

HOTEL SCHOOL



"HOTEL SCHOOL" Hotel Management College

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APPROVED
at the meeting of the Council
of the "HOTEL SCHOOL" Hotel Management College
of August 7, 2024, Minutes No. 4-8/5

Riga, August 8, 2024

Nr. 4-2/2

THE CODE OF ETHICS

The Code of Ethics of "HOTEL SCHOOL" Hotel Management College Ltd. (College) contains guidelines for the ethical behavior of the learners, students, teaching staff, employees, and other directly involved external stakeholders.

1. General Principles

1.1. The College's Code of Ethics promotes community spirit and creates an open, benevolent, and responsible community.

1.2. The purpose of the Code is to encourage learners, students, faculty, staff, and directly involved external parties to be trustworthy and fair and perform one's duties in good faith and responsibly by following ethical guidelines at work, interpersonal communication, and personal behavior.

1.3. The Code of Ethics of the College includes the basic principles and norms of ethical behavior that students, faculty, staff, and directly involved external parties must follow in their attitude towards the College, in their work, in their relations with other representatives of the College community, as well as in their private lives.

1.4. The Code of Ethics of the College is based on universal human values, moral norms, and principles.

1.5. Recognizing the College's Code of Ethics as binding and committing to follow its guidelines, principles, and norms in their actions and behavior, students, faculty, staff, and directly involved external parties become part of the College community.

1.6. Every learner, student, faculty member, employee, and directly involved external party of the College is invited to:

1.6.1. Promote strengthening the College as Latvia's leading tourism and hospitality professional, higher and continuing education institution through its activities.

- 1.6.2. Be a patriot of the College, take care of its good name, and not allow conduct that brings shame and undermines the prestige of the College.
- 1.6.3. Take action against unfounded accusations and other actions that may diminish the honor and authority of the College in society.
- 1.6.4. Preserve and increase the academic traditions of the College.
- 1.6.5. Protect the property of the College and save the resources at its disposal.
- 1.6.6. Take a stand against evil and injustice, against dishonesty and immoral behavior in all its manifestations with your behavior and lifestyle.
- 1.6.7. Not to conflict with humanitarian principles and human rights norms.
- 1.6.8. Keep one's word and fulfill one's duties and obligations in good faith.
- 1.6.9. Maintain mutual relations full of respect and kindness. To create an atmosphere of tolerance, reliability, justice, openness, and responsibility in the College.
- 1.6.10. Do not allow ridicule, evil irony, intimidation, and arrogance in relations with fellow human beings.
- 1.6.11. Treat all members and guests of the College community equally. Oppose any discrimination based on race, nationality, religion, culture, social status, political beliefs, gender, age, and other signs.
- 1.6.12. Not to harm other members of the College community by their actions or inactions.
- 1.6.13. Defend freedom of thought and speech, but not to abuse it for selfish purposes.
- 1.6.14. Avoid situations and actions when free access to information is denied, hindered, or distorted, deceiving fellow human beings and the collective.
- 1.6.15. Oppose any manifestations of corruption in the College and inform its management or competent authorities about any such case.
- 1.6.16. Not abusing the ignorance and mistakes of fellow citizens.
- 1.6.17. Admit your mistakes and correct them. Be ready to be responsible for your actions and their consequences.
- 1.6.18. Not criticize behind the scenes but openly and constructively. When pointing out shortcomings, avoid rude and disrespectful insults and defamation. In criticism, please do not allow the arrangement of personal relationships; base your argument on facts, interpret them honestly, and use them correctly in argumentation.
- 1.6.19. Not using intrigue and hypocrisy to manage relationships or secure a career, and not using revenge to respond to justified criticism.

1.6.20. Reject as unacceptable an imposed requirement to express loyalty to political persons and other authorities, parties, and public organizations.

1.6.21. Respect the confidentiality of other people's private lives.

1.6.22. Continuously increase knowledge and develop skills in professional activity, ethics, and communication with fellow human beings.

2. Ethical Behavior Guidelines for Learners and Students

2.1. By joining the College family, every learner and student commits to:

2.1.1. Raise the prestige of Latvian tourism and hospitality specialists in Latvia and the world.

2.1.2. To value your social status highly, always and everywhere, to be a worthy representative and defender of your College.

2.1.3. Avoid any activity that may undermine his honor and prestige as an individual, learner, or student.

2.1.4. Study the program in good faith to become a competitive professional in the chosen specialty.

2.1.5. Learn and study independently, honestly and responsibly:

2.1.5.1. Attend classes in a specific order and time, follow the study plans, participate in practicals, and take tests, exams, and other tests.

2.1.5.2. Do not claim your works prepared by others or their parts (fragments, elements, solutions).

2.1.5.3. Do not take exams, tests, coursework/projects, internship reports, and other knowledge and skill tests in the place of other learners or students.

2.1.5.4. Do not use materials not authorized by the teaching staff in tests.

2.1.6. Defend the right to be equal regarding opportunities and requirements in studies and study courses.

2.1.7. Implement the freedom of study provided in regulatory acts: the right to choose a program, qualification supervisor, limited and free-choice study courses, request a review of knowledge assessment, replacement of teaching staff, etc.

2.1.8. Respect the work of teachers and other learners or students. Turn off mobile phones and other devices not related to the lesson during the lessons. Do not disrupt the course of the lesson with your actions, attitude, and behavior.

2.1.9. Be objective in publicly evaluating teaching staff's efforts, abilities, and professional training.

2.1.10. Do not damage or allow others to damage the premises and equipment of the College.

2.1.11. Polite, kind, helpful, and respectful behavior toward other learners, students, teaching staff, College employees, and guests.

2.1.12. Cultivate the culture of language and dialogue, and do not allow rudeness and profanity in communication.

2.1.13. Observe the basic rules of behavior culture, as well as etiquette.

3. Guidelines for Ethical Behavior of Teaching Staff

3.1. Every faculty member of the College declares his desire to act ethically and to follow the following guidelines:

3.1.1. Take care to promote the rise of the College's prestige in Latvia and the world with its pedagogical and scientific work.

3.1.2. To value both your personal and professional honor and reputation. In work and private life, avoid morally ambiguous situations and actions that do not meet the generally accepted norms of behavior and may leave a negative impression on the image of the teaching staff and the College as a whole.

3.1.3. Self-critically evaluate your competence and pedagogical skills. Constantly improve your professional skills and conduct research that corresponds to the modern level.

3.1.4. Selflessly transfer your knowledge and pedagogical experience to less experienced colleagues, thus promoting the succession and progress of the profession.

3.1.5. In scientific work, be guided by the requirements of the Code of Ethics of the Latvian Scientist;

3.1.6. To be fair to the College management, colleagues, learners, students, and other parties involved.

3.1.7. To avoid actions that could reduce the respect and dignity of learners and students towards other teaching staff, College administration, and employees.

3.1.8. Not to put your personal views over those of the College.

3.1.9. To respect the individuality of colleagues, learners, and students, promote personal growth, and unleash and develop talents and abilities.

3.1.10. Avoid fruitless and unnecessary arguments; be tolerant and kind. Disagreements and conflicts should be resolved constructively, without personal insults. Strive to harmonize the interests of all involved parties, respecting the principle of equality and not engaging in moral compromises.

3.1.11. Not be arrogant and overbearing, as well as patronizing towards students, learners, colleagues, and other stakeholders.

3.1.12. To be collegial and matter-of-fact, without highlighting or belittling yourself or others. Respect the measure of requirements in the taught study course and do not exaggerate its importance compared to others.

3.1.13. To ensure equal opportunities and requirements for all learners and students in taught study courses.

3.1.14. Inform about the study course completion requirements when starting the study course implementation. If there are expected changes in the requirements, inform about them in time, always justifying the need for the changes.

3.1.15. Not to demand or accept illegal payment or other material thanks from learners or students for teaching and consulting. Not to provide paid private lessons to their learners and students in the study courses taught at the College.

3.1.16. Not to claim original ideas created by learners and students and not to use them in your publications without indicating the author of the idea.

3.1.17. To be fair in assessing the goals and intentions of learners and students, the means used, and the results achieved.

3.1.18. To evaluate the knowledge and works of learners and students responsibly and objectively without being superficial and biased. Recognizing that learners and students may have objections to assessment, provide for and provide opportunities for appeal.

3.1.19. To use the opportunities of power given by one's position only to achieve moral and pedagogical goals. Selfish or abusive use of one's position and privileges concerning the College's students, learners, colleagues, and employees is unjustifiable.

3.1.20. Not to carry out any political, religious, or anti-religious agitation in the audience of learners or students during classes and consultations.

3.1.21. Do not allow intimate (if there have not been any before) and other relationships against good virtues with your learners or students.

3.1.22. Always set an example of ethical behavior for learners and students with your knowledge, actions, and attitude, confirming the importance of the College's Code of Ethics in its daily life.

4. Guidelines for Ethical Conduct of College Employees

4.1. Every College Employee:

4.1.1. Highly values the opportunity to work at the College, understanding that the institution's overall performance, success, and prestige depend on their work.

4.1.2. Understands that ethical behavior depends not on management directives but on personal attitudes towards their responsibilities and ethical standards.

4.1.3. Is loyal in their relationships with the employer, College management, and direct supervisor, and respects the chain of command. At the same time, they are not afraid to offer constructive criticism in the interest of the common good.

4.1.4. Preserves, saves, and protects the College's property, ensuring its resources are used only for their intended purposes.

4.1.5. Treats all College departments and their employees equally, ensuring that resources, services, and opportunities are available to all for whom they are intended.

4.1.6. Does not tolerate gossip or slander against colleagues.

4.1.7. Is polite, courteous, and helpful. They treat representatives of all professions with respect, acknowledging their work, rights, and responsibilities.

4.1.8. Is competent in their expertise and continually enhances and improves their knowledge and skills.

4.1.9. Adheres to work discipline, considering fulfilling job duties as the primary task. They perform their work carefully and conscientiously, taking personal responsibility for their actions and consequences.

4.1.10. Does not shy away from making decisions within their competence.

4.1.11. While advocating for free access to information, complies with the legal and regulatory restrictions on receiving and sharing information.

4.1.12. Opposes any form of discrimination in employee selection and in the nomination of candidates for promotion.

4.1.13. Do not allow personal disputes or personal matters to be addressed in the workplace or during work hours.

4.1.14. Does not engage in intimate relationships (if none existed previously) or any other relationships contrary to good morals with College students or pupils.

5. Guidelines for Ethical Conduct of Directly Involved External Parties

5.1. Every representative of an external party involved in the College's academic and related processes confirms their willingness to act ethically and follow these guidelines:

5.1.1. Ensure that their expertise enhances the College's prestige in Latvia and globally.

5.1.2. Highly value both their personal and professional honor and reputation. Avoid morally ambiguous situations and actions in both professional and private life that do not align with generally accepted behavioral norms and could negatively impact the external party they represent and the College.

- 5.1.3. Critically assess their competence and social skills and continuously improve their professional mastery.
- 5.1.4. Be respectful towards the College's management, faculty, students, and other involved parties.
- 5.1.5. Avoid actions that could diminish students' respect and esteem for the College's faculty and staff.
- 5.1.6. Respect students' individuality, foster personal growth and encourage developing and expressing their talents and abilities.
- 5.1.7. Avoid unproductive and unnecessary disputes; be tolerant and kind. Resolve disagreements and conflicts constructively, without personal insults. Strive to reconcile the interests of all involved parties, adhering to the principle of equality and avoiding moral compromises.
- 5.1.8. Avoid being arrogant, overbearing, or patronizing towards students, faculty, and other involved parties.
- 5.1.9. Be collegial and professional without elevating or belittling oneself or others. Ensure equal opportunities and standards for all students.
- 5.1.10. Inform students about the internal procedures and other relevant aspects of the external party they represent before the start of cooperation. If changes are expected, inform students beforehand, always justifying the necessary adjustments.
- 5.1.11. Do not request or accept illegal payments or other material gratitude from students.
- 5.1.12. Do not claim students' original ideas as your own or use them without crediting the author.
- 5.1.13. Evaluate students' goals, intentions, methods, and results fairly.
- 5.1.14. Use the power given by your position solely to achieve moral and educational goals. Self-serving or malicious use of one's position and privileges concerning students, faculty, or College staff is unacceptable and unjustifiable.
- 5.1.15. Do not engage in political or religious (or anti-religious) propaganda in the presence of students.
- 5.1.16. Do not engage in intimate or other relationships contrary to good morals with College students.
- 5.1.17. Always demonstrate ethical behavior through your knowledge, actions, and demeanor, setting an example for students and affirming the importance of the College's Code of Ethics in its daily life.
- 5.1.18. Highly value the opportunity to collaborate with the College, understanding that its overall performance, success, and prestige in society depend on your work.

6. Implementation of the College's Code of Ethics

6.1. The College's Code of Ethics is available on the College's website to all students, faculty, staff, and the public.

6.2. Implementing the College's Code of Ethics is facilitated and overseen by the Ethics Committee (the Committee) and approved by the College Director. The Committee, based on the Code of Ethics, provides advice, reviews cases of non-compliance with the Code, and makes decisions that are consistent with the laws of the Republic of Latvia. Each Committee member has a designated substitute.

6.3. Every member of the College community, as well as all new students and employees, are introduced to the Code. Any representative of the College or directly involved external party has the right to submit proposals to the Ethics Committee for improving the Code.

6.4. The Ethics Committee consists of one representative each from the College administration, faculty, and students or pupils. The College Student Parliament delegates the student or learner representative.

6.5. In non-compliance with the Code, any representative of the College or directly involved external party has the right to appeal to the Committee.

6.6. The Committee reviews received submissions in meetings convened and chaired by the Committee Chair, who is elected from among the Committee members.

6.7. The Committee is quorate if more than half its members attend the meetings. The Committee strives to make decisions by consensus; however, if opinions differ, decisions are made by a majority vote of the Committee members.

6.8. Before making a decision, the Committee requests explanations (verbally, in writing, or via electronic communication) from the individuals involved. The Committee has the right to request and receive information necessary for reviewing the matter from other involved parties and to invite experts or other persons to the meetings who can provide helpful information to the Committee.

6.9. A Committee member does not participate in the review and decision-making process if the matter concerns them personally or if they have any other interest in the outcome.

6.10. The Committee's decision, within its competence, is advisory and final and communicated to the submitter and the parties involved.

6.11. The Ethics Committee reports to the Council on its activities and decisions at least once a year.

6.12. Any other issues related to the procedure for reviewing submissions not specified in the Code of Ethics are decided by the Committee.

6.13. Decisions regarding actions violating the norms set out in the Code of Ethics are made by the College Director or a person authorized by them.

6.14. Suppose it is determined that the actions of a College staff member are contrary to the norms specified in the Code of Ethics. In that case, an evaluation of the person's disciplinary responsibility may be initiated following legal regulations.