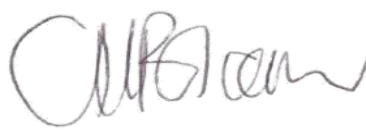


STANDARD OPERATING PROCEDURE

PROFESSIONAL BOUDARIES AND APPROPRIATE HUGENOTE KOLLEGE STAFF-STUDENT RELATIONSHIPS

QUALITY MANAGEMENT SYSTEM	
COMPILED / REVIEWED BY	AUTHORISED BY
HUMAN RESOURCES	HUGENOTE KOLLEGE MANAGEMENT
Title: CFO	Title: RECTOR
Title: Ms M Payne	Title: Prof. CHM Bloem
Date: 21/06/2026	Date: 24/06/2026
	
Signatures	
Policy Category: Human Resources	Review Cycle: Every three (3) years

Revision Record			
	Notes	Number	Date
Previous Version		n/a	n/a
New Version	New policy	1	12 June 2026
Approved for Issue			24 June 2026
Planned Revision			1 st Semester 2029



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SOP - MANAGEMENT OF PROFESSIONAL BOUNDARY MATTERS

1. PURPOSE

To provide a standardised process for reporting, assessing, investigating, and resolving professional boundary concerns involving staff and students.

2. RESPONSIBILITIES

Role	Responsibility
HR Manager/ CEO/Rector	Receive and manage staff-related complaints
Registrar / COO	Oversee academic integrity matters
Student Support	Student support and reporting
Line Managers	Monitoring and escalation
Staff Members	Compliance and disclosure
Students	Reporting concerns

3. PROCEDURE

Step 1: Reporting

Complaints may be submitted:

- verbally;
- in writing;
- online;
- anonymously.

Reports must include:

- names of parties;
- description of conduct;
- dates;
- supporting evidence where available.

Step 2: Intake and Risk Assessment

Within five (5) working days:

- assess immediate safety risks;
- determine if interim measures are needed;



- classify complaint severity.

Step 3: Interim Protective Measures

Possible actions:

- separating parties;
- reassignment of classes;
- suspension of supervisory functions;
- restricted communication directives.

Step 4: Formal Investigation

Investigation shall include:

- interviews;
- document review;
- electronic communication review;
- witness statements.

Investigations should ordinarily be completed within thirty (30) working days.

Step 5: Outcome Determination

A formal report shall:

- summarise findings;
- identify policy breaches;
- recommend corrective action.

Step 6: Disciplinary Process

Where misconduct is found:

- disciplinary hearings shall proceed according to institutional procedures;
- sanctions shall be proportionate to severity.

Step 7: Appeals

Parties may appeal within ten (10) working days.

Step 8: Closure and Monitoring

HR shall:

- monitor compliance;
- provide support interventions;
- evaluate institutional risk patterns annually.



4. CONFIDENTIALITY

All proceedings shall remain confidential except where:

- disclosure is legally required;
- there is risk of harm;
- institutional reporting obligations apply.

5. RELATED DOCUMENTS

- Sexual Harassment Policy
- Student Code of Conduct
- Staff Disciplinary Code
- Social Media Policy
- Ethics Policy
- Sexual and Romantic relations Policy

6. APPROVAL

Name	Position	Signature	Date
Ms M Payne	HR/CFO		2026/06/24
Prof CHM Bloem	CEO/Rector		2026/06/24