

Edge Hotel School Professional Code of Conduct

Where there is reference to the Principal or a Vice-Principal a nominee may be appointed if required.

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
- Preparation for work and practical sessions
- Cooperation and team working as an essential part of learning and professional development process
- Professional dress and behaviour
- Adherence to certain Wivenhoe House staff policies

Breaches of the Professional Code of Conduct

Any breach of the Professional Code of Conduct will be dealt with under the relevant policy as appropriate, including, but not limited to, those relating to the Student Code of Conduct policy, or Progress Procedures.

Relevance to Assessment

The PCC is applied to all areas of the programme and will be deemed as a formative assessment tool for the first five weeks of their programme and then as a summative assessment tool thereafter. This is to allow students to begin to learn the appropriate professional standards and to operate within the PCC guidelines.

The assessment of the students' adherence to the PCC will be on a pass/fail basis, assessed by the Academic Practitioner on the basis of the professional performance reports including the attendance requirement. Under the Rules of Assessment, students need to pass the PCC in order to pass the course, therefore unsatisfactory performance under the Professional Code of Conduct will be presented to the appropriate Board of Examiners for consideration, or may be referred to a Progress Committee.

Extenuating circumstances, those beyond the student's control, which may have prevented the students from fulfilling the requirements of the Professional Code of Conduct will be required to be submitted through the appropriate channels as described in the Extenuating Circumstances and Late Submission Policy.

Punctuality and Schedules

Please refer to the Practical Study Policy for details of hours required in practical study per week.

Punctuality is essential, due to the collaborative nature of the professional practice within strict time deadlines. All members of the teams 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. In addition, once a shift has finished students should leave Wivenhoe House within 15 minutes, unless they are using the Common Room for study purposes or have permission from the Duty Manager to remain on the premises.

Attendance

Full attendance is the expectation of both the industry and the school. Students therefore must attend all scheduled timetabled and rostered academic activities and study day classes.

Where absence is unavoidable, for example a doctor's appointment, students should notify the Vice Principal (Quality & Systems) or appointed representative as early as possible to make alternative arrangements for the shift rosters.

- Attendance is recorded and kept on permanent record by the Edge Hotel School Operations Team.
- The Academics and Professional Practitioners are responsible for monitoring attendance and reporting absenteeism.
- Students may appeal to the Vice Principal (Quality & Systems) if they feel an error has been made in their attendance calculation. If there have been extenuating circumstances, please refer to the Extenuating Circumstances and Late Submission Policy.
- Students are required to see members of academic staff to discuss their attendance, conduct and progress when requested to do so.
- Students receive reminders/warnings by telephone and email prior to any action being taken to change their enrolment status.
- Students that report absence to the Vice Principal (Quality & Systems) should obtain any consent to absence in writing.
- Poor attendance which has affected a student's ability to meet the learning outcomes of a module or course, may result in arrangements being made to catch up on the hours that need to be spent in the practical area(s), and to cover Study Day material.
- Where poor attendance makes it impossible to meet the learning outcomes of a module a failed grade will be applied.
- Three occasions of non, late, or partial attendance without acceptable corroborating or explanatory evidence will normally be deemed unacceptable and will be dealt with under the Progress Procedures.

Sickness

In the case of sickness, in accordance with Wivenhoe House staff policies a student must notify the Professional Practitioner acting as his/her manager, or the duty manager, of being unable to attend a minimum of one hour in advance of the shift start time by calling 01206 863666. In addition the following procedure should be followed:

- If absent from the programme for up to 7 calendar days, including weekends and/or study days:
 - Either call the House each day to inform the Professional Practitioner (acting as manager) of the continued absence, or call to give the expected date of return.
 - Upon the first day of returning to studies, the student must complete the Wivenhoe House Self Certification of Absence Form which is available from the Professional Practitioner acting as manager.

- If absent from the programme for more than 7 calendar days including weekends and/or study days:
 - Either call the House each day to inform the Professional Practitioner (acting as manager) of the continued absence, or call to give the expected date of return.
 - Upon the first day of returning to studies, the student must complete the Wivenhoe House Self Certification of Absence Form which is available from the Professional Practitioner acting as manager.
 - Upon return to studies, the student must also obtain a Fit-Note form from their doctor for submission to the Professional Practitioner acting as manager.

This information will be held by Wivenhoe House and shared with the Edge Hotel School in order to keep a record of student absences and to ensure sufficient attendance in the practical areas of the hotel. Arrangements may be made to catch up on the hours that need to be spent in the practical area(s), and to cover Study Day material.

In instances where an absence affects submission of assessments, please refer to the Extenuating Circumstances and Late Submission Policy.

In instances where prolonged absence affects the student's ability to participate satisfactorily in the course of study, Intermission should be considered as outlined in the Registration and Payment of Fees Policy.

Clarification of Absence Reporting Principles

Only absences agreed by Edge Hotel School in advance will be discounted for the purposes of the Professional Code of Conduct.

Students may submit an Extenuating Circumstances Form with regard to absences that are not agreed in advance but the absences will not be discounted for the purposes of the Professional Code of Conduct. For claims of extenuating circumstances in relation to the Professional Code of Conduct, the School holds an Extenuating Circumstances Committee at the end of the level of study, which makes recommendations to the Board of Examiners about whether or not a student should be permitted to pass the PCC if they have failed as a result of extenuating circumstances.

Edge Hotel School Uniform Policy

This policy sets out the expectations of students in relation to their personal appearance and the wearing of Edge Hotel School uniforms. All students must appear professional at all times when in Wivenhoe House or representing the Edge Hotel School.

The aim of this Uniform Policy is to:

- Guide all students on the appropriate standards of appearance.
- Convey a professional image of the Edge Hotel School and Wivenhoe House.
- Give guests and industry contacts confidence.
- Have regard to health and safety considerations.

Edge Hotel School and Wivenhoe House believe that the way students present themselves is important to portray a professional image to all users of its services, whether learners, prospective learners, employers, contractors, guests or colleagues.

The Policy does not define all acceptable and unacceptable standards of dress and appearance and we hope that students will use common sense in adhering to the basic principles of this policy. Edge Hotel

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School recognises and values the diversity of cultures, religions and disabilities of its students and will take a sensitive approach when this affects personal appearance and uniform requirements.

Edge Hotel School and Wivenhoe House name badge policy

The purpose of the name badge policy is to promote security, safety and guest confidence by ensuring all employees/students are identified.

The name badge should be on display at all times when in Wivenhoe House or at an external event representing Wivenhoe House or the Edge Hotel School.

Responsibility of the line manager/head of department/Edge Hotel School team

It is the responsibility of the line manager/head of department/operations team to ensure that:

- Each employee/student is in possession of a name badge;
- All employees/students wear their name badge whilst on duty;
- To collect the name badge from the employee/student upon termination of employment or completed study.

Responsibility of the employee/student

- Ensure that their name badge is worn and visible at all times unless this is not possible for safety reasons.
- Report loss or damage of the badge.
- Not lend their name badge to another party.
- To hand in the name badge upon leaving the organisation/course.

Loss of the badge

If a name badge is lost then it is the personal responsibility of the student/employee to report the loss to either info@wivenhoehouse.co.uk or info@edgehotelschool.ac.uk within 48 hours of losing the badge.

Issue and replacement badges

If a badge is lost it will be the responsibility of the student/employee to pay for a replacement. If an employee's name changes, the organisation will arrange for a replacement. A replacement badge will cost approximately £6.00.

Failure to wear name badge

Employees/students who persistently or deliberately fail to wear their name badge will be subject to disciplinary action or failure of the professional code of conduct. Also, this would apply to employees/students who give their name badge to a person who is not authorised to have it.

Personal Appearance

To meet the industry expectations, students should maintain the highest standard of personal appearance and personal hygiene and will be required to adhere to the uniform policy. Professional Practitioners and the Hotel General Manager have the right to ask the students to leave the hotel if an inappropriate or incomplete uniform is worn, which would count as an absence for attendance monitoring purposes. In addition to wearing the Edge Hotel School uniforms, students should observe the following personal presentation standards:

Hair

- Hair must be clean and neatly combed. It must allow for eye contact at all times.
- Coloured or tinted hair must appear natural and be well maintained.
- Hair must be conservatively styled. Extreme (e.g. asymmetrical, bi-level, etc.) styles are unacceptable. The height of the hair above one's head should not exceed two inches.
- Heads partially shaven and/or fashioned in logos, geometric patterns or designs are not permitted.
- Gels, sprays and hair mousse may be used conservatively.
- Students in food service areas must comply with health department regulations.
- Short hair must not extend over the collar and must be neatly trimmed around the collar and ears. Shaved heads are permitted and should be maintained daily, with no stubble. Brush cuts may be no shorter than a #2 clipper.
- Long hair must be restrained. Neatly groomed braids are acceptable.
- Wigs may be worn if the above conditions are met.

Facial Hair

- No facial hair is permitted in Front of House and customer facing roles.
- For non Front of House or customer facing staff, neatly trimmed beards are permitted if fully grown; no new beards are to be grown on the job. Beards must be no longer than a #2 clipper. Moustaches are permitted but must not extend beyond the corner of the mouth or top of the lip.
- Sideburns must be neatly trimmed and must not extend beyond mid-ear. They must be of a conservative style; flares or mutton chops are unacceptable.

Jewellery

- Only the following items are permitted:
 - Wedding rings or smooth signet rings.
 - Engagement rings.
 - Wristwatches.
 - Small studs worn close to the ear may be worn. One pair is permitted – with one earring in each ear in the lower lobe.

Accessories

- Only accessories issued as part of the uniform may be worn. Items such as belts with designs, hats, headbands and bandannas are not permitted.
- Tattoos must not be visible.
- Combs, wallets and other large objects should not be visible or carried in pockets.
- Tights must be worn with skirts and be in good repair, of a neutral colour (sheer or opaque) and coordinated with the uniform or business attire. Extreme colours, patterned or textured hose, or tights trimmed with decorations are unacceptable.
- Socks must be black.

Cosmetics

- Hands and nails should be clean at all times. Nails should be neatly trimmed and should not extend more than ¼ inch beyond the end of the finger. Nail varnish is not permitted.
- Perfumes and eau de cologne must be discreet and worn with moderation.

Uniforms

- Uniforms should be clean, neatly pressed and in good repair.
- Uniforms should be kept in the condition as issued.
- Uniforms are not to be worn when not on duty and are not to be worn off Wivenhoe House property unless on Wivenhoe House or Edge Hotel School business.

Shoes

- Shoes should be closed-in at both the toe and the heel and must be clean, well polished, in good condition and appropriate for business attire.
- Colleagues who work in Front of House or customer facing roles are required to wear black shoes.
- Colleagues who work in the Housekeeping, Stewarding, Banquets and Food & Beverage departments must wear rubber-soled shoes.
- Footwear standards may vary based on specific departmental needs and your manager will notify you of these.

Shirts

- Shirts should be clean and ironed white polyester/cotton, plain
- No rolled up sleeves should be worn in Front of House or customer facing roles.

Jackets

- Jackets should be worn unless otherwise advised.

Students are not allowed to make alterations to their uniforms. If a change of daily dress is requested this should be treated sympathetically. Where requests are difficult to meet, the Vice Principal (Operations) will seek to find a satisfactory compromise.

Students are responsible for the day-to-day care of uniforms. Any damage or general wear and tear of the uniform must be reported to Vice Principal (Operations). The uniforms are not to be worn for personal or recreational use.

If a student is unsure what uniform should be worn they should seek the advice of Edge Hotel School or Wivenhoe House management.

Each student will be provided with the uniform items shown on the uniform order form.

Wivenhoe House Policies

Students are expected to adhere to all applicable Wivenhoe House staff policies, procedures and guidelines, including:

- Absence policy

- Alcohol and Drugs policy
- Health & Safety policy
- Food Hygiene standards
- Accident Reporting procedure
- First Aid procedure
- Fire Safety procedures
- Security procedures
- Time Records
- Overtime policy
- Secondary Employment
- Meal allowances & staff facilities
- Policy on personal relationships at work
- No-Smoking policy
- Cash Handling procedures
- Confidentiality
- Telephone Calls
- Respect of Hotel Property
- Edge Hotel School and Wivenhoe House name badge policy

If students are in violation of a Wivenhoe House policy, then in addition to impacting on the summative assessment of the PCC, the relevant policy, such as those relating to Academic Offences or the Student Code of Conduct policy, will be followed as appropriate.