ACADEMIC &

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ACADEMIC POLICIES AND PROCEDURES

Preamble:

These policies have been created in order to help the Institute run smoothly and are to be administered and adhered to in conjunction with the Administrative policies and procedures. If you have any questions, concerns or suggestions then please feel free to discuss them with a member of the Academic Committee. The Academic Committee consists of the Technical Director and the Student Services Manager.

1 STUDENT'S CURRENT ADDRESS

Policy

1.1 Each student shall ensure that LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE is informed of their current contact information (including email address) to which they require official institute information mailed.

1.2 LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE administration shall ensure that a student's current contact information (including email address) as notified by the student is recorded and used as the address for the receipt of official institute information.

Procedure

1.3 Each student shall ensure the accuracy of contact and address information supplied in his or her original application form.

1.4 Each student shall use the appropriate Change of Address form to notify LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE of a change of address.

2 ATTENDANCE

Policy

2.1 Students who are studying on campus (face to face delivery mode) are **expected to attend all scheduled lessons, seminars, demonstrations, workshops, practical classes, professional visits, excursions and other scheduled activities**, unless attendance is specifically declared optional or a special exemption is approved by the Technical Director or delegate and recorded in the student's file.

2.2 If a student has more **than 4 absences in Pastry** courses or **5 absences in Cuisine** courses during the same term, that student **will be required to re-enrol in that course in a subsequent semester**. Students missing a

demonstration class will not be allowed into the corresponding practical class and will be scored 2 absences. Workshop classes are considered as a double period and will be recorded as two absences if not attended.

2.3 **Students who are more than 15 minutes late for scheduled classes will not be admitted to that class.** In the event a student is frequently late, the chef-instructor may refuse admittance to the class even if the student is less than 15 minutes late.

Procedure

2.4 If a student is unable to attend scheduled classes, the student shall notify the LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE Student Services Manager or Student Services Coordinator in the administration office of the expected duration of the absence and its causes prior to commence of the relevant classes. **This information will be documented and placed in your student file.**

2.5 If the reason for absence is due to any medical condition, incarceration or bereavement, the student shall supply supporting documentation to the LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE campus administration office for administration attendance records as soon as practicable after resumption of attendance.

Note: Any absence, including those with supporting documentation will count towards your regular absences. (Section 2.2)

2.6 Lateness to class will be recorded by the chef-instructor on and may be considered by the Academic Committee in making its decision or recommendation on any matter.

3 RECOGNITION OF PRIOR LEARNING

Preamble

3.1 LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE will consider granting status or partial status in courses on the basis of prior learning whether from formal studies, or professional work or life experience.

Policy

3.2 Decisions on the level of status to be granted will be based on the assessment of prior learning by LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE's Academic Committee.

3.3 Status will not normally be granted for courses completed more than ten years prior to application unless there is evidence of substantial relevant industry experience proven during the prior learning assessment.

Procedure

3.4 Students who intend to apply for status must obtain the appropriate Recognition of Prior Learning form and information from LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE administration.

3.5 Applications for recognition of prior learning must be made on the appropriate form and be accompanied by sufficient documentary evidence supporting the application.

3.6 Applications must be made at the time of initial enrolment into the student's course of study. Students must allow a minimum of 2 months prior to course commencement when applying for status.

3.7 Assessment of an application may require the applicant to supply further evidence and this may take a number of forms:

- Documentation
- Interview
- Oral or written assessment
- Practical examination

3.8 LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE administration shall inform the student in writing of the results of their application for recognition of prior learning and shall annotate the student's record accordingly.

3.9 Administration fee will apply for the assessment; payment must be made at registration.

4 LEAVE OF ABSENCE / WITHDRAWAL FROM COURSE

Policy

Leave of Absence

4.1 Leave of Absence is the period of time during which a student is permitted to suspend enrolment in a course.

4.2 LE CORDON BLEU courses have defined structures and it is intended that each course will be undertaken continuously to completion.

4.3 Unforeseen circumstances may necessitate temporary interruption to a student's study. To accommodate any such occurrence a student may apply to the Academic Committee for a leave of absence from a course that shall not normally exceed one calendar year.

4.4 In special circumstances, the Academic Committee may grant an extension of the leave period beyond one calendar year.

Withdrawal

4.5 Any student who wishes to discontinue their studies is free to do so, but there is no obligation on the part of LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE to reinstate any student who has withdrawn.

4.6 Students who do not re-enroll in the next scheduled course and who have not been granted leave of absence shall be deemed to have forfeited their place and withdrawn from the course.

4.7 Should a student who has discontinued wish to re-enroll at a later date they must apply for readmission.

Procedure

Leave of Absence

4.8 Students should apply for leave of absence on the appropriate form and lodge the form with LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE's administration.

4.9 The Academic Committee shall notify the student in writing of the decision made in relation to an application for leave of absence and shall annotate the student's record accordingly.

Withdrawal

4.10 Students are expected to inform the Academic Committee of LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE in writing of their intention to discontinue their studies.

4.11 Where a student withdraws from a course, the admission department of LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE shall annotate the student's record accordingly.

5 MISCONDUCT

Definition

5.1 Misconduct will be deemed to include any behaviour on the part of a student considered inappropriate or detrimental to the Institute or its property.

5.2 Academic misconduct whether inadvertent or deliberate, shall include the following:

- Presentation of information or data that has been copied, falsified or in other ways obtained improperly;
- Inclusion of material in individual work that includes significant assistance from another person in a manner unacceptable according to the assessment guidelines for the course;
- Providing assistance to a student in the presentation of individual work, in a manner unacceptable according to the assessment guidelines for the course;
- Falsification or misrepresentation of academic records;
- Other actions not covered by the above clauses that may be judged to be acts of academic misconduct.

5.3 Plagiarism is a specific form of academic misconduct. Whether inadvertent or deliberate, plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources (the work or data of other persons), or presenting of substantial extracts from books, articles, theses, other unpublished work such as working papers, seminar and conference papers, internal reports, lecture notes or tapes, without clearly indicating their origin;

- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of a reference to the original work;

- Submitting another student's work in whole or in part;

- Use of other person's ideas, work or research data without acknowledgement;

- Submitting work that has been written by someone else on the student's behalf.

Policy

5.4 With respect to misconduct a distinction will be made between a deliberate act and an inadvertent act occurring through unfamiliarity with academic process or conventions.

5.5 A student found guilty of deliberate misconduct shall be course to one or more of the following penalties:

- Suspension from attendances at classes for the course for a limited period of time;

- Suspension from attendance at all further classes for the course;

- Suspension from attending further LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE courses for a nominated period of time;

- Expulsion from the institute and no future enrolment permitted in any LE CORDON BLEU educational institution or course;

- Failure in the course.

5.6 Where an inadvertent act of academic misconduct has occurred the student will be counselled and a note placed in the student's file.

Procedure

5.7 Where it is suspected that the action of a student might involve misconduct or academic misconduct, including plagiarism; the chef-instructor shall request the student attend an interview with him.

5.8 The student and the chef-instructor may each elect to invite a member of Academic Committee of the institute to be present at the interview.

5.9 If, as a result of the interview, the chef-instructor concludes that no misconduct was involved, no further action should be taken and no record of the interview should be placed in the student's file.

5.10 Where the chef-instructor concludes that the action of the student was an example of inadvertent misconduct or deliberate misconduct, the chef-instructor shall convey this decision in writing to the Technical Director.

5.11 Upon receipt of the claim of misconduct, the Technical Director shall establish a formal enquiry and shall write to the student providing details of the incident and inviting the student to provide explanations in order to defend his cause.

5.12 The formal inquiry may proceed whether or not the student attends. The Technical Director shall advise the student and Academic Committee in writing of the results of the inquiry and of any penalty imposed, and shall advise the student of their right of appeal.

5.13 Where a student wishes to appeal against the results of the formal inquiry and/or the proposed penalty, he or she must submit a written appeal to the Academic Committee **within five days** of being informed of the results and proposed penalty.

5.14 The Academic Committee will review the results of the formal inquiry, the proposed penalty and the student appeal if one is submitted, and inform the student and Technical Director of the results of that review.

6 MARK BREAKDOWN

Policy

6.1 Each course will be formally marked and the nature and criteria for assessment are specified for each course in Annex I.

6.2 You can find the details regarding scheduling of exams and the contribution of each mark to the final grade in Annex II, Annex III and Annex IV based on your course.

6.3 Students must achieve a minimum of 50% on the practical exams and an overall grade of 50% in order to successfully pass the course.

6.4 A student who fails a course for the second time will not be permitted to re-enrol in that course.

6.5 Academic evaluation by its nature requires a student to present original work. Where a student quotes other author's work or quotes excessively from third

parties, it may not be possible to evaluate the student's academic ability. Student submission of work containing greater than 50 % may result in a fail grade for this assessment point.

6.6 The Jury Deliberation shall review relevant results, student appeals, and relevant student applications for extensions and supplementary examinations. Final grades and recommendations on student progression to the next semester of study or industry placement shall be recommended to the Academic Committee by the Jury Deliberation. (See 7.3)

Procedure

Jury Deliberation

6.7 The Jury Deliberation shall consist of:

- The Technical Director or delegate (Chairperson);
- A minimum of one chef-instructor teaching cuisine or pâtisserie courses at LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE; and
- The Academic Manager or Student Services Manager

6.8 In making its decision or recommendation on any matter, the Jury Deliberation shall consider circumstances including;

- The reason the decision is necessary;
- The student's academic record;
- The student's attendance record;
- Recommendations of the course chef-instructor;
- Any other matter impinging on the performance of the student.

Supplementary and Failed Assessment

6.9 A supplementary assessment may be awarded by the Technical Director to a student who attains 49% to 49.9% in an assessment point.

6.10 A student could be charged a fee for the supplementary assessment.

6.11 A maximum mark of 50% can be achieved for this supplementary assessment point.

6.12 If a student receives a fail grade for the supplementary assessment they will be deemed to have failed the course.

Examinations

6.13 Attendance at all examinations is compulsory. Failure to sit for these at the set time and date without written permission from the Technical Director, or delegate, will result in 0% being recorded for this assessment point. Should this situation arise for the final practical exam, the student will be deemed to have failed the course (see 6.3).

6.14 Take home components of examinations must be submitted at the nominated "**due time and date**". Failure to meet this requirement will result in a 0% being recorded for this component of the assessment point.

Conduct of examinations

6.15 Having entered the examination room, a student shall not:

- Be in possession of any books, notes or diagrams other than those which the course chef-instructor has specified may be taken into that particular examination; or
- Directly or indirectly give assistance to any other student; or
- Directly or indirectly accept assistance from any other student; or
- Permit any other student to copy from or otherwise use his or her examination papers; or
- Use any examination papers of any other students; or
- By any other improper means whatsoever, obtain or endeavour to obtain, directly or indirectly, assistance in his or her work, or give or endeavour to give directly or indirectly, assistance to any other student; or
- Be guilty of any breach of good order or propriety.

6.16 When a student is alleged to have committed a breach of any of the above provisions, a written report by the examination invigilator will be prepared and submitted to the Technical Director and such misconducts shall be dealt with under Section 6 of this document and if the misconduct is found proven, the student, in addition to any other penalty which may be imposed, will receive a 0% for that assessment point.

6.17 A student who is detected committing, or apparently committing a breach of any of the above provisions may be summarily dismissed from the examination room.

6.18 No candidate shall be admitted to an examination after 15 minutes from the time of commencement of the examination.

6.19 No candidate shall be permitted to leave an examination room before the expiry of half an hour from the time the examination commences.

6.20 No candidate shall be re-admitted to an examination room after he or she has left it unless during the full period of the absence the candidate has been under approved supervision.

6.21 Candidates are required to obey any instructions given by an examination supervisor for the proper conduct of the examination.

7 RESULTS AND GRADES

Policy

7.1 The institute and staff will use their respective best endeavours to ensure that:

- A transcript of final grades for each academic semester will be included with the course certificate and handed out at the graduation ceremony; or, mailed to an address as advised by the student (see 1) and should be received no later than six weeks after the official end of the semester.

7.2 Official grades are as follows:

90 – 100	Mention Très Bien, (Highest Honors)
80 – 89	Mention Bien, (Honorable Mention)
70 – 79	Very Good
60 – 69	Good
50 – 59	Pass
0 – 49	F-Failure
WD	Withdrawn

Procedure

7.3 The chef-instructor will present student results to the Jury Deliberation, which will determine a final grade or recommendation on the student's progression.

7.4 The Jury Deliberation will review all course results and shall make recommendations to the Ottawa Executive Committee on these results.

7.5 The Ottawa Executive Committee will receive and review final results and recommendations and shall make recommendations to LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE and Fondation LE CORDON BLEU regarding the conferral of the academic awards.

8 STUDENT APPEAL AGAINST RESULTS

Policy

8.1 It is expected that most disputes over results for each assessment point will be resolved by discussion between the student and the chef-instructor. If the dispute is not resolved to the satisfaction of the student, the student has the right of appeal to the Academic Committee for a formal inquiry into the result given.

Procedure

8.2 The student should prepare a written submission, which establishes reasons for the appeal against the result. The appeal should include appropriate supporting material and must be received by the Technical Director within five weekdays of the student being officially notified of the result.

8.3 Upon receipt of the written submission the Technical Director shall convene the Academic Committee to conduct a formal inquiry and may request the student and chef-instructor concerned to attend.

9 STUDENT APPEAL AGAINST ACADEMIC COMMITTEE DECISIONS

Policy

9.1 A student has the right of appeal against a decision of the Academic Committee.

9.2 To independently assess the merits of an appeal, a student must appeal directly to the Ottawa Executive Committee.

Procedure

9.3 A written appeal against a decision made by the Academic Committee should be received by the Ottawa Executive Committee **within five days** of the student being officially informed of the decision.

9.4 The designated member of the Ottawa Executive Committee has the discretion to co-opt a committee. The designated member of the Ottawa Executive Committee may accept the Academic Committee's report, and may meet with the student and or members of the institute staff as appropriate.

9.5 The designated member of the Ottawa Executive Committee's decision is final in respect to the student appeal process.

10 STUDENT COMPLAINT POLICY

Policy

10.1 A student has the right to make formal complaint or comment concerning academic matters relating to the course in which they are enrolled.

Procedure

10.2 Students who wish to make a formal complaint or comment concerning academic matters, including complaints regarding specific courses, are expected to follow a process whereby they raise the complaint in the first instance with the course **chef-instructor**, then in the second instance with the Technical Director and then, if a satisfactory resolution is not achieved, the complaint may be raised with the Academic Committee.

The Academic Committee consists of:

- Technical Director
- Academic Manager or Student Services Manager

A direct approach to the Academic Committee may be made if the complaint is sufficiently serious to warrant such an approach.

The complaint must be submitted **in writing** to a designated member of the Academic Committee. The student will have the opportunity to make an

oral submission and is entitled to have another person present throughout the complaint process and/or make an oral submission on behalf of the student. Any meetings held with the student and their designate after the written complaint has been received will be minuted and the minutes will be included with the material on file and provided to the student.

The maximum period of time that can elapse between the date the complaint is submitted and the date a decision is taken is five days. The decision, including reasons that the decision is based on, will be delivered to the student in writing.

LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE will maintain a record of every student complaint for a period of at least three years from the date of the decision, including a copy of the student complaint, any submissions filed and the decision. The student will be provided with a copy of said records.

Students who wish to appeal against a decision of the Academic Committee shall follow section 9 of this document.

If the student is not satisfied they can refer the complaint to the Superintendent of Private Career Colleges.

11 CONFERAL OF AWARDS

Policy

11.1 La Fondation LE CORDON BLEU by agreement with LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE shall confer awards at graduation ceremonies at venues and on dates to be determined by LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE.

11.2 In addition to the normal graduation ceremonies, LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE and La Fondation LE CORDON BLEU may confer awards on candidates in absentia at any meeting of LE CORDON BLEU specified for that purpose.

11.3 Students will normally have their awards conferred at the next scheduled graduation ceremony following their successful completion of the requirements of the award and LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE's and Fondation LE CORDON BLEU's receipt and acceptance of the Ottawa Management Board's recommendations for the conferral of the award.

Procedure

11.4 LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE shall notify in writing each student who is eligible to receive an award of the time, date and location of the graduation ceremony.

11.5 Graduands shall notify LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE's administration of their attendance at the scheduled graduation ceremony by the due date as indicated in the written notification of the graduation ceremony.

FLOW CHART FOR PROGRESSION OF STUDENT RESULTS

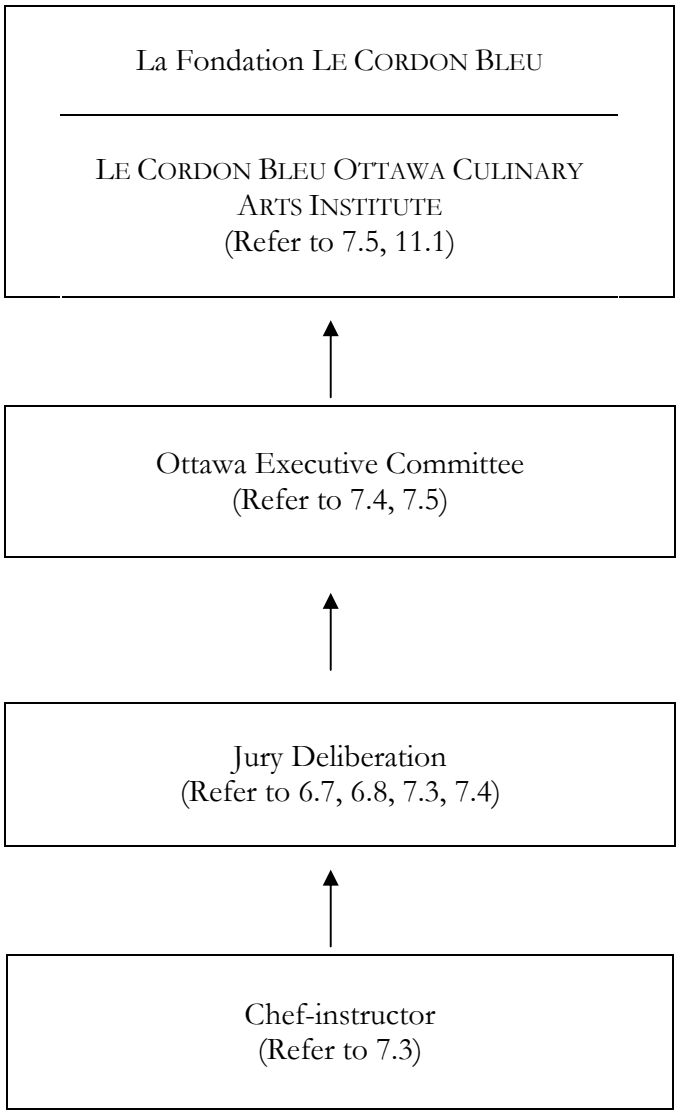
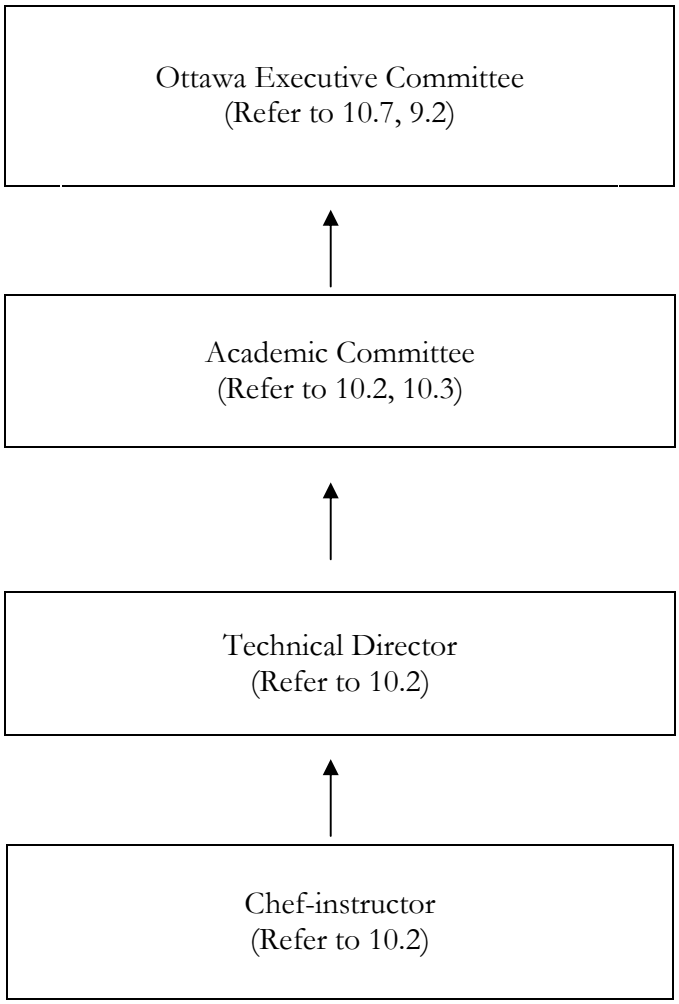


CHART FOR PROGRESSION OF STUDENT COMPLAINTS



ADMINISTRATION POLICIES

Preamble:

These policies have been created in order to help the Institute run smoothly and are to be administered and adhered to in conjunction with the Academic policies and procedures. If you have any questions, concerns or suggestions then please feel free to discuss them with a member of the administrative team.

1 CLASS TIMES:

Practical and demonstration classes run for approximately two and one half hours. The final half-hour of each class is devoted to evaluation and feedback between the students and the chef-instructor, as well as the cleaning of your own workspace.

Should a student leave the class without the express permission of the supervising chef-instructor, they will be recorded as absent for the entire class. (Please see policy on Attendance, section 2 of the Academic Policy and Procedures manual).

Students will be given a 15-minute break during all 5-hour workshop classes, the time for which is at the chef-instructor's discretion.

2 *CLASS SCHEDULING:*

Students are responsible for reviewing and adhering to their group's timetable. Schedules will be posted in the Student Lounge and copies are included in your orientation package. In the event that the schedule must be modified, students will be notified with a memo. **Students may not switch group assignments or assistant hours without the express permission of the Technical Director. Failure to respect this policy could result in a student being scored absent and is subject to the Attendance policy**, (Section 2 of the Academic Policy and Procedures).

In addition to course classes, Basic and Intermediate students are also required to complete additional hours in the production kitchen and assisting chef-instructors in demonstrations. Superior level students are required to complete additional hours in the restaurant kitchen as part of their course. **Attendance at these scheduled course activities is mandatory and missed hours will be recorded as an absence**, (Please see policy on Attendance, section 2 of the Academic Policy and Procedures manual).

3 BOUTIQUE HOURS AND PURCHASES:

The boutique on the main floor will be open to students between the hours of 8:00 am - 4:00 pm, Monday to Friday, with a lunch closure each day between 12:30 pm and 1:00 pm. **All sales in the boutique must be paid for at the time of purchase unless students have completed a valid Credit Card Authorization form**. This allows a student to make purchases on account, which will be billed to their credit card later that day.

4 BUILDING ACCESS:

The entrance to the Institute is at the rear of the building. **The side door by the parking lot is not to be used to enter or leave the building**. This entrance is closed after 7:00 pm.

The front entrance is for patrons of the restaurant.

Should students be in the public restaurant areas, we require that they be in full, clean uniform.

Students are <u>not</u> to use the lane way that is located on Wilbrod Street (behind the school) at Cobourg Street. Using this route, students are cutting through the back yard, side yard and lane way of our neighbouring house to reach the school building – this is trespassing!

5 EXAMS AND EVALUATIONS:

Refer to Annex II, III and IV for a description of the evaluation procedures and marking formats.

Please note that your final transcript will be enclosed with your Certificate/Diploma awarded at the graduation ceremony, (see section 11 of the Academic Policy and Procedures manual).

In the event of a failure, all efforts will be made to contact the student in advance of the reception.

6 INTERNAL COMMUNICATION:

The student notice boards are used to post student, memos, schedule changes, institute and general information. Please ensure to check this area when you arrive and before you leave.

We also send these postings via email. All students must have a valid email address on file. Free services are available from gmail, hotmail and yahoo's websites.

7 AUDIOVISUAL:

Students are not allowed to record or film the lessons.

It is possible to take a photograph of the completed dishes for personal reference only.

8 CLEANLINESS OF CLASSROOMS AND EQUIPMENT:

Students are required to clean all workstations at the end of each practical class to the satisfaction of the supervising chef-instructor before leaving.

Workstations must be re-stocked with equipment prior to students being dismissed.

9 EQUIPMENT:

Personal equipment and tools must be safely stored for carrying in either a knife roll or toolbox. Students must bring all required tools to practical classes.

10 UNIFORMS/DRESS CODE:

Students are required to be in full, clean uniform for all classes: demonstrations, practicals, workshops and seminars/presentations.

Uniforms must be complete, clean and pressed. Uniforms include: Chef Jacket (LE CORDON BLEU **ONLY**, *no crests or embroidery relating to other institutions or establishments);* Chef Pants (fire-resistant, classic hound's-tooth pattern only); LE CORDON BLEU short kitchen toque with hairnet or charlotte and beard net if required; steel-toed safety shoes (at least 3 laces) ; and student ID card.

Additionally, for your **Practical Class** a bib apron (LE CORDON BLEU **ONLY**, *no crests or embroidery relating to other institutions or establishments)*; and two kitchen towels

Students are given one chance to enter class missing an element of their uniform and will be given a warning. **Subsequent occurrences** will result in **the student not being permitted to enter the class and the student will be recorded absen**t, (Please see policy on Attendance, section 2 of the Academic Policy and Procedures manual).

11 REPLACEMENT OF ID CARDS & MANUALS:

A replacement fee of $15 will be charged to students who require a new ID card and $20 to for a new manual. These must be ordered through the Admissions Department and a 2-day turnaround period applies. The item can be paid for and picked up in the boutique.

12 HYGIENE:

Jewellery of any type and perfume/cologne are not permitted in class.

For hygienic reasons, students are not permitted to wear their chef uniforms outside and then into class; please change into your uniform at the Institute.

Students with hair longer than the collar of their jacket must wear a hair charlotte instead of a hair net.

Students with facial hair must wear beard nets.

13 STUDENT AREAS:

Students are invited to use the lounge located in the basement level between classes. Computers with Internet access, printers, a CD player, refrigerator, microwave, kettle and pop machine, are located in the student lounge for your convenience.

Students are to use the washrooms located in the change rooms only.

14 COMPUTERS:

Please note that the Institute's computers are to be used by students to: type up notes from classes, create resumes and cover letters, search for culinary information, prepare class assignments and quickly check emails.

Please note that improper use of computer equipment will be subject to the misconduct policy as outlined in the Academic Policy & Procedures Manual, (Section 5). This includes but is not limited to anyone using LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE equipment to access or send pornographic web sites or emails.

15 GUESTS:

If you arrange to have someone meet you at the school, please **have him/her wait for you outside the building or, if the weather does not permit, in the school entrance vestibule**.

For safety and security reasons we cannot have people not associated with the school or restaurant wandering throughout the building unescorted.

This policy is extended to former students.

16 SHIPMENTS SENT TO THE SCHOOL:

Students are not to use LE CORDON BLEU as a shipping or mailing address. The Institute is not responsible for any mail or packages for students that are sent to the Institute.

Packages sent to the Institute from foreign locations will be stopped at customs and the student is responsible for any custom charges assessed.

17 FAX AND PHOTOCOPIER:

The photocopier and fax machines in the administrative offices on the 3rd floor are not for student use.

If you need something photocopied or faxed, please ask a member of the administration staff to do it for you.

18 LOCKERS:

Students are advised that lockers are for day-use only while students are in classes. Locker availability is based on student registrations, which vary from session to session.

If lockers are available for overnight use, students will be notified at the beginning of the session.

19 THEFT:

Do not leave your personal possessions unattended and make sure that they are securely locked in your locker if you are leaving them overnight.

Please mark your name on your items, including your manual, so that if you misplace them, they can be returned to you as soon as possible.

LE CORDON BLEU is not responsible for any lost or stolen property.

From time to time LE CORDON BLEU reserves the right to open personal bags and lockers.

20 SURVEILLANCE CAMERAS:

Students should be aware that surveillance cameras have been installed throughout the building. There are no cameras in private areas (i.e. washrooms or change rooms).

These cameras have been installed for safety and security reasons. Theft of supplies and materials increases LE CORDON BLEU's operating costs, which can ultimately affect an increase in tuition fees.

Any students found stealing LE CORDON BLEU supplies or products, or found tampering with, damaging or interfering in any way with the operation of surveillance cameras, will be subject to the same policies regarding academic misconduct as outlined in section 5.4 of the Academic Policy and Procedure Manual.

21 FOOD & DRINK:

Students are requested to bring a lunch or dinner to the Institute as there is no on-site take out service.

Drinks, but not food, are permitted in the demonstration classes only. Please leave the demonstration room tidy!

22 SMOKING:

Smoking is only permitted in outdoor Designated Smoking Areas (DSAs), which are specifically identified by signage. Designated smoking areas will include waste receptacles. Smokers are expected to use the waste receptacles and to keep these spaces clean.

Outdoor designated smoking areas are selected by the Ottawa Executive Committee (EXCOM)) and endorsed by the School's Joint Health and Safety Committee. DSAs must be located ten meters away from building entranceways, operable windows, air intake vents, and loading docks.

All members of the Le Cordon Bleu community should take responsibility for a safe and healthy campus environment. This means that everyone should uphold and communicate this policy by encouraging smokers to use the DSAs. Day-to-day implementation and enforcement of the policy are the responsibility of the supervisor or the individual directly in charge of a given area or of an activity within an area.

23 PARKING:

On site parking is limited and is based on a first come/first serve basis in designated areas.

We have authorized the City to ticket and tow illegally parked cars in our lot – please ensure that you do not use the handicap parking spaces.

Students must request a parking permit from the Student Services Coordinator each session. Your car's plate number must be provided.

In the event that a vehicle is parked without authorization, that vehicle is subject to being ticketed and towed at the owner's expense.

24 DISCIPLINE/CONDUCT:

The work ethic adopted by the Institute and requested of the student is based on criteria implemented by reputable establishments within the food industry.

LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE is committed to maintaining an environment free of harassment and will not tolerate any violent behaviour, (Please see policy on Misconduct, section 5 of the Academic Policy and Procedures manual).

We ask that you adhere to these policies in order to maintain an environment that will provide each individual with the best possible learning conditions.

LE CORDON BLEU reserves the right to modify and/or amend these policies/procedures.

Annex I

Mark Breakdown

The marking scheme for Diploma & Certificate courses at
LE CORDON BLEU PARIS Ottawa Culinary Arts Institute is as follows:

Course	Written Exam	Sessional Evaluations	Final Exam	Total*
Basic Cuisine	10%	45%	45%	**100%**
Basic Pastry	10%	45%	45%	**100%**
Intermediate Cuisine	10%	45%	45%	**100%**
Intermediate Pastry	10%	45%	45%	**100%**
Superior Cuisine	10%	60%	30%	**100%**
Superior Pastry	10%	60%	30%	**100%**

ASSESSMENTS:

1) Written exams: **The date for written exams will be posted for each course at the beginning of the session. This exam will be written during your demo class and is made up of multiple choices, true/false and matching exercises. The answers for the exam will be discussed in the next demo class. Your mark on the exam will be reviewed with your chef during your sessional evaluation (see below). Any questions or concerns should be brought up at that time.**

2) Sessional Evaluations: **Your chef will mark your progress during every practical or workshop class. In the Superior Level, students will also be evaluated on their performance in the restaurant kitchen during each shift. These evaluations will be discussed with you in separate meeting with your chef within the term. The week that these will take place will be communicated to you at the beginning of the Session by your chef. Specific times will be scheduled with your chef.**

3) Final Exam: The dates for your final practical exam(s) are indicated on your schedule. You will be informed of the exact times closer to the exam period. Please refer to the *Exam Procedures* (Annex II) for further details. You must obtain at least 50% to pass the exam. A failure of the final exam automatically results in a failure of the course (see section 6.3).

*** You must obtain at least 50% in the course to pass**.

Annex II

Basic and Intermediate (Cuisine & Pastry) Exam Procedures

1) **Four weeks before the exam**:

- An exam schedule will be posted one month prior to exams.

2) **Two weeks before the exam**:

- A list of 10-12 possible exam recipes will be posted 2 weeks prior to the exam. Three or four of these will be used as recipes for each exam group.
- During a demo class in the last week of the session you will choose a letter. This letter will determine your put-up time to present your exam dish. If you are absent, then a letter will be assigned to you. A group of 2 to 3 students will put-up their finished dishes every 10 minutes.

3) **On the day of the exam, at the time indicated to start the exam**:

- You will be given a blank bon d'economat sheet to fill in for the recipe indicated on the attached sheet. The recipe could be any of the 10-12 previously posted.
- You will be required to prepare a bon d'économat (ingredients and quantities as they appear in your manuals) for this recipe. You will have 30 minutes to prepare this and hand it in. The bon d'économat is worth 10 marks out of 100.

Cuisine

Bon d'économat mark breakdown	
Proper Format	2 points
Neatness / Appearance	1 point
Precision of ingredients	4 points
Precision of quantities	3 points
Total:	**10** points

Pastry

Bon d'économat mark breakdown	
Proper Format	0.5 points
Neatness / Appearance	0.5 point
Precision of ingredients	5 points
Precision of quantities	4 points
Total:	**10** points

- The students with the first put-up time will then proceed to the exam room and each will choose an envelope. This envelope will contain the actual bon d'économat for the recipe he/she is to prepare, along with a number. This number corresponds to a specific workstation # in the kitchen. These students will have 10 minutes to review the recipe they have chosen before beginning to prepare the dish.
- This process will be repeated every 10 minutes until all students have chosen envelopes so that the put-up times are staggered.
- You will have 2.5 hours to prepare the exam dish. A tray with all the ingredients from the bon d'économat will be provided. You will have access to kitchen staples if you wish to add an item or additional garnish to your exam dish.
- You will also be provided with serving dishes to choose from. Each student will receive the same serving dishes.
- No notes are to be taken into the exam.
- **If you arrive more than 15 minutes late for the exam**, you will not be permitted to enter and will be deemed to have failed the course, (see section 6.18-6.21 in the Academic Policies and Procedures).
- **If you are late less than 15 minutes this time will be lost.**
- A server will bring your dish from the kitchen to the judging room. The dish is to be presented to the server with the number beside it.
- **For each minute a student is late, 2% will be deducted from the final mark out of 100. Plates presented more than 8 minutes late <u>will not be accepted</u> (see section 6.3 of the Academic Policies and Procedures)**. Each student's scheduled and actual put-up times will be strictly noted.

5) **Evaluation**:

- You will be evaluated in 4 areas: Technique, Organization, Presentation and Taste.
- The <u>Technique</u> and <u>Organization</u> areas will be judged by a panel of in-house chefs (minimum of 3 and maximum of 4).
- The <u>Presentation</u> and <u>Taste</u> areas will be judged by another panel of judges (minimum of 3 and maximum of 5). These judges are to be made up of 1 in-house chef, 2 guest chefs and 2 current students or alumni. Student judges will be graduates of the course in question.

6) **Mark Breakdown**:

Bon d'économat	/10
Technique	/20
Organization	/25
Presentation	/20
Taste	/25
Total	***/100***

Refer to Section 7.0 for the mark breakdown.

Annex III

Superior Cuisine
Exam Procedures

1) An exam schedule will be posted one month prior to exams.

2) During your last demo class you will choose a letter. This letter will determine your put-up time to present your dish. If you are absent, then a letter will be assigned to you. A group of 3 students will put-up their finished dishes every 10 minutes.

3) A list of 'black box' ingredients will be distributed 10 days before the exam. The list will indicate those ingredients that must be used in your dishes and those that you may choose from to use. It will also indicate the theme for the exam and 3 techniques; 2 of which must be shown in the exam recipes.

4) You must prepare a recipe for 1 appetizer and 1 main dish based on the list of ingredients, theme and techniques. You do not have to use all of the ingredients listed.

5) You must hand in 2 copies of your recipes **1 week** before the exam at the time and date indicated on the posted 'black box' list. Your recipes will be time and date stamped upon receipt.

   Please clearly indicate:
   - Your name,
   - The title of your dishes,
   - The ingredients and quantities,
   - The techniques used, and
   - Detailed instructions of methods and steps.

   The recipes must be typewritten and clearly presented. Quantities are based on preparing for two people and you will have to present plates for two people. Platters may also be used for presentation.

6) Your recipes are worth 20 marks in total.

7) If you hand in your recipes late you will receive 0 marks on 20 for your recipes. Your recipes are considered an assessment point of your exam and not a 'written assignment' as described in the Academic Policy and Procedures Manual.

   If you hand in your recipes more than 24 hours after they are due, you will not be permitted to take the exam and, therefore, you will not pass the course nor receive your certificate.

8) Exam times will begin every 10 minutes, based on the numbers outlined in 2 above, so that the put-up times are staggered.

9) If you arrive more than 15 minutes late to the exam, you will not be permitted to enter, (see section 6.2 of the Academic Policy and Procedures Manual).

10) You will have 3 hours and 15 minutes total to prepare your dishes. Your appetizers should be presented 2.5 hours after the beginning of your exam and the mains should follow 45 minutes after.

11) A server will bring your dishes from the kitchen to the judging room. You will be given a number to place beside your appetizer and one to put beside your main when presenting your dish to the waiter. This number corresponds to a specific workstation # in the kitchen.

12) **For each minute a student is late in total, 2% will be deducted from the final mark out of 100. Plates presented more than 8 minutes late total <u>will not be accepted</u>**,. Each student's scheduled and actual put-up times will be strictly noted.

    As an appetizer and a main must be presented for the Superior Cuisine exam, marks deducted for lateness in presenting the appetizer will not be penalized again when presenting the main.

    For example, if you are 1 minute late presenting your appetizer then your put-up time for your main becomes 1 minute later. Then, if you put up your main 2 minutes past your new put-up time, or 3 minutes past your original put-up time, you will be penalized for being 3 minutes late in total: 1 minute for the appetizer plus 2 minutes for the main.

13) You will also be provided with a box of serving dishes to choose from. Each student will receive the same serving dishes.

14) **Evaluation**:

- You will be evaluated in 4 areas: Technique, Organization, Presentation and Taste.
- The <u>Technique</u> and <u>Organization</u> areas will be judged by a panel of in-house chefs (minimum of 3 and maximum of 4).
- The <u>Presentation</u> and <u>Taste</u> areas will be judged by a panel of judges (minimum of 3 and maximum of 5). These judges are to be made up of 1 in-house chef, 2 guest chefs and 2 alumni.

15) **Mark Breakdown**:

Recipes	/20
Technique	/20
Organization	/20
Presentation	/20
Taste	/20
Total	**/100**

Refer to Section 7.0 for the mark breakdown.

Annex IV

Superior Pastry
Exam Procedures

- The Superior Pastry exam is made up of 2 parts.

- If you arrive more than 15 minutes late to either exam, you will not be permitted to enter

Part A – Workshop 9: Sugar and Pastillage

1) This exam is 5 hours long plus a 15-minute break.

2) In this exam you are required to:

- You must cook your own sugar, 2.5 kg

- Prepare an example of the following:
  - Pulled sugar base
  - Two flowers with leaves (pulled sugar)
  - One ribbon (pulled sugar)

- Attach all of your sugar components and pastillage prepared during the workshop #7 to create your showpiece, decorated with 250 g of pastillage.

3) Some rules regarding showpieces:

- Sugar molds can be used

- There are size limitations of your final showpiece:
  - You will be provided with a base (30 cm x 30 cm) for your showpiece. The base will fit into a tray, which will also be provided.
  - The maximum size of your combined sugar and pastillage showpiece should be 20 cm wide x 20 cm long x 50 cm high.

- Brushes, a shared set of food markers, and an airbrush may be used, all of which are located in the pastry kitchen.

- You cannot bring your exam pieces home with you

- **For each minute a student is late, 2% will be deducted from the final mark out of 100. Plates presented more than 8 minutes late <u>will not be accepted</u>**,. Each student's scheduled and actual put-up times will be strictly noted.

Part B – Final Exam

1) An exam schedule will be posted one month prior to Final Exams.

2) A list of 6 possible entremets recipes and 6 possible chocolate recipes will be posted 2 weeks prior to the Final Exam.

This exam is 5 hours long plus a 15-minute break. You will choose an envelope on the day of the Final Exam containing the bon d'économat for the entremet and the 2 chocolates recipes you are to prepare. The envelope will also contain a number which corresponds to a particular workstation # in the kitchen.

3) In this exam you are required to prepare and present:

- 1 **entremet:** One entremet **for 8 people**.
- 2 types of **chocolates**: You must prepare the two different types of chocolates indicated in the envelope you choose – one will be a molded chocolate and one will be a dipped chocolate. You must **prepare 24** of each type and you must **present 10** of each type. The chocolates are to be presented on your final showpiece.
- 1 **individual entremet**: One individual entremet, of the same type as the entremet for 8 people (above), must be prepared, plated and presented alongside your showpiece. You will be provided with a selection of plates to choose from. Each student will receive the same serving dishes.

Please note that:

- On the day of the final exams, you will have access to basic kitchen staples only.
- A server will bring your entremets, individual entremet and chocolates from the kitchen to the judging room.
- You must label your tray clearly with your number.
- **For each minute a student is late, 2% will be deducted from the final mark out of 100.**
- **Plates presented more than 8 minutes late <u>will not be accepted</u>**. Each student's scheduled and actual put-up times will be strictly noted.

Evaluation:

- You will be evaluated in 4 areas: **Technique**, **Organization** and **Presentation** will be evaluated in Exam Part A. **Technique**, **Organization, Presentation** and **Taste** will be evaluated in Exam Part B.
- The <u>Technique</u> and <u>Organization</u> areas will be judged by a panel of in-house chefs (minimum of 3 and maximum of 4).
- The <u>Presentation</u> and <u>Taste</u> areas will be judged by a panel of judges (minimum of 3 and maximum of 5). These judges are to be made up of 1 in-house chef, 2 guest chefs and 2 alumni.
- You will be penalized for any elements that do not meet the minimum guidelines outlined above.

Mark Breakdown:

Technique (Part A)	/ 10
Organization (Part A)	/ 10
Presentation (Part A)	/ 10
Technique (Part B)	/ 10
Organization (Part B)	/ 10
Presentation (Part B)	/ 20
Taste (Part B)	/ 30
Total	**/100**

Refer to Section 7.0 for the mark breakdown.

I have read and agree to be bound by the above Academic & Administrative Policies and Procedures:

Student Name (printed): _____

Student signature: _____

Date: _____

I, _____, have read the Academic
Student Name

Policy and Procedures manual of LE CORDON BLEU OTTAWA CULINARY ARTS INSTITUTE and agree to be bound by the terms and conditions set forth therein.

*_____
Signature Date

Please return this portion of your manual to the Institute's administration offices along with your balance payment, PRIOR to commencing courses.