

Code of Conduct of the University of Pécs Medical School



Pécs, 2016.

Effective as of January 1, 2016.

Preamble

A common interest of each member of our Faculty is the effective operation of our Faculty, therefore, every employee is obliged to acquaint and adhere to the written and unwritten regulations of the institution and the employees' community and support the institution's service mission.

The Senate adopted the Code of Conduct and Communication of the University of Pécs (hereinafter referred to as UP) on October 2, 2014. The Code has been published in an electronic copy on the following website: www.pte.hu/arculat. Knowledge and compliance with the provisions of the Code is an obligation of every member of the University as well as the co-workers and students of the Medical School.

The Code of Conduct of the University of Pécs Medical School (hereinafter referred to as UPMS or Faculty) aims to contribute to a good reputation of the Faculty and to the overall well-being at work through formulating requirements and suggestions for communication, behaviour and ethics.

The scope of the Code

Article 1. (1) The scope of the regulations of the Code shall extend to every public servant of the UPMS, to employees of the Faculty employed in other types of employment and to all students of the Faculty.

Rights and Obligations

Article 2. (1) Those employed by the Faculty are obliged to respect their professional obligations during their employment and shall enjoy rights specified by law. These regulations pertaining to employment are, in particular, the Basic Law of Hungary, the Employment Code (Act No. I. of 2012) and the Act No. XXXIII. of 2012 on the Legal Status of Public Servants. Rights and obligations of employees performing education and those of students are governed by the Act No. CCIV. of 2011 on National Higher Education.

(2) Rights and obligations of UP members are governed by the Statutes of the University of Pécs, obligations arising from public servant status are governed by the Employment Standards of the University of Pécs.

Chapter I.

Rules of Conduct and Communication

Core Behavioural Values

Article 3. Employees of the Faculty respect the Faculty's core values and contribute to strengthening them. Core behavioural values of the Faculty are:

- a) tradition, respect for inheritance,
- b) decisiveness,
- c) declared and presented unity,
- d) cooperation of employees, mutual respect,
- e) ambition for innovation,
- f) emphasising positives,

- g) helping others,
- h) strengthening the interests of the Faculty.

Article 4. (1) All communications of the employees of the Faculty shall represent the above values and expresses collective identity within the Faculty as well as in extern relations.

(2) Principles of internal communication:

- a) customer-orientation (cooperation skills, empathy, professional precision),
- b) professionalism, problem solving skills,
- c) cooperation skills, conflict solution,
- d) avoiding hierarchical relations,
- e) elemental courtesy, honouring each other (avoiding excessive affability),
- f) maintaining a collegial relation even in unequal situations.

(3) Principles of external communication:

- a) expressing the Faculty's identity
- b) responsible representation of the Faculty (mainly for employees working in customer service, switchboard service and receptions).

Article 5. (1) Employees of the Faculty shall carry out their work worthy of the Faculty's traditions and aiming for renewing the activities in an innovative way.

(2) The employees shall strive for high standards and for improving their performance when carrying out their professional work.

(3) The employees seek to preserve trust and ethical, fair conduct by not accepting unfair financial advantage or gifts.

(4) Employees of the Faculty shall respect legal provisions and utilize the public's financial assets responsibly. They manage the University's immovable property, physical instruments, intellectual property and information carefully and diligently.

(5) Employees of the Faculty shall separate their activities towards Faculty aims and interests from their private aims and activities during their work.

(6) The Faculty utilizes the diversity of the cultures represented at the Faculty, in order to better understand them, raise awareness of them and to catalyze creativity. It supports the disabled in the fullest possible use the Faculty's educational, scientific and health services. The leaders of the Faculty having official authority over the employees shall reject all forms of discrimination in their staff decisions.

(7) Illegal programmes or programmes without permission shall not be installed to the Faculty's IT tools and they cannot be used for storing illegal contents. The employees of the Faculty are responsible for the organized maintenance of their electronic data and archives. The way of archiving shall comply with the current financial and health care regulations and the Rules on the Management of Documents of the University of Pécs.

Article 6. (1) The leaders of the Faculty shall set an example for their employees through their behaviour and represent the Faculty toward external persons and organizations. They are responsible for the knowledge and application of laws and regulations and for the accuracy of the data provided to official bodies.

(2) The leaders of the Faculty are responsible for the diligent use of public financial assets and for the functioning of organizational units led by them.

(3) The leaders of the Faculty shall avoid situations where their individual or family interests compete with the Faculty's interests, their obligations in respect of the Faculty or those that are incompatible with their duties in respect of the Faculty. Rules of the leaders' conflict of interest are laid down in the Employment Standards of the University of Pécs.

(4) The leaders of the Faculty shall respect the personal life of their co-workers in their employment decisions, they strive to reconcile work and personal life harmoniously.

(5) The leaders of the Faculty shall not tolerate harassment at work and shall provide help and protection to their co-workers against all its forms and manifestations.

(6) The leaders of the Faculty shall protect the employees' health and safety.

(7) The leaders promote the Faculty's social responsibility by respecting and protecting the environment.

(8) The leaders of the Faculty contribute to the separation of the employees' voluntary public activities from the Faculty's functions by following the relevant legal provisions and ethical standards.

Article 7. (1) Those employed as teachers of the Faculty shall protect the students' health and safety during the education process.

(2) Evaluation systems used by the Faculty's teachers shall comply with the desirable professional requirements and the standards of objectivity, justice and non-discrimination.

(3) Teachers must not misuse the students' data managed by them, they must keep these confidential and are only entitled to use them exclusively for the purposes of teaching activities.

(4) During their teaching and scientific work, teachers shall respect the provisions regarding intellectual property and shall ensure that students respect these provisions as well.

(5) It is the teachers' responsibility to ensure that their and the students' voluntary participation in public affairs is not used as a criterion at the evaluation during the education process.

Article 8. Administrative staff of the Faculty shall uniformly represent the Faculty's customer-driven approach towards the students and demonstrate that students are the focal point of the Faculty's operation. Employees with customer service tasks shall support students in accessing the necessary information and the Faculty's services within and outside the area of education.

Tools of Communication at the Faculty

Article 9. (1) The main goal of communication is cooperation and sharing information. If the parties communicating are in similar position, their interaction may be less formal.

(2) General form of introduction is the handshake. The hosts of an event always give their hand first, it is their duty to introduce participants to each other (telling their name, position and basic information).

(3) In an office it is appropriate to address people formally and to use the position of the person addressed. Depending on the character of the working relationship, addressing each other informally is also allowed, but only on a mutual basis.

(4) When communicating on informal terms, the usual etiquette applies (it is always the woman who initiates it, in case the parties are of the same gender, the older party). In a group situation it is recommended to discuss the language to be used at the meeting and introduce the participants to each other, so that using formal and informal versions of 'you' does not cause confusion.

Article 10. (1) In their communication with students, employees of the Faculty shall strive to reduce the unequal situation arising from the position of the parties through customer-oriented approach

(2) When communicating with students, it is suggested to address them formally, but if the co-worker considers appropriate, they are entitled to choose and initiate using the informal version of 'you'. It is important that the warning, disciplining communication is also polite and calm.

(3) If the reprimand is inefficient, one should immediately call for help from the Department of Security Management. (Employee of the UPMS responsible for policing duties: Gergely Móri)

Article 11. (1) In their external communication (towards other staff, representatives of an institution or official organ), employees of the Faculty strive to maintain a formal style. If the employee is not entitled to release the requested information, they shall redirect the interested party to the competent person.

(2) Even when the request must be rejected, basic rules of politeness must be observed. The aim is to reassure the customer and to offer them an alternative solution.

(3) In private conversations, comments on the Faculty's internal management and situation are to be avoided.

(4) Suggestions aiming the improvement of the Faculty's functioning shall be presented to internal forums, co-workers and superiors.

Article 12. § (1) Telephone calls shall be primarily made on the Faculty's landline. The landline may be used for private conversations to a limited extent, against remuneration.

(2) It is suggested to make calls having regard to the environment, at an appropriate volume, briefly and concisely. In case the call is interfering with work, a callback shall be offered.

(3) Even during phone calls, mutual cooperation shall be sought, and the call should not be aborted even if the caller is using a rude tone.

(4) In case the high number of phone calls hinders work, the immediate superior shall be addressed with the problem. Even in this situation, phone calls shall not be left unanswered.

(5) During personal meetings, mobile phones shall be kept switched off or muted. Lower ranking employees shall keep their phones switched off, higher ranking employees may answer them, in case of an important call, after excusing themselves.

(6) The called party does not need to leave their office in case of an incoming call. In these cases the negotiating party should ask whether they should leave the office. If an important call is expected, it is suggested to point it out at the beginning of the meeting. Teachers should not carry out any activities that are not related to teaching while at a class, therefore, they should not use their telephones, either.

(7) Customer care employees shall favour customers who visit their office in person over those who call them on the phone. In case the co-worker answers the phone, they should excuse themselves from the customer and finish the call as soon as possible.

(8) Private phone calls should not interfere with office duties.

(9) When answering a call, at the beginning of the conversation, the called party shall give the name of the organizational unit and their own name. Then, the calling party should introduce themselves and greet the called party. In case the called party is not competent in solving the case, the call shall be transferred to the competent person. If the person the call is transferred to does not answer the phone, their contact details should be given to the calling party or direct assistance should be offered.

(10) When forwarding a telephone message, the name and the contact details of the calling party and the contents of the message should be noted.

(11) Outgoing calls shall be started with giving the name of the calling party and the name of the institution.

Article 13. (1) In both paper format and electronic correspondence, the aim is that the letter/email holds clear information put in a logical order, according to the rules of grammar. It is recommended to use elements (notepapers, letterheads, e-business cards) Faculty's image.

(2) The wording of letters should be concise, short, clear and polite, even in case of negative contents.

(3) Obligatory contents of an official letter:

a) addresse (title and position),

b) date,

c) registry number,

d) administrative officer,

e) subject of the letter,

f) text of the letter,

g) closing,

h) signature (in blue ink), with full printed name underneath with title and position,

i) list of annexes, if any.

Article 14. (1) For purposes of internal communication that does not need filing, electronic mail should be used primarily. When using email, it is suggested to aim for fast reply, fill the subject line with relevant information, and indicate the most important information at the top of the letter. The email system of the Faculty shall only be used for work, sensitive data should not be forwarded by email.

(2) It is suggested to address the email only those concerned and only send particularly important information directly to high ranking superiors.

Rules of grammar, politeness, logical structure and concise wording required in paper-based correspondence are to be used also when writing an email. It is recommended to use electronic signature and electronic business card.

(3) It is appropriate to send longer texts requiring further collaborative editing as an attachment and to upload large attachments to a network storage system.

(4) It is appropriate to set an automatic reply for the period of absence that contains contact information of the substituting co-worker.

(5) Other messaging systems (e.g. Skype) may be used under the provision that these shall not jeopardise network safety (in connection with confidentiality requirements) and their use cannot contradict the exchange of information through official channels of the Faculty, neither in formal terms, nor in terms of their contents.

Communication Situations

Article 15. (1) During meetings it is recommended to follow the rules of basic protocol and prepare for meetings professionally. It is important to consider the place and time of the meeting and send the invitations in due time. It is appropriate to send the schedule and the materials to be discussed to the participants in advance.

(3) Hosts should arrive to the meeting 10 minutes earlier, guests should arrive on time, say hello at the secretariat and introduce themselves.

(2) Hosts should take care about tasks concerning the arrival of the guests (sending a map, securing a parking place, informing them about the location of the meeting and providing a guide, if necessary) and their reception (providing refreshments and food). Conditions of a welcoming environment and an undisturbed conversation should be provided (quiet, spacious, bright, vented room with suitable temperature).

(3) It is always polite to offer the guests refreshments (it is appropriate to offer it at their arrival, at longer meetings drinks should be prepared on the table, e.g. coffee, tea, mineral water, soft drinks). At longer meetings it is appropriate to provide meal while taking a break.

(4) Hosts should greet the guest with a handshake and introduce them to each other (giving their name, title and important information). It is also recommended to hand over the business cards. Addressing should be formal, in case of men it should be “sir”, or Mr. to be used with the family name (e.g. Mr. Kovács). In case of women, Miss., Mrs. or Ms. should be used. Using the titles is also appropriate when addressing others (e.g. director, professor).

(5) Guests should wait for being offered a seat, the host sits opposite the door according to the protocol. In order to avoid unequal positions, it is advised to hold meetings at a negotiation table instead of the recipient party’s desk. In order to avoid differences in height, it is advised to dispense with additional chairs and cushiony sofas at meetings.

(6) The leader of the organizational unit or project shall open the meeting with welcoming speech, introduction of unknown participants and description of the agenda, the minutes shall be drawn up by the designated co-worker. Cell phones shall possibly be muted during the meeting. In case an interpreter is present, he/she is sitting on the left handside of the leader of the party employing him/her. At meetings efforts should be made to phrase the message clearly and concisely.

(7) The minutes or reminder drawn up at the meeting in 2 pages maximum shall be sent to the participants within 2-3 days.

Article 16. (1) In official relations care should be taken to give quality but not too valuable gifts that are personalized.

(2) At meetings it is always the visiting party that is giving a gift, the value of the gift should correspond to the position of the receiver. If handed over personally, it is appropriate to open the gift. If it is not possible, the giver of the gift should tell what it contains. Gifts for Christmas or at the end of the year should arrive before the holidays. When sending a gift, a business card of the sender should be attached, it is appropriate to thank for the gift by sending back a business card or personally.

(3) The following are excluded from business gifts: money and securities, undergarment, pénz és értékpapírok, food, except for specific national products (e.g. paprika, regional wine), poor quality objects, objects that are not transportable or only transportable with special permission to abroad due to customs rules, or objects that exceed the prescribed threshold. The price signal of the gift should be removed, unless it is not possible by removing the price label.

(4) Specific gifts of the Faculty may also be given. Promotional gifts should be distributed at the beginning of the meeting.

Chapter II.

Dress Code

Dress Code for Faculty employees

Article 17. (1) Requirements regarding the clothing of Faculty employees:

- a) the clothing should be appropriate to the occasion, the wearer's age, body size and to the weather,
- b) discreet, should not offend public taste and the taste of the co-workers,
- c) should suit the job title and the daily tasks.

(2) At meetings, women's suits are recommended for women, suit and tie is recommended for men. At specific occasions, it is obligatory to wear professors' gown with its accessories, with occasion attire underneath.

(3) In case of men, a suit is not obligatory for daily work, it is appropriate to wear shirt and jacket without tie. In case of women, mid-thigh length skirts are appropriate for daily work but at meetings the skirt should be knee-length or covering the knee, wearing tights is also recommended. In case of men, it is not obligatory for jackets, but recommended for suits to wear tie in a non-bright color matching the shirt.

(4) The start time, venue, aim, ceremony of the event and the guests of the occasion should be considered at occasion wear. At business events, women should wear suit (tights, dark, closed toe shoes), men should wear dark suit (with tie). At balls and night events the invitation may indicate the dress code, the types of which is detailed by the Code of Communication and Conduct of the University of Pécs.

(5) It is not allowed to wear tattoo or body piercing visibly. See through materials, low cut tops and slippers should be avoided. Wearing strong makeup or opulent accessories is not recommended.

Dress Code for students of the Faculty

Article 18. (1) Clothing recommended for students of the Faculty when attending classes:

- a) in case of women: skirts, trousers, divided skirts, blouses that are not low cut and cover shoulders, pullovers, T-shirts, blazers, suits;
- b) in case of men: suits, jackets, trousers, pullovers, T-shirts and shirts that cover shoulders (short or long sleeved).

(2) Students should avoid following pieces of clothing considering health and safety regulations and the Faculty's image: shorts, military clothing, track suits, hats, caps, opulent pieces of clothing (e.g. miniskirts, short tops), offensive images or texts. At practices long trousers and skirts touching the ground are to be avoided for hygienic purposes.

(3) It is not allowed to wear body piercing on the face or to wear visible tattoo in classes or at practices.

(4) Students are expected to attend practical classes in appropriate clothing (clean, white cloak, shirt, trousers, shoes appropriate for the practice, protective wear if necessary). Long hair should be done up or tied up, rings and other jewelry that may cause accidents (e.g. long earrings) should be taken off. Hands and nails should be cleaned before practical classes.

(5) Shoes worn at practical classes should be closed, with non-slippery sole and in good condition. High-heeled shoes or slippers, sandals are not recommended. Where safety footwear is required (e.g. emergency rooms, operating rooms), the clinic or the place of practice shall provide appropriate shoes.

(6) During curative activities, laboratory or other professional practices, protective wear (e.g. mask, protective gloves, surgeon's gloves) is required according to local regulations for students as well.

Chapter III.

Ethical Rules

Ethical Rules of Teaching

Article 19. The Faculty expect each of its members to be loyal to the institution and to respect human dignity in the relationships of its teaching and non-teaching co-workers. The Faculty rejects behaviour that offends students and will ensure the fairness of examinations.

Ethical Rules of Scientific Research

Article 20. (1) The Faculty requires the clear indication of individual performance in case of joint scientific work and research and its effectiveness in joint research conducted with students' or doctoral students' assistance, as well as indication of the Faculty's name when publishing research results achieved at the Faculty, with the Faculty's equipment or resources. When reviewing a communication or an application, the reviewer shall adhere to regulations on conflicts of interest and confidentiality.

(2) The Faculty prohibits taking over other people's scientific results, texts, intellectual property and identifying them as one's own.

(3) The Faculty prohibits misuse of leading position or of membership of managerial bodies or using them for personal or professional benefit.

(4) The Faculty requires adhering to the rules on conflicts of interest, in particular regarding political activities, family and financial relations. It lays down clear requirements and expectations for employees

and evaluates their work consistently and impartially. It supports the professional activities, scientific promotion, training and further training in its organizational units.

General Ethical Requirements of Teaching Activities

Article 21. (1) Public employees and contracted teachers (hereinafter referred to as teachers) shall perform their tasks dedicated to science and according to the organizational rules. The teachers shall make every effort to help students obtain up-to-date knowledge, competences on the field of their courses.

(2) The teacher shall follow the progress of his/her field of discipline and contribute to successful practice of up-to-date competences. The teacher shall facilitate the students' professional and human development through his/her activities. To this effect, he/she takes action against behaviour and situations that disturb teaching and learning.

(3) Teachers make their decisions objectively. They shall avoid advantageous or disadvantageous evaluation arising from personal acquaintance (e.g. in the admission procedure, at examinations) and discrimination based on gender, ethnicity, religion, political views or other reasons.

(4) Teachers shall welcome students contacting them with professional or other, education-related issues openly, ready for help and support and give them guidance regarding education-related and faculty issues professionally and concisely. Teachers shall not misuse the dependency between them and the students.

(5) Teachers conduct classes well-prepared, precisely at the given place and time. They shall inform students about occurrent changes in an adequate way and in due time.

(6) Teachers give their lectures, seminars, practices and consultations in a way processable and understandable for the students, they assign professional materials that are available to the students and inform them about the obligatory and recommended literature, the course requirements and examination requirements.

(7) Teachers may only publish materials made with substantive assistance of students together with the student, designating the student as co-author.

(8) The teacher shall guarantee the benefits for students with disability during examinations.

Ethical Requirements of Evaluations and Examinations

Article 22. Teachers shall

- a) inform students about professional requirements explicitly,
- b) prepare students for examinations,
- c) inform students about the types and requirements of examinations,
- d) inform students about the terms, time and place of examinations,
- e) apply the above requirements consistently and consequently,
- f) make sure that students do not access the relevant questions of examinations illegally before the examination,
- g) set the minimum standards of examinations so that the students are able to meet them after the successful completion of the course,
- h) provide examination opportunities in sufficient number and evenly distributed for the students,

- i) organize oral examinations in a way that prevents one-on-one situations,
- j) verify the student's identity before the beginning of examination,
- k) warn students about the consequences of using unauthorized aids and methods during the examinations,
- l) protect the interest of students behaving correctly by prohibiting the use of unauthorized aids and methods,
- m) prove independent student work when checking home assignments,
- n) evaluate the student's performance impartially, based on public and uniform aspects,
- o) in case of a fully or partially unsuccessful examination – upon the student's request - inform the student about the reasons of evaluation,
- p) adhere to regulations pertaining to management of student data,
- q) express the dignity of oral examinations with their clothing, appearance and style.

General Ethical Requirements for Employees Supporting Education

Article 23. Public employees working in administration shall

- a) do their work precisely and conscientiously. They help both the teachers and the students and provide up-to-date information customers.
- b) apply IT and office infrastructure in order to provide high quality work,
- c) take action against every behaviour disturbing the environment of teaching-learning,
- d) welcome teachers and students contacting them with questions or requests openly and ready for support and help,
- e) respect personal data of teachers and students and prevent misuse of confidential information,
- f) remain loyal to the Faculty in all their activities and show goodwill towards their co-workers.

Ethical Requirements Pertaining to Students

Article 24. (1) Students who abuse the rules of fair professional activity and those who obtain undue advantage commit ethical misconduct.

(2) Students commit ethical misconduct at written examinations or at written assignments if they use or try to use aids that have not been authorized by the teacher; at oral examination if they receive the answers from another person either personally or through a communication device (e.g. cell phone or other telecommunication equipment); at written or oral examination if they entrust another person with completing the task or try to complete the examination instead of someone else.

(3) Students must not use, give or receive unauthorized aids at examinations.

(4) Students must not identify material collected by another student or by another person as their own. They must not indicate, present or submit the research, work or its summary of others as their own original product. These requirements apply to home assignments and diploma work.

(5) Identifying work produced together with another person or other persons as own original work, or misrepresenting the ratio of participation in the joint work is considered ethical misconduct.

(6) Students who submit the same collection of material, research and/or their written summary to several teachers simultaneously commit ethical misconduct. Breach of this rule is unconcerned by the student's motivation, which may be academic advancement, gaining ECTS points or other benefits.

(7) Students must not use their knowledge gained at the University against the University or for ill-intentioned purposes. Creating computer viruses, unauthorized access to others' computers, using computer related solutions that are not considered safe.

(8) Students shall prove their identity at examinations.

(9) Students shall express the solemnity and dignity of oral examinations and the formality of the Faculty's events with their clothing as well.

(10) Students shall adhere to the requirements of laws, the university and the faculty in their work, when publishing their own research findings.

(11) Students shall assist the work and academic advancement of others with fair and permitted instruments.

(12) When submitting data about themselves (e.g. tenders) students shall submit accurate data.

(13) When expressing their opinion, students shall answer questions correctly, responsibly and objectively and consider the requirements above especially when giving feedback about the teachers.

Enforcement of the Code

Article 25. This Code shall enter into effect on January 1, 2016.