

Student Code of Conduct

1. Definitions and Rules

Misconduct by students is classified as:

- **misconduct;**
- **accommodation misconduct; or**
- **serious misconduct.**

1.1 The following actions constitute **misconduct**:

Action	Definition/Rule
Drinking	<p>A sensible approach to alcohol is a vital element in effective and responsible hotel management. Therefore, alcohol is served as part of the training programme, under supervision to students 18 years and over. No alcohol is to be stored or consumed in any other areas of PIHMS campus, including the accommodation area. Intoxication is viewed as serious misconduct.</p> <p>Intoxication may lead to the student(s) involved being expelled or stood down from PIHMS.</p> <p><i>Note: Fusion Bar will be available for supervised alcohol consumption on a notified basis.</i></p>
Excessive absenteeism	<p>Unexplained or unreported or continued absence is deemed <i>misconduct</i>.</p> <p>Excessive absence is deemed to be in breach of the PIHMS Code of Conduct. For international students on New Zealand study visas, excessive absence (above 10%) will also result in their being in breach of the terms of the study visa and Immigration NZ's expectations, and liable to penalties which include visa cancellation and a requirement to return to their home country.</p> <p>Unexplained absences of <u>over three (3) days</u> may be taken as "abandonment of programme" which for international students will mean Immigration NZ will be advised that PIHMS is no longer supporting that student's visa. The CE will be advised and strong action will be taken.</p>
Failure to attend rostered duties	<p>Failing to report for a rostered duty outside of normal class times, other than for reasons of reported sickness, will incur disciplinary consequences.</p>
Failure to notify absence from campus	<p>Unless specific permission is granted by the CE, all Degree students in their first and second year are expected to live on campus throughout the semester.</p> <p>For security reasons it is imperative that students advise the Student Support Co-ordinator by text on 021 827 603 if they are to be absent from the campus</p>

	overnight or for more than one night and again on their return to the campus. Students need to provide a contact number and address where they can be reached while off campus overnight or for more than one night.
Failure to protect PIHMS and student security	<p>All students are provided with a locked entrance to their room and locks on the windows to the room. It is each individual's duty to ensure that their room is secure at all times by taking their key with them.</p> <p>This responsibility extends to the entire campus, and all students need to take an active interest in the wellbeing of their colleagues and their property as well as for the property of PIHMS in general.</p> <p>Entry to the students' residence blocks is limited to students in residence, Room Attendants and tradespeople for repairs and maintenance (by appointment or prearrangement only through the CE). The main door is locked and access is by a card. It is each student's responsibility to maintain personal room security measures as well as general security on campus. It is also necessary for students to carry their PIHMS ID card at all times.</p>
Failure to respect PIHMS community	Students are required to respect the comfort, safety, hygiene and security of all other members of this community which consists of students, staff and alumni. Students must respect each other and their staff at all times and in all circumstances which includes electronic media.
Failure to respect PIHMS local neighbourhood	Students are expected to reflect the standards of PIHMS in dealings with the local community, both in and out of uniform, to represent themselves faithfully and truthfully to the local community as being students of PIHMS, when seeking assistance from these people on behalf of PIHMS.
Gambling	Gambling on PIHMS premises is forbidden.
Inappropriate classroom behaviour	Students who are asked to leave class by a lecturer are required to see the lecturer at the end of that class. This could incur make-up work or more severe disciplinary action depending on the reason for dismissal from a class. Students dismissed a second time by the same lecturer in a semester will be brought to the attention of management for disciplinary action.
Inappropriate language	'Off colour', blasphemous or inciteful language will not be tolerated at PIHMS. This condition also applies to social media when students are either representing or discussing PIHMS.
Representing PIHMS off-site	<p>Students who are representing PIHMS off-site in any capacity, for example, being involved in an event or doing research as part of their PIHMS programme, must do so in a manner that does not bring PIHMS into disrepute or puts themselves or other PIHMS students or staff in harm's way.</p> <p>Any student activities that may require travel to a location outside of PIHMS, where students make use of non-PIHMS supplied transportation, will be at the students' own risk and the students are expected to obey the laws of New Zealand and behave in a proper manner.</p>
Unprofessional behaviour	Any stupid or jocular behaviour that is likely to cause injury to personnel or damage to company product or property is forbidden.
Visitors on campus	Any student wishing to have a visitor on campus must obtain prior written permission from the Student Support Co-ordinator. Permission for a guest to dine in PIHMS restaurant must be approved by a Food & Beverage Lecturer.

A *Visitor on Campus Request Form* must be completed for both cases. This form is found on the Student J-Drive in the *Frequently Used Forms* folder [J:\Frequently Used Forms\Visitor on Campus Request Form.doc](#).

Students are responsible for the behaviour of their guest(s) at all times.

No visitor is permitted on campus between 2200 - 0800 hours (10.00pm - 8.00 am), and students are responsible for ensuring their quiet departure from campus. No visitors are allowed in the students' rooms, other than for a brief visit, and must always remain in the company of the student hosting their visit.

This permission is granted as a privilege and failure to adhere to the conditions will result in disciplinary action. These conditions are in place to ensure a safe, secure and peaceful environment for all members of the campus community.

All visitors must display a 'Visitor Identification Card' while on campus. Where visitors are on campus between the hours of 8.00am and 5.30pm (weekdays), these are to be obtained from the Administration Office by the visitor and returned prior to departure.

Where visitors are expected on campus after hours, the student applying for permission for visitor entry must collect the Visitor Identification Cards from Administration before 5.00pm. Monday to Friday and return them after their visitors have departed. Visitors not displaying Visitor Identification Cards will be asked to leave.

1.2 The following actions constitute **accommodation misconduct**:

Action	Definition/Rule
Abuse of, or damage to, PIHMS environment and/or buildings	<p>Wilful and deliberate acts affecting quality and safety will be dealt with as follows or may involve being reported to the Police.</p> <p>Any wilful damage will be charged as follows:</p> <ul style="list-style-type: none"> Accommodation room damage: Registered room occupants will be responsible for any costs for repairs unless the perpetrator of any such damage is identified and verified. This is to be paid for when the damage has been costed. Accommodation block corridor damage: Students, occupying rooms in the following specified accommodation areas, will be held equally responsible for any costs associated with damage done to the accommodation block in those areas, e.g. corridors etc. The specified areas are: <ul style="list-style-type: none"> o 700 block upstairs; o 700 block downstairs; o 800 block upstairs; o 800 block downstairs; o 900 block upstairs; o 900 block downstairs. Public areas damage: Those students involved with damage done to the public areas at PIHMS will be responsible equally for any costs. This is to be paid for when the damage has been costed.
Burning candles or lighting fires in accommodation blocks	<p>The practice of burning candles or incense in rooms is strictly forbidden as accidents can easily lead to fires. Dripping wax causes expensive damage and others may find the aroma of incense objectionable or detrimental to their health. Lighting fires in the accommodation blocks is also strictly forbidden.</p> <p>If the Executive Housekeeper and Assistant Housekeeper together agree that burning candles or lighting of fires has taken place in the accommodation blocks, then the students involved will be given an instant fine of \$400.*</p>
Cooking food in accommodation blocks	<p>Cooking food in the accommodation area or accommodation rooms is prohibited due to health and safety regulations.</p> <p>If the Executive Housekeeper and Assistant Housekeeper together agree that cooking has taken place in the accommodation blocks, then the students involved will be given an instant fine of \$400.*</p>
Excessive noise/activity	<p>Students are required to cease any noisy activity by 2200 hours, until 0800 hours the following day, at which time a 'noise curfew' is in place. Because everyone is sharing accommodation with other students who may not share the same taste in TV programmes or music, these should at all times be played at an unobtrusive volume.</p>

	<p>On days which are non-class days, such as the weekend, students staying on campus are encouraged to be in their room by 0100 hours, observing common courtesies to neighbours - not only those on campus, but also those in the proximity of PIHMS.</p> <p>Following a complaint, if noise/activity persists and becomes too excessive following warnings and refusal to demonstrate consideration to others then the misconduct becomes serious.</p> <p>If the Security Officer and Manager on Duty together agree that excessive noise/activity has taken place, then the students involved will be given an instant fine of \$200.*</p>
Failure to care for PIHMS environment	<p>Proper care and respect of the working and leisure environment is imperative. Issues arising from failure to care for the PIHMS environment may result in disciplinary action.</p> <p>Rooms of residence that are declared not habitable by Housekeeping will require the student to rectify the situation under supervision, in their own time, to PIHMS' standard.</p> <p>If the Executive Housekeeper and Assistant Housekeeper together agree that students have failed to keep their accommodation room in a satisfactory condition, then the students involved will be given an instant fine of \$250.*</p> <p><i>*If a student wishes to appeal against any fine received then the appeal will go through the misconduct process.</i></p>
Smoking	<p>For health, safety and environmental reasons, as well as Government policy, it is forbidden to smoke in any buildings on the campus. Smokers are requested to confine their smoking to designated open areas, where ashtrays are provided.</p> <p>As smoking in rooms creates a fire hazard (this is the major cause of hotel fires the world over) in addition to breaking the law, breach of this policy will lead to disciplinary action.</p> <p>If the Executive Housekeeper and Assistant Housekeeper together agree that smoking has taken place in the accommodation blocks, then the students involved will be given an instant fine of \$400.*</p>
Visitors on campus	Refer page 2 of this Policy and procedure

1.3 The following actions constitute **accommodation serious misconduct**:

Action	Definition/Rule
Casual stay overs	<p>Casual stay overs are prohibited. Students are not allowed to invite visitors back to their accommodation to stay overnight.</p> <p>There is a strict process to follow if you wish to have visitors on-site (see 1.1 Misconduct, Visitors on Campus). No visitors are permitted on campus between 10.00pm and 8.00am. Those students visiting other students' rooms should be mindful that their presence may be disruptive to one or both occupants of that room. 1.1 Misconduct above.</p>
Cohabitation	<p>Cohabitation is prohibited. 'Cohabitation' means living together in the same room as if the parties were married. Cohabitation implies that the parties are in an emotionally and/or sexually intimate relationship.</p>

Cohabitation may result in students involved being stood down or expelled from PIHMS.

Prostitution

Under the *Health and Safety at Work Act 2015* PIHMS is required to provide a safe physical and emotional environment for students and ensure the safety of students and employees.

The nature of prostitution is such that the requirements of the above Act cannot be assured by PIHMS where:

- Students and employees are accessing and sharing the same space;
- Hygiene facilities and linen are shared by students and accessed by housekeeping employees;
- The hazard of sexually transmitted diseases cannot be eliminated, controlled or isolated.
- The security and safety of international students is at risk as set out under The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code) of which PIHMS is a signatory.

Therefore, prostitution is not permitted and if any student is found to be operating as a prostitute (as defined by the *Prostitution Reform Act 2003*) or admits to operating as a prostitute that student may be expelled.

- 1.4 The following actions constitute **serious misconduct** and may lead to disciplinary action including the student/s involved being instantly expelled, Police intervention, legal action and/or reparation.

Assault on another person, use or possession of prohibited drugs and/or utensils, and theft of company or another student's property will be dealt with by the Police.

Action	Definition/Rule
Academic dishonesty	<p>Academic dishonesty, cheating and plagiarism, will lead to receiving a 'zero grade' for the assessment and/or subject concerned and may also lead to the student(s) being expelled.</p> <p>Academic dishonesty may be defined as an attempt by a student, or any attempt by an individual to aid a student, to gain an unfair advantage in any assessment (including an assessment of practice or an assessment in practice) by deception or fraudulent means, and may be exhibited in a number of ways of which the following are examples:</p> <ul style="list-style-type: none"> • Aiding and abetting a student in any form of dishonest practice. • Bribery: paying or offering inducements to another person to obtain or to attempt to obtain an unfair advantage. • Collusion: the representation of a piece of unauthorized group work as the work of a single student. • Commissioning another person to complete an assignment which is then submitted as the student's own work. • Computer fraud: the use of the material which belongs to another person and which is stored electronically without acknowledgment and or without the written permission of the owner.

	<ul style="list-style-type: none"> • Duplication: the inclusion in coursework of any material which is identical or substantially similar to material which has already been submitted for any other assessment within the institute or elsewhere (for example, the use of essay banks.) • False declarations made in order to receive special consideration by examiners or to obtain extensions to deadlines or exemption from work. • Falsification of data: the presentation of data, e.g. in laboratory reports, projects, clinical profiles, assessment portfolios, based on work purported to have been carried out by the student, but which have been invented by the student or altered, copied or obtained by unfair means. • Forgery: the falsification of signature(s) or documents related to certification or assessment. • Misconduct in examinations or tests: behaviour aimed at gaining an unfair advantage, e.g.: <ul style="list-style-type: none"> ○ Taking unauthorized materials into an examination or test. ○ Calculator fraud: the use of unauthorized material stored in the memory of a programmable calculator with storage facilities. ○ Electronic devices fraud: the use of material accessed on a mobile phone or other electronic device in an exam or test. ○ Obtaining an advance copy of an “unseen” written examination or test paper. ○ Communicating, or trying to communicate, in any way with another student during an examination or test. ○ Copying from another student. ○ Leaving the examination or test venue to consult pre-hidden cribs/notes. ○ Removing any items of stationery or other materials from the examination or test venue without permission or contrary to instructions. • Impersonation: arranging or attempting to arrange for another person to take one’s place in an examination or test; or being a party to an impersonation. • Plagiarism: the representation of another person’s work as one’s own or the use of another person’s work without acknowledgment, e.g.: <ul style="list-style-type: none"> ○ The direct importation into one’s work of more than a single phrase from another person’s work without the use of quotation marks and identification of the source. ○ Making a copy of all or part of another person’s work and presenting it as one’s own by failing to disclose the source. ○ Making extensive use of another person’s work, either by summarizing or paraphrasing it merely by changing a few words or altering the order of presentation, without acknowledgment. ○ The use of the ideas of another person without acknowledgment of the source, or the submission or presentation of work as one’s own which is substantially the ideas or intellectual data of another.
Defamation of either PIHMS or an employer	Those students who defame either PIHMS or an employer may be immediately expelled and the Police may be involved. In the case of international students their visa may be withdrawn and as a result they will be required to leave the country.
Falsification of records	Presentation of false records or alteration to existing records may, depending on the nature and impact of the falsification, lead to the student(s) involved being expelled.
Harassment and Bullying	Harassment is physical, verbal or visual contact that is unwelcome, uninvited, unwarranted or offensive, directed by a student to another person.

	<p>Bullying is repeated actions and/or practices, directed by a student against one or more persons that is: persistent; hostile; unwanted; deliberate and intentional.</p> <p><i>Relevant legislation</i> – see 7. Quality Standard of this policy Refer www.bullyingfree.nz for further information</p>
Misuse of PIHMS email and/or internet	See <i>Information Technology and Computer Security (acceptable Use) Policy and Procedure</i>
Prostitution	See page 5 of this <i>Student Code of Conduct</i> .

Any other action that the CE deems to be of an extreme or serious nature or a third misconduct offence.

2. Responsibilities

- 2.1 The Human Resources Manager (HRM)
Processing disciplinary procedure for *misconduct*.
- 2.2 The Chief Executive (CE) (or delegate)
Processing disciplinary procedure for *serious misconduct*.
- 2.3 The Student Services Coordinator
Distributing information pamphlets and posters across campus to support safety and wellbeing.

3. Purpose

To provide specific policy and guidelines in order to:

- give an appreciation of expected standards which are established to ensure the safety and general well-being of all students; and
- to facilitate the ease of learning and living together.

4. Policy

- 4.1 It is an expectation that all students will act in a manner that mirrors the highest standards of professionalism expected in the hospitality industry, including dress, personal hygiene and appearance, and adhere to this Student Code of Conduct.
- 4.2 Breaches of the Code of Conduct can lead to disciplinary action, which may include dismissal in severe cases.
- 4.3 This policy and procedure will be available to students through a link published in the Student Handbook.

- 4.4 PIHMS reserves the right to make changes to the Code of Conduct and disciplinary procedures without prior notice. Students will be notified of any changes by email.

5. Procedure

Step	Responsibility	Record
1. Investigate the alleged offence and gather evidence including information, evidential items, affidavits, photographs, etc.	Human Resource Manager (HRM) (or delegate)	Evidence
2. <i>Misconduct</i> - where acknowledged by all parties: <ul style="list-style-type: none"> • Issue a warning letter to student <i>Serious misconduct</i> - where acknowledged by all parties: <ul style="list-style-type: none"> • Issue a serious misconduct letter setting out the penalties applied 	HRM (or delegate)	Letter Letter
3. Alleged <i>misconduct</i> or <i>serious misconduct</i> refuted: Convene a Disciplinary Committee consisting of: <ul style="list-style-type: none"> • HRM (or delegate) • Academic Services Administrator • Programme Co-ordinator • Other/s as appropriate 	HRM (or delegate)	
4. Ask student, in writing, to attend Disciplinary Meeting stating: <ul style="list-style-type: none"> • alleged offence and which Code of Conduct rules have been broken • student may bring any supporting evidence • student may bring a support person(s). A support person is not allowed to speak at the Disciplinary Meeting unless expressly asked to by the Chairperson. 	HRM (or delegate)	Letter/email

<p>5. Hold Disciplinary Meeting at which Chairperson will:</p> <ul style="list-style-type: none"> • advise student of the alleged offence • show evidence of the alleged offence where possible • remind the student that the offence is a breach of PIHMS Code of Conduct with which all students are required to comply • ask student if they agree that the alleged offence took place and to present any evidence they have. 	Chairperson	
<p>6. Consider any explanation put forward and any evidence available and make an informed decision as to the validity of the offence.</p> <p><i>This may involve further investigations depending on the information divulged at the meeting.</i></p>	Disciplinary Committee members	
<p>7. Dismiss allegation if evidence suggests that the offence did not take place, and notify student in writing.</p>	HRM (or delegate)	Letter
<p>8. <i>Misconduct</i> - If evidence suggests that the offence did take place. Student is advised as follows:</p> <ul style="list-style-type: none"> • <i>first offence or second offence</i> – send student a first or second warning letter setting out any disciplinary actions and conditions deemed appropriate (excluding termination) • <i>third offence</i> – follow serious misconduct process as a third offence becomes serious misconduct. <p>Possible penalties and actions:</p> <ul style="list-style-type: none"> Notification to parents/guardians Accommodation rights Continuation of study rights Access to campus rights 	HRM (or delegate)	Letter

<p>Financial costs</p> <p>Suspension and timeframe</p> <p>Record disciplinary action – <i>this record will remain on the student's file for the duration of the student's attendance at PIHMS</i></p> <p>9. <i>Serious misconduct</i> – If evidence suggests that the offence did take place:</p> <ul style="list-style-type: none"> ● issue student with a Serious Misconduct letter <p>Possible penalties and actions:</p> <ul style="list-style-type: none"> notification to parents/guardians accommodation rights continuation of study rights access to campus rights financial costs suspension and timeframe termination <p>Record disciplinary action – <i>this record will remain on the student's file for the duration of the student's attendance at PIHMS.</i></p>	HRM	<p>Record of action</p> <p>Letter</p> <p>Record of action</p>
<p>10. <i>An appeal against any decisions can be made to the CE within five (5) working days from the date of the letter received from HRM.</i></p> <p>Send letter of appeal to CE.</p>	Student	Letter of appeal
<p>11. <i>Misconduct:</i></p> <ul style="list-style-type: none"> ● consider all evidence and make a judgement as to whether to uphold the decision of the Disciplinary Committee or amend any penalties given. ● Inform student in writing of decision. <p><i>Serious misconduct:</i></p> <ul style="list-style-type: none"> ● consider all the evidence, and the student and any support person(s) may be asked to attend a meeting ● uphold the decision of the Disciplinary Committee or amend any penalties given. 	<p>CE</p> <p>CE</p>	<p>Letter</p> <p>Letter</p>

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| <ul style="list-style-type: none"> Inform student in writing of decision.* | | |
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Students to be informed that, if they consider the matter unresolved, complaint queries can be submitted on the NZQA website (www.nzqa.govt.nz), by email garisk@nzqa.nz or telephone 0800697 296.

6. Record Management

Record	Responsibility	Filed	Retention Time
Misconduct and Serious Misconduct letters and meeting notes	HRM (or delegate)	Q:Code of Conduct	7 years
Appeals	CE	Senior Management	7 years

7. Quality Standard

This policy is written to comply with:

- *NZQA Private Training Establishment Registration Rules 2021* – specifically Clause 4.1 (f) (vii)
- *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 – The Code*
- *Harmful Digital Communications Act 2015*
- *Harassment Act 1997*
- *Human Rights Act 1993*
- *Crimes Act 1961*
- *Privacy Act 2020*