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Thank You - Welcome to Our World 40
About International Culinary Studio

At International Culinary Studio, we provide exceptional technology driven culinary education and bring our classroom to your kitchen!

We offer globally recognized Chef Qualifications and programmes, based on International curricula. Our specifically designed courses are scheduled to accommodate students who are not able to attend in classroom education but have a passion for entering the culinary world or gaining the culinary skills used in commercial kitchen environments.

Our Values

- Excellence
- Integrity
- Innovation
- Passion
- Creativity

These values determine the way in which we conduct ourselves, both professionally and personally and are integral to how we interact with each other.

Chef’s Ten Commandments

Your uniform is your Tuxedo. Wear it with pride. Always prepare to be prepared...check and check again your ‘mise en place’.

Foods are always hot and trending, so make your career one of lifelong learning.

Support local suppliers of fresh produce and products whenever able, follow the philosophy of ‘from farm to table’.

Be a part of the team behind the scene, play your part in the Chef Brigade!

A rewarding and fun career from your creations will ensure you always exceed your customer expectations!

To be at the top of your game, knowledge of financials and costing’s will give you the fame!

To be at the top of your game, knowledge of financials and costing’s will give you the fame!

You need to be the authority to make hygiene and safety your top priority...always think safety first, and clean as you go!

Another key to your ultimate mission, always focus on healthy foods and nutrition.
Your Glossary of Terms and Role Players

<table>
<thead>
<tr>
<th>Role Player / Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Culinary Studio (ICS)</td>
<td><strong>International Culinary Studio</strong> is the training provider.</td>
</tr>
<tr>
<td>Accreditation Body</td>
<td>This will be the relevant awarding body of the selected qualification. The accreditation body will determine the curricula and assessment requirements of the qualification and set the final exams.</td>
</tr>
<tr>
<td>Student/Learner/Candidate</td>
<td>These titles are interchangeable and refer to the person who is gaining the qualification.</td>
</tr>
</tbody>
</table>
| Assessors (Primary & Secondary)            | Each student has two Assessors during their studies:  
   1. **International Culinary Studio Chef** Instructor will be the Primary Assessor. He/she will give instruction, guidance and support during their studies, and will assess their practical and theory tasks.  
   2. The **Mentor Chef** will act as the Secondary Assessor, and will assess the student's practical competency in a professional kitchen environment, and must be qualified for this position, should he/she be qualified as an assessor, else a Workplace Assessor will be appointed. |
| Chef Instructor                            | Each student will be assigned to a **Chef Instructor** who is qualified, and an experienced lecturer. The Chef Instructor will act as the Primary Assessor throughout the course and will prepare the student thoroughly for assessment. |
| Mentor Chef                                | The Mentor Chef is the Secondary Instructor and will observe and assess the student performing practical cooking tasks in person in a professional kitchen environment (assessment will only be conducted by a Mentor Chef if he/she is qualified to do so and only if the programme you are on requires this) |
| Verifier / Internal Verifier / Internal Quality Assurer | **International Culinary Studio Verifier** will act as the Verifier / Internal Verifier (IV) / Internal Quality Assurer (IQA), ensuring that the assessment results, given by the Chef Instructor are verified, and will also review all competence claims from the Mentor Chef / Workplace Assessor (EQA) |
| External Verifier /External Quality Assurer | The **External Verifier** (EV) / **External Quality Assurer** (EQA) is appointed by the relevant accreditation body to sample assessment results and to verify their accuracy. |
| Learner Management System                  | Canvas is the online student portal, the Learner Management System (LMS) through which the student will access learning material, interact with their Chef Instructor, and upload evidence of practical tasks and theory assessment. You will also communicate via your LMS with your chef instructor and all communication is saved for future reference. |
| Formative Assessment/ Task                 | Formative Assessments are generally used to monitor a student’s progress and understanding, and to assist in preparing for final exams if the programme leads to a Qualification. |
| Summative Assessment / Task                | Summative Assessments have much higher stakes than Formative Assessments and are generally used at the end of an instructional unit by comparing it against some standard or benchmark. An examination (theory and/or practical) will be referred to as a Summative Assessment this is course dependent. |
| Apprenticeship / Industry Placement        | An apprenticeship is a method of on-the-job training. To receive the qualification, the student will be required to do an apprenticeship in a professional kitchen, where they will gain the necessary numbers of hours of practical experience. The student could complete their apprenticeship with their Mentor Chef, or elsewhere. This is course dependent. |
The Programmes We Offer

International Culinary Studio offers the following Vocational Qualifications (Full Time and Part Time):

- Food Preparation & Cooking
- Food Preparation & Culinary Arts
- Baking / Patisserie
- Food Preparation & Cookery Supervision

*Please note that our accredited courses will be updated yearly according to the enrolment criteria for that specific year. Should you have enrolled on different criteria (year), additional qualifications and awards might not be part of your programme. Please confirm your enrolment criteria with International Culinary Studio if you are unsure.*

We'll be bringing our classroom to your kitchen with our cutting-edge technology driven learning system. These touchpoints will include synchronized teaching webinars, enhanced video content and an exceptional Learning Management System where you are an active part of your own studies. You can have as much or as little interaction as you require. You are essentially in charge of your own learning.

Duration

Our flexible study options and course durations mean you can complete the course and still maintain a life/work balance, depending on the number of hours you decide to study and do your practical's each week.

A maximum of 1 year is allowed to complete the City & Guilds qualifications. With minimum expected hours for Industry Practical. These hours will depend on the course you have decided to take.

Practical Industry Experience

These are optional, however, are required if you want to receive Accreditation.

Industry Practical – This will be completed where you actually work in a commercial kitchen, with an approved Mentor Chef who will guide and observe you. This can be done Full Time or Part Time.

If you are not currently working in a commercial kitchen, it is your responsibility to source a suitable commercial kitchen for this purpose. International Culinary Studio will assist you as far as possible and we will provide guidance in terms of this process and the requirements. The chosen commercial kitchen must be approved by International Culinary Studio prior to commencement of your Industry Practical.
# Course Outline for Culinary Programmes

<table>
<thead>
<tr>
<th>Food Preparation &amp; Cooking</th>
<th>Food Preparation &amp; Culinary Arts</th>
<th>Baking / Patisserie</th>
<th>Food Preparation &amp; Cookery Supervision</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Safety at Work</td>
<td>• Safety at Work</td>
<td>• Safety at Work</td>
<td>• Supervise Staff Training</td>
</tr>
<tr>
<td>• Food Safety in Catering</td>
<td>• Food Safety in Catering</td>
<td>• Food Safety in Catering</td>
<td>• Food Safety Supervision for Catering</td>
</tr>
<tr>
<td>• Introduction to Nutrition</td>
<td>• Healthier Foods and Special Diets</td>
<td>• Prepare, cook and finish Cakes, Biscuits and Sponge Products</td>
<td>• Resource Management in Food Preparation</td>
</tr>
<tr>
<td>• Prepare, food for Cold Presentation</td>
<td>• Prepare Food for Cold Presentation</td>
<td>• Prepare, cook and finish Pastry Products</td>
<td>• Menu Planning &amp; Costing</td>
</tr>
<tr>
<td>• Prepare, cook and finish foods by Frying</td>
<td>• Prepare, cook and finish Stocks, Soups and Sauces</td>
<td>• Prepare, cook and finish Pastry Products</td>
<td>• Global Influences on Eating &amp; Drinking</td>
</tr>
<tr>
<td>• Prepare, cook and finish foods by Braising and Stewing</td>
<td>• Prepare, cook and finish Fish and Shellfish Dishes</td>
<td>• Prepare, cook and finish Dough Products</td>
<td>• Supervise Food Production</td>
</tr>
<tr>
<td>• Prepare, cook and finish foods by Boiling, Poaching and Steaming</td>
<td>• Prepare, cook and finish Meat, Poultry and Offal</td>
<td>• Prepare, cook and finish Hot Desserts and Puddings</td>
<td></td>
</tr>
<tr>
<td>• Introduction to Basic Kitchen Procedures</td>
<td>• Prepare, cook and finish Vegetables, Fruit and Pulses</td>
<td>• Prepare, cook and finish Cold Desserts</td>
<td></td>
</tr>
<tr>
<td>• Introduction to Hospitality and Catering Industry</td>
<td>• Prepare, cook and finish Rice, Grain, Farinaceous Products and Egg Dishes</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Prepare, cook and finish Bakery Products</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Prepare, cook and finish Hot and Cold Desserts and Puddings</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Catering Operations, costs and menu planning</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Technical Requirements

To use the Online Learner Management Software, you will need the following system requirements:

This is a list of basic computer system requirements to use our Learner Management System (Canvas). It is always recommended to use the most up-to-date versions and better connections. Our Learner Management System will still run with the minimum specifications, but you may experience slower loading times. Our Learner Management System and its hosting infrastructure are designed for maximum compatibility and minimal requirements.

<table>
<thead>
<tr>
<th><strong>System Specs</strong></th>
<th><strong>Minimum Requirements</strong></th>
</tr>
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<tbody>
<tr>
<td>Operating System</td>
<td>Windows 7 and newer (users on Windows 10 need to download the Windows 10 Anniversary Update to submit assignments</td>
</tr>
<tr>
<td></td>
<td>Mac OSX 10.6 or newer</td>
</tr>
<tr>
<td></td>
<td>Linux – Chrome OS</td>
</tr>
<tr>
<td>Tablet, Phone OS</td>
<td>iOS 7 and newer (versions vary by device)</td>
</tr>
<tr>
<td></td>
<td>Android 4.2 or newer</td>
</tr>
<tr>
<td>Computer Speed &amp; Processor</td>
<td>Use a computer 5 years old or newer when possible</td>
</tr>
<tr>
<td></td>
<td>1GB of RAM</td>
</tr>
<tr>
<td></td>
<td>2GHz Processor</td>
</tr>
<tr>
<td>Internet Speed</td>
<td>Along with the compatibility and web standards, our Learner Management System has been carefully designed to accommodate low bandwidth environments – Minimum of 512kbps</td>
</tr>
<tr>
<td>Screen Resolution</td>
<td>1024 x 768</td>
</tr>
<tr>
<td>Audio</td>
<td>Speakers / Headphones</td>
</tr>
<tr>
<td>Webcam</td>
<td>Good Quality webcam to take clips of your practical tasks (if not using mobile / tablet)</td>
</tr>
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</table>

**Supported Browsers**

<table>
<thead>
<tr>
<th>Browser</th>
<th>Note</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Explorer 11 and Edge 39 and 40</td>
<td>Windows only – Please make sure your operating system is also current as noted in the computer specifications, you may need to download the Windows 10 Anniversary Update to submit assignments</td>
</tr>
<tr>
<td>Safari 9 and 10</td>
<td>Macintosh only</td>
</tr>
<tr>
<td>Chrome 58 and 59</td>
<td></td>
</tr>
<tr>
<td>Firefox 53 and 54</td>
<td>Extended Releases are not supported</td>
</tr>
<tr>
<td>Flash 25 and 26</td>
<td>Used for recording or viewing audio/video and uploading files</td>
</tr>
</tbody>
</table>

We highly recommend updating to the most current version of your preferred browser. Your browser will notify you if there is a new version available. Some supported browsers may still produce a banner stating “Your browser does not meet the minimum requirements for Canvas”. If you have upgraded your browser but you are still seeing the warning banner, try logging out of the Learner Management System and deleting your browser cookies.

**Required Components**

- Flash – Is required for recording audio and video in the Learner Management System. Other than these features, Flash is not required to use in most areas of the Learner Management System. Please Note: Some browsers may no longer support Flash. Is required for screen sharing in Conferences

**Java plug-in**

**JavaScript must be enables to run the Learner Management System.**

**For Media File Downloads Only**

<table>
<thead>
<tr>
<th>Application</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excel</td>
<td>2003+</td>
</tr>
<tr>
<td>Word</td>
<td>2003+</td>
</tr>
<tr>
<td>PowerPoint</td>
<td>2003+</td>
</tr>
<tr>
<td>PDF Reader</td>
<td>All pdf readers acceptable</td>
</tr>
</tbody>
</table>
**Kitchen Requirements**

**Your Home Study Kitchen Equipment List.**

This is merely a guideline of equipment that you would need over the period to prepare the required dishes (recipes) during your online course.

| **General Home Equipment** | • Oven – Domestic  
• Stove Top – Domestic  
• Chiller & Freezer Fridge  
• Microwave  
• Electric Beater or Food Processor  
• Hand Blender |
|---------------------------|--------------------------------------------------|
| **Cooking Utensils**      | • Pots – Any small that can take approximately 500g of products  
• Pan – Any that can sauté and can fry products, preferably Teflon coated /non-stick  
• Baking Trays/ Oven trays  
• Oven Gloves |
|---------------------------|--------------------------------------------------------------------------------------------------|
| **Kitchen Smalls and Accessories** | • Apron  
• Chefs Knives – Cooks Knife & Paring Knife  
• Chopping Board  
• Thermometer  
• Tongs – Any type will suffice  
• Can Opener  
• Whisk  
• Spatula/ Egg Lifter  
• Serving Spoon/Cups  
• Ladle  
• Sieve/ Colander  
• Measuring Jug  
• Measuring Spoons  
• Scale  
• Grater  
• Seasoning Containers – (Salt & Pepper)  
• Crockery – (to present your dishes on)  
• Pastry Cutters  
• Cooling Rack  
• Piping Bag & Nozzles  
• Bowl Scaper – Pastry Spatula (rubber)  
• Rolling Pin  
• Pastry Brush  
• Plastic Containers – For keeping product sealed in the chiller |
|---------------------------|--------------------------------------------------------------------------------------------------|
| **Kitchen Hygiene supplies** | • Hand Sanitiser  
• Hand Wash Soap  
• Kitchen Towel  
• Kitchen Swabs /Cloth  
• Sanitiser – Surface General All Purpose  
• First Aid kit – Plasters (Hygioplast – Blue waterproof and burn aid gel/spray or cream) |

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**Online Induction**

You will be required to attend an online induction session with your appointed Chef Instructor. Instructions on how to access this online induction will be send to you through the Learner Management System once you have registered.

During this session, your Chef Instructor will discuss health & safety, the layout of the online material with you, the order in which you need to complete it, the Checkpoints, The Quiz and the Practical Assignments. You will also discuss how to submit the Practical Assignments through the Learner Management System.

**Learning Material**

Learner Material is included in your course fee, and it is essential that you have access to all Learning Material for each session. All material is provided through the Learner Management System. You will work through this online material, including the Checkpoints, Quizzes & Practical Assignments at your own speed, on your own time. (Keeping in mind the time frame allowed for completing the full course.)

**Uniforms**

You are required to wear the prescribed chef’s uniform, including safety shoes, while in the kitchen. Online students are advised to wear a uniform when recording their Practical Assignment evidence as well. This will prepare you for your Industry Placement, where a uniform is mandatory due to health and safety reasons.

Uniforms must be maintained in a clean and good condition at all times. If you continuously present yourself in an untidy and unhygienic fashion, disciplinary action will be taken during Industry Placement.

Should you not wear the appropriate PPE (Personal Protective Equipment) whilst in the kitchen for a kitchen practical, you are doing so at your own risk.

Uniforms must be clean and pressed, should fit correctly, and must be kept free of marks and spots. Shoes should fit well and should be cleaned and polished. Only black safety shoes are permitted, which must be closed, comfortable, flat, non-slip / steel tip – no high heels).

Correct clothing, footwear, and headgear should be worn at all times.

The uniform requirements for International Culinary Studio students during their Industry Placement are as follows:

- 2 x Chef pants – Black (no denim / jeans)
- 2 x Chef jackets – White
- 2 x Chef skull caps – Black
- 2 x Neckties – Black (if required in industry)
- 2 x Aprons – White
- Safety Shoes – to be black, closed, comfortable and non-slip

A high standard of hygiene must be maintained at all times to prevent cross-contamination and infections, prevent accidents, maintain a clean and professional appearance, comply with the law, and prepare for industry protocols.

Chefs are constantly in close proximity to food and need to be aware that poor personal hygiene can result in cross-contamination, which can lead to food poisoning.
**Hygiene**

It is essential to follow these personal hygiene guidelines:

1. Wash hands before touching food, after handling raw food, after smoking and visiting toilets.
2. Never cough or sneeze over food.
3. Fingernails should be short and clean – do not bite them, do not wear nail polish and do not rub off any nicotine stains.
4. Cover sores and cuts with a clean, waterproof plaster.
5. No jewellery should be worn when handling food.
6. Keep hair clean, tidy, and use clean headgear.
7. Bath every day and use deodorant.
8. Wear comfortable and clean shoes. When doing practical’s, safety shoes must be worn.
9. Brush your teeth at least twice a day.
10. Do not smoke in food and service areas.
11. Keep moustaches and beards trimmed.
12. Do not touch your ears, nose, or hair when handling food.
13. Do not lick your fingers when handling food.

**Kitchen Etiquette**

These etiquette guidelines must be followed:

1. Correct, full uniform to be worn at all times: Neat, clean, ironed, clean safety shoes, jacket fully buttoned, white apron only.
2. No jewellery, except watch / wedding ring.
3. Piercings removed or covered with plasters.
4. Nails short and clean, no varnish or false nails.
5. Clean-shaven.
6. Hair clean, tied back, and loose hair pinned back.
7. You may not request to be addressed as Chef, regardless of prior experience.
8. No sitting on tables.

**Lesson Plan**

Every student will receive a lesson plan for their qualification at the beginning of their course, which should be referred to at all times. This is a document to guide you in terms of planning your time. You will be completing your course at your own time and speed, within the set time allowed. It is recommended that you use the Calendar in the Learner Management System to schedule your study times and due dates as set for yourself.
Practical Assignments

It is your responsibility to make sure you fully understand what is expected of you prior to commencing with a Practical Assignment.

By not completing and submitting your assignments, you will be found ‘not yet achieved’ in that specified outcome / assessment criterion and it will influence your competence in the practical component. This is a requirement and must be seen as a serious task.

Once you are ready to start with a Practical Assignment, the system will guide you in terms of what evidence to upload to the Learner Management System. Read all the pages relevant to the Practical Assignment carefully and make sure you upload the requested evidence to the page specified. You have to submit all the relevant evidence pertaining to a specific Practical Assignment, at once. If you should only submit one piece of evidence and return to re-submit another, the system will delete the first evidence submitted. If you are not sure if all the relevant evidence has been submitted, contact your Chef Instructor. It is your responsibility to ensure that all relevant evidence is submitted.

All assignments are needed to comply with examination registration. A discussion will be held with you, which will be placed on your Student file and POE, and the Internal Verifier will highlight your poor performance and request that no registrations with the relevant accreditation body be conducted on your student number.

Remember, poor performance and non-compliance will influence your examination registration and industry placement.

Electronic Portfolio of Evidence (ePortfolio)

At International Culinary Studio, you will be able to build your ePortfolio (electronic portfolio) within our Learner Management System. This will enable you to showcase your evidence gathered during the course of your studies by allowing a prospective employer access to this ePortfolio. This evidence may be used to support applications for jobs or for entry to continuing education.

Both internal and external verifiers will, from time to time, check your Portfolio of Evidence for quality assurance purposes.

Industry Placement

Industry placement is a requirement of all professional programmes at International Culinary Studio and can be carried out in any of the following establishments: Hotels, Restaurants, Industrial Caterers, Guest Houses or Lodges.

For your benefit, International Culinary Studio will continuously build the best relationships possible with the industry. It is expected of you, that should you go into the industry, to uphold our good name and high standards. Remember, these establishments might be your future employers.
Profile Matching

The following will apply when enrolled in our programmes, and/or where you have applied to be placed: You must complete a questionnaire to ensure the best match between yourself and an industry partner. These forms will be sent through to you with your Industry Pack during your course. You must note that your Chef Instructor will monitor your progress and behaviour continuously to ensure the match is correct.

Although you are responsible for finding your own placement, you will be required to supply International Culinary Studio with at least (3) establishment names, with contact details, which could potentially accept you.

Placement is at the discretion of International Culinary Studio, and for placements at certain establishments, a list of criteria must be met, i.e. you will be required to provide a menu of the facility.

International Culinary Studio is not responsible for your timetable or working hours. Please note, that you are also responsible for your own transportation arrangements.

If for any reason, through your own negligence, you discontinue your practical placement, it will be your responsibility to find an alternative industry placement to complete the training successfully. Should you fail to complete the industry placement, your qualification will be affected.

Please note that placements from your choices might not be possible and cannot be guaranteed.

Mentor Chef Pack

If you have opted for the City & Guilds Qualification option, you will have to work a certain number of hours in industry as part of your Industry Practical. You will receive a Mentor Chef Pack, explaining the process to you.

Included in your Mentor Chef Pack, you will receive the following:

- Student Industry Placement Questionnaire
- Mentor Chef Orientation Guide
- Industry Placement Handbook
- City & Guilds Logbook

The Logbook is evidence of practical skills, to be offered alongside the successful completion of the written assessment at this level. The purpose of this is to provide a record of work activities, evidence and assessment supporting your claim to having competence and experience in applications at a responsible level in food preparation and hospitality studies.
Preparing and completing your Logbook

It is your responsibility to ensure that all the required information is contained in your Logbook and to keep it up to date and to add any relevant evidence gathered in the workplace.

Layout of the Logbook

A page including details to be recorded:

1. Your name
2. Your City & Guilds enrolment number
3. Date registered with City & Guilds
4. Date enrolled with centre (Centre: International Culinary Studio)
5. Centre name (International Culinary Studio)
6. Centre address
7. Centre contact
8. Assessor name
9. Internal verifier name
10. Contents page - All units included in your course, with practical outcomes, will be listed here.
11. Glossary is also included to explain terminology used.

One of the roles of an external verifier is to review the results for each portfolio and confirm that the content and evidence supports the result and indicates that the student can carry out tasks in a place of work that is consistent with the objectives in the qualification.

Interim Review while completing Industry Practical

Whilst you are in industry, the Head Chef will be contacted to confirm that you have settled in, and periodic contact will be made to check on your progress.

Code of Conduct

You must adhere to International Culinary Studio Code of Conduct, as well as the Code of Conduct of the particular establishment where you have been placed, whilst you are working in industry, bearing in mind that both these institutions will become your references.

International Culinary Studio reserves the right to hold formal discussions with you, and this will reflect in your reference should you display poor attendance or arrive late for work continuously, or do not adhere to the establishment rules and regulations, or not complete the industry work period with the selected establishment as stipulated.

Should you not perform according to what the establishment requires, and the Head Chef asks you to leave, it is your responsibility to find another placement.
Uniform

You are required to wear the correct uniform, including safety shoes and name badge (if applicable) while in industry, and to look neat and tidy, with clean and ironed uniform, at all times.

Transport

It is your responsibility to arrange your own transport to and from your place of employment. International Culinary Studio does not make any transport arrangements.

Shifts

International Culinary Studio does not negotiate work hours or rates of reimbursement with establishments. This needs to be done between the establishment and yourself directly.

Replacement Costs

Should you lose any items provided to you by International Culinary Studio, a replacement charge will be levied against your account. Examples of these items are:

- Student Cards where applicable
- Chef’s Recipe Book, where applicable
- An International Culinary Studio apron, where applicable
- Practical Cookery Cookbook, where applicable
- City & Guilds Log Books
- Mentor Industry Pack

Assessments

Assessments are done by means of:

- **Formative Assessments**: Checkpoints throughout the course modules. A Checkpoint will occur after a certain section of theory has been dealt with in your online material. The purpose of the Checkpoint is to benchmark your knowledge and to determine whether you are ready to move on to the next section within the module.
- **A Quiz**, which will occur at the end of the module. (This is known as Summative Assessments). The Quiz will contain a selection of questions to be answered, covering all theory within the specific module.
- **Practical Assignments** will be included to assess your practical skills. This might be in the form of researching certain aspects within industry, or by preparing a specified dish.

For Formative & Summative Assessments, you need to achieve 80% or above to be declared "Competent" by the Assessor. This will mean that you have "achieved" the specified learning outcome / assessment criterion.
Assessment Principles

International Culinary Studio adheres to the following assessment principles:

Validity
Assessment practices and methods used are in line with the stated outcomes of the module. The assessment methods that are used are appropriate for the type of outcomes that are assessed.

Reliability
Comparable judgments are made in the same or similar contexts each time a particular assessment for specified intentions are administered. The assessment instruments are of such a nature that different assessors would obtain the same assessment results under the same circumstances.

Transparency
Information on assessment have been made known to the students. Students will receive clear information about the assessment requirements against which their performance will be measured during the different assessment opportunities.

Fairness
Assessment systems are equitable in that all students are treated fairly without prejudice and with the necessary assistance to overcome inability or handicaps.

Achievability
Costs and practical implications of the assessment process are reasonable within the context and the purpose of the assessment.

Authenticity
Evidence submitted can be attributed to the student without any doubt.

Sufficiency
The student has submitted sufficient evidence to allow the assessor to make a judgment decision regarding the student’s competence.

Timely Feedback
Instructors provide timely feedback on formative and summative assessment tasks. Feedback enables students to identify the sections that have been completed satisfactorily and to clearly know which sections require further study.
Responsibilities of the student in terms of assessment

- The student needs to ensure that s/he is fully informed of the rules and regulations with regard to assessment.
- The student should ensure that s/he is fully informed of the rules and regulations with regard to the assessment in a specific module
- The student commits him/herself to making an honest and dutiful attempt during assessment tasks

Responsibilities of the Assessor / Chef Instructor

- Successfully applies the criteria for effective assessment in the practice
- Effectively applies assessment for different purposes
- In cooperation with the programme coordinator, takes responsibility for his/her own further development
- Provide timely feedback to the student. All assessment feedback to be provided to students within 5 (five) working days after being submitted by the student.

Moderation

Internal Moderation will take place after selected tests by Internal Verifier and External Moderation will take place before examinations are written.

Appeals Procedure

You have the right to be assessed three times to become competent. The Learner Management System stores the last submission made in terms of evidence submitted. Upon receiving feedback from the Assessor after your third attempt and you still being declared ‘Not yet Achieved’, you have the right to appeal against the Assessor’s decision if you wish to do so.

You have the right to appeal an assessment result under the following circumstances:

- If the assessment policies and procedures were not followed during assessments.
- If not all evidence available was considered during the assessments.
- The assessor was not a subject matter expert or did not have a subject matter expert available during the assessment process.
- The assessor did not assess according to the performance criteria and range statement stipulated in the unit standard.

Should you appeal, you must complete the Students Notice of Assessment Appeal form before the appeal hearing with an internal moderator. The internal moderator will allocate another assessor to re-assess your assessment evidence. The Students Notice of Assessment Appeal form can be obtained from International Culinary Studio’s Administration Department at admin@internationalculinarystudio.com

Should the appeal assessor re-affirm the first assessor’s decision, you may appeal to the external moderator within two days after the appeal assessor’s feedback session. If the external moderator upholds the appeal assessor’s decision, the cost for the re-evaluation will be borne to you. Should the moderator’s decision differ from the assessor’s decision, the cost of the re-evaluation will be borne by International Culinary Studio.
Examination Registration Terms & Conditions:

You need to qualify to be eligible to write City & Guilds exams. The following criteria needs to be met:

1. You will only be allowed to complete your final examinations once payment for your course has been received in full, and all theoretical and practical modules of your course are complete and you are found competent in all modules.
2. 80% pass mark on all formative / summative assessments
3. Competent on Practical Assessment
4. 80% on Industry Logbook

To receive your City & Guilds certification, you are required to sit the exam. Examination dates and a venue close to you where this will take place, will be given to you well in advance. It will be your responsibility to make sure that all personal information given is correct and true.

Examination Rules

The following examination rules apply:

1. You must arrive one hour prior to the scheduled start of the exam.
2. No notes or textbooks or any material of this sort are allowed in the exam venue, unless it is allowed by exam rules. Any notes must be handed in.
3. No mobile phones or any other smart device or programmable equipment will be allowed in the exam venue. If you have brought any of these into the venue, please hand it in for safekeeping.
4. No communication is allowed in the exam venue. The only communication may be with the invigilator or readers.
5. For invigilator’s attention, please put your hand up to attract their attention, in order not to disturb the rest of the students.
6. Questions will be supplied in English and marked in English, unless another language is specified by regulations.
7. Invigilators or readers cannot explain questions to you but may assist you with reading the question.
8. No eating or drinking in the exam venue.
9. Students are only allowed to leave the venue after the first half of the exam time has elapsed.
10. If you finish your work and wish to leave, put your hand up so that the invigilator can take in your question papers and answer sheet.
11. The invigilator, prior to the exam, will explain all examination rules again.
12. By starting the examination, you are agreeing that you have understood and accepted these rules.

Late Exam Registrations

Registrations need to be made within two weeks after notification of examination dates. An additional charge will be levied, over and above the examination fee, should there be any late registrations. Should this be due to you not providing required information to International Culinary Studio, you will be responsible for these additional charges.
Supplementary Exams

Should you need to write supplementary exams, you will be responsible for the additional charges to enable you to write the exams. This can be done every immediately after receiving your results. Students will have to enroll two weeks prior to the exam sitting. Under no circumstances will International Culinary Studio pay for any exam sitting not passed and/or not attended by the student during their contract period.

Pass Requirement

The following pass marks apply:

1. 80% pass mark on all formative / summative assessments
2. Competent on Practical Assessment
3. 80% on Industry Logbook
4. Competent for Final Practical Assessment

Certification

Option 1: International Culinary Studio - Once you have completed both your theoretical and practical components and assessments, you will be awarded with an International Culinary Studio Certificate of Achievement, and a Digital Badge.

Option 2: City & Guilds – Once you have completed both your theoretical and practical components and assessments with International Culinary Studio, both your theoretical and practical exams will be written in an approved City & Guilds Exam Centre closest to you. The location and costs will be confirmed.

City & Guilds Pass Requirements:
Practical Examinations: Competent
Theory examinations:
Pass Rates
- Pass = 60% - 70%
- Merit = 71% - 82%
- Distinction = 83% - 100%

International Culinary Studio Awards

International Culinary Studio presents the following awards per annum, should the criteria requirements be met:

Top Student of the Year Award

- Over 95% on assignments
- Over 95% on checkpoints & quizzes
- Over 95% on your ePortfolio
- Competent in practical’s
- Instructor motivation, in writing
- No outstanding monies owed to the studio
Most Improved Student Award

- This award will only be made in cases where individuals show exceptional continuous growth on a personal level, and academic improvement
- Instructor motivation, in writing
- No outstanding monies owed to the studio

Changing Courses

If you wish to change from one course to a new course, this will be treated as a withdrawal and re-enrolment must be applied for within one month of the confirmation of your initial enrolment. An administration fee may be levied, and the course will change where applicable.

Change of Name

We are required by the Accrediting Bodies to stipulate your full legal name on our records. If for any reason, you change your name after first enrolment with International Culinary Studio, you need to provide us with the details of your name change, and a verified copy of the document to support this.

Change of Address /Contact Details

When you change your address and/or contact details, it is your responsibility to inform the Student Administrator of International Culinary Studio, by email to admin@internationalculinarystudio.com at your earliest convenience.

Fee Payments

Should you have any queries with regards to fees, please contact our Administration Department at admin@internationalculinarystudio.com

Before undertaking your final Practical Assessment and your City & Guilds written exam (if applicable), at the end of your course, you need to make sure that all payments are up to date; else you will not be allowed to write exams / attend the Practical Assessment. Additional administrative and/or legal fees may be applied to outstanding fees and/or the recovery thereof.

Failure to pay any amounts due may have the following consequences:

- Online study material will be locked
- Assignments will not be marked
- Examination results will not be released
- Qualification will not be awarded

Guarantors will be held responsible for outstanding fees. All legal costs will be for the account of the student/guardian/guarantor. Failure to attend a course, or portion thereof for any reason shall not relieve the student from any liability for payment of the balance of any fees, which may be outstanding at any time.

Cancellations and Refunds Policy


Domestic Students:
Student Withdrawal and Refund Rules (Programme of more than 3 months duration):
Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per section 235 of the Education Act 1989.

“A domestic student who is enrolled at a private training establishment for all or part of a programme or training scheme that is of more than 3 months’ duration and who withdraws from that programme or scheme within the refund period is entitled to a refund, without deduction, of so much of any payment, or of the sum of any payments, made by the student in respect of the programme or scheme, and, if withdrawal from the programme or scheme also constitutes complete withdrawal from the establishment, in respect of enrolment at the establishment, as exceeds $500 or 10% of the amount of that payment or of the
and if the withdrawal occurs up to the end of the eighth day after the start of a course.

International Culinary Studio must refund an amount equal to the sum of the amount paid less a deduction of the lesser of 10 per cent of the fees paid or $500.

Student Withdrawal and Refund Rules (Programme of less than 3 months duration):

Withdrawal periods and refund amounts for domestic students on courses of under 3 months under section 235(1A) of the Education Act 1989:

<table>
<thead>
<tr>
<th>Course length</th>
<th>Withdrawal period</th>
<th>Refund amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>For courses of two days or less</td>
<td>None</td>
<td>Any refund is at the PTE's discretion</td>
</tr>
<tr>
<td>For courses of more than two days but under five weeks</td>
<td>Up to the end of two calendar days of the course commencing</td>
<td>A minimum of 50% of the amount the student paid in respect of the course</td>
</tr>
<tr>
<td>For courses of five weeks or more but less than three months</td>
<td>Up to the end of five calendar days of the course commencing</td>
<td>A minimum of 75% of the amount the student paid in respect of the course</td>
</tr>
</tbody>
</table>

ICS Guidelines:
Programmes of two days or less:
No withdrawal period.
Refund at discretion of the Director of Studies.

Programmes of more than two days and under five weeks:
If the withdrawal occurs up to the end of two calendar days of the course commencing, International Culinary Studio will retain 50% for Administration, Cancellation Fee’s and other costs.

Programmes of five weeks or more, but less than three months:
If the withdrawal occurs up to the end of five calendar days of the course commencing, International Culinary Studio will retain 25% for Administration, Cancellation Fee’s and other costs.

Programmes of three months or more duration:
If the withdrawal occurs up to the end of the eighth day after the first day on which the student is required to attend the establishment or start an online course, International Culinary Studio will retain an amount of 10% of the fees paid, or $500 whichever is the lesser amount for Administration, Cancellation Fee’s and other costs.

International Students:
International students are entitled to a refund as follows.

Courses three months or more
If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which the PTE requires the student to attend the establishment:
- In such cases the PTE may deduct up to 25 per cent of the fees paid, provided the PTE incurred costs to this amount and can justify these costs.
(As per section 235A(1)(a) and (b) of the Education Act and as set out in the Education (Refund Requirements for International Students) Notice 2012.)

Courses five weeks or more but less than three months
If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:
- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 25 per cent.
(As per section 235A(1)(c) and (d) of the Education Act.)

Courses under five weeks
If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:
- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100 per cent of the payment.
(As per section 235A(1)(c) and (d) of the Education Act.)
International Culinary Studio will adhere to the guidelines as stated above and will comply with the following sections of the Education Act.

- section 235A(1)(a) and (b) of the Education Act 1989 and as set out in the Education (Refund Requirements for International Students) Notice 2012.
- section 235A(1)(c) and (d) of the Education Act 1989.
- per section 235A(1)(c) and (d) of the Education Act 1989.

**Academic Freedom**

Academic freedom governs your rights and responsibilities relating to academic work completed as a student. It ensures that you are not penalised for your views being different from your instructors, if your work is supported by relevant and rigorous research and information.

**Academic Misconduct**

There are procedures for dealing with possible dishonest and/or improper practice by students, as well as guidelines to ensure protection of your rights.

Dishonest and/or improper practice includes:

- Copying from another student
- Plagiaring a piece of work from a textbook or the internet, etc. without acknowledging the source
- Cheating in examinations

When working in study groups, discussion with other students on assessments are acceptable, but you must ensure that the final piece of work submitted is your own, independent work. Do not allow another student to copy from you. Should it be found that another student copied your work, there is no guarantee to proof that the work was either of yours, which will result in both students receiving a zero mark for the assignment or completed work. Both parties will have to resubmit their work for a remark.

Where dishonest and/or improper practice is suspected, it is referred to management, who will follow the procedures outlined in International Culinary Studio’s Quality Management policies and procedures.

**Access to Student Academic Records**

Each student’s academic records are available on the Learner Management System. These records are only available to the student, accreditation bodies and International Culinary Studio employees.

**Valuables**

International Culinary Studio takes no responsibility for lost, stolen, or damaged valuables and/or personal items during practical industry work and/or exams.

**Students with Special Needs**

Please inform your instructor of any special needs, for them to assist you, e.g. language difficulties, disabilities, ADHD, ADD, or any other medical conditions, etc.

**Complaints**

International Culinary Studio aims to be responsive to your needs. We provide a process by which you can raise any issues, which you believe impact your studies, or reflect any concerns you might have about our service to you.

You may raise a complaint verbally online, telephonically or written (letter or email). If deemed necessary, a formal meeting will be held with you to discuss the complaint. This meeting will be minuted and you will receive a formal written response to your issue(s) raised.
**Student Grievance Policy**

A grievance is a complaint relating to the terms and conditions of registration or personal interaction between a student and another student or students; between a student and a staff member, or between a student and the culinary studio.

**Procedure for Logging a Grievance**

If a student wishes to lodge a grievance, the Chef Instructor should be contacted, first through the Learner Management System or by sending an email to admin@internationalculinarystudio.com

The student will make submission in writing outlining the grievance with all relevant details. The employee who receives the email should acknowledge receipt of this.

The allegation / grievance will be investigated by the Employee who first receives the grievance and in the first instance try to resolve the grievance to the best of their ability and to the benefit of the student. If the grievance is not able to be resolved or is deemed serious there will be in inquiry into the relevant person(s) will be notified to attend an enquiry before the team responsible for the students programme of study which will include the Chef Instructor and the Student Administrator.

If the matter is not satisfactorily concluded the Director of Studies/Code Administrator should be contacted for resolution of the matter. The Academic Board may be contacted if the grievance is still not resolved and final recourse is with the International Student Contract Dispute Resolution Scheme (DRS)

No complaint shall be considered under the grievance procedure if it relates to an official policy of the studio or to a regulation or procedure of International Culinary Studio or if it contravenes, interferes with or prevents the studio from the implementation of a formally approved policy or procedure.

Grievance procedures may lead to disciplinary procedures against staff or students if they are up held.
Disputes

In the event of International Culinary Studio and you being in a dispute over a matter arising from the contract you have with International Culinary Studio, both parties are required to use their best endeavours to resolve any dispute, which may arise under the contract through good faith negotiations.

If the dispute arising under the contract cannot be settled by negotiation between International Culinary Studio and the student and/or his/her representative, then it shall be submitted to an independent person with relevant alternative dispute resolution qualification and/or experience to make a determination and both parties will abide by the decision. The parties will appoint the independent person jointly if they can agree to one. If they cannot agree within seven days of either party serving notice on the other advising agreement, or an agreement on an independent person cannot be reached, management and/or the Director will be invited to make an appointment.

N.B ! Before you use the above dispute procedure, we strongly urge you to contact management to try and resolve the problem informally. Often disputes can be quickly settled by provision of correct information. International Culinary Studio is committed, as far as it is able, to resolve disputes quickly and efficiently and at the appropriate level.

Please Note: Nothing in this clause detracts from International Culinary Studio’s right to discipline or otherwise act against a student whose conduct has contravened the Code of Conduct outlined in this handbook. Provided International Culinary Studio acts within the procedures set out in this handbook, its right to act cannot be disputed.

Code of Conduct

A code of conduct is a written statement of rules and principles concerning discipline of students. It informs you of the kind of behaviour that is expected from each student and the standards of behaviours that the studio would like to maintain.

The purpose of the Code of Conduct is to create a well-organised and good educational environment so that effective learning and teaching can take place, to promote self-discipline, encourage good behaviour, and regulate conduct and to preserve the integrity and good name of International Culinary Studio.

The Code of Conduct refers to the general behaviour that students are expected to adhere to from day to day. It, in broad terms, describes the standard of work and conducts which are appropriate at a tertiary institution.

An offence is defined as any deviation from the expected conduct, whether expressly stated in the Code of Conduct, or not. The Code of Conduct may be amended from time to time, and students must comply with International Culinary Studio Regulations and Code of Conduct, as amended. International Culinary Studio may discipline, suspend, or expel any student for any reason considered sufficient by law, even if not specifically stipulated in the Code of Conduct and/or Regulations.
Misconduct

Before any disciplinary steps are taken against a student, International Culinary Studio must determine the severity of the misconduct and act accordingly. In cases of serious misconduct, the student may be suspended from course access, pending an investigation into the matter. Depending on the severity of the case, and the evidence gathered to support the misconduct, the student may be faced with disciplinary action or possible expulsion from International Culinary Studio.

For discipline to be maintained fairly, you must know what constitutes misconduct and the procedure that will be followed when dealing with misconducts. It is your responsibility to familiarize yourself with the Code of Conduct, and Rules and Regulations of International Culinary Studio.

Regulations

Any student, who is found guilty of breaking a rule or committing misconduct, may be subject to disciplinary procedures, which will be determined by management, and may be suspended.

In the event of illness, you must notify International Culinary Studio of the nature of your illness and the expected date of commencement of studies.

You are requested to direct all concerns through your instructor.

By registering at International Culinary Studio, you may not at the same time be registered with a similar institution, unless prior written consent from International Culinary Studio is obtained.

General

You may not:

- Advertise goods, offer goods for sale, raise funds, or collect money via our Learner Management System without the prior written consent of management.
- Slander, make a false or incorrect statement, or provide materially incorrect information about International Culinary Studio to any person.
- Behave in a manner that may prejudice the reputation and good name of International Culinary Studio, threaten the maintenance or order, discipline and security of International Culinary Studio, and prejudice the process of tuition, research, administration and general International Culinary Studio activities.

These misconducts listed are not an exhaustive list of misconducts and may be expanded and amended from time to time by International Culinary Studio, without prior notice. It is not possible to list every offense, which may arise. International Culinary Studio may discipline, suspend, or expel any student, for any reason considered sufficient in law, even if not specifically stipulated.

Dishonest Academic Practice

All forms of dishonest or improper academic practice are unacceptable to International Culinary Studio.

Dishonest practice includes but is not limited to:

- Cheating in assessments.
  - Bringing materials into the assessment environment (i.e. Kitchen), unless these items are expressly permitted in the Chef Instructors instructions.
  - Communicating with another learner in any way (e.g. verbally, in writing or electronically) during the summative assessment.
  - Using a mobile phone, or other electronic device, or accessing the internet during an assessment unless explicitly permitted in the written instructions.

- Collusion:
  The submission of work carried out partially or completely with another person but submitted as if it had been completed by the learner alone (or a group if this is a team assessment).

- Ghost writing:
  The use of another person (with or without any form of payment) to prepare all or part of an item of work submitted by the learner for assessment.

- Plagiarism.
  - The use of material produced by another person with or without their acknowledgement, knowledge or approval and presented as the learner’s own work.
  - The presentation of any material from any source without proper acknowledgement of the source of the material.
**Procedures on discovery of dishonest practice:**
The penalties are at the discretion of the Director of Studies. The following are guidelines only:

*For a first offence:*
  - The learner will have a meeting with the Academic Manager and Chef Instructor to discuss the issue and this will be recorded on the learner’s record.
  - The Chef Instructor will present evidence of dishonest academic practice by the learner. The learner has the right to explain or refute the claim of dishonest academic practice. The learner may bring a support person to the meeting for emotional support.
  - Should the learner be found to have engaged in dishonest actions, the learner will gain no credit for the assessment.
  - The learner will be issued a warning letter about the consequence of further dishonest actions.
  - The learner may apply for the opportunity to take a resit which will incur a resit fee ($250).

*For a second offence:*
  - The learner will have a meeting with the Director of Studies, Academic Manager and Chef Instructor to discuss the issues and this will be recorded on the learner’s record.
  - The Chef Instructor will present evidence of dishonest academic practice by the learner. The learner has the right to explain or refute the claim of dishonest academic practice. The learner may bring a support person to the meeting for emotional support.
  - Should the learner be found to have engaged in dishonest actions for a second time, the learner will be suspended from the module but can apply to re-take the module the next time it is offered. This will incur a new module fee. All assessments for the module will need to redone.
  - The learner will be issued a warning letter about further dishonest actions and likely termination of enrolment.

For any subsequent offence the learner is likely to face exclusion from International Culinary Studio.

**Appeals:**
The learner can appeal the decision by applying in writing to the Academic Board within 2 weeks. (Refer to the appeals policy available from Student Admin.)

**Education:**
As part of the learner induction process the Chef Instructor will provide the learner with the policy on dishonest academic practice, discuss the policy with the learner and ensure that the learner has the opportunity to ask questions.

**Disciplinary Offences**
The following is a summary of (but not limited to) the disciplinary offences and recommended sanctions that will be enforced upon a student, should they transgress any of the rules of International Culinary Studio.
You will be guilty of misconduct if it is proven that you committed one of the following (but not limited to) offences:
| Very Serious Offences                                                                 | • Dishonesty of any kind, including, but not limited to theft, bribery, corruption, forgery, making or giving false statements, blackmail and misrepresentation.  
|                                                                                     | • Commit any fraudulent act such as presenting false notes/documents, or knowingly misrepresenting facts about a situation.  
|                                                                                     | • Attempted assaults, threats of a violent nature or any kind of intended harassment, victimization to any students, instructors or persons.  
|                                                                                     | • Victimization, harassment, discrimination, intimidation or threatening behaviour of any kind including sexual harassment to fellow students, instructors or staff members of International Culinary Studio.  
|                                                                                     | • Participation in or inciting other fellow students or staff members to participate in an unprotected, illegal, un-procedural action such as riots, strikes or picketing.  
|                                                                                     | • Any action or behaviour that results in the relationship of trust and goodwill between fellow students, instructors or staff members being broken, or any action which jeopardises the integrity and good name of International Culinary Studio.  
|                                                                                     | • Being found guilty in the Court of Law of any offence that leads to a breakdown in the relationship between fellow students, instructors and staff members.  
|                                                                                     | • Failure to comply with safety regulations where the consequence of such action is serious or potentially serious.  
|                                                                                     | • Intentional damage or gross negligence when working with equipment or property.  
|                                                                                     | • Disrespect, disobey a lawful instruction, or be insubordinate towards any staff member, another student, office bearer or official body of International Culinary Studio  
|                                                                                     | • Intentionally or negligently contravene the Code of Conduct or encourage any other person to contravene the Code of Conduct.  
|                                                                                     | • Any action of fraternising or evidence of personal relationships with instructors or any International Culinary Studio employee during or outside of office hours. |
| Serious Offences                                                                   | • Failure to comply with the prescribed Codes of Conduct, procedures, policies, regulations and rules which apply to the students at International Culinary Studio.  
|                                                                                     | • Using bad, foul or abusive language (written or spoken) towards fellow students, instructors or staff members on the premises or the immediate vicinity of International Culinary Studio.  
|                                                                                     | • Impertinence, rude or ill-mannered behaviour, making snide remarks towards instructors or staff.  
|                                                                                     | • Threaten to injure or injure another person or persons via the Learner Management System.  
|                                                                                     | • Unacceptable use or abuse of the Learner Management System.  
|                                                                                     | • Cheating – students are bound by the rules pertaining to all assessments. Rules and regulations outlined in the examinations book and on the assignment cover sheet. Any student who breaches these rules will be guilty of misconduct. |
| Recommended Sanctions                                                             | • Any student convicted of serious misconduct may face suspension or expulsion or other sanctions, such as a verbal or written warning, appropriate to the offence committed, and dependent on any previous sanctions.  
|                                                                                     | • Should a student be deemed to be a serious physical threat to other students or staff members, International Culinary Studio may summarily suspend the student as a precautionary step followed by an investigation into the alleged charges.  
|                                                                                     | • Repeated infringement of offences may result in suspension from classes and expulsion from the studio.  
|                                                                                     | • Suspension of a student may not exceed a period of five working days.  
|                                                                                     | • Students will be allowed the opportunity of a fair hearing and/or fair discussion to state their side of the case.  
|                                                                                     | • In less serious offences, students will be called into a student consultation with the instructor and/or management.  
|                                                                                     | • All discussions will be documented and kept on record for future reference. All persons present must sign all forms or by a witness should the student refuse to sign.  
|                                                                                     | • The objective of all consultations is for both parties to recognize and agree on the offence committed, and discuss corrective action, which will prevent such behavior reoccurring in the future. |
**Student Complaint Resolution Process (Internal)**

If you are a student, and you have concerns related to your course or experiences with International Culinary Studio, it is very important that you give International Culinary Studio the opportunity to respond to your concerns. You may do this informally in the first instance (for example, discussing an academic issue with your Chef Instructor), or use International Culinary Studio’s formal complaint procedure if that is not successful.

International Culinary Studio Process:

1. If a student wishes to lodge a formal complaint, they should make a submission in writing outlining the complaint with all relevant details.

2. International Culinary Studio will acknowledge receipt of this formal written complaint.

3. The formal complaint will be initially investigated by the ICS employee who first receives the complaint to determine the type of complaint and the most appropriate person to resolve the matter.

4. If the formal complaint is of an academic nature the matter will be referred to Academic Manager for resolution.

5. If the matter is not satisfactorily concluded the Director of Studies should be contacted to assist in the resolution of the matter.

6. If the formal complaint is of a non-academic nature the matter will be directly referred to the Director of Studies for resolution.

Please note: That the student may be requested to meet with the ICS representative handling their complaint to discuss any points raised in the complaint to ensure that they have all the relevant information required to make an informed decision. The student is most welcomed to bring an advocate and/or support person to all meetings with the ICS representative. All written communication and/or meetings held related to the complaint will be documented and filed for later reference.

**Student Complaint Resolution Process (External)**

Should the matter not be resolved to the satisfaction of the student, there is an independent procedure for students who wish to lodge and resolve a grievance against International Culinary Studio.

Check this list to see whether there is a different agency that may be able to help you:

<table>
<thead>
<tr>
<th>If your concerns relate to:</th>
<th>You could contact:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A tertiary education organisation that belongs to ITENZ</td>
<td>Quality Commission</td>
</tr>
<tr>
<td>An international student’s financial or contractual dispute with their provider</td>
<td>iStudent Complaints</td>
</tr>
<tr>
<td>Discrimination</td>
<td>Human Rights Commission</td>
</tr>
<tr>
<td>Someone’s safety being at risk</td>
<td>WorkSafe New Zealand</td>
</tr>
<tr>
<td>How information about you has been stored or used</td>
<td>New Zealand Police</td>
</tr>
<tr>
<td></td>
<td>Privacy Commissioner</td>
</tr>
</tbody>
</table>

**Financial or contractual dispute**

You should raise the issue with International Culinary Studio first and give us an opportunity to resolve it.

If at the end of International Culinary Studio’s complaint process, you are not happy with the outcome, iStudent Complaints
may be able to help you. Before making a complaint, check that it's something iStudent Complaints can help you.

Who can make a complaint with iStudent?

A New Zealand current and former international student and their parent or legal guardian may initiate a dispute against a provider by making a claim to iStudent Complaints as a student claimant.

What can I complain about?

iStudent Complaints resolves your contractual and financial disputes against your provider in New Zealand.

iStudent Complaints may decline to accept a complaint for one or more of the following reasons:

- The provider has not been given an opportunity to resolve the issue raised by the dispute.
- The dispute is being addressed in another forum (such as the Disputes Tribunal or a Court).
- The dispute would be more appropriately dealt with by a court, tribunal, or other authority.
- The dispute has been previously dealt with by iStudent Complaints.
- The claim is frivolous or vexatious.
- Given the age of the dispute, it is no longer feasible to gather sufficient evidence or other information for resolution of the dispute.

How much will it cost?

Nothing. The service is fully funded by the Export Education Levy.

Accessing an interpreter

Language Line is available for iStudent Complaints student claimants to assist. iStudent can arrange an interpreter if needed.

Confidentiality of Records

International Culinary Studio has a legal obligation to protect each individual’s right to privacy regarding the personal and academic information in its possession. This policy as it relates to confidentiality applied in this directive is based on both the student’s right to privacy and the studio’s responsibility for the judicious use of student data.

The term ‘student record’ refers to the data submitted in support of a student’s admission to International Culinary Studio to which is added the student’s academic history whilst at the studio.

The studio will regard each student record as a unique and private document, maintained in a secure, controlled environment. Assess to student information held in any medium (hard copy and/or on a computerised database) must observe the principles of confidentiality to guidelines provided by International Culinary Studio.

The studio uses data for record keeping, reporting and analysis purposes only. It is updated, corrected, or amended, and/or documented upon notification from the student, as appropriate. Student record data is maintained current for a minimum of one year, following the student’s last academic activity with International Culinary Studio, after which time, it will be archived.

Data on a student’s record is protected by security measures, including the regulation of access to the Information System.

Data held in records, established, and held by the Administration office are subject to the principles of confidentiality applied in this directive.

The Administration office is accountable for providing the policy and procedure by which accurate data a gathered from students, agencies, institutions and faculty, are maintained and disseminated appropriately to the student, or to other legitimate users as described in this document.
General Guidelines

The basic guideline governing the release of information is based on the belief that Administration acts with discretion upon authorisation from the student. It is understood that in providing information in support of an application and in registering at International Culinary Studio, students have consented to the release of information held on their student record, which is required for the educational, administrative, institutional planning, research activities or moderation carried out by the studio.

 Normally, no information will be released to external third parties without student authorisation. This includes requests from prospective employers, police forces, credit bureau, finance and loan companies, private investigation agencies, banks, and similar organisations. *Note that parents have the right to information by appointment with management.*

External requests for mass listings or directory information will be denied. Where such listings have in-house legitimacy, such as the facilitation of employment, they may be released with discretion, and with disposition guidelines provided to the user.

The original documents on file will not leave the master file, but appropriate copies may be released to officials when requested in support of administrative or academic service on behalf of a student.

Documents from other institutions, such as high school, or university transcripts, which are submitted to support a student’s application for admission and/or transfer of academic credit, may not be certified and released as part of the studio record.
Access by the Student

Students may, upon written request, release the contents of their files to a third party or request that they be held with no release allowed. Students with debts outstanding to the studio are not entitled to request information contained in their files. The studio will not produce an official transcript, certificate or diploma, or release information to third parties as requested by the student in writing, until the financial obligation with the studio is cleared.

Unless unusual circumstances prevail, no grades or certification shall be released to an individual student prior to the official release of grades and certification to all students.

Access by International Culinary Studio Personnel

Administrative staff of the studio that request information from a student’s records for educational counselling and/or administrative services to the student will be permitted access to the appropriate files.

Access to Third Parties outside International Culinary Studio

Parents – Since the basis of all transactions with students assumes adult levels of responsibility, information from the student's records will be released to parents or guardians.

Sponsors – A transcript will be released on request to those sponsoring agents who provide full financial support to the student, and who supply written authorisation from the student to do so.

Government Agencies – Written authorisation from a student must accompany the request for information from any properly identified representatives of provincial or local government agencies including police. Appropriate details may be released if the denial of information could involve hardship to the student, or if the safety of the studio and/or community could be affected.

The Courts – In the event that the Court, on behalf of the student, subpoenas a student’s record a certified copy of the full student record will be offered. Should the party other than that representing the student subpoena the record; a certified copy of the record will be offered to the judge alone, with an explanation of International Culinary Studio’s reluctance to release a private document without written authorisation from the student. The decision will rest with the judge, as to the required response by the studio.

Researchers – Requests from researchers conducting statistical studies will be recommended for approval with stipulated conditions to protect the student’s privacy.

International Culinary Studio in partnership with The Restaurant Association and EAP Services LTD offers a confidential and professional service available to all staff and students at International Culinary Studio.

All the specialists at EAP Services LTD are registered, experienced and qualified EAP specialists that have services available to anyone who that is not able to cope at work or at home. All sessions are held in the strictest confidence and EAP Services will never share information from any sessions without the authority to do so.

Support that is Offered in-person, via phone or online to all regions in New Zealand includes:

- Personal Development
- Conflict & Tension
- Health & Lifestyle
- Personal Legal Advice
- Grief & Bereavement
• Personal Relationships
• Gambling & Addictions
• Separation & Divorce
• Emotional Stress & Trauma
• Issues with Work Pressure & Problems
• Child & Family Support
• Budgeting & Financial Management
• Anxiety & Depression
• Drugs & Alcohol Problems
• Bullying & Harassment
• Career Planning
• Life Transition

All sessions are booked directly through The Restaurant Association

A full list of Support Resources and their contact details can be found below or online [here](#).

### Alcohol.org.nz

Information, advice, research and resources to help prevent and reduce alcohol-related harm and inspire New Zealanders to make better decisions about drinking alcohol.

**PHONE NUMBER**
04 917 0060

**EMAIL ADDRESS**
enquiries@hpa.org.nz

**USEFULLINKS**
Website

### ACC

ACC helps get New Zealanders and visitors back to everyday life if they've had an accidental injury.

**PHONE NUMBER**
0800 101 996

**EMAIL ADDRESS**
claims@acc.co.nz

**USEFULLINKS**
Website

### Age Concern

A charitable organisation dedicated solely to people over 65 who promote dignity, wellbeing, equity and respect and provide expert information and support services in response to older people's needs.

**PHONE NUMBER**
04 801 9338

**USEFULLINKS**
Website
Alcohol Drug Helpline
Information, advice and guidance to assist you in understanding and caring for someone impacted upon by alcohol or other drugs. At the same time the Helpline can provide you with advice and guidance for looking after yourself.

**PHONE NUMBER**
0800 787 797 or text 8681

**USEFUL LINKS**
Website

Are You Ok?
A community-driven behaviour change campaign to reduce family violence in New Zealand. Its goal is to change attitudes and behaviour that tolerate any kind of family violence.

**PHONE NUMBER**
0800 456 450

**EMAIL ADDRESS**
areyouok@msd.govt.nz

**USEFUL LINKS**
Website

Arthritis New Zealand
Arthritis New Zealand facilitates the provision of quality services and programmes, supporting those affected by arthritis through public awareness, information and advice, direct support, promoting the issues affecting people with arthritis and promoting research.

**PHONE NUMBER**
0800 663 463

**EMAIL ADDRESS**
info@arthritis.org.nz

**USEFUL LINKS**
Website

Barnardos
For more than 60 years, Barnardos have been helping children, families and whānau in need. Today, they continue to support, protect and educate thousands of New Zealand children.

**PHONE NUMBER**
0800 005 437

**USEFUL LINKS**
Website
Business Mentors

Business Mentors New Zealand Limited is a not-for-profit organisation dedicated to supporting the success and growth of small businesses through the knowledge and experience of their volunteer mentors.

**PHONENUMBER**
0800 209 209

**USEFUL LINKS**
Website

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Cancer Society

**PHONENUMBER**
0800 CANCER or 0800 226 237

**EMAIL ADDRESS**
admin@cancer.org.nz

**USEFUL LINKS**
Website

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Consumer Protection

**Consumer Protection**
Be a confident consumer. Find out what to know and do when purchasing a product or service.

**PHONENUMBER**
0508 4 CONSUMER or 0508 426 678

**EMAIL ADDRESS**
cpinfo@mbie.govt.nz

**USEFUL LINKS**
Website

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depression.org.nz

**Depression Helpline**
Talk to a trained counsellor at the Depression Helpline about how you are feeling or to ask a question.

**PHONENUMBER**
0800 111 757 or text 4202

**USEFUL LINKS**
Website
The Department of Internal Affairs
Te Tari Taiwhenua. The Department of Internal Affairs serves and connects people, communities and government to build a safe, prosperous and respected nation.

**PHONE NUMBER**
0800 25 78 87

**EMAIL ADDRESS**
info@dia.govt.nz

**USEFUL LINKS**
Website

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Employment New Zealand
Employment New Zealand is part of the Ministry of Business, Innovation and Employment; the leading source of information on employment in New Zealand.

**PHONE NUMBER**
0800 20 90 20

**USEFUL LINKS**
Website

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Enable
Enable
Supporting disabled people to live everyday lives with choice and independence in their communities.

**PHONE NUMBER**
0800 ENABLE or 0800 362 253

**EMAIL ADDRESS**
enable@enable.co.nz

**USEFUL LINKS**
Website

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Healthline
Healthline nurses can help you any time - 24 hours a day, 7 days a week. Phone calls are free from within New Zealand – this includes calls from a mobile phone.

**PHONE NUMBER**
0800 611 116

**USEFUL LINKS**
Website
**Health & Disability Commissioner**

**PHONE NUMBER**  
0800 11 22 33

**EMAIL ADDRESS**  
hdc@hdc.org.nz

**USEFULLINKS**  
Website

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**Housing New Zealand Corporation**

Housing New Zealand Corporation is a Crown agent that provides housing services for people in need.

**PHONE NUMBER**  
0800 801 601

**EMAIL ADDRESS**  
enquiries1@hnzc.co.nz

**USEFULLINKS**  
Website

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**Human Rights Commission**

The Human Rights Commission was set up in 1977 and works under the Human Rights Act 1993. Their purpose is to promote and protect the human rights of all people in Aotearoa, New Zealand.

**PHONE NUMBER**  
0800 496 877

**EMAIL ADDRESS**  
infoline@hrc.co.nz

**USEFULLINKS**  
Website

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**IHC**

IHC will advocate for the rights, inclusion and welfare of all people with intellectual disabilities and support them to live satisfying lives in the community.

**PHONE NUMBER**  
0800 442 442

**USEFULLINKS**  
Website

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**Inland Revenue**

Inland Revenue plays a critical role in improving the economic and social wellbeing of New Zealanders.

**PHONE NUMBER**  
0800 227 774
**Kidsline**
This service is for children aged 5 to 18. Those who ring between 4pm and 9pm on weekdays will speak to a Kidsline buddy. These are specially trained teenage telephone counsellors.

**PHONENUMBER**
0800 543 754

**USEFULLINKS**
Website

**Lifeline**
Lifeline Aotearoa's telephone counselling service provides 24 hours a day, 7 days a week counselling and support.

**PHONENUMBER**
0800 54 33 54

**EMAILADDRESS**
info@lifeline.org.nz

**USEFULLINKS**
Website

**Mental Health Foundation**
The Mental Health Foundation's vision is for a society where all people flourish.

**PHONENUMBER**
09 623 4812

**EMAILADDRESS**
info@mentalhealth.org.nz

**USEFULLINKS**
Website

**Ministry of Business, Innovation & Employment**
MBIE's purpose is to Grow New Zealand for all.

**PHONENUMBER**
04 901 1499

**EMAILADDRESS**
info@mbie.govt.nz

**USEFULLINKS**
Website

**The Ministry of Education**
The Ministry of Education is the Government's lead advisor on the New Zealand education system, shaping direction for sector agencies and providers.

**PHONENUMBER**
04 463 8000
Ministry of Health NZ
The Government's principal advisor on health and disability: improving, promoting and protecting the health of all New Zealanders.

**PHONENUMBER**
0800 855 066

**EMAIL ADDRESS**
enquiries.national@education.govt.nz

**USEFULLINKS**
Website

Ministry of Health

Ministry of Justice
The Ministry of Justice delivers modern, accessible, people-centred justice services to the people of New Zealand.

**PHONENUMBER**
04 918 8820

**EMAIL ADDRESS**
info@health.govt.nz

**USEFULLINKS**
Website

Ministry of Social Development
MSD is all about helping to build successful individuals, and in turn building strong, healthy families and communities.

**PHONENUMBER**
04 916 3300

**EMAIL ADDRESS**
Website

Ministry for Vulnerable Children
This newly created Ministry is dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future.

**PHONENUMBER**
0508 326 459

**EMAIL ADDRESS**
contact@mvcot.govt.nz

**USEFULLINKS**
Website

New Zealand Police

© International Culinary Studio
In an emergency call 111 or text 111

**USEFUL LINKS**

[Website](#)

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**New Zealand Law Society**

The law affects nearly everything we do but it can be complex and expert advice is often needed.

**PHONENUMBER**

04 472 7837

**EMAIL ADDRESS**

inquiries@lawsociety.org.nz

**USEFUL LINKS**

[Website](#)

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**Outline**

New Zealand’s only nationwide specialist 0800 telephone support and counselling service for gender identity and sexual orientation issues.

**PHONENUMBER**

0800 OUTLINE or 0800 688 546

**EMAIL ADDRESS**

info@outline.org.nz

**USEFUL LINKS**

[Website](#)

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**Quitline**

Quitline is here to support you to beat your smoking addiction.

**PHONENUMBER**

0800 778 778

**EMAIL ADDRESS**

quit@quit.org.nz

**USEFUL LINKS**

[Website](#)
Rainbow Youth
Rainbow Youth is a charity that supports queer & gender diverse youth in Aotearoa, New Zealand.

**PHONE NUMBER**
09 376 4155

**EMAIL ADDRESS**
info@ry.org.nz

**USEFUL LINKS**
Website

Rural Support Trust
Supporting rural people through tough times

**PHONE NUMBER**
0800 787 254

**USEFUL LINKS**
Website

Samaritans
Samaritans offer confidential, non-religious and non-judgemental support to anyone who may be feeling depressed, lonely, or even be contemplating suicide.

**PHONE NUMBER**
0800 726 666

**USEFUL LINKS**
Website

Shakti
Shakti provides multifarious services through its member organizations in New Zealand, Australia and Internationally.

**PHONE NUMBER**
0800 SHAKTI or 0800 742 584

**USEFUL LINKS**
Website
Shine

Shine’s vision is Safer Homes in New Zealand Every day. Their mission is to stop domestic abuse in New Zealand.

**PHONE NUMBER**
0508 744 633

**EMAIL ADDRESS**
enquiries@2shine.org.nz

**USEFUL LINKS**
Website

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$sorted

Sorted is for you – it’s your independent lens on your finances. There are no products or services being sold – just free tools that let you see the best decisions for you.

**PHONE NUMBER**

**USEFUL LINKS**
Website

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Suicide Crisis Helpline

Open 24/7. This is a service for people who may be thinking about suicide, or those who are concerned about family or friends.

**PHONE NUMBER**
0508 828 865

**USEFUL LINKS**
Website

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Tenancy Services

Tenancy Services is a part of the Ministry of Business, Innovation and Employment.

**PHONE NUMBER**
0800 TENANCY or 0800 836 262

**USEFUL LINKS**
Website

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Women’s Refuge

A women’s organisation for women and their children, to help prevent and stop family violence in New Zealand.

**PHONE NUMBER**
0800 733 843

**EMAIL ADDRESS**
info@refuge.org.nz

**USEFUL LINKS**
Website
Work and Income

Work and Income provides employment services and financial assistance throughout New Zealand.

**PHONENUMBER**
0800 559 009

**USEFULLINKS**
Website

Youthline

Open 24/7. You can also text 234 for free between 8am and midnight

**PHONENUMBER**
0800 376 633

**EMAILADDRESS**
talk@youthline.co.nz

**USEFULLINKS**
Website

0800 WHAT'S UP?

Phone between 1pm and 10pm on weekdays and from 3pm to 10pm on weekends. Online chat is available from 7pm to 10pm every day.

**PHONENUMBER**
0800 WHATSUP or 0800 942 878

**USEFULLINKS**
Website
Welcome to our World!

Our world, offers you the lifestyle most people only dream of. You however can make it your reality. Culinary Qualified Professions are wanted all over the world for jobs, luckily everyone has to eat and most people love food, so we are already involved in an awesome career!

Where do your dreams take you...? Would you like to cook in a 5 or 6 Star Hotel situated on a beautiful beachfront or in the Serengeti? What about catering for private yacht in the Mediterranean for a few celebrity guests or cruising with 5000 passengers on a large cruise ship stopping at different islands and cities every few days? The choices are endless and they will be all yours to make.

Chefs are passionate people, they work hard and play hard, are passionate about food, about creativity and most of all love having fun in whatever they do. We hope that this programme provides you with the stepping stones to open the door of your dreams!

“Make sure your signature is on every plate!”

Chef Andy

Thank you for choosing International Culinary Studio to provide you with the foundation of your career in Culinary Arts!

The way to get started is to quit talking and begin doing!

-Walt Disney-