

Edge Hotel School Professional Code of Conduct

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Students are required to conform to a Professional Code of Conduct (PCC) based on the approach adopted in professional employment. The requirements of the code are related to the expectations of professional industry culture. It ensures that students' personal and professional development includes the attitude and behaviour that is expected at the highest levels of the industry.

The PCC consists of the following elements:

- Punctuality
- Attendance, participation, cooperation, and team working as an essential part of the learning and professional development process.
- Professionalism, including dress and behaviour.
- Adherence to Wivenhoe House staff policies.

Punctuality and Schedules

Punctuality is essential, due to the collaborative nature of the professional practice within strict time deadlines. All members of the team are disadvantaged by loss of time and repetition of material necessitated by others' poor punctuality. More than 10 minutes late is considered an absence.

Students should plan to arrive 10 minutes before a shift starts so that they are ready to begin on time. Additionally, once a shift has finished students should leave Wivenhoe House within 15 minutes, unless they have permission from the Duty Manager to remain on the premises.

Professionalism, Dress and Behaviour

Students are issued with appropriate Wivenhoe House uniform and should ensure that this is worn on all placement shifts. Uniform should be maintained to a high standard and always worn in the correct manner.

Where an element of the Industry Engaged Education Programme is hosted and organised by the School, students are expected to attend if the session takes place within a timetabled teaching event. If the session falls outside mandatory teaching

time, students across the School are invited to attend in their own personal time if they so wish.

For any element of the Industry Engaged Education Programme, students are expected to arrive in smart/casual business attire or Wivenhoe House uniform. The use of personal electronic items, such as mobile phones and laptops, for purposes unrelated to the industry session demonstrates poor levels of professionalism and respect and will result in the individual being asked to leave the session.

Attendance

Full attendance is the expectation of both the industry and the school, and is viewed as an integral component of participation within modules that have the PCC as a learning outcome. Students therefore must attend all scheduled activities.

- For guidance on how to report unavoidable absence students should refer to the Student Handbook for details on Attendance Monitoring and absence from sessions.
- Attendance is recorded and kept on record by the School.
- Students may be absent from work based learning/placement with no accompanying Extenuating Circumstances on a maximum of two occasions per level of study. In all instances, students will be expected to communicate with the work placement prior to their shift should they be unable to attend. Any more than two such absences will impact on the participation mark for modules that have the PCC as a learning outcome as outlined in the table below.

Extenuating Circumstances Relating to Absence

If absence is authorised due to Extenuating Circumstances, then it is recorded for information, and no further action will be taken in relation to those absences. A referral may be made to Student Support and/or Occupational Health.

Wivenhoe House Procedures

Students are expected to adhere to all applicable Wivenhoe House staff procedures and guidelines as outlined in the Wivenhoe House handbook.

If students are in violation of a Wivenhoe House procedure, this could negatively impact on the Professional Competency Reports (PCR) completed by hotel staff.

The PCR informs part of the academic judgement made by the lecturer regarding professional competencies for Professional Performance Assessments within some modules at Levels 4 and 5.

In addition, the relevant University policy, such as those relating to Academic Offences or the Student Code of Conduct policy, will be followed as appropriate in instances where a University regulation has also been contravened.

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