

# CyberTracker

## **CyberTracker Disciplinary Policy**

### **DISCIPLINARY POLICY FOR ASSESSORS, TRAINERS, TRAINING PROVIDERS & QUALIFICATION HOLDERS**

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# **CyberTracker Disciplinary Policy**

## **CONTENTS**

### **ASSESSORS, TRAINERS, TRAINING PROVIDERS & QUALIFICATION HOLDERS**

- 1. Rules for disciplinary hearings**
- 2. The process to deal with disciplinary matters concerning conduct of members**
- 3. CYBERTRACKER ‘non-conformance complaint form’**
- 4. CYBERTRACKER member ‘Appeal form’**
- 5. Outcome of the Appeal form**

# CYBERTRACKER DISCIPLINARY PROCESS AS APPLIED TO ASSESSORS, TRAINERS, TRAINING PROVIDERS & QUALIFICATION HOLDERS

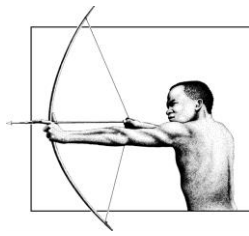
The term 'Members' in this policy document refers to an Individual assessor, Individual trainer, Training provider or a Qualification Holder.

## RULES FOR DISCIPLINARY HEARINGS

1. If there is evidence of alleged non-conformity with the CYBERTRACKER MOA ('the MOA') by a CYBERTRACKER registered assessor, a CYBERTRACKER endorsed Training Provider an individual CYBERTRACKER Trainer or a CYBERTRACKER Qualification Holder or if a complaint is received about an Assessor, Trainer, Training Provider or a Qualification Holder then the DISCIPLINARY COMMITTEE may hold a hearing at which the member concerned shall be presented with the details of case against them and will be given the opportunity to state his/her case.
2. However, if the DISCIPLINARY COMMITTEE at such a hearing decides by simple majority that the member is in breach of the MOA or has behaved in a manner prejudicial to the objectives of the Association, whether by omission or commission, then such member may either be given a warning, monetary fine, temporary suspension or possible termination of membership or registration as individual, assessor, trainer, training provider or qualification holder. The finding shall be confirmed in writing to the member within 14 (fourteen) days of the hearing.
3. Moreover, if termination of membership or registration is decided upon, then a two thirds majority of those present at the DISCIPLINARY COMMITTEE is required.
4. All matters concerning such complaints shall be strictly confidential.
5. The hearing will be recorded electronically and a written record will be kept.

## **THE PROCESS TO DEAL WITH DISCIPLINARY MATTERS CONCERNING THE CONDUCT OF ASSESSORS, TRAINERS, TRAINING PROVIDERS AND QUALIFICATION HOLDERS**

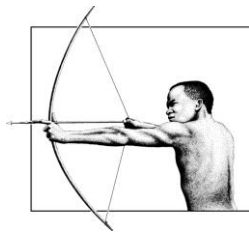
1. Any matters relating to discipline will be dealt with by a Disciplinary committee comprising the Executive Director convening as chairman and two other members of the CYBERTRACKER Executive committee.
2. The complaint and evidence must be substantiated by a signed written statement giving the:
  - details of the incident that warrants reporting – CYBERTRACKER non-conformance complaint form
  - Assessor's, Trainer's, Training Provider's or Qualification Holder's name who has behaved in a manner prejudicial to the Code of conduct, Assessors MOA or the Training Providers MOA and/or objectives of the Association
  - Name of person reporting the non-conformance
  - date when the non-conformance took place or was recorded
3. A letter, signed by the Management of CYBERTRACKER, will be sent to the member whose behaviour is alleged to be in breach of the MOA and/or prejudicial to the objectives of the Association within 14 days of receipt of the written complaint. The 'member' will be given 14 days to respond in writing or via email to the allegation.
4. The member can in their written response request that they meet with the Disciplinary committee and answer the allegation being made. Such a meeting will be convened within 14 days of receipt of the members' written response to the allegation.
5. Decisions requiring a simple majority decision of the Disciplinary Committee will be made known to the Chairman who will also be provided with details of the incident and the correspondence relating thereto. The Chairman's role is that of an independent arbitrator who may or may not act on the Disciplinary committee's recommendation and on any appeals procedure.
6. The disciplinary committee may with a 2/3<sup>rd</sup> majority approval of those present issue a warning to the member or terminate the individual's membership or registration. The decision taken will lead to a temporary suspension and an appeal can be heard at the next meeting of the CYBERTRACKER management.
7. The member may submit a written appeal to the executive committee within 14 days.
8. Whatever decision is reached it will be confirmed in writing to the member within 21 (Twenty-one) days of the CYBERTRACKER management reaching their decision.



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## CYBERTRACKER NON-CONFORMANCE COMPLAINT FORM

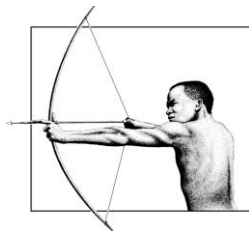
Name of member against which non-conformance is alleged: [Assessor / Trainer / Training Provider / Qualification Holder]	
Name of Training provider representative if member is a Training provider:	
Alleged non-conformance (What is the member allegedly being accused of?)	
What evidence is there for the non-conformance allegation:	
Signature of complainant:	
Date of complaint:	



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## CYBERTRACKER MEMBER APPEAL FORM

<b>Name of member:</b> [Assessor / Trainer / Training Provider / Qualification Holder]	
<b>Name of Training provider representative if member is a Training provider:</b>	
<b>Date of Disciplinary hearing held:</b>	
<b>State reasons for the appeal:</b>	
<b>List the reasons why you disagree with the complaint and discipline against you:</b>	
<b>Signature of member:</b>	
<b>Date of appeal application:</b>	



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## OUTCOME OF THE APPEAL FORM

<b>Appeal Date:</b>		
<b>Outcome of the appeal in terms of the disciplinary hearing decision made:</b>		
<b>Declaration of Member:</b> <i>[Training provider, Assessor, Trainer, Qualification Holder]</i>	<p>I _____</p> <p><b>Hereby declare that I am satisfied that the decisions made in terms of the outcome of the appeals hearing have been based on fair and valid reasons.</b></p>	
<b>Signature of Training provider representative</b>		<b>Date:</b>
<b>Signature of CYBERTRACKER Management</b>		<b>Date:</b>