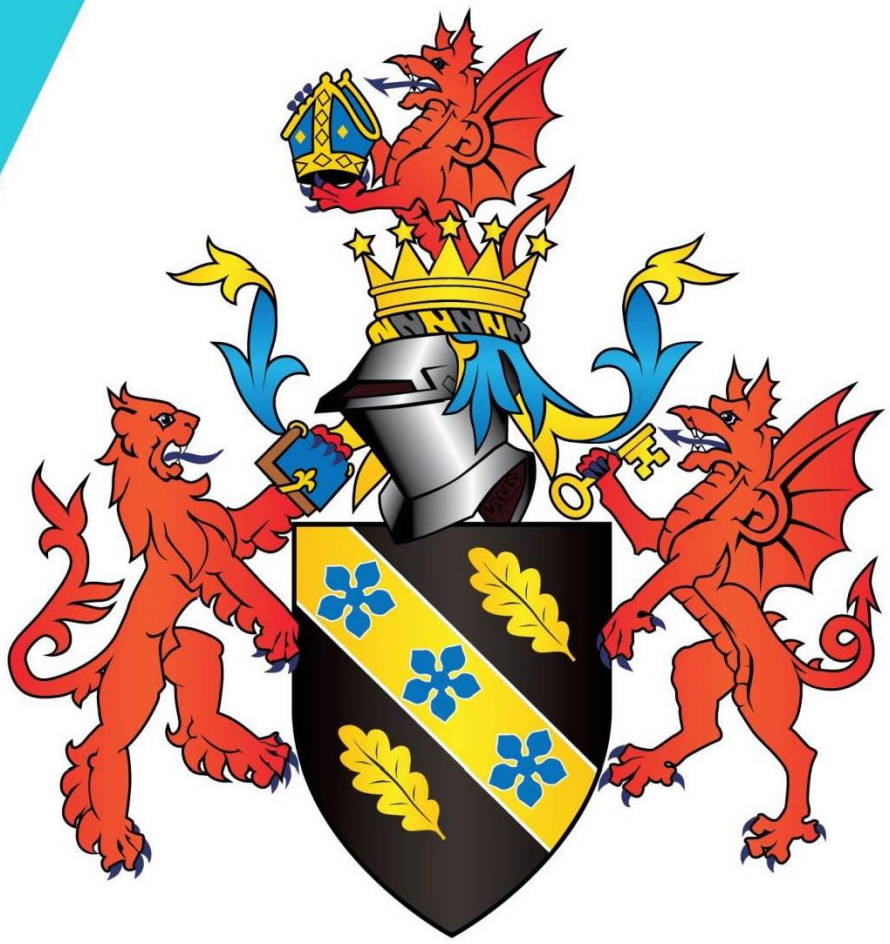
Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Student Placement Guide
September 2024

UWTSD (University of Wales Trinity Saint David)

Student Placements Guide:
a key guide to the fundamentals of work placements integrated with Course Specific Placement requirements

Please note that the guidance published in this document applies to placements that are credit bearing or are integrated into credit bearing programmes.

Contents

Page 3. Welcome and introduction

Placements: Why are they an important aspect of my programme of study? How to make the best of a placement opportunity.

Page 4. Student Placements Protocol 2023/24

Page 5. Supportive Guidance for Placement phases (integrated with course specific requirements)

(B) Activity to undertake during placement (Page 9)

(C) Activity to undertake post - placement (Page 13)

Page 14. University Support

Bursaries and finance (Page 14)

Disability support (Page 14)

Equality, Diversity, and Inclusivity (EDI) matters (Page 14)

Student Services (Page 16)

Appendices

I. International Hotel Management specifics (Page 17)

Welcome and Introduction

Welcome to the University of Wales Trinity Saint David Student Placement Handbook. This handbook is designed to offer important signposting and support to students, University staff and Placement Providers in relation to all matters related to placement.

There are many reasons to undertake a placement. Many courses and programmes at the University require placement to be undertaken as part of meeting the competencies, knowledge, and skills of a PSRB (Professional, Statutory, and Regulatory Body) or as an integrated part of academic study. One thing that is clear is that placement opportunities provide you with practical experience and support the development of your academic work. Combining practical know - how and your academic skills can put you in an advantageous position in the world of work. The experience gained by undertaking a work placement will enable you to demonstrate a range of transferable skills and practical expertise that will help you with your future career goals.

The University has a Students Placement Protocol and appendices (see link below on page 4) that specifies the responsibilities of the University, Placement Provider, and the student to support a safe and effective placement. This handbook provides information to supplement the Protocol, to support you and your Placement Provider before, during and after your placement. In addition, it provides the programme/module specific information you need to satisfy course requirements by your course/subject team.

Many courses in the University are required to secure placements for students as part of partnership agreements; this will be clear to you when you enrol on the course. However, most placements undertaken in the university are organised and secured by you as a student. Your academic team will stay connected with you throughout your placement and give you advice and support on successfully attaining academic assessments and all matters related to placement. You will also be allocated a placement supervisor who is a member of the employer's team, and they will help you develop your placement experience, manage day-to-day activities, support your learning, and provide insights into your place of work.

Please remember to get as much as you can from the experience and remember that you represent both yourself and the University whilst on placement. A wealth of support exists for you and your placement provider so please use it!

The best of luck with your placement.

Student Placements Protocol

The UWTSD Student Placements Protocol (and appendices) are a set of guidelines and principles that outline the responsibilities of the University, Placement Provider and the Student, and the processes that need to be undertaken prior, during and after a placement. The protocol, along with this document, is designed as a core element of effectively and safely undertaking a placement. You will find additional programme specific documents from your discipline team integrated into this general guidance in order to navigate your placement successfully.

The Protocol covers matters of Health and Safety, Complaints, Fitness to Practice and challenges encountered such as what do when placement is not going well.

In addition to the Protocol, there are appendices that include the forms that need to be completed prior to the commencement of the placement, including a risk assessment. Your academic team may append additional requirements dependent in the nature of your placement (see above). For example, if the placement is directly linked to academic credit, has particular requirements, the programme is accredited and/or regulated then additional considerations may need to be made in terms of placement activity.

The updated protocol and appendices can be found at the hyperlink below:

Academic Quality Handbook | UWTSD for the Protocol

Appendices and Forms | UWTSD for the appendices and handbook

The documents are published under the heading for Chapter 11 of the Handbook on the above web pages.

Supportive Guidance for Placement Phases (integrated with course specific requirements)

Placement experience can be considered in three phases: pre -placement preparation and activity, activity undertaken on placement and post - placement activity.

Remember

Placement experience will assist you with:

- **Increasing your knowledge of a particular industry sector and/ or arena of professional practice**
- **Applying your academic knowledge in the world of work**
- **Stimulating ideas about your future career**
- **Developing applied knowledge of a subject and enhancing sought after skills by graduate employers**

Reasonable Adjustments

If you have an identified disability or specific learning need, consideration of that need will form part of pre-placement activity. The approach to applying a reasonable adjustment holds true both in university and placement-based learning. It may be the case that students may have not disclosed a condition or a required adjustment prior to placement but will do so as result of attending placement. It is important that the University is aware of this and the earlier the disclosure is made then the easier the assurance of the reasonable adjustment being in place in good time.

As part of the Placements Protocol:

- The University should make clear to students with disabilities what specialist provision is available to support employability development as part of the student experience.
- Placement organisers should ensure support materials for placement activity emphasise the beneficial effects on employability specifically to those with a disability.
- Students should speak to the Disability Service within the University early about their planned placement activity and any reasonable adjustments be agreed through discussion with the placement organiser with an early review of the agreed adjustments to allow for amendments if required.

Employers should consider necessary reasonable adjustments based on the information provided and through discussion with the student and placement organiser, prior to the commencement of the placement

The following is general guidance on pre-placement activities:

Tip one.

Find out if there are placement opportunities on your course and familiarise yourself with the cycle of placements. Speak to the relevant academic team members about placement activity in advance of taking on a placement opportunity. If you need support - seek advice from university colleagues in the relevant Student Services department at UWTSD. Information and contact details can be found throughout this document.

Tip two.

Undertake some research regarding the type of placement you would like to undertake; think about your future career opportunities. Consider the value of a placement with range of providers; multinational companies, public sector organisations, charities and SMEs have different things to offer on placement and different requirements from placed students.

Tip three.

Remember you will have an academic supervisor who will be able to advise you on academic development as well as a placement link/ tutor who will support you though placement activity.

Tip four.

Find out about the application process and complete University and subject specific paperwork. The paperwork the University requires forms the basis of a contract with your placement.

Tip five.

Will there be an interview? Will there be selection testing? Write a CV and/ or keep your CV up to date. Support for CV writing can be found below.

Interviews

Many placement providers will interview you prior to offering a placement. Here are some interview tips.

1. Research the organisation in advance: aim to discover as much as you can about the products or services they provide, its vision, values and culture, the organisational structure, the role you will be undertaking and read up on their recent news.
2. Practise your responses: read your responses aloud to your reflection/family member or friends. Practice makes perfect.
3. Prepare questions to ask at the interview: remember it is a conversation, so go armed with 2 or 3 questions that demonstrate you have researched the organisation and have a genuine interest in it, e.g., What challenges does your team face on a day-to-day basis? What qualities are necessary for someone to do well in this role? What are the strategic challenges you are facing as a business?
4. Have interviewers' contact details to hand: it is important to remember names if you are entering a large workplace with a reception, and have their contact details to call if you are delayed.
5. Dress appropriately for the industry: if in doubt, check with your tutor or the employer but as a rule of thumb, dressing smartly will give a good instant impression and show you are serious about the role.
6. Arrive on time: punctuality shows you are organised and dependable. Plan your journey ahead of time and aim to arrive 5-10 minutes early. Use Google Maps to help with this.
7. Put your phone on silent and make sure it is tucked away so you can focus on the interview questions.
8. Give a good first impression: start the interview with a confident manner, by keeping your head up, making eye contact, having a smile on your face, and offering a firm handshake (if appropriate).
9. Be enthusiastic, energetic and smile: coming across as being enthusiastic about the placement/industry partner and using open body language leaves a good impression.
10. Be organised: have a notebook and pen ready so you can take notes during your interview.
11. Show enthusiasm and a willingness to learn.

The UWTSD Careers Team and its resources can be found on the platform

MyCareer: www.uwtsd.ac.uk/careers

Resources such as an AI (Artificial Intelligence) interview simulator:

University of Wales Trinity Saint David (careercentre.me) can be found there. The service is always happy to support students further with this by delivery of group sessions or one to one support.

(B) Activity to undertake during Placement

Introduction and important note

Whilst on placement you will be 'employed' by your placement provider, but you will remain a UWTSD student. As well as representing yourself and your own values you also represent the values of the University. Please maintain a high level of courtesy and professionalism and offer and receive help and guidance in the spirit with which it intended. Learn to receive feedback, whether positive or negative, and move forward having reflected. Think carefully about your personal brand; what are your key values? your vision? your skills? your beliefs? How would you like other people to see **you?**

As with the complex nature of modern life you will often need to complete the placement and consider keeping up with assessed work from your studies. Plan your time well and seek support from the University in preparing yourself. Much of your success will depend on forward planning and time management.

Most students feel apprehensive or nervous about their placement experience; that is natural - put that nervous energy to effective use. The University supports great placements. Communicate regularly with your Placement Supervisor and be curious. They will be a great source of support.

Please look after your health and well-being whilst on placement. You may be separated from your peer group so please ensure you take steps to focus on your well - being. Keep in touch with your academic peer group whilst on placement. Please remember to keep the confidence of your placement's business and act in accordance with the University's student code of conduct.

Remember the University support for your well- being is still in place! Remember to **keep safe.**

Keep Safe | UWTSD

Take some practical steps; if you have moved away from your home or term time address ensure that you register with a local GP. Be aware of local services and support groups that may provide for your health and well-being. If you are unwell for an extended period of time you may need a 'fit note' from your doctor. Registering with a GP before you need this service will reduce the anxiety and stress associated with acquiring the 'fit note' whilst unwell.

If you are undertaking a placement for an extended period of time you may want to consider some of the financial impacts and how you may mitigate for them. Carefully plan periods of annual leave and how you might take them to sustain a good quality work life balance.

Any UWTSD student can access 24/7 support, including mental health support, by contacting our Student Assistance Programme. Professional staff are on hand to offer you support at any time. Call the Health Assured team on 0800 028 3766.

Tip one

Ensure you have all of the practical elements covered. The handbook has already outlined transport etc, but finer details are important. What time will you start and finish your day? Is there a dress code for work? Who will you be working with beyond your placement-based supervisor? Ensure you have key contact details to hand and use your **university-based email for communication** – this helps the University ensure that clear communication occurs, this is important if you run into challenges and difficulties. Ensure paperwork is completed.

Tip Two

Review your assessments and look for opportunities to gather evidence where it may really impact your mark/ learning outcome:

1) Appraise how teams communicate and function - vital in every business/ workplace
2) Look for opportunities to share your views and knowledge and be bold with letting people know what you can do
3) Grow to understand the work environment and what makes it 'tick.' Use this knowledge to benefit your employer but also to ensure that you grow!

Tip three

You are required to be in contact with your university team whilst on placement. You may need to submit work – please remember to do so. Remember; we want to check in with you and see how you are getting on. The University gathers data and information on a range of activities (including placements), it assists us in seeking opportunities to improve placements and make you the best you can be.

Tip four

Review the outcomes you need to achieve and regularly review them as outlined in course specific material.

Tip five

Be positive and upbeat. That is not always easy if things are not going so well in other aspects of your life, but it is an important way of becoming resilient and understanding the role work should play in your life.

Tip six

Please take care of your use of social media. One of the first things an employer should do is gather some easy intelligence about an employee. Your social media profile will give them a perspective of you as a person. Do not comment about work matters on social media platforms. Many companies use LinkedIn as a means of illustrating their brand and maintaining a professional contact network.

Try and avoid getting dragged into gossip and 'office politics.' Rise above these matters and focus on the work of you and your employer.

Tip seven

If you get chance to volunteer for role/ project, then go for it! As a student you will bring a fresh perspective – a different way to tackle problems, be brave! Do not however be afraid to ask for help and support.

During your placement, you are expected to:

• complete the organisation's induction programme and any important training

• **apply** the knowledge and skills that you have learned

• work towards your learning goals and record your progress (please see the course specific materials attached to this handbook)

• attend regular meetings with your relevant Placement staff to discuss your progress

• display professional standards of behaviour and attitudes

• follow the organisation's policies and procedures

• complete the agreed number of placement hours and record those hours accurately if required by your assessment

Please:

- Know the days you need to attend your placement
- Know the start and finish times for each day and the break and lunch times. Attend punctually and let the appropriate individuals know, by the correct mechanism, if you are unable to attend work.
- Have suitable clothes and any equipment you need, including a notebook and pen so you can take notes
- Have the contact details for your Placement Tutor, and know who to ask for when you arrive at your placement
- Have the contact details for your Placement Officer at the UWTSD, so you can stay connected with them on your placement
- Have five questions that you can ask your manager and colleagues on your first day to help start a conversation and to show interest in your colleagues. These could include:

What does your job involve? What do you enjoy about your job? How did you get into this industry? How would you describe the organisation's culture? What is the biggest priority or challenge you are working on now? How can I be a valuable team member? Do you have any advice to help me make the most out of my placement?

Remember

Whilst on placement you will have to abide by both your employers' policies and procedures and the Universities Regulations. This includes issues such as confidentiality, Health and Safety matters and attendance / absence management policy.

Dealing with problems and challenges whilst on placement

Most students have incredibly fulfilling placement experiences, and everything goes well. Occasionally things do not go well and for a variety of reasons. Personal issues can challenge fruitful relationships, expectations are not met, and poor workplace or professional practice can be witnessed.

If this is the case, inform the appropriate person in the University as soon as possible. Many issues can be quickly remedied but it is important to know you have support. The University will expect Placement based staff to do likewise.

If the issue is not remedied the University has the appropriate complaints procedure that can be followed. The University will seek to resolve issues informally but some matters especially those of a serious nature cannot always be resolved and the placement may need to end prematurely.

The University has a Cause for Concern process to protect students. If a placement provider has a **serious concern** relating to safeguarding or student well – being, then they can follow the process here:

UWTSD Wellbeing Service (uniticms.com)

Fitness to Practise

Your university course is subject to the UWTSD Fitness to Practise Policy and as a consequence you will have responsibilities regarding your conduct in your placement. Course specific guidance as well as guidance outlined by the relevant regulatory or professional body codes of practise will dictate your behaviours and attitudes in placement to ensure that you illustrate professional suitability. When you started your course, you will have been interviewed and/or notified if your course would be subject to these procedures. Please note any failure to meet the required responsibilities in this context can lead to a university fitness to practise procedure being invoked. Please discuss with your subject leads if you are unsure of whether this applies to you.

UWTSD Student Placement Whistleblowing Procedure

Many UWSTD students will undertake placements as part of gaining a qualification that entitles them to an entry on a professional register e.g. those undertaking undergraduate or postgraduate degrees that allow them to become teachers. In addition, students on a range of programmes may encounter potentially serious and impactful situations on placement which will give rise to raising a concern with the University.

Being on placement puts you, as student, in a position where you will be observing the practice of others who are already experienced practitioners in their field and perhaps registered with a particular regulator. In the majority of cases, you will see good practice and inspirational professionalism from your placement tutors. However, you may occasionally see poor practice and this policy allows you to seek support if that poor practice causes you concern. The policy lays out the support you will get and the Universities procedures to deal with the poor practice. The link below will help you through that process. Please contact your link tutor/key programme lead if you have concerns in this arena. Please make sure you read and understand your responsibilities as a potential registrant of a PSRB and review the current codes of conduct/codes of practice

https://www.uwtsd.ac.uk/media/uwtsd-website/content-assets/documents/academic-office/misc-forms/Student-Placement-Whistleblowing-Procedure.pdf

(C) Activity to undertake post-placement

On return from placement

A number of activities will need to be undertaken when you return from placement. Some of these will be mandated by your course/programme and the course/programme specific information is included in this handbook.

General guidance for post-placement activity

On completion of your placement, it would be a kind gesture to write to your placement provider and thank them for the experience offered. This will give you an opportunity to reflect on your experiences and, for example, ask for a future reference or seek further opportunities for collaborating with that employer.

Please ensure that you have completed any post placement questionnaires or **assessment activity** for the University and/or for the employer. Attend and support any post placement activity that is undertaken in your subject or in the University. Opportunities may arise for you and your placement provider to talk about the experience with other students. This will represent significant additional value to your placement; an initiative-taking role in helping other students understand the nature of placement will be of benefit to you and your employer will have a closer link with the University and the University will have a better understanding of how it can improve its placement experiences

Take some time to reflect upon the experience and to consider your return to university studies. If you have spent an extended time with your placement provider, returning to university will be another important transition. A variety of areas of advice and support are available in order to deal with this transition. Please do not forget the role of the Student's Union in supporting students.

The University may/will:

Give you feedback on your assignments, and any discuss (where applicable) feedback that you have received as a result of the placement.

Require you to participate in a number of opportunities to provide feedback on the placement experience both for the University and for the placement provider

As outlined in this document, there are many opportunities for career support in the University and the careers service may be able to help you consider your placement experience in the context of your next and future steps. Please attend any relevant workshops or support sessions that will help you develop an understanding of your career path. Much useful advice can be gathered such as increasing your self-awareness, helping you identify your strengths and weaknesses and take advantage of updating your CV and LinkedIn account - this helps you with employability prospects.

Returning from placement is another transition that can sometimes be challenging to undertake. Remember to reconnect with your peers and of course follow the guidance offered in 'keeping safe' if you are challenged by the transition – you are not alone.

University based support

Bursaries and Financial Support

The Money Support team at the University of Wales Trinity Saint David offers a range of financial support for all students including advice and guidance on Student Finance; from understanding what is available and how to make an application to resolving issues in relation to incorrect or delayed funding assessment, appealing funding decisions and budgeting. The activity of the Money Support team may be called upon to support you on placement as well as in university-based study.

The Money Support Team administer the university's bursary package and Student Financial Support Fund for unexpected financial difficulty. There is a wide range of bursaries open to all students, including support with placement travel costs, and information and links to the application forms can be found on our dedicated web page: www.uwtsd.ac.uk/bursaries

If you have any questions in relation to your funding, please contact moneysupport@uwtsd.ac.uk – we are here to help.

Disability support

The University of Wales Trinity Saint David welcomes students with a wide range of disabilities and specific learning differences. We have a range of services and facilities to support students' needs and can signpost students to external agencies where appropriate. More detailed current information about the services on offer is available from the Student Hub, alternatively, you may go to https://www.uwtsd.ac.uk/student-services/learning-support/ for a detailed overview of the services and support available.

Our aim is to empower every student to reach their full potential at university by providing information, advice and guidance tailored to meet individual needs. We aim to support students to take part as fully and as equitably as possible in every aspect of university life.

Equality, Diversity, and Inclusivity matters

Equality, diversity, and matters of discrimination are very important to the University. These matters should also be important to our placement providers and any issues arising around equality, diversity and discrimination are taken particularly seriously by the university. Prior to commencing placement, please familiarise yourself with the university and the employer's equality and diversity policy. Many matters of equality, diversity and inclusivity are matters of law and we expect students, the university and placement providers to abide by these matters. These policies are in place to ensure that you have, as far as is possible, an equal workplace experience that is free from discrimination.

If you feel that you have been discriminated against or harassed, please contact the appropriate person in your academic team. They will then take actions to investigate any matters and to ensure the issue is dealt with appropriately. Please avail yourself of student support beyond this.

As a UWTSD student please remember that it is your responsibility to ensure that equality, diversity, and inclusivity are part of your personal philosophy and the way that you treat others. Failure to do so may mean you fall foul not only of the University student code of conduct but in many cases, it may call into question your fitness to practise in a particular profession.

Please be aware that if you source an international placement outside of the UK that both culture and legislation relating to equality, diversity and discrimination may vary quite significantly from that in the UK. Please remember that you are a student at the University of Wales Trinity St David and the Equality Act under which discrimination is unlawful will apply to your placement even if it takes place abroad. If there are issues that arise, please contact the relevant person in your academic team soon as possible.

Student Services

In addition to the academic and general support and guidance offered to you by academics and placement tutors; Student Services is a **professional support service providing high quality information, advice, guidance, practical and emotional support to enable all students to reach their full potential.**

Whilst you are on placement, you are still a UWTSD student and your health, broader wellbeing and academic success can still be supported by the University. The link to the Website to access services can be found here:

Student Services | University of Wales Trinity Saint David (uwtsd.ac.uk)

Of note, there are links to key areas of support. You may be familiar with all of the these:

1. **Wellbeing support.**

This is a very important link. Placement is an exciting time which offers an opportunity for you to use your talent and your developing academic prowess in the wider world of work. Likewise, what you learn in your industry will provoke thoughts about how you may like to develop your academic work through assessment and interaction in sessions.

This time can also be challenging and for you, as a student and for your placement provider here are the key student services links:

Wellbeing Support | University of Wales Trinity Saint David (uwtsd.ac.uk)

This includes mental health and wellbeing support

Any UWTSD student can access 24/7 support, including mental health support, by contacting our Student Assistance Programme. Professional staff are on hand to offer you support at any time. Call the Health Assured team on 0800 028 3766.

2. **Learning support**

Learning Support | University of Wales Trinity Saint David (uwtsd.ac.uk)

3. **Yr Hwb/ The hub**

Student Hwb | University of Wales Trinity Saint David (uwtsd.ac.uk)

Welcome to the Student Hwb | UWTSD

Telephone details and in person (on campus) touchpoints to link with the Hwb/Hub team

4. **Money support**

Money Support | University of Wales Trinity Saint David (uwtsd.ac.uk)

5. **Careers Support**

Careers Service | University of Wales Trinity Saint David (uwtsd.ac.uk)

Safeguarding

Safeguarding | University of Wales Trinity Saint David (uwtsd.ac.uk)

Urgent Student support helplines are listed below and on the clickable link:

If you have a serious concern then you should contact a designated UWTSD safeguarding officer unless someone is at immediate risk where you should initially contact the Police on 101, or in an emergency 999.

To report a concern to the University out-of-hours please contact the 24/7 Operations Team on 07767 842738.

All UWTSD students have access to professional advice and guidance via a 24/7 Student Assistance Programme by calling 0800 028 3766.

Urgent Support | University of Wales Trinity Saint David (uwtsd.ac.uk)

The work placement is your opportunity to bridge the gap between theory and practice and apply what you have learnt so far in the classroom to real life situations. As you go on this journey remember that the skills and connections you make throughout your placement will have a lasting impact on your career.
So, show willing, seize every opportunity, challenge yourself, ask questions and embrace the unknown. Most of all have fun and work hard!

We have put some information together for you to support in the first instance, prior to the start of term.

The placement consists of 16 hours per week for 10 weeks, this is mandatory.
A variety of shifts will be required to gain an immersive experience, there is no set shift pattern to placement, please work with your hotel and be as flexible as possible. Rota's will be issued by hotels, please speak to them on induction regarding any restrictions. Hotels have been asked to provide two x 8-hour shifts per week for the duration of the placement. Any deviations from this will need to be discussed and arranged directly with your hotel property on induction.

Failure to complete 160 placement hours by Friday 06th December 2024 may result in zero fail for all placement modules, which could lead to withdrawal.

You will need to purchase your uniform in advance - white shirt, black trousers/skirt and black shoes for placement, you will be treated like a hotel employee in order to gain the full experience of working in a hotel.

Group meetings with your tutor

You will be having group meetings every other week with your tutor to check on your placement progress, provide support, address any issues and discuss assignments. You will receive an invite for the session from your tutor via teams.

Attendance is mandatory. If you are on placement at the time of a tutor group meeting, let the hotel team know so they can let you attend. Please attend from your laptop as usual.

Placement dates September 2024

Induction: Week commencing Monday 23rd September 2024

Start date: Week commencing Monday 30th September 2024

End date: Friday 06th December 2024

During the placement the student is required to:

a) Comply with all placement organisation policies and procedures.
b) Report to the University any accidents or incidents in which they are involved or any health and safety concerns they have that are not addressed by the Placement Provider, e.g. an appropriate induction and health and safety training is not provided.
c) Carry out the work programme specified by the Placement Provider under the supervision of the Workplace Supervisor.
d) Keep a log of hours worked.
e) Monitor their progress in achieving the identified learning outcomes and discuss these regularly with the Workplace Supervisor and Placement Tutor, as appropriate.
f) Conduct self in an appropriate manner within the relevant ethical framework, ensuring confidentiality and treating others with respect and dignity.
g) Act in a professional manner, including notifying the Placement Provider in a timely fashion in the event that they are unable to attend their placement due to illness etc.
h) Respect any other requirements of the workplace such as dress codes.
i) Notify their Placement Coordinator or Tutor should any issues of concern arise.
j) Consult with the Placement Coordinator or Tutor prior to seeking any changes in the terms and duration of the placement.
k) Complete all relevant academic assessment relating to the placement experience

Frequently asked questions

Q – *When will I know who my tutor is?*

A – All tutors will be in touch at the beginning of placement to introduce themselves and advise of your induction date at the property. You will also be added to a teams group for your placement. Please keep an eye on your student emails and teams notifications over the following weeks and throughout your placement.

Q – *When is my induction?*

A – Inductions will take place any day during the week commencing the 23rd September so please make sure you are relatively free on that week to attend your induction, Your tutor will be in touch with your induction date in the coming weeks, please keep an eye on your emails / teams notifications.

Attending an induction is mandatory, you will not be allowed to officially start your placement without doing an induction as per the University rules.

Q – *I am unable to attend a shift/day of placement for unforeseen circumstances what do I do?*

A – There are two ways this can be dealt with:

- If you are allocated a shift and are unable to attend it please reach out to your hotel mentor and Placement tutor about it and offer an alternative day where you are confident you will be able to do that shift.
- If you come across a situation where you will have to miss a shift for health reasons for example notify your Placement tutor as soon as possible so we can discuss the situation with you and offer some support.

Q – *How do I communicate with the Placement Mentor and Tutor?*

A – You must communicate with both parties via your student email, please ensure you cc your tutor on to any relevant communication with the hotel Mentor so we are all aware of what is happening. **When communicating with your tutor you must ensure you email from your student email, please do not use personal email.**

Absence / Sickness

In case of absences you must first telephone the hotel, and then email your tutor and the Hotel Mentor at the same time. These are the steps you need to take:

- Telephone the hotel and report your absence to the duty manager on shift
- Email your tutor **and** the Hotel Mentor about your absence and the reason
- You must then work with the Hotel Mentor on making up for the hours lost
- In case of more than a week's absence, a **sick note must be provided as soon as possible to your tutor.**
- Please have in mind that the placement is **mandatory** so the more hours you lose, the more hours you will have to make up for.

In case you have any questions about absence or if you find yourself struggling with making up your hours, please let your tutor know immediately **via email**, so that we can work on an action plan for you.

Leaving a placement before the agreed end date of placement.

Should a Placement student need to leave the Placement earlier than the agreed date, they must seek approval from the Placement Coordinator. Approval should usually be sought in advance of the departure but in urgent circumstances must be as soon as possible afterwards. Placement Coordinator approval will be granted only in cases where there are valid or exceptional circumstances and any further Placement opportunities will be undertaken without penalty. Should a Placement student leave the Placement early, either (i) without valid reason and approval by the Placement Coordinator or (ii) as a result of dismissal by the Placement Provider arising from poor performance or inappropriate behaviour, the student will receive a mark of zero for the Placement module or specific component(s) thereof. At the discretion of the Examining Board, the student may be eligible for a resit opportunity, which may be with an alternative Placement Provider. Location of document: Academic Quality Handbook | UWTSD (associated with Chapter 11) Page 7 of 9 determined by the Examining Board. In such instances, all resit Placement related paperwork must be submitted by the student and approved by the Placement Coordinator before the commencement of the resit Placement.

International Hotel Management
MADE with
INDUSTRY
for INDUSTRY