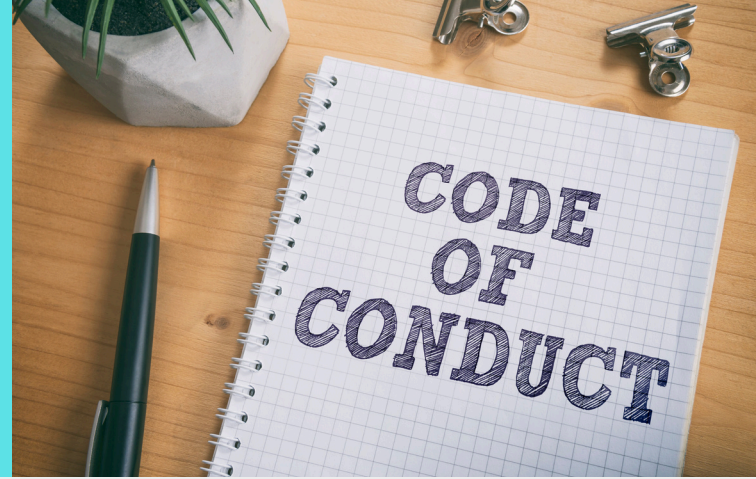


# REACTIVE SERVICES PACKAGE

A monthly retainer-based support solution designed specifically for schools.



## WHAT IS IT?

The Reactive Services package is a monthly retainer-based support solution designed specifically for schools. When serious incidents arise, from disciplinary issues and abuse allegations to cyber threats and parent conflicts, our team is ready to step in and assist. We work hand in hand with school leadership to manage each specific case with care and clarity, ensuring confident decision making while protecting your reputation and reducing legal risk and stress.

## WHY IS THIS PACKAGE RELEVANT AND NEEDED BY SCHOOLS?

Schools today operate under intense scrutiny: From parents, social media, unions and even legal bodies.

One little misstep when handling a sensitive case can trigger serious consequences. Damage to the school's reputation, leading to legal implications or sparking conflict with parents, unions and the department of education.

In many instances, the core issue isn't the misconduct itself, but rather how the school responds. Outdated code of conducts, poor procedures and a lack of investigation support often turn manageable incidents into serious crises.

To prevent this? Schools need trusted professionals who can cover their backs at any point and ensure that every case is handled correctly.



## WHAT IS INCLUDED IN THIS PACKAGE?

**Our team is on call 24/7 for subscriber schools, offering immediate and ongoing assistance with:**

- Investigating serious disciplinary and misconduct cases
- Facilitating parent meetings and interventions
- Drafting charge sheets and preparing hearing documentation
- Independent chairing of hearings
- Assisting with staff and learner disciplinary processes
- Investigating educator abuse by learners or parents
- Managing bullying, sexual assault, and drug-related incidents
- Overseeing sensitive matters from school tours or boarding facilities

### **OUR CYBER FORENSICS UNIT INVESTIGATES:**

- Investigating cyberbullying incidents involving learners or staff
- Preserving digital evidence for disciplinary hearings or legal procedures
- Handling sextortion, grooming, and predatory behaviour involving learners or staff
- Managing viral videos or posts that place the school at reputational risk
- Advising on appropriate digital reporting structures and intervention protocols

### **WE ALSO CONDUCT:**

- Legal audits of your Code of Conduct and school policies
- Child safeguarding policy reviews
- Full school safety and staff vetting audits
- Training needs analysis and policy recommendations

**Additional Resources: Each month, your staff will receive a short, recorded 20-minute workshop on various topics with a supporting memo.**

### **PRICING:**

R2,500.00 per school, per month.

(Reviewed Bi-Annually)

Includes an initial 20-minute consultation via Zoom or Teams to customise your support package.

**We are offering a free initial 20-minute consultation via Zoom or Teams to customise your support package to fit your needs.**

## WHO WE ARE:

At Buswell and Associates, we are deeply committed to schools and understand the opportunities and challenges that you face. We deliver high quality training, products and advice to schools on a national scale. Recognised as a leading service provider in the South African education sector, we have a team of specialists with experience in all aspects of school management and provide accessible, independent and committed advice.

## OUR TEAM INCLUDES:



JOHN BUSWELL

**Dr. John Buswell is our head of psychopathology and forensic services. He brings 27 years of experience in education, including roles as CEO of Rape Wise, Managing Director of NOSA Schools Division, and Chairperson of the Education Schools Safety and Governance Alliance of South Africa.**



MICHAEL BUSWELL

**Michael Buswell is a dedicated cyber security and cyber safety expert with over five years of specialised experience training schools across South Africa. He helps educators, learners, and school leaders understand and navigate the ever-evolving digital landscape to keep their communities safe online.**

## WHY CHOOSE US?

Buswell and Associates (Pty) Ltd has over two decades of experience supporting schools across South Africa. Our Investigative and Consulting Division was created to meet the growing demand for expert support following the rise in litigation and parent pressure in the post-lockdown education space. With deep expertise in education law and crisis management, we are trusted by schools nationwide to provide clear, fair, and professional guidance when challenges arise. Available 24/7, we deliver customised solutions tailored to your school's unique needs, ensuring you always have expert support when it matters most.