

## **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
- Professionalism, including 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 the Board of Examiners.

### **Relevance to Assessment**

The assessment of the student's 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.

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 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. 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 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.

### Monitoring Absence

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

	<b>Work based learning/Placement</b>
<b>Step 1</b>	1 <sup>st</sup> unauthorised absence - an email will be issued to the student advising of the absence.
<b>Step 2</b>	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>	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
<b>Step 4</b>	Over 25% non-attendance  A final email will be issued to the student confirming they have failed the PCC due to absence and they will receive a fail mark for the module.  The case will then be referred to the Student Progress Team, who may refer it to the Dean in some cases, and the International Services Team (if applicable). The case may then be referred to

	<p>the Board of Examiners.</p> <p>The Board of Examiners will receive a report on any unauthorised absences under the PCC and will determine whether to award a fail mark for the module.</p> <p>If necessary, an interim Board of Examiners will be convened to consider the progress of students who have failed the PCC. Please see next paragraph.</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.

### Monitoring other Concerns

The School will also review any other concerns that could be in breach of the PCC:

- Punctuality
- Participation
- Cooperation and team working as an essential part of learning and professional development process
- Professionalism, including dress and behaviour
- Adherence to certain Wivenhoe House staff policies

These concerns will be considered through the below process:

<p><b>Initial Concern: Progress concerns are raised informally with the student</b></p>	<p>Course Tutors/Activity Leaders/Heads of Department/Heads of Course informally raise concerns with the student, highlighting the nature, extent and potential impact of the concerns, and recommend remedial action.</p> <p>At this stage the student may wish to seek advice from Student Wellbeing and Inclusivity Service.</p> <p>The student must take remedial action. To support with this, the student will be sent an email confirming the discussion and the areas to be improved.</p>
<p><b>Continuing Concern: Progress concerns raised formally with the student</b></p>	<p>If the Head of Course believes a student may be in danger of failing the Professional Code of Conduct in respect of preparation, co-operation and team-working, they will inform the Academic Administrator.</p> <p>A meeting will be arranged with the student to discuss the matter further and to see what additional support the student might require in order to make the necessary improvements.</p> <p>The Head of Course will complete an Interim Report.</p> <p>The report will detail the areas in which the student may be failing, actions the student must take to improve and a timescale during which the student is expected to show sufficient improvement. The report will be issued to the</p>

	student by the Academic Administrator and Head of Course.
<b>Serious Concerns: Formal Warning issued</b>	<p>If the student makes no effort to improve, or improvement is insufficient so that the concerns remain, within the given time, a formal warning letter will be issued to the student and a meeting arranged with the Head of Course to discuss the matter.</p> <p>The formal warning letter will outline the implications of failing the PCC and the next steps if the behaviour continues.</p> <p>Following the meeting, the Head of Course will complete a Final report, which will explain again the areas of concern, what needs to be improved and give a final deadline for improvement before the concerns are escalated.</p>
<b>Continuing serious concerns; referral to the Faculty Dean or nominee</b>	<p>If the student continues to ignore the warnings, does not seek advice and support or makes no improvement and so continues to breach the PCC, the student will be referred to the Faculty Dean.</p> <p>The School will provide the Faculty Dean with all available documentation and correspondence, so that they can review the case.</p> <p>The student will be invited to provide a written statement to address their concerns, which the Faculty Dean will also consider.</p> <p>The Faculty Dean may invite the student to a meeting if deemed appropriate.</p> <p>The Faculty Dean will decide whether the case should be referred to a Board of Examiners as a failure of the PCC or whether the case should be passed back to the School to repeat any of the previous stages.</p>
<b>Concerns deemed to be a failure of the PCC: referral to Board of Examiners</b>	<p>Failure of the PCC will be deemed an academic failure, meaning a module(s) will have been failed and therefore the Board will consider the following actions:</p> <p>a) where a student has substantiated extenuating circumstances or other mitigating factors, the Board may permit the student to continue with the stage of study and therefore deem that the PCC has not been failed.</p> <p>b) where the Board determines there are no extenuating circumstances or other mitigating factors, and the failed modules cannot be reassessed in-year, the student must repeat the stage, normally on a full-time basis (Boards cannot offer more than three opportunities to undertake the assessment for a module).</p> <p>c) where the Board judges that a student has no substantiated extenuating circumstances or other mitigating factors, and the student has already had the maximum number of attempts at the module or cannot complete their studies within the maximum period, the student will be required to withdraw.</p>

### **Actions Taken by the Board of Examiners**

Where a student has failed a module due to exceeding the maximum number of absences permitted under the PCC the Board can consider the following actions:

a) where a student has substantiated extenuating circumstances which directly relate to the absences, the Board can treat the absences as authorised. Where this results in a total number of unauthorised absences being between one and three, the Board may permit the student to continue with the stage of study.

b) where the Board judges that a student has no substantiated extenuating circumstances relating to the absences, the student must repeat the stage, normally on a full-time basis (Boards cannot offer more than three opportunities to undertake the assessment for a module).

c) where the Board judges that a student has no substantiated extenuating circumstances relating to the absences, and the student has already had the maximum number of attempts at the module or cannot complete their studies within the maximum period, the student will be required to withdraw.

### **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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