

## **Edge Hotel School Professional Code of Conduct**

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 and participation
- 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

Note that where there is reference to a specific job title a nominee may be appointed if required.

### **Breaches of the Professional Code of Conduct**

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

### **Relevance to Assessment**

The assessment of the students' adherence to the PCC will be assessed by a lecturer on the basis of the Professional Performance Assessment including the attendance requirement. Under the Rules of Assessment, students need to pass the PCC in order to pass the course. As a result, failure of the PCC is likely to have implications on a student's ability to progress to the next academic stage or graduate. Therefore unsatisfactory performance under the Professional Code of Conduct will be presented to the appropriate Board of Examiners for consideration, or a progress referral may be made in line with University policies.

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 Policy](#).

### **Punctuality and Schedules**

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 have permission from the Duty Manager to remain on the premises.

## 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 can be absent from work based learning/placement with no accompanying extenuating circumstances on two occasions per level of study. 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.

## Monitoring Absence

Non, late, or partial attendance will be dealt with by the School under the absence notification procedure.

	<b>Study</b>	<b>Work based learning/Placement</b>
<b>Step 1</b>	5 unauthorised absences - an email will be issued to the student advising of the absences.	1 <sup>st</sup> unauthorised absence - an email will be issued to the student advising of the absence.
<b>Step 2</b>	10 unauthorised absences - meeting scheduled with Personal Tutor. The absences will be discussed and additional support will be explored.	3 unauthorised absences - meeting scheduled with relevant Lecturer. The absences will be discussed and additional support will be explored.  Where modules have the PCC as a learning outcome, there will be a 3% reduction in the overall module mark for lack of participation and failing to adhere to the PCC.
<b>Step 3</b>	Level 4 and Level 5: 13 unauthorised absences - meeting scheduled with the Department's Progress Officer.  Level 6: 20 unauthorised absences - meeting scheduled with the Department's Progress Officer  A monitoring period will be established and could result in a further meeting scheduled with the Department's Progress Officer if further absences are recorded. The School may use discretion to choose to take a different form of intervention.  Further support will be offered to the student if required.	4 unauthorised absences - meeting scheduled with the Department's Progress Officer. Further support will be offered to the student if required.  Where modules have the PCC as a learning outcome, there will be a 4% reduction in the overall module mark for lack of participation and failing to adhere to the PCC.  A monitoring period will be established and could result in a further meeting scheduled with the Department's Progress Officer if further absences are recorded. The School may use discretion to choose to take a different form of intervention.  5+ unauthorised absences: 5% reduction in the overall module mark for lack of participation and failing to adhere to the PCC

<p><b>Step 4</b></p>	<p>30-35% unauthorised non-attendance</p> <p>This will be measured against total scheduled teaching activities to date, and is assessed twice per week.</p> <p>The Department will refer the Student to the Progress Team, who may refer it to the Dean in some cases, and the International Services Team (if applicable).</p>	<p>30-35% non-attendance</p> <p>This will be measured against total scheduled shifts to date, and is assessed twice per week.</p> <p>Failure of the PCC, resulting in requirement to undertake a presentation relating to the importance of professional values within the industry. An academic will assess this on a pass/fail basis to determine whether the PCC learning outcome has been met. This must be completed before the end of the Stage of study.</p> <p>The Department will refer the Student to the Progress Team, who may refer it to the Dean in some cases, and the International Services Team (if applicable).</p>
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Note: marks deductions are not cumulative. The maximum number of marks that can be deducted is 5% where a student reaches Step 4.

## 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.