

Guidelines For Employers



Hospitality
Now!

Student-workers and employers in the hospitality sector can gain greater benefits from the zero-hour contract than they currently get.

Hospitality, Now! has produced a series of Policy Briefs for Employers, Universities and Unions which are downloadable from our website (hospitality-now.co.uk).

The Policy Brief for Employers outlines student-workers' experiences of zero-hour contract work and the benefits for

hospitality businesses if changes in the management of zero-hour contracts are made.

These step-by-step guidelines can help employers become good practitioners in Student Employment.

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Step One

Recognise there may be a problem in your workplace/s and engage with it

Signs there may be unhappiness among your student-workers include: high student-worker turnover, tiredness, tension and anxiety when at work, struggling to adjust to workplace-specific practices, and reluctance to take on last minute work requests.

Indications that there may be poor practices that impact negatively on student-workers include: a staff shift rota that is scheduled last minute and without consultation with

staff themselves, work socials and events that do not include nor invite all members of staff, lack of a meaningful induction at the start of employment, a tendency to always ask student-workers to do the most menial of tasks, no training opportunities offered to student-workers, poor standards of behaviour from customers toward staff remaining unchecked, work not remunerated according to students' level of employment experience.

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Step Two

Understand the issue, disseminate information, and train staff

Visit the Hospitality, Now! website (hospitality-now.co.uk) and read about the experiences of student-workers in the hospitality sector and how zero-hour contracts can negatively impact their education and wellbeing. Read too about what benefits there could be for Employers who

improve work practices in this area. Download and circulate among your management the Policy Brief for Employers and the 8F Framework of Good Principles in Student Employment, both of which are available on the Resources page (hospitality-now.co.uk/resources).

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Step Three

Sign up to the Good Student Employer Charter

Sign-up online to the [Good Student Employer Charter](#). Fill out a short initial evaluation report when signing up to get your recognition as a signatory of the Good Student Employer Charter. You will receive a poster and stickers to physically display on your premises and/

or online infographics for your website as well as additional support materials. You may wish to publicise your involvement with Hospitality, Now! and your new work practices with student-workers through the local press or radio or engaging in podcasts with students.

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Step Four

Make changes to student-worker zero-hour contracts

Insert the following information into zero-hour contracts for student-workers:

- Flexibility is mutual between employer and student-worker.
- Information about the circumstances in which a student-worker might be given short notice of new shifts or when they might be dropped from shifts already committed to. Include a commitment to only adopting short notice scheduling practices in those circumstances.
- Assurance that student-workers' study needs are acknowledged and will be accommodated.
- Assurance that a student-workers' rights and dignity will be protected at work.
- Information about grievance and disciplinary procedures.
- Induction and training opportunities available, including training on sexual harassment and managing anti-social behaviour.

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Step Five

Adopt new student-worker friendly practices in the workplace

Examples of student-worker friendly practices include:

- Place the staff shift rota in a place where it is accessible by all staff, including student-workers on zero-hour contracts. If this is not possible, make sure those who compile the rota consult fully with student-workers as far as possible in advance and commit to not making last minute changes unless absolutely necessary.
- Encourage advance planning of staff rotas and allow staff more input into scheduling.
- Insist that all new student-workers are given meaningful induction into workplace practice, culture, rules and norms, and that available training opportunities are open to them.
- Include all student-workers in general work socials and other events.
- Get to know your student-workers and let them know their voices will be listened to.
- Reward students financially according to their experience rather than the legal minimum wage for their age.

Share with us your good practice examples and experiences of how you work with students.

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Step Six

Monitor the situation at regular intervals

Ensure all staff are aware of the expected standard of practice on the premises and meet with staff regularly to receive feedback and review progress.

Engage with universities and unions to better understand the educational year, exam dates,

student obligations to study and generally to understand students' work needs. Submit your annual evaluation report to renew your commitment and showcase good practice. You may also win a **Student Employer of the Year Award!**

