

Rizvi College of Arts, Science & Commerce – Hospitality Studies

Employee Code of Conduct

The guidelines laid down in this 'Employee Code of Conduct' are to maintain the high standards of functioning and have a system of checks and balances to avoid deviations in behaviour. All Rules and Policies are at the sole discretion of the Management and will be reviewed at the end of every academic year and revised if necessary.

All staff members should acknowledge to abide by the rules, and uphold the standards in word and spirit as mentioned in the "Employee Code of Conduct".

Please Sign the last page of the book and hand it over to the Admin Department.

1. General Rules

- I. For Faculty members, college begins at 8:25 am relaxable to 8.30 am.
- II. Coming in beyond 8.30 am will be considered late.
- III. All other staff members will follow the time schedule designated by your department.
- IV. Staff members should inform the college admin coordinator whenever they are coming in late.
- V. 3 late remarks in a month will lead to 1 casual leave being forfeited.
- VI. The principal will use his discretion to treat recurrent late arrivals as LWP.
- VII. Coming in beyond 1 hour late, will be considered half day.
- VIII. College ends at 5:15 Pm.

- IX. Leaving college early due to personal reasons must be approved by the HOD and counter approved by the Principal.
- X. Such early exits should be entered in to the "Early Exit Register" before the faculty leaves the premises countersigned by the HOD.
- XI. An early exit without an entry in the register will be treated as half day.
- XII. Three approved early exits in one term will lead deduction of half day casual leave.
- XIII. Faculty leaving Premises for any errands like bank work or personal work can do so only during the Lunch Break, that too with the Prior permission of HOD or Principal.
- XIV. Faculty should be in their labs or theory classes during their appointed hours. Faculty members should not leave their classes unattended even if they have finished teaching the class.
- XV. Late going to class and leaving class early or abstaining from physical presence in the class will be considered a serious breach of discipline.
- XVI. Any reason for a faculty to be absent from the class due to other activities should be prior sanctioned by the principal.
- XVII. Staff can avail half day leave according to the following timings –
 - a. 8:30 am – 1 pm
 - b. 1:00 pm – 5:15 pm
- XVIII. It is mandatory for every employee to register the daily attendance via Biometric System and sign the muster. If the employee does not follow the above procedure, the system will mark the employee absent for the day and it cannot be altered.
- XIX. A staff on outdoor duty has to inform admin department by making an entry in the outdoor duty register.

- XX. Mobile phones can be used by staff only in the staff room. No staff members will carry their mobiles to class. Mobiles should always be on silent mode.
- XXI. Faculties who have their work tables in the labs should not take calls while class is on and must use their mobiles only during their breaks.
- XXII. It is compulsory for all staff to attend assembly.
- XXIII. Faculty members should not visit other teacher's labs for personal work or get into animated personal conversations.
- XXIV. Cooking food for yourself or other staff members, other than those specified for academic reasons will be considered gross violation of discipline.

Faculty members will be called to undertake responsibilities in areas of co-curricular and extracurricular activities. They should display willingness and enthusiasm to undertake them.

2. Duties of Counselors

- I. Faculty members should get to know each student – their strengths and weaknesses, especially in academics, to help counsel the students.
- II. Collect LR's from the admin office on a daily basis.
- III. Enter the absence record into the cumulative attendance sheet regularly.
- IV. Call students who have been absent for more than a week to find out the reason of absence.
- V. Assure leave cards are filled within 3 working days of the students resuming college.
- VI. Between 6th and 10th of every month, update leave cards of all students with fines for not filling leave of the previous month.
- VII. All disciplinary records are entered into the Leave Card and countersigned by students.
- VIII. Give warning letters for continuous disciplinary issue.

- IX. Give warning letters and collect affidavits from student's who are black listed.
- X. Interact with parents regarding students' performance and behavior.
- XI. Enter details of disciplinary breach by the students into the Leave Cards regularly.
- XII. Submit cumulative attendance sheets to the admin office for updating attendance.
- XIII. Assist the principal in sourcing undisciplined students early in the academic year.
- XIV. Understand and execute the different levels of counseling and discipline to be followed for the students.

3. Class Conduct

- I. Faculty members should be in class on time and should not leave the class before the scheduled timings.
- II. Taking students to the recreation room is permitted only after prior sanction from the admin coordinator and the faculty should escort the class at all times.
- III. Conducting activities or class in such a manner, so as to disturb others on the floor, should be avoided.
- IV. Class time should not be used for recreational activities. It should be constructively used to achieve the objectives of your Lesson Schedule and Lesson Plans.
- V. Any misconduct in class or mass absenteeism should be informed to the class counselor and the principal.
- VI. Every student must be treated equally, with respect & dignity. Staff must use an unbiased approach when dealing with students and there must be no discrimination on the basis of factors such as gender, religion, social/cultural background, academic performance, disability or any other basis. No action

on the part of employees should in any way hurt the dignity & self-esteem of a child. Under no circumstances is demoralizing, cursing, verbal (shouting), physical abuse or corporal punishment acceptable.

- VII. Abuse of authority and high handedness by a faculty, if noticed, will have to be explained in writing to the Principal.

4. Dress Code

Appropriate dress and appearance project a professional image and contribute to an impression of a high quality organization. The Hospitality Industry demands a high standard of grooming and we encourage our staff to be role models of the same.

- I. All staff members who have been assigned uniforms, should wear them as per the requirements of their job.
- II. No casual attire is to be worn by any staff member to college except for days on which it may be stated. Jeans, T-shirts, sleeveless, low waist trousers, low necklines, shorts, transparent, close fitting clothing, open sandals would be objectionable.
- III. Male staff members should keep their hair short, moustache and nails trimmed and should be shaved every day.
- IV. Lady staff members should keep their hair tied as the college cooks and serves food on several floors.
- V. Faculty members should meet the same exacting standards that they expect from students in grooming.
- VI. Faculty member are not permitted the application of mehendi on hands or streaking their hair with colour.
- VII. Faculty members should not wear rings other than wedding bands during practicals.

5. Outdoor Trips

- I. Faculty should accompany students on trips which the college organizes. Those abstaining from such trips will have to apply for leave if the college is closed for the trips or if you don't have teaching responsibilities during those days.
- II. Faculty members accompanying students on outdoor trips are responsible for discipline on the tour.
- III. Faculty must assist the tour operator in coordinating the itinerary with the students.
- IV. Appropriate action should be taken for all breach of discipline on the tour.
- V. They should assist and provide medical help with the help of the organizer to any sick or ailing students.
- VI. They should coordinate with enquiries from parents and give continuous feedback to the college authorities at different stages of the trip.
- VII. Any untoward incident should be immediately informed to the Principal.

6. Appraisal Systems

Staff members will be appraised on several criteria through the year. The performance appraisals will be discussed with the staff at the end of the year. **Staff Increments will be Performance Based.**

- I. The Principal, Vice-principal and HOD's will form the Appraisal Committee.
- II. The committee will lay down the criteria for evaluation. This will be shared with the staff member.
- III. The HOD's will give a performance report to the Principal.

- IV. The faculty will reflect and evaluate his/her performance in the year gone by and fill in the self appraisal form and submit it to the principal.
- V. The faculty will also apprise other members of his/her team and fill up the 'Peer Evaluation Form' and submit it to the Principal.
- VI. The students will fill in the 'Student Feedback Form' and submit it to the Principal.
- VII. The Principal will communicate the details of the performance along with the recommendations to the staff at the end of the Process.
- VIII. If the overall Performance of the faculty member gets a grade of 'Needs Improvement' for two consecutive years, the Management would review the member's suitability of continuing in the position at college and act accordingly.

A. Criteria to assess the performance:

- I. Staff involvement and commitment to student learning.
- II. Initiative and shouldering of responsibilities willingly.
- III. Enthusiasm and involvement in co-curricular activities.
- IV. Rapport with students and colleagues – Inter Personal Skills.
- V. Observations made in class during an unannounced evaluation.

B. Self-Appraisal Form will help the faculty to:

- I. Identify and list strengths and achievements, shortcomings and areas of improvement.
- II. Detail innovative teaching styles.
- III. Show use of technology in the class room.
- IV. Highlight assessment strategies and learning outcomes.
- V. Outline targets and goals for the next year.

- VI. Evaluate professional/personal development needs.
- VII. Reflect on inter-personal skills, rapport with students and colleagues.

C. Learner Feedback Form will focus on:

- I. Learner involvement and interaction.
- II. Planning, Design and presentation of the topic.
- III. Creating a comfortable learning environment.
- IV. Class room management.
- V. Time management.
- VI. Communication skills.
- VII. Innovative teaching methodology/style.
- VIII. Assessment strategies and Feedback.
- IX. Use of technology.
- X. Inter Personal Skills.

D. Peer Evaluation will focus on:

- I. Dynamism in the group
- II. Reducing negative tendencies of group members.
- III. Assisting members to learn strengths and weaknesses of others.

7. Examination Duties

- I. Question paper sets should be submitted by its due date.
- II. Set papers should be mailed to exam coordinator in the admin department by due date.
- III. Corrected answer papers should be submitted on time as it prevents delays in announcing results.
- IV. Faculty members should be present punctually for all invigilation duties.

- V. Shouting, screaming, issuing threats, making personal or religious remarks, physical intimidation and abusive language is not permitted during invigilation.
- VI. All issues of discipline should be forwarded to the Controller of the Examination.
- VII. Theft and any other loss to students should be immediately reported to the Controller.
- VIII. Students should not be maligned or humiliated for poor marks.
- IX. Faculty must maintain a register of assignments, projects and all marked activities conducted in class.

8. Disciplinary Actions

A discipline policy is intended to improve relationships, reduce the need for disciplinary action and the frequency of problems coming from it. Even though the Management hopes that there will be voluntary compliance to the Code of Conduct by all the employees, it feels it necessary to have a mechanism in place to deal with deviations.

If working conditions are to be cordial and the College is to operate successfully, everybody needs to work within certain rules. Disciplinary action can arise if the College rules in personal conduct are violated / breached.

Formal disciplinary actions will normally be one of the following depending on the seriousness of the offence:

- I. Verbal warning
- II. Warning Letter
- III. Suspension (with loss of salary) or

- IV. Stronger disciplinary action, the ultimate penalty being dismissal as per the discretion of the Management.
- V. No employee will be dismissed for a first offence except for gross misconduct.
- VI. No penalty of dismissal / removal from service shall be imposed without consultation with the Management of Rizvi Education Society.

9. Grievance Policy

- I. An employee, on whom any punishment is imposed, shall, according to the grievance policy have the right of appeal to the Principal which may allow him/her personal hearing at his discretion.
- II. Any employee - faculty, administrative staff, support staff, student or a parent can bring to notice any violation of the Code of Conduct to the Principal/Management.
- III. If an employee is felt to have committed a disciplinary offence, s/he will be informed of the accusation and allowed a period of 5 working days in which to respond.
- IV. All staff, on appointment, automatically undertakes to observe and comply with the rules and regulations of the College, in regard, to their conduct and their work. It is the responsibility of the employee to understand and observe the rules and regulations currently in force and any amendment thereof which may be introduced from time to time.

10. Leave Policy

A. Casual Leave

- I. All staff members are eligible for 12 days of casual leave in a year.
- II. Not more than 3 CL's can be taken in a month.

- III. CL's cannot be clubbed with Vacation Leave /Earned Leave.
- IV. A new faculty member will be entitled to CL's only after completion of 6 months of service.
- V. Leave taken in the first 6 months of service will be considered Leave Without Pay (LWP).
- VI. Gross Salary will be deducted in case of LWP.
- VII. Casual leave cannot be carried forward and will lapse at the end of the Year.
- VIII. More than 3 CL's may be permitted under extreme cases of sickness and should be supported with medical documents.

B. Vacation Leave (VL)

- I. Faculty members are also eligible for 30 days of vacation leave.
- II. Distribution of these will be 7 days during Diwali and 23 days during Summer Holidays.
- III. Besides these there will be announced holiday periods during Diwali (7 days) and Christmas (9 days).
- IV. All VL should be taken during the vacation window (April/May/June).
- V. Faculty members who have worked for more than 3 months but less than a year will be entitled for VL as calculated by the Admin department.
- VI. VL will lapse every year and will not be carried forward.
- VII. VL can be broken into maximum, two leave periods. In such a case the first period should be a multiple of 7 days.
- VIII. VL leave cannot be prefixed or suffixed by any other leave.
- IX. Extension of VL leave is permitted at the discretion of the Principal.
- X. Extension of VL without prior permission will be considered LWP.
- XI. VL leave taken outside the permitted window will be considered LWP.

C. Earned Leave (EL)

- I. Admin Department, Non Teaching Staff and support staffs are eligible for 30 days of earned leave.
- II. For Non- Teaching Staff and Support Staff distribution of these will be 7 days during Diwali and 23 days during the year.
- III. Admin Department Staff will decide by choice, vacation periods as approved by the Principal, since they will be on admission duties during the vacation period.
- IV. EL can be carried forward to a total sum of 21 days of the preceding years.
- V. EL leave can be availed to a maximum – two leave periods in a year. Earned leave will be granted in multiples of 7 days. Only exemption will be the final period of leave.
- VI. EL cannot be prefixed or suffixed by any other leave.
- VII. EL is permitted at the discretion of the Principal.
- VIII. Extension of EL without prior permission will be considered LWP.

D. Complimentary Off

- I. Complimentary offs are given to staff who are called to work on holidays because of special needs of the college.
- II. Complimentary Offs totaling not more than 30 days may be carried forward to the following years.
- III. Comp offs cannot be availed, more than 3 days at a time.
- IV. In case of special permission from the principal comp offs can be availed of at a stretch in multiples of 7 days, once a year.

E. Note

- I. Faculty members should note that it is unethical to take long leave during college working days as it disrupts the education process and creates a load on other faculty members. Such leave will be treated as LWP even if the faculty has leave pending.

- II. Leave should be pre-sanctioned, by the HOD and the Principal. In case of sickness it should be sanctioned within 3 days of resuming college.
- III. The final approval and sanction of leave lies at the discretion of the Principal.

11 Support Staff Rules (Attendants, Helpers, Sweepers)

- I. Staff should work only in areas designated to them.
- II. Staff should oblige to move to different departments as per their transfer.
- III. Any staff member may be sent to an area where there is extra load due to absenteeism.
- IV. Staff members should not be found in the locker room during work hours.
- V. During duty hours staff should not be found in other departments gossiping or entertaining themselves.
- VI. Staff should have their meals only in the 7th floor mess.
- VII. Food should not be carried out and eaten on various floors.
- VIII. No staff should be involved in cooking food for themselves or for others in the kitchen.
- IX. Staff members will cook food for all staff and college students only under the directions of the principal.
- X. Staff members who have grievances will coordinate directly with the admin officer and the principal individually.

12 Breach of Code of Conduct:

The following actions / behavior on the part of the employee will be termed as violation of the Code of Conduct:

- I. Willful negligence of duties.
- II. Habitual late coming for 3 consecutive days.

- III. Propagation of a communal/sectarian outlook.
- IV. Discrimination of a student/fellow employee on the basis of caste, creed, color, language, place of origin, social and cultural background etc.
- V. Indulgence in examination malpractices.
- VI. Sustained negligence in correcting class work of students.
- VII. Remaining absent without approved leave 3 consecutive days.
- VIII. Use of offensive/abusive language and quarrelsome behaviour.
- IX. Insubordination and defiance of a lawful order.
- X. Disrespectful behaviour, rumor mongering and character defamation of anyone who is a part of the College.
- XI. False accusations/assault to any other member of the College.
- XII. Use of liquor/ tobacco/narcotics on the College premises.
- XIII. Embezzlement or misappropriation of College funds, theft of College property or any other fraud.
- XIV. Destruction or misuse of College records or property.
- XV. Conviction by a court of law for criminal offences.
- XVI. Failure to deposit confiscated mobiles with the Principal's Office.
- XVII. Divulging confidential information related to the College or students.
- XVIII. Violation of confidentiality: Employee should treat compensation and other college policies and practices as highly individual and confidential, and not at any time disclose or use any of the Confidential Information for any purpose other than upon the instruction and direction of the College Management.
- XIX. With intent to malign, indulging in discussions with students/parents about College policies and decisions.
- XX. Discouraging or obstructing members of the staff from lawful duties or indulging in any sort of activity that embarrasses College authorities.

- XXI. Accepting gifts or having personal monetary transactions with students or his/her parents.
 - XXII. Too much of familiarity with the students/parents.
 - XXIII. Taking an active part in politics.
 - XXIV. Taking classes after college hours without the approval of the Principal.
 - XXV. Organizing and attending meetings during College hours, without prior permission of College authorities.
 - XXVI. Physical/Corporal punishment or any punishment that hurts the self-esteem of a student.
 - XXVII. Misbehavior towards parents / guardians / students / faculty or any other College employee.
 - XXVIII. Any kind of unwelcome sexually motivated behavior whether direct or by implication.
 - XXIX. The employees shall not, individually or collectively, interfere with or disrupt the working of the College or willfully disobey any regulations or requirements laid down by the College. Their intentions must not be seen as anti-institution.
 - XXX. Conviction in a court of law may lead to an employee being dismissed, if the matter affects his suitability as an employee of the College. If a subsequent judicial appeal is successful, the College will, if the individual so desires, consider the case with a view to reinstatement. If dismissal occurs as a result of disciplinary action, the College may terminate employment without notice or equivalent payment in lieu of.
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The terms & conditions of the appointment will be as follows:

- a. You will be paid a consolidated salary of Rs._____ (Rupees _____ only.)
- b. Leave and other terms and conditions will be according to the service regulations of the College/Society and as per the code of conduct set by the College.
- c. You will be on probation for a period of one year from the date of joining. You will be informed in writing by the college about the confirmation of your appointment before your probation period ends. In case of performance deficit, the probation will be further extended by information in writing for a period of two more years.
- d. After the probation period if you are not given in writing that your services are confirmed, the employment will automatically cease as per the terms of appointment.
- e. During the period of probation/training for any post under the Society the services of an Employee may be terminated at any time by one month notice in writing by either side without assigning any reason. However during probation / training or after confirmation in lieu of the whole or part of the period of notice the society or Employee may terminate or leave the services on payment to him / her or the society of any amount equal to his /' her salary for the prescribed notice or for such portion thereof as may not have expired.
- f. During first six months of probation period the employee will not be entitled for any causal, privilege or vacation leave.
- g. In case of absence for a continuous period of 8 days (including absence when leave though applied for, is not granted or when you overstay period of sanctioned leave by 8 days), you would lose lien on the post and your appointment shall automatically come to an end without any notice.
- h. Your place of duty for the present will ordinarily be at the Rizvi College of Hotel and Tourism Management Studies, Mumbai.

- i. The responsibilities and functions of the post will be as per the stated roles by the HOD/Principal adhering to guidelines stated in the Code of Conduct.
- j. A copy of the “Code of Conduct” will also be made available to you by the Administrative Office.
- k. This appointment will automatically stand terminated if any fact stated by you which are prerequisites for your post especially academic qualifications and experience are found to be fake, forged or invalid.

Yours Sincerely,

Principal

I accept the appointment on the above terms and conditions.

Place : Mumbai

Name : _____

Date :

Signature : _____