable time to investigate and respond.
8. Respect the privacy and confidentiality of students, families, and staff.

9. Follow all school procedures relating to campus access, security, arrival, dismissal, student collection, and authorised visitors.
10. Cooperate with reasonable safeguarding measures implemented by the school.

2. Unacceptable Conduct

The following behaviours are considered inconsistent with this Code of Conduct:

- aggressive, threatening, intimidating, abusive, discriminatory, or disrespectful language or behaviour;
- shouting, swearing, threatening gestures, or behaviour reasonably perceived as intimidating;
- harassment or repeated unreasonable contact with staff, students, or other members of the school community;
- confrontational interactions with another parent, guardian, student, staff member, or visitor on school premises or at a school activity;
- disrupting lessons, school activities, meetings, arrival or dismissal procedures, or the orderly operation of the school;
- approaching another person's child to question, discipline, confront, or discuss an incident without school authorisation;
- refusing to comply with a reasonable direction from a member of school leadership, security personnel, or another authorised employee;
- entering restricted areas of the campus or classrooms without authorisation;
- spreading malicious, knowingly false, defamatory, or confidential information about students, families, staff, or the school;
- photographing, filming, or recording students or staff in circumstances where this is prohibited by school policy or where appropriate permission has not been obtained;
- possessing weapons, illegal substances, or attending the campus while intoxicated or otherwise impaired in a manner that may compromise safety;
- behaviour that creates, or could reasonably create, a risk to the physical or emotional safety or wellbeing of any member of the school community; or

- encouraging another person to engage in conduct prohibited by this Code.

3. Campus Access

ProEd Global School values and welcomes appropriate parent and guardian involvement in school life. However, **entry onto and continued presence on school premises is subject to the permission and reasonable direction of the school.**

Being a parent or guardian of an enrolled student, being listed as an emergency contact or authorised collector, or otherwise appearing in school records does not provide unrestricted access to school premises.

Parents and guardians must comply with security, visitor, sign-in, identification, arrival, dismissal, and access procedures established by the school.

The Head of School, or their delegate, may determine reasonable conditions of access to the campus where necessary for safeguarding, safety, security, privacy, the educational environment, or the orderly operation of the school.

Such conditions may include requiring:

- entry through a designated location;
- prior appointments;
- sign-in and identification;
- accompaniment by a staff member;
- communication through designated members of staff;
- alternative arrival or dismissal procedures; or
- temporary restrictions on access to particular areas or the entire campus.

4. Classroom and Learning-Space Access

Parents and guardians are encouraged to take an active interest in their child's education. However, classrooms and other learning spaces must remain safe, focused, and free from unnecessary disruption.

Classroom visits or observations must therefore be arranged in advance and approved by the relevant school leader.

Parents and guardians should not:

- enter classrooms during teaching without prior authorisation;
- interrupt lessons or teaching staff;
- approach or question students other than their own child without authorisation; or
- photograph, film, record, or share information concerning other students.

Where a classroom observation is approved, the school may establish reasonable conditions regarding its timing, duration, location, confidentiality, and purpose.

5. Arrival, Dismissal and Student Collection

Parents and guardians must comply with the school's established arrival, dismissal, and student collection procedures.

The school may establish or modify arrival and dismissal arrangements where reasonably necessary to protect:

- student safety and wellbeing;
- safeguarding;
- orderly traffic and movement;
- security; or
- the safe and peaceful operation of the campus.

Where the school receives conflicting instructions concerning the collection of a student, or becomes aware of circumstances that may create a safeguarding concern or conflict at dismissal, the school may temporarily pause or modify normal collection arrangements while appropriate information or documentation is obtained.

The school's actions in such circumstances are precautionary and operational. They do not constitute a determination of custody, guardianship, parental responsibility, or other legal rights.

6. Immediate Safeguarding and Safety Measures

Where, in the reasonable judgment of the Head of School or their delegate, a situation presents, **or may present**, a risk to the safety, wellbeing, or emotional welfare of a student, staff member, visitor, or the wider school community, the school may take immediate precautionary action.

Such action may include:

- separating individuals;
- directing an individual to leave the campus;
- restricting or temporarily suspending campus access;
- preventing an individual from entering the campus;
- modifying student arrival or dismissal procedures;
- delaying the release of a student while an immediate safeguarding concern is addressed;
- requesting relevant information, clarification, or legal documentation;
- requiring future meetings or interactions to occur by appointment or under specified conditions;
- contacting appropriate authorities where necessary; or
- implementing other temporary measures reasonably considered necessary to maintain a safe and orderly environment.

The school is not required to wait for an incident to occur before taking reasonable precautionary safeguarding action.

These measures may be implemented regardless of whether an individual is recorded as a parent, guardian, emergency contact, authorised collector, or other approved person within the school's records where the school reasonably believes immediate action is necessary.

Any such action is precautionary and does not constitute a determination of parental rights, custody, guardianship, or any other legal entitlement.

Temporary measures will be reviewed as soon as reasonably practicable once relevant information, circumstances, or legal documentation have been assessed.

7. Parental and Family Disputes

The school will remain neutral in private disputes between parents, guardians, or family members and will not make determinations concerning custody, parental responsibility, contact rights, or other family-law matters.

Where such a dispute affects, or may reasonably affect, a student's wellbeing, safeguarding, arrival or dismissal, or the safe and orderly operation of the school, the school may:

- request relevant legally binding documentation;
- ask the parties to establish clear written operational arrangements;
- implement temporary safeguarding procedures;
- establish specific arrival, dismissal, communication, or campus-access arrangements; and
- seek appropriate legal or professional advice.

Where conflicting instructions are received, the school will not attempt to adjudicate the underlying dispute. The school will act according to applicable legal documentation, its safeguarding responsibilities, and reasonable operational measures necessary to protect students and the school community.

8. Privacy, Photography and Recording

Parents and guardians must respect the privacy and confidentiality of all members of the school community.

Photography, video, audio recording, or other recording of students or staff must comply with school policies and directions.

Parents and guardians must not publish or distribute photographs, recordings, confidential information, or personally identifiable information concerning another student, family, or staff member where they do not have appropriate permission to do so.

Meetings or conversations with school personnel must not be secretly recorded. Where a parent or guardian wishes to record a meeting, this must be discussed and agreed in advance.

9. Communication and Resolution of Concerns

ProEd Global School recognises that parents and guardians will sometimes disagree with decisions made by the school.

Disagreement itself is not a breach of this Code.

Parents and guardians are encouraged to question decisions, seek clarification, provide feedback, and use the school's complaints procedures where appropriate.

However, concerns must be raised respectfully and through appropriate channels. Public confrontation, intimidation, harassment, repeated unreasonable demands, or behaviour that disrupts school operations is not acceptable.

10. Breaches of the Code

Where the school believes this Code has been breached, the response will be proportionate to the seriousness, frequency, circumstances, and potential impact of the conduct.

Possible responses may include:

Stage 1 – Informal Resolution

A discussion or verbal reminder regarding the expected standard of conduct.

Stage 2 – Formal Warning

A written warning identifying the behaviour of concern, the expectations moving forward, and possible consequences of further breaches.

Stage 3 – Conditions or Restrictions

The school may establish specific conditions regarding communication, meetings, participation in school activities, or campus access.

Stage 4 – Suspension or Withdrawal of Campus Access

In serious or persistent circumstances, access to school premises, events, or activities may be temporarily or permanently restricted.

Where appropriate, the school may also seek legal advice, contact relevant authorities, or take other reasonable action necessary to protect students, employees, and the school community.

11. Immediate Action

The school is not required to progress sequentially through Stages 1–4.

Where the Head of School or their delegate reasonably considers that behaviour or circumstances create an immediate or potentially significant safeguarding, safety, security, or operational concern, the school may proceed directly to any appropriate measure, including temporary restriction or suspension of campus access.

This authority is precautionary and is intended to enable the school to act promptly where waiting for the staged process could expose a student or another member of the school community to unnecessary risk.

12. Review of Restrictions

Where campus access or participation has been restricted for an extended period, the school will review the arrangement periodically and may modify or remove restrictions where circumstances have changed.

The Head of School may establish reasonable conditions for the restoration of access.

Where a restriction results from an immediate safeguarding concern rather than misconduct, the school will distinguish between a **precautionary safeguarding measure** and a **sanction for breach of this Code**.