

# Student Handbook 2015

## Bachelor of Culinary Arts & Business

### **Disclaimer**

The information contained in this handbook replaces all information contained in any previous handbook and is intended as a guide only.

Le Cordon Bleu is committed to innovation and continuous improvement, and reserves the right to change any aspect(s) of the Course, which may affect the currency of the information contained in this handbook, eg:

- Course location
- Lecture times
- Teaching staff
- Other matters



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## Welcome from the President

### **Bienvenue!**

Founded in Paris in 1895, today the presence of Le Cordon Bleu encompasses 50 schools attended by more than 20,000 students of more than 70 nationalities. The origin of the expression “Cordon Bleu” comes from the 1587 foundation of the Order of the Knights of the Holy Spirit. The members of the Order wore a medal suspended on a blue ribbon and their spectacular feasts became legendary. The meaning of “Cordon Bleu” later became an outstanding chef.

Le Cordon Bleu International has evolved from a Parisian culinary school to an international hospitality and gastronomy network. Under the influence of Mr. Andre J. Cointreau, Le Cordon Bleu has become one of the world’s most prominent organizations dedicated to culinary, hospitality and tourism education.

Graduates of Le Cordon Bleu become part of a great tradition of excellence in hospitality education, with credentials that set them apart from the competition in a demanding and ever changing professional environment.

Over recent years, Le Cordon Bleu’s reputation for setting new landmarks has extended from culinary arts to an exceptional range of business programs. Our bachelor’s and master’s degree programs with their focus on academic rigor and real-world practice, proudly take their place among them.

We invite you to share our knowledge and passion for the culinary arts and look forward to welcoming you on a journey of discovery that will last a life time.

**André J. Cointreau**

*President, Le Cordon Bleu International*



*“Education is the most powerful weapon which you can use to change the world”.*

*- Nelson Mandela*

## **Welcome to Le Cordon Bleu New Zealand!**

You have chosen to study at one of the premier educational institutions in the world. During your study with us you will have access to state of the art facilities. Our dedicated staff are here to help guide and support you throughout your three years with us. Being a small institution enables us to be more responsive to students and to treat them as part of our family whilst providing technical knowledge and opportunities to engage with industry.

You are beginning a journey of discovery, as with all great journeys they begin by taking one step at a time. We are with you on your journey, walking side by side with you until you reach your destination.

I wish you every success in your studies.

**Julie McGowan**

*Programme Director*

## Key Staff & Contacts



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## Section A - Programme Structure

### **Length – Total Programme Hours**

The programme of study requires the completion of 360 credits and involves the equivalent of three years, 32-weeks of full-time study (per year). In each year students are expected to complete 120 credits.

The degree is a three-year programme. Each year is divided into two semesters of 16 weeks.

### **Start/Finish Dates for Semester 2 2015**

#### **Semester 1**

Start: Monday 13 July 2015

Finish: Friday 6 November 2015

### **Public Holidays**

Labour Day 26<sup>th</sup> October 2015

### **Breaks**

Monday 31<sup>st</sup> August – Friday 11 September 2015

### **Timetable**

During orientation day you will be given a timetable for the programme. Timetables and programme information is also available on the general Moodle Site.



## Degree Term Dates for 2015

### THE RELEVANT DATES ARE:

ACTIVITY	DATES
Orientation	Friday 27 <sup>th</sup> February
Semester Start date (Semester 2 Papers)	Monday 2 March
Good Friday (Public Holiday)	Friday 3 April
Semester Break ( 2 weeks)	Mon 6 April - Fri 17 April
Queen's Birthday (Public Holiday)	Monday 1 June
Study Week	Monday 8 <sup>th</sup> - Fri 12 <sup>th</sup> June
Exam Week	Monday 15 <sup>th</sup> June - Fri 19 <sup>th</sup> June
Mid-Year Break (3 Weeks)	Monday 22 <sup>ND</sup> June - Friday 10 July
Orientation	Friday 10 <sup>TH</sup> July
Semester Start date (Semester 1 Papers)	Monday 13 <sup>th</sup> July
Semester break (2 weeks)	Monday 31 <sup>st</sup> Aug - Fri 11 Sep
SEPTEMBER INTAKE	Monday 14 <sup>th</sup> September
Labour Day (Public Holiday)	Monday 26 <sup>th</sup> October
Study Week	Tuesday 27 <sup>th</sup> October - Friday 30 <sup>th</sup> Oct
Exam Week	Monday 2 Nov - Fri 6 Nov
Semester 1 Ends	Friday 6 Nov
September intake ends	Friday 18 <sup>th</sup> December



**Bachelor of Culinary Arts and Business, Level 7  
Structure by Semester**

Year One (100 level)		Year Two (200 level)		Year Three (300 level)										
Semester 1		Semester 2	Semester 3	Semester 4	Semester 5	Semester 6								
CP101 Cuisine Fundamentals		CP105 Pâtisserie	CP201 Culinary Applications	CB205 Leadership and Management	CB301 Restaurant Concepts and Management	CP305 Co-operative Education Project								
CA102 Communications		CP106 Wine and Beverage Fundamentals	CB202 Hospitality Management	CB206 Marketing Principles	CB302 Quality Services Management									
CB103 Food Quality Management Systems		CP107 Food and Beverage Operations and Service	CB203 Menu Management	CB207 Small Business Operations	CA303 Contemporary Industry Trends and Issues	CB306 Decision Making and Strategy								
CA104 The Hospitality Experience		CP108 Advanced Cuisine	CA204 Aesthetics of Food and Wine	CP208 Volume and External Catering	CA304 Food and Drink in Contemporary Society	CP307 Professional Gastronomic Practice								
<table border="1"> <tr> <td><b>Course prefix</b></td> <td></td> </tr> <tr> <td>Culinary Arts</td> <td>CA</td> </tr> <tr> <td>Culinary Business</td> <td>CB</td> </tr> <tr> <td>Culinary Practice</td> <td>CP</td> </tr> </table>		<b>Course prefix</b>		Culinary Arts	CA	Culinary Business	CB	Culinary Practice	CP					
<b>Course prefix</b>														
Culinary Arts	CA													
Culinary Business	CB													
Culinary Practice	CP													



## OUTLINE – Semester 1 Year One

	Paper Title	Credits	Level	Assessment Methodology	Pre Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CP101	Cuisine Fundamentals	15	5	Achievement	Entry Criteria	112	38	150
CA102	Communications	15	5	Achievement	Entry Criteria	84	66	150
CB103	Food Quality Management Systems	15	5	Achievement	Entry Criteria	84	66	150
CA104	The Hospitality Experience	15	5	Achievement	Entry Criteria	84	66	150
	<b>Total</b>	<b>60</b>				<b>364</b>	<b>236</b>	<b>600</b>

## OUTLINE – Semester 2 Year One

	Paper Title	Credits	Level	Assessment Methodology	Pre and co Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CP105	Patisserie	15	5	Achievement	Co-requisite: CP101	112	38	150
CP106	Wine and Beverage Fundamentals	15	5	Achievement	Entry Criteria	112	38	150
CP107	Food and Beverage Operations and Service	15	5	Achievement	Entry Criteria	112	38	150
CP108	Advanced Cuisine	15	5	Achievement	CP101	112	38	150
	<b>Total</b>	<b>60</b>				<b>448</b>	<b>152</b>	<b>600</b>



## OUTLINE – Semester 1 Year Two

	Paper Title	Credits	Level	Assessment Methodology	Pre Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CP201	Culinary Applications	15	6	Achievement	CP105 CP108	70	80	150
CB202	Hospitality Management	15	6	Achievement	CA104 CP107	70	80	150
CB203	Menu Management	15	6	Achievement	CB103 CP107	70	80	150
CA204	Aesthetics of Food and Wine	15	6	Achievement	CA104 CP106	84	66	150
	<b>Total</b>	<b>60</b>				<b>294</b>	<b>306</b>	<b>600</b>

## OUTLINE – Semester 2 Year Two

	Paper Title	Credits	Level	Assessment Methodology	Pre Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CB205	Leadership and Management	15	6	Achievement	CA102	70	80	150
CB206	Marketing Principles	15	6	Achievement	CA102 CA104	70	80	150
CB207	Small Business Operations	15	6	Achievement		70	80	150
CP208	Volume and External Catering Management	15	6	Achievement	CP101 CA102 CB103	84	66	150
	<b>Total</b>	<b>60</b>				<b>294</b>	<b>306</b>	<b>600</b>



### OUTLINE – Semester 1 Year Three

	Paper Title	Credits	Level	Assessment Methodology	Pre Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CB301	Restaurant Concepts and Management	15	7	Achievement	CB205 CB206 CB207	56	94	150
CB302	Quality Services Management	15	7	Achievement	CB202 CB205	56	94	150
CA303	Contemporary Industry Trends and Issues	15	7	Achievement	All 200 level	56	94	150
CA304	Food and Drink in Contemporary Society	15	7	Achievement	All 200 level	56	94	150
	<b>Total</b>	<b>60</b>				<b>224</b>	<b>376</b>	<b>600</b>

### OUTLINE – Semester 2 Year Three

	Paper Title	Credits	Level	Assessment Methodology	Pre and Co Requisites	Tutor Supported Learning Hours	Independent Learning Hours	Total Learning Hours
CP305	Co-operative Education Project	30	7	Achievement	All S1 papers	40 plus 100 in Workplace	160	300
CB306	Decision Making and Strategy	15	7	Achievement	Co-requisites: CB301, CB302 CP305	56	94	150
CP307	Professional Gastronomic Practice	15	7	Achievement	Co-requisite: CP305	28	122	150
	<b>Total</b>	<b>60</b>				<b>164</b>	<b>436</b>	<b>600</b>



## **Section B - Programme Information/Regulations**

### **Aims**

The Bachelor of Culinary Arts and Business will prepare graduates to create, practice and manage a world-class culinary business in a globally competitive environment. This innovative degree programme focuses on developing a knowledge and appreciation of fine food and wine in a 'farm to plate' context, and how this is successfully applied in a range of business oriented culinary settings. Students will learn to conceptualise, create, promote, commercialise and manage the culinary product or service in a global context.

### **Qualifications / Graduation Requirements**

You must acquire all 360 credits listed in the programme outline to attain the Bachelor of Culinary Arts and Business

### **Fees Statement (re graduation)**

All fees are due to be paid in full by the first day teaching starts. If you have not paid all of your fees you will not be eligible to receive credit/s or awards (in other words to graduate) and will owe your fees as a debt to Le Cordon Bleu NZI.

This also means if you have outstanding library fines, or other debts with LCB, you place your ability to graduate at risk.

### **Off Campus Learning**

#### **INDUSTRY BASED PROJECT**

##### **Identification and allocation of projects:**

When you enrol in the CP305 Co-operative Education Project paper you are responsible for sourcing your own project prior to the commencement date in Semester Two of each year. Staff will be available to give you some guidance during the first semester, and will help you source a project if you are having difficulty.

Each project must be approved by your lecturer before you can undertake the project. You must prepare your own documentation providing sufficient detail on the project scope to allow your lecturer to understand what the project will involve. Prospective projects may be declined due to a variety of reasons, e.g. an inappropriate level of complexity, insufficient content or a conflict of interest. The reasons for the decline of any projects will be communicated to you.

If you have sourced a project you are deemed to have made a commitment to that project. If a project cannot proceed due to circumstances beyond your control either before it begins or during the project timeframe then you will receive some assistance to help you secure a new project or to complete a modified project. This will be negotiated with you on a case-by-case basis and your academic supervisor must be notified by you as soon as you become aware of a problem.

##### **Tutorial hours:**

You will meet with the academic supervisor for up to one hour per week, or by negotiation with the academic supervisor. This meeting ensures that the project is progressing in accordance with the prescribed milestones and enables discussion of any issues/problems that may arise. You are responsible for any extra learning that is required to complete the project.



## **Management of the project:**

The overall management of the project is your responsibility, and you must keep all parties informed of any issues that arise that may affect the outcome of the project. This includes regular meetings with the project sponsor.

## **Programme Materials**

All materials and textbooks needed to complete this paper will be accessible through Moodle, or the LCB library

## **Computer Access**

The building has wireless access to the LCB computer network and the internet. You are able to logon to this using your student logon details and password.

There are computers available for student use in the Learning Commons. This equipment is for the use of enrolled students only. You will need to carry your ID card with you to prove you are a student.

### **What about noise?**

Talking is okay in the Learning Commons but try not to disturb other students.

### **The Internet/E-mail**

You have unlimited access to the Internet and E-mail however your usage is monitored. Inappropriate use is unacceptable and disciplinary procedures may be actioned.

### **Printers and Paper Wastage**

Printing and photocopying needs to be paid for. Your student ID card will be credited with a sufficient amount of money to get you through your programme. If you exceed the suggested amount you will need to pay money to continue printing.

If you print a document and it does not come out of the printer straight away, do not reprint! First you should:

- Check the printer to make sure it has paper and is on line.
- Double click on the printers' icon in the control panel. Then double click the printer that you sent the documents to. This will bring up a dialogue box, which shows you the current, and pending print jobs. In this box should be your document.

You will be able to recognise it as it has your ID number next to it.



## Recognition of Prior Learning (RPL) (Cross Credit, Credit Transfer and the Assessment of Prior Learning)

Up to 120 credits can be credited through Recognition of Prior Learning.

Recognition of Prior Learning acknowledges what you have learned from other programmes and qualifications, life experiences, work experiences, training programmes and workshops and measures it against the requirements of the programme you are enrolled for.

An applicant can be awarded credit towards a qualification where it can be satisfactorily demonstrated that their prior learning reaches the standards required for the papers.

It is important to apply for RPL if you think that you have already learned the material to be covered in the programme.

- If you decide to apply for RPL you will need to get a detailed description of papers you want RPL for from the Academic Director. From the details of the learning outcomes you will have to produce evidence or validation of how you have already met the requirements for those learning outcomes.
- After you have completed the application form and provided the detail of how you have met the learning elements, you will have an Assessment Interview with a Subject Leader in the area you are seeking RPL. If you wish you can have a support person in attendance.
- After the interview you will be notified of the decision. This may be full credit, partial credit, partial credit with a requirement for further work, or no credit. If you are not satisfied with the decision, there is an appeal process available.
- If you think you might be eligible, or are interested in applying for RPL, you should talk to the Academic Director. The RPL process is charged at \$70 per hour.

### Evidence of Prior Learning

There are five ways to prove your prior learning. These are:

- 1 *Attestation:* This means that an authoritative person attests or confirms your prior learning, usually at an interview.
- 2 *Challenge:* This means that your prior learning is tested. This could be by a practical, oral or written test.
- 3 *Portfolio:* A portfolio is a compilation of evidence related to the learning outcomes of the programme you are seeking credit for.
- 4 *Cross Credit:* Credit is granted for programmes or programmes taught elsewhere, which are equivalent to the programme in which you are seeking credit. These programmes could be from Secondary School, University, College of Education or other Polytechnics.
- 5 *Assessment:* You have your prior learning assessed at an interview with an assessor.

### Credit Transfers

Credit Transfers are granted when you have the exact BCAB paper. Credit Transfers incur a small administrative fee and the evidence of attainment will need to be provided on enrolment and a change of circumstance form is then processed.



## **Graduate Profile and Career Options**

Graduates will work at the interface of the produce based and service based sectors in hospitality related settings.

Graduates' entry into culinary industries and professions will vary according to the work experiences of students prior to and during the programme. In some cases, graduates will be ready to work in professional, supervisory or strategic roles; in some cases a period of industry experience or further study may initially be needed, eg teaching or journalism, but students will have the potential to progress rapidly, horizontally or laterally, within their chosen culinary profession.

Graduates without prior qualifications or experience will have the fundamental knowledge and skills to commence and quickly progress in a career in food and beverage production, service, business and management in a wide range of NZ and international culinary settings.

Graduates wishing to pursue a career as a chef, will be able to do so, the level at which they enter the cheffing hierarchy being dependent on their work experience to date. It is estimated that the BCAB would provide sufficient practical cookery experience for students to enter around the level of demi or commis chef and rapidly progress to more senior levels.

Graduates with prior qualifications or experience will have the knowledge, skills and mind-set to progress to executive level and contribute to strategic planning in large or small culinary business contexts. It also provides the qualification base from which to consider a career in culinary education.





## Section C - Assessment

### **Description**

You must achieve a C grade (50-59) or higher in order to successfully pass each paper.

Assessment of students is used to:

- Structure and facilitate learning
- Evaluate content and teaching
- Motivate students
- Grade achievement
- Determine student progress

Each paper will have a minimum of 3 and generally a maximum of 5 pieces of assessment.

In determining the assessment techniques adopted for each paper, lecturers will take into consideration the purpose of the paper and the way in which these contribute to the overall programme objectives.

### **Assessments in Te Reo Māori**

LCB endorses your right to use Te Reo Māori in assessments. If you are fluent in Te Reo and wish to be assessed in Te Reo Māori you should inform your lecturers of this at the beginning of the programme.

### **Grading**

Academic Records will be issued at the end of the academic year to all students who have gained credits. Results will be awarded as:

A+	85 – 100
A	80 – 84
A-	75 – 79
B+	70 – 74
B	65 – 69
B-	60 – 64
C+	55 – 59
C	50 – 54
D	40 – 49
E	0 – 39
F	Ungraded Fail

### **Schedule of Assessment**

The individual paper outlines contain details of the assessment intended for each paper. The assessment schedule for each paper is distributed to you at the start of the paper (provided at the beginning of each semester). The schedule contains the type, date and time of each assessment.



## Extensions

Extensions for an assessment can only be granted prior to the assessment due date in exceptional circumstances.

These circumstances may include:

- Sickness – in which case a medical certificate must be presented to the lecturer
- Bereavement – in which case the lecturer must be informed as soon as possible.
- Extenuating circumstances – these circumstances must be explained to the lecturer and proof may be required.

An application for an extension must be submitted in written form using the Request for Assessment Extension Form (this can be found in the appendices at the back of this handbook), or in electronic form (email) to the subject lecturer. An application made in electronic form must include all the information required by the Request for Assessment Extension Form.

Where an extension has been granted, and the extension deadline has been met, no penalties will apply. Your assessment will be marked, and feedback provided, in the same way as if the assessment was submitted on the original date and time”.

## Penalties for Late Submission

The following conditions apply to all late submissions of assignment material that does not have an approved extension:

- All assignment work received after the due date and time, and not subject to a lecturer-approved extension, will attract a penalty.
- The penalty for late submission is the deduction of 10% of the mark achieved in the assessment task, for each day beyond the due date for submission.
- The penalty is applied for a maximum of five days.
- An assignment received after one week from the due date for submission will be returned unmarked and a zero grade will be entered for the assignment.
- No late submissions may be accepted after marked assignments have been returned to students unless it can be determined that there will be no advantage to the student submitting the late assignment or disadvantage to students who have submitted the work on time

## Aegrotat Passes

Aegrotat passes may be awarded to students who, for reasons beyond their control, have used their resubmission allowance and are unable to complete a final assessment for a paper. Your curriculum regulations and special conditions will apply – check these out with the Programme Manager.

## Dishonesty During Assessment

You are expected to behave honestly during assessments. Plagiarism or cheating is not permitted. This includes submitting any work for assessment that is not your own, and whose author has not been acknowledged; copying another’s work; collaborating with others in the preparation of material, except where this is an assessment requirement; and resubmitting work without prior written approval of the Programme Director.



## Re-sits

A student who attains a final cumulative mark of between 45% and 49% (inclusive) will be allowed one supplementary assessment per paper, to be completed within the academic year. The supplementary assessment may take one of two forms, resit or resubmission.

The following rules apply to a re-sit and a resubmission:

- The mark gained for the supplementary assessment replaces the previous mark assigned and is used to recalculate the new cumulative total.
- If the new total is 50% or more a C grade only will be awarded. That is, any resit or resubmission assessment is not eligible for a grade higher than a C.

## Reconsideration of Assessments

If you believe the grade you received for a particular assessment was unreasonable then you may apply to have that grade reconsidered. You should approach your lecturer in the first instance to discuss this, but if you want to take it further then you need to fill in the **Reconsideration of a Grade Form** and submit it to the Programme Director within five working days of receiving the grade.

## Inability to Meet Course Requirements

If you have a serious health problem or personal or other circumstances that impact on your study and ability to meet programme requirements please inform the Programme Director.



## Section D - Withdrawal

Before you decide to withdraw from your course/programme you should discuss this with your lecturer or the Student Support Services Manager or Academic Director. Remember, if you are having difficulties with your course there are ways LCB can help you.

If you decide that you will withdraw, you **must** complete a Change of Details / Circumstances Form that can be obtained from Reception. If you don't formally withdraw (by completing this form) your grade will be recorded as a 'fail'.

The rules for **fees refunds** if you withdraw are copied below from the Enrolment Guide.

If you have any queries related to withdrawal and/or fees refunds then you should contact the Student Support Services Manager.

### ***Fee Refunds***

Refunds of tuition fees will only be made in accordance with the following policy:

- By accepting a place in a programme or course at Le Cordon Bleu New Zealand Institute, a student enters a contract with Le Cordon Bleu New Zealand Institute for the period of one academic year (or the length of the course if less than one year). This contract means there is an obligation to pay the fee for the year (or length of the shorter course).
- There is no automatic right to a refund of fees if a student changes his/her mind about studying at Le Cordon Bleu New Zealand Institute.
- Students who have paid fees for a programme that Le Cordon Bleu New Zealand Institute subsequently cancels, will receive a full refund.
- If a formal withdrawal from the enrolment is received no later than 2 weeks prior to commencement of the programme of study, 90% of the fees will be refunded.
- If a formal withdrawal from the enrolment is received less than 2 weeks prior to commencement of the programme of study, 50% of the fees will be refunded.
- If formal withdrawal is received after the programme commences, the student is not entitled to a refund of fees.
- Where exceptional circumstances necessitate withdrawal from a programme of study, Le Cordon Bleu New Zealand Institute may, after consideration of the exceptional circumstances relevant to the case, approve an appropriate refund less an administration fee of \$250 and agent commission where applicable. Information to support the claim for exceptional circumstances must be supplied in writing to the Registrar of Le Cordon Bleu New Zealand Institute.
- If a student wishes to transfer to another institute and the Enrolment Office receives notice at least 2 weeks prior to the commencement of the programme of study, 75% of the fees will be refunded. An Offer of Place from the other institution must support the application to transfer.
- A student who has paid fees for a programme and is subsequently refused an initial visa by Immigration New Zealand, will be paid a full refund less \$250 for administration purposes.
- A student who has paid fees for a programme and is subsequently refused an extension to an existing visa by Immigration New Zealand on the basis of poor attendance, will receive no refund.



- If a student's permit extension is refused by Immigration New Zealand on the basis of poor performance, the student will receive a refund of only that portion of the fee which corresponds to the part of the programme for which no visa is issued. An administration fee of \$250 will be retained by the Institute.
- All applications for refunds must be submitted on the Application for Refund Form (available from the Enrolment Office). Supporting information must be submitted together with the form to the Enrolment Office.
- For all 'Le Cordon Bleu New Zealand Institute International Student Packages' please refer to the terms and conditions of the 'Package'.
- Le Cordon Bleu New Zealand Institute will not pay refunds directly to international students or their agents in New Zealand. Refunds will be either sent to the institution to which the student is transferring, or to the student's account in their country of origin, after the student permit has been cancelled.



## Section E –Student Support & Learning Commons

### **Academic Support**

Academic support is available for all LCB students to help you be as successful in your study as you can be. If you want any extra support please see your lecturer who will organise for you to see the appropriate person.

### **Pastoral Care**

If you are concerned about any aspect of your studies at LCB and would like some advice on what to do and who you can talk to, contact the Programme Director.

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#### **Julie McGowan**

<b>Email contact</b>	jmcgowan@cordonbleu.edu
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<b>Phone contact</b>	04 472 9800 021 434 810
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### **Learning Commons Library**

The Library gives you access to the resources you need to become a successful student. Enrolled students, part time and full time, have access to all library services and resources.

Learning Commons staff are here to assist you to develop the information, research and study skills you need.

A wide range of resources and services are available:

- Books
- Information skills training
- Ebooks
- Research assistance
- Serials/journals
- Computer access
- Electronic journals
- Photocopiers/printers
- Video/DVDs
- Study areas
- Inter-campus loans
- Inter-library loans

### **Student Web Services WebSite**

This web site located at <https://sws.ucol.ac.nz> is a secure web site permitting current and past students to view and edit their student information including personal details, enrolments, academic results and financial statements. Check your Programme Confirmation Letter for login details.



## Section F - Student Responsibilities

- 1) All students at LCB (whether on LCB premises or at an LCB activity off campus) are expected and required to behave at all time in a reasonable and lawful manner in the circumstances.
- 2) Without limiting 1), students are required:
  - a) To observe all LCB health and safety rules.
  - b) To treat all people (whilst on LCB premises or at an LCB activity off campus), including LCB staff and students in a lawful manner in the circumstances and with respect and consideration.
  - c) To attend LCB course activities and tuition without the influence of alcohol and/or unlawful substances.
  - d) To take reasonable care not to damage or destroy LCB resources and to use all LCB resources in accordance with LCB's directions.
  - e) Not to take any food stuffs from LCB stores without the express permission of their lecturer.
  - f) Not to harass any person whilst on LCB premises or at an LCB activity off campus.
  - g) Not to discriminate against any person in a way which is unlawful.
  - h) To act in a manner that maintains the well-being of that student and other staff and students at LCB.



## Section G - Academic Appeals, Concerns & Complaints

You can't study properly if you're unhappy. If you have a concern, complaint or problem that's getting you down its best if you do something about it as soon as possible. Ideally first talk directly to the person concerned or your lecturer. To help you focus on the issue, write down your problem. Feel free to take a support person with you. This person can help you stay on track and talk things over with you afterwards.

The Student Support Services Manager will do her best to help you resolve things as quickly and easily as possible so that you can concentrate on your studies.

A quick reference guide of who can help with your concerns and a flowchart illustrating the Student Concerns and Complaints Procedure are provided on the following pages.

<b>Issue/Complaint</b>	<b>Relevant Document</b>	<b>Who can help students</b>
Academic/ Assessment related issues	<a href="#">Student Handbook</a>	Student Support Services Manager Academic Director Lecturer
Harassment and Discrimination	<a href="#">Student Handbook</a> Any allegations of harassment made by a student will be acknowledged, treated in a confidential manner and will be dealt with under the direction of the student making the complaint.	Student Support Services Manager Academic Director
Concern/ Complaint	<a href="#">Student Handbook</a> If you have a concern, complaint or problem relating to your study it's best if you do something about it as soon as possible.	Academic Director Student Support Services Manager
Health & Safety/ Facilities	<a href="#">Student Handbook</a> LCB seeks to maintain safe campus environments that promote the well-being and health of all employees and students.	Academic Director Student Support Services Manager
Discipline matter- non academic	<a href="#">Student Handbook</a>	Academic Director Student Support Services Manager
Fees	<a href="#">Student Handbook</a>	Student Support Services Manager

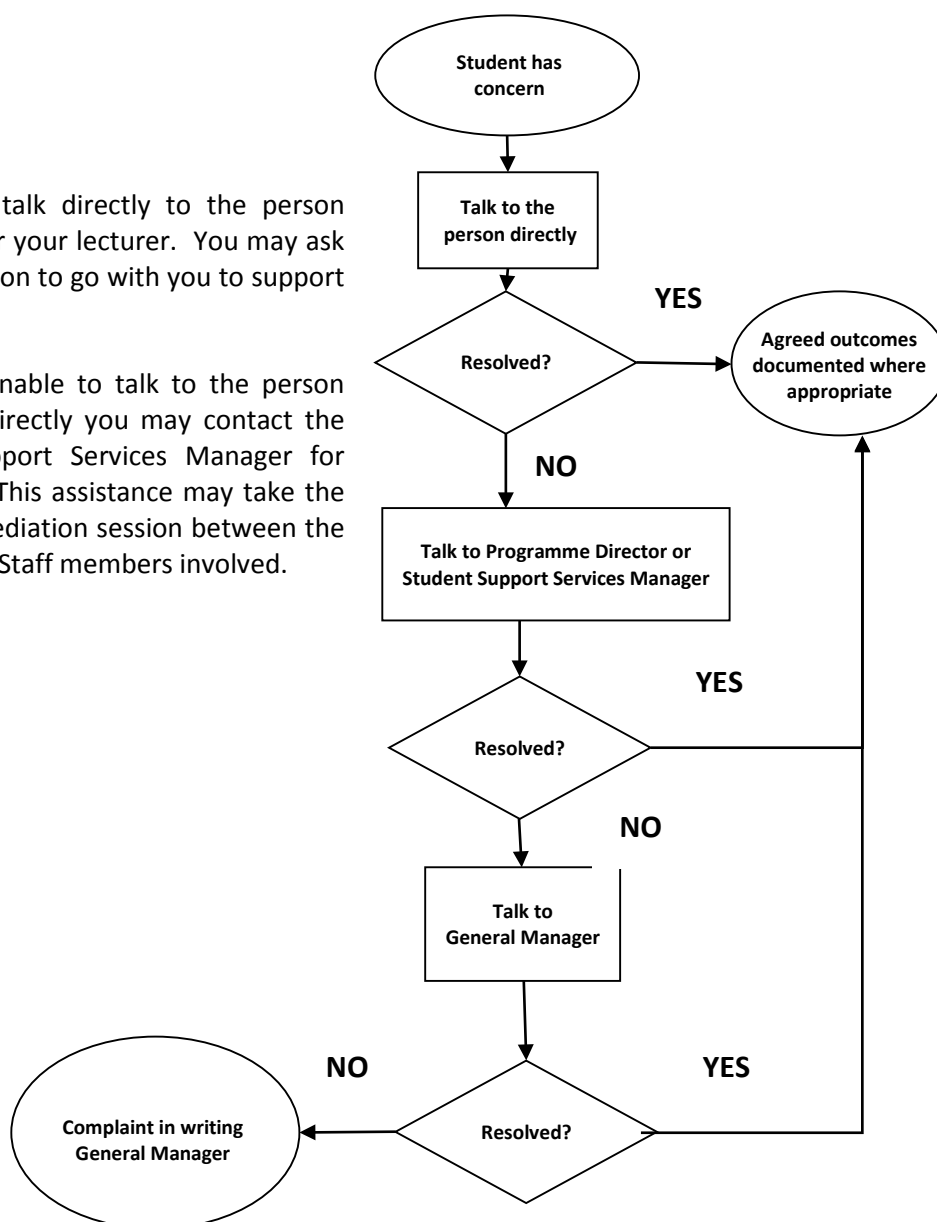




# Concerns Procedure Flowchart

Ideally first talk directly to the person concerned or your lecturer. You may ask another person to go with you to support you.

If you are unable to talk to the person concerned directly you may contact the Student Support Services Manager for assistance. This assistance may take the form of a mediation session between the Student and Staff members involved.





## Section H - Health and Safety

### **Introduction**

It is the intention of the LCB team to achieve and maintain a safe, healthy work and study environment for all of those involved in its operations. To meet this objective LCB will:

- Ensure that managers and supervisors recognise their obligations to the occupational health and safety of all persons under their direction in our workplace.
- Ensure compliance with the Regulations, Standards, Codes of Practice and the provisions of applicable LCB and national policy and legislation.
- Provide the information, instruction, supervision, training, retraining and education necessary to enable all staff and students to carry out their tasks in a way that minimises the risk of injury or illness to themselves and to others.
- Ensure that all premises, means of access, plant, equipment, vehicles and processes are designed, constructed, maintained and used with regard for health and safety.

### **Health and Safety Responsibilities**

All staff and students are responsible for ensuring that they work in a manner which is safe to themselves and to others, and must comply with the requirements of relevant LCB Health and Safety Policies.

### **General Health and Safety Information**

#### **Occupational Overuse Syndrome (OOS)**

Occupational Overuse Syndrome (OOS) is a term for a range of conditions characterised by discomfort or persistent pain in the muscles, tendons or other soft tissues of the body. Although OOS is prevalent in many types of occupations it is also developed by keyboard operators. The systems may be some, or any of the following:

- Muscle discomfort
- Fatigue
- Aches and pains in the wrist, shoulders and back
- Numbness and tingling
- Stiffness in the fingers, wrists and arms
- Headaches

OOS CAN BE PREVENTED – by using the following guidelines:

- Use suitable well-adjusted furniture
- Work with a relaxed keyboard technique
- Organise a sensible workload and workflow
- Exercise as you work

LCB is committed to providing a safe learning environment for all students. Students are required to inform lecturers of any OOS symptoms which may develop.



## Personal Protective (PPE) and Safety Equipment

At all times you are to wear the protective clothing and safety footwear required. When operating equipment you are to follow all operating rules and manufacturer's instructions. When using chemicals for cleaning, the manufacturer's instructions are to be followed and protective goggles and gloves are to be worn at all times. Failure to do so could cause injury and would mean that you are in breach of the Health and Safety Employment Act 1992 and associated amendments.

## Fire Emergency

You must familiarise themselves with the location of fire doors, fire exits and emergency evacuation routes, so that they know how to exit from the building in the event of an emergency.

All staff and students should know the location of their nearest fire alarm call points and how to use these.

In the event of an actual or suspected fire emergency:

1. Operate the nearest fire alarm
2. Immediately leave the building by the closest evacuation route - **do not** run, **do not** use the elevator/lift, follow the instructions of the Floor Fire Warden if he/she is present
3. Assemble in Cuba Street.
4. Do not leave the assembly point or re-enter the building until authorised to do so by the Chief Fire Warden or Fire Services Personnel

## Evacuation of Mobility Impaired Students

If you have a disability that makes it difficult for you to exit the building in the event of an emergency please alert your lecturer who will discuss LCB's emergency evacuation arrangements for such a situation and plan ahead how best to implement them to suit your situation.

## Fire Precautions

Emergency evacuation routes must remain tidy and free from obstacles. Students must not place or store equipment so that it blocks exits or evacuation routes or immediate access to fire alarms, fire equipment or electrical switchgear.

## Fire Prevention

The value of routine checking that electrical equipment, gas taps etc are turned off, and that doors to rooms and staircase are closed, cannot be overemphasised. Students are reminded that smoking is not permitted on LCB premises including entrance foyers.



## **Accidents**

All accidents, fires, “near misses”, and instances of known or suspected occupational ill health must be reported to your lecturer. Reported accidents/incidents will be investigated and any necessary remedial measures, including revised work procedures, training, etc, will be implemented as appropriate.

**Accidents / incidents of a serious nature must be notified immediately to a lecturer.**

## **First Aid**

A first aid box is available at Reception.

In the event of any emergency requiring an ambulance immediately call 111 (**remember to state the precise location and nature of the emergency**), then contact your nearest lecturer.

## **Hazard Plans**

The majority of the activities carried out as part of your programme are routine and generally low risk in nature and do not require to be formally risk assessed. However, for any activity involving a significant risk, a written hazard assessment and risk management plan has been developed. It is important that you make yourself familiar with, and comply with, these plans. You can access a copy of these plans from the relevant lecturer.

## **Monitoring Health and Safety**

A self-inspection (safety audit) of the Programme will take place to monitor the effectiveness of the health and safety policy. The inspection will be made by the Health and Safety Representative.

## **Health and Safety Queries and Issues**

All students encountering any kind of health and safety hazard in this programme should report these promptly to their lecturer or, in his/her absence, to any senior member of staff.

If necessary Health and Safety concerns may be escalated to the Academic Director or the Institute Director.

## **Students with Disabilities or Health Issues**

LCB is committed to working with students whose condition or health status predisposes them to emergency health events. If you fall into this category you are invited to contact the Programme Director or another lecturer of your choice to discuss and agree on strategies to manage these events. The information provided by you and any resultant “emergency event management plan” will be kept confidential and only shared with those involved in this implementation.



## Section I – Smoking, Drugs & Alcohol

For the safety and well-being of yourself and others LCB has policies regarding smoking, drugs and alcohol.

### **Smoking on Campus**

LCB is Smokefree which excludes all smoking on campus.

### **Unlawful/illegal Drugs and Unlawful/illegal Substances**

LCB requires that all students comply with the law as it relates to the use and possession of illegal drugs and the abuse of substances. This does not mean that you cannot use over the counter medicines for minor illnesses, nor does it mean you cannot take medicines prescribed for you by your doctor.

You may be excluded from class or any LCB activity if a staff member considers you are under the influence of drugs. This may lead to suspension from your course/programme and even to having your enrolment cancelled.

The Police may be notified of any illegal activity related to the use or possession of unlawful drugs or substances.

### **Alcohol**

You may be excluded from class or any LCB related activity if a staff member considers you are under the influence of alcohol.

Any activities on campus where alcohol is served must comply with the Sale of Liquor Act 1989.



# Appendix One

## Request for Assessment Extension Form

**Student Name:** \_\_\_\_\_

**Course:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Lecturer:** \_\_\_\_\_

I would like to request an extension for the submission of assessment for the following:

**Paper:** \_\_\_\_\_

**Test/Assignment:** \_\_\_\_\_

**Date Due:** \_\_\_\_\_

**Reasons for Requesting Extension:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Signed (Student)** \_\_\_\_\_

***I declare that the information given is correct and true***

Date received from student \_\_\_\_\_

Declined/Accepted (cross out one)

Reason Declined \_\_\_\_\_  
\_\_\_\_\_

Notes:

- You may negotiate with your lecturer for additional time to complete the work required.
- Negotiation of extension time for assessments must be in writing and made at least one week prior to assessment dates.
- Extensions will only be issued to those who have genuine reasons for not being able to complete assessments



## Appendix Two

### Request for Reconsideration of Grade

**Course:** \_\_\_\_\_

**Paper:** \_\_\_\_\_

**Test/assignment:** \_\_\_\_\_

**Lecturer:** \_\_\_\_\_

**Date:** \_\_\_\_\_

I request to be re-graded for the above test/assignment.

I understand that the mark I receive from this re-grade will appear on my final transcript.

Yours sincerely

**Student:** \_\_\_\_\_

**Date:** \_\_\_\_\_

N.B. This request must be made within five days of receiving your original grade.



# Student Code of Conduct

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## 1. General

All students at Le Cordon Bleu NZ Institute (whether on LCBNZI premises or at an LCBNZI activity off campus) are expected and required to behave at all times in a reasonable and lawful manner.

Students are required:

- To help maintain an atmosphere and physical environment that encourages learning by treating other students, staff and the campus facilities with respect and consideration
- To be respectful, courteous, honest, co-operative and prompt in their dealings with LCBNZI.
- To observe all LCBNZI health and safety rules
- To attend LCBNZI programme activities and tuition without the influence of alcohol and/or unlawful substances
- To take reasonable care not to damage or destroy LCBNZI resources and to use all LCBNZI resources in accordance with LCBNZI's directions
- Not to harass any person whilst on LCBNZI premises or at an LCBNZI activity off campus. (See Section 3)
- Not to discriminate against any person in a way which is unlawful.

## 2. Assessment

Any work presented for assessment must be the student's own work and must not be submitted elsewhere in any other paper or programme unless otherwise permitted by the paper lecturer.

Students are expected to behave honestly during assessments. Plagiarism or cheating is not permitted. This includes:

- submitting any work for assessment that is not the student's own, and whose author has not been acknowledged
- copying another's work
- Collaborating with others in the preparation of material, except where this is an assessment requirement.



### 3. Student Harassment

LCBNZI regards any kind of harassment; sexual or other forms, on or off campus, as unacceptable. LCBNZI is committed to the elimination and prevention of all harassment within our organisation.

#### Definition

Harassment is physical, verbal or visual conduct that is:

- Unwelcome
- Uninvited
- Unwarranted, or
- Offensive.
- Harassment may include:
- Offensive Language
- Racist comments or ridicule
- Suggestive remarks about a person's personal life
- Leering, touching or pinching
- Offensive printed material
- Use of email, texting or other electronic media to cause offense
- Abuse of power to humiliate
- Bullying

Harassment is not:

- Occasional compliments
- Behaviour based on mutual attraction
- Developing friendships, sexual or otherwise, between consenting adults.

#### 3.1. Harassment Prevention

Any allegations of harassment made by a student will be acknowledged, treated in a confidential manner and will be dealt with under the direction of the student making the complaint. Students who are being harassed will be encouraged/supported to deal with the situation, and/or to make a formal complaint.

A student who is deemed to be harassing another person may be disciplined as set out in the Disciplinary Procedure in Section 7 below.



## 4. Use of Computers

The purpose of Information and Communications Technology (ICT) resources is to support the teaching, education and research activities and business objectives of the Institute, by providing technological support and capability to enable staff and students of the Institute to obtain access to unique resources.

It is in the interests of staff and students that the Institute's ICT networks continue to operate smoothly and at optimum performance levels. This relies to some degree upon the proper conduct of end users.

### 4.1. Internet Usage

All students have access to the Internet for educational purposes although occasional personal use is allowed so long as the internet use:

- is not for personal financial gain
- does not interfere with the user's productivity
- does not directly or indirectly interfere with the operation of the facilities
- is not for illegal activities
- does not inadvertently bring the Institute into disrepute

Downloading of objectionable, obscene, indecent, slanderous and inappropriate or offensive material is prohibited and includes but is not limited to:

- Material prohibited by law
- Pornography
- Degrading images
- Racist or sexist material
- Violent images
- Material that is incitement to criminal behaviour
- Material that is incitement to racial hatred
- Material relating to Fraud
- Intimidating, defamatory or discriminatory material
- Harassment or bullying
- Plagiarism or cheating
- Impersonation/identity theft
- On-line gambling
- On-line Auctions
- Spam URL's
- Open access peer to peer
- Hacking.

### 4.2. Computer Software

Downloading and installing any software on any LCB NZI computer is prohibited due to a risk of viruses, potential breach of licensing agreements and contracts and copyright laws.



### 4.3. Music and Video Files

Downloading and storing of music and video files from any source (internet, USB, CD etc.) is prohibited, unless there is a requirement for it with respect to a specific course or learning objective and express permission is granted.

### 4.4. Copyright Issues

No copyrighted material is to be downloaded and/or disseminated without licence. ICT resources may not be used for purposes which constitute an infringement of copyright.

#### **Important**

New Zealand's copyright law provides content owners of copyrighted works such as movies, TV shows and music with a quicker and easier way to penalise people infringing their copyright from illegal downloading. A successful infringement allegation can see LCBNZI being fined up to \$15,000.00 per infringement with the potential of having the internet connection to LCBNZI being cut for up to six months for all users. LCBNZI will consider any offending to be a serious matter requiring disciplinary action and will **seek to recover any consequential costs** resulting from an infringement notice from the person found to have been responsible.

### 4.5. Use of Email

Students are provided access to email on the understanding that:

- The content of any email sent will be appropriate in terms of its language and subject matter regardless of its destination
- No harmful software will be intentionally transmitted with any message
- No chain-messages will be originated by the user or forwarded on from his or her account
- The Institute reserves the right to intercept and monitor any message traffic, if it suspects inappropriate content or malpractice.

LCBNZI Policy

**Information Communication And Technology (ICT) Acceptable Use Policy**



## 5. Health and Safety

LCBNZI want to achieve and maintain a safe, healthy work and study environment for all students. Everyone is responsible for ensuring that they work in a manner which is safe to themselves and to others, carrying out their tasks in a way that minimises the risk of injury or illness to themselves and to others.

### 5.1.Potential Hazards

Please be aware of the following potential hazards whilst participating in your programme:

- Slippery floors – should be signposted and reported to the supervisor
- Broken glass – should be wrapped in newspaper and disposed of
- Swing doors – correct use required
- Hot liquids – to be handled in an appropriate way
- Knives – correct use required
- Restaurant/Bar beverage machinery – to be used as per instruction
- Step ladders – to be used as per instruction
- Occupational Overuse Syndrome.

### 5.2.Fire Emergency

All students must familiarise themselves with the location of fire doors, fire exits and emergency evacuation routes, so that they know how to exit from the building in the event of an emergency. All staff and students should know the location of their nearest fire alarm call points and how to use these.

In the event of an actual or suspected fire emergency:

- Operate the nearest fire alarm
- Immediately leave the building by the closest evacuation route - **do not** run, **do not** use the elevator/lift, follow the instructions of the Floor Fire Warden if present
- Assemble as instructed by your lecturer or as outlined in the room that you are in
- Do not leave the assembly point or re-enter the building until authorised to do so.

### 5.3.Evacuation of Mobility Impaired Students

If you have a disability that makes it difficult for you to exit the building in the event of an emergency please alert your lecturer who will discuss emergency evacuation arrangements for such a situation and plan ahead how best to implement them to suit your situation.



## 5.4. Evacuation Procedures

Check each building for assembly areas. In the event of an emergency due to fire, earthquake or any other cause:

### **TAKE NOTE OF INFORMATION AND DIRECTIONS GIVEN BY SAFETY WARDENS DURING EMERGENCIES!!!**

- **In the event of earthquake**
  - take cover
  - stay clear of windows
  - do not go outdoors
  - evacuate buildings when given all clear
- **In the event of fire**
  - Sound the alarm
  - **Phone 1 – 111**
  - Evacuate the building **AT ONCE**
  - Assemble at the designated areas
  - If time permits, turn off all machinery, close doors and windows
  - Do not use lifts
  - One of your class should be designated to remain with any student who is unwell, disabled or in shock
  - No one is to re-enter the building until given the all clear by wardens or Fire Department.

Your lecturers will explain emergency evacuation procedures during orientation. ***If in doubt – ask.*** All evacuation procedures are displayed at main entrances on all floors of the building. Please familiarise yourself with these routines.

## 5.5. Fire Precautions

Emergency evacuation routes must remain tidy and free from obstacles. Students must not place or store equipment so that it blocks exits or evacuation routes or immediate access to fire alarms, fire equipment or electrical switchgear.

## 5.6. Fire Prevention

The value of routine checking that electrical equipment, gas taps etc. are turned off, and that doors to rooms and staircase are closed, cannot be overemphasised. Students are reminded that the building is smoke free.

## 5.7. Accidents

All accidents, fires, “near misses”, and instances of known or suspected occupational ill health must be reported using an Incident/Accident Report Form. Your lecturer will help you to access and fill in this form. Reported accidents/incidents will be investigated and any necessary remedial measures, including revised work procedures, training, etc., will be implemented as appropriate.

**Accidents/ incidents of a serious nature must be notified immediately to a lecturer.**

In the event of any emergency requiring an ambulance immediately call 111 (**remember to state the precise location and nature of the emergency**), then contact your nearest lecturer.



## 6. Alcohol and Drug Use

### 6.1. Unlawful/illegal Drugs and Unlawful/illegal Substances

LCBNZI requires that all students comply with the law as it relates to the use and possession of illegal drugs and the abuse of substances. This does not mean that you cannot use over the counter medicines for minor illnesses, nor does it mean you cannot take medicines prescribed for you by your doctor.

You will be excluded from class or any LCBNZI activity if a staff member considers you are under the influence of drugs. This may lead to suspension from your programme and even to having your enrolment cancelled.

The Police may be notified of any illegal activity related to the use or possession of unlawful drugs or substances.

### 6.2. Alcohol

You will be excluded from class or any LCBNZI related activity if a staff member considers you are under the influence of alcohol. Any activities on campus where alcohol is served must comply with the Sale of Liquor Act 1989.

### 6.3. Smoking on Campus

LCBNZI has a Smoke free Environment and excludes smoking on the campus.



## 7. Disciplinary Procedure

At any time either as a result of:

- (a) A written complaint by any person, including another student at LCBNZI; or
- (b) An observation by a LCBNZI staff member,

discipline procedures may be invoked in respect of behaviour by a LCBNZI student in contravention of Sections 1 – 6 of this Code of Conduct.

### 7.1. Observations by LCBNZI Staff Members

If an LCBNZI staff member observes behaviour by a student that the staff member concerned reasonably believes to be in contravention of Sections 1 – 6 of this Code of Conduct, the LCBNZI staff member will discuss the observation with the student, unless in the staff member's sole opinion the behaviour constitutes serious misconduct.

The staff member must put their specific concern(s) to the student and give the student the opportunity to state his/her view of the facts and provide any explanation.

If the matter is resolved to the staff member's satisfaction no further action will be taken.

If the matter is not resolved to the satisfaction of the staff member concerned then the matter will be referred to the Programme Director.

### 7.2. Written Complaints

Unless the behaviour is classed as serious misconduct, any written complaint received by LCBNZI that relates to an LCBNZI student's behaviour in contravention of Sections 1 – 6 of this Code of Conduct shall be referred immediately to the Programme Director.

On receipt of a written complaint the Programme Director will convene a meeting with the student and any other person considered desirable. The student will be notified in writing that a meeting is required and will be advised:

- (a) As to the subject matter of the meeting (including particulars of the alleged breach of discipline); and
- (b) That the student is entitled to have a support person present at the meeting; and
- (c) That the student will be given an opportunity to be heard, and an opportunity to state his/her view of the facts and to give any explanation.

At the meeting, the student may be issued with a written warning which will specify the area of undesirable behaviour, the improvement required and the consequences if there is no improvement or if the behaviour is repeated.

The Programme Director may, without issuing a written warning place a student on probation.





If the Programme Director considers that the matter may be of such a grave nature as to warrant the immediate involvement of the General Manager, it shall be referred to the Director.

### 7.3. Referral to the General Manager

The General Manager, after giving the student the *opportunity* to be heard, may:

- (a) Admonish the student; and/or
- (b) Impose a probation period or confirm probation; and/or
- (c) Suspend the student from attendance at LCBNZI for a stipulated period; and/or
- (d) Impose limitation or prohibition on attendance at any class or classes at LCBNZI for a stipulated period; or
- (e) Cancel the enrolment of the student at LCBNZI; or
- (f) Do nothing.

### 7.4. Students' Right of Appeal

If any student is not satisfied with a penalty imposed by the Programme Director, the student shall have the right to request in writing that the matter be referred to the General Manager to review the form of penalty imposed, the imposition of the penalty or both.

The General Manager may, after giving the student the opportunity to be heard, confirm the penalty or revoke the penalty or alter the penalty.

Any student who is not satisfied with a penalty imposed by the General Manager shall have the right to appeal in writing to the Academic Committee for a review of the form of penalty imposed or the imposition of the penalty or both.

Any appeal by a student must be submitted in writing to the General Manager within fourteen (14) days of the penalty being imposed and/or the decision being made.

In respect of any appeal by a student the following procedures shall operate:

- (a) The General Manager shall convene a Student Discipline Appeals Committee;
- (b) The Student Discipline Appeals Committee shall be comprised of three (3) members, but the General Manager shall not be a member;
- (c) The appeal shall then be referred by the General Manager to the Student Discipline Appeals Committee;
- (d) The student shall be informed of the procedures that will be followed, including a hearing date;



- (e) The student shall be invited to submit a detailed written and/or oral statement outlining why the decision on the form of penalty, the imposition of a penalty or both should be changed;
- (f) The student may be accompanied to any hearing by a member of the Students' Association, an advocate or any other chosen person;
- (g) The Student Discipline Appeals Committee may hear any evidence it sees fit;
- (h) The Student Discipline Appeals Committee will admit the entire matter brought before it on appeal afresh;
- (i) The decision of the Student Discipline Appeals Committee shall be notified to the student and General Manager but the Committee shall not be obliged to give reasons for its decision;
- (j) The Student Discipline Appeals Committee must comply with the requirements of natural justice but otherwise shall set its own procedures except as provided in this Code of Conduct;
- (k) The decision of the Student Discipline Appeals Committee shall be final and there is no right of appeal within LCBNZI;
- (l) The Student Discipline Appeals Committee may uphold or dismiss the appeal, and may alter the penalty imposed.



## STUDENT UNIFORM FOR DEMONSTRATION CLASSES





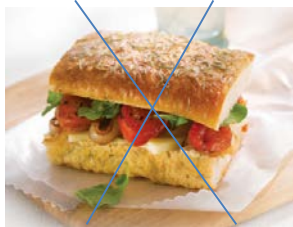
## STUDENT UNIFORM FOR PRACTICAL CLASSES (FULL UNIFORM)



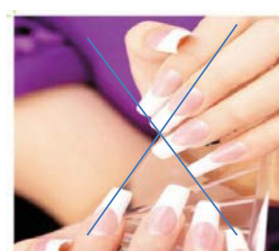
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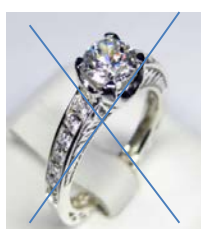
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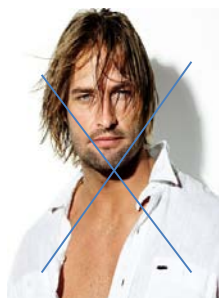
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No record  
or film



No



No



Long or  
unruly hair  
Must be



No  
heavy



No





## STUDENT UNIFORM FOR CLASS & EVENTS





## GROOMING POLICY

Le Cordon Bleu is a brand associated with excellence. One of the ways we can demonstrate excellence is by setting professional standards.

Wearing uniforms means that we are setting a uniform standard – we present ourselves as staff and students in a professional manner at all times and in a consistent way.

Your appearance demonstrates our brand and your pride in being a part of Le Cordon Bleu.

The purpose of the grooming policy is to provide guidelines on how to wear your uniform and have a professional look.

### Uniform

- Well cared for
- Clean
- Ironed
- Black tights/Black socks

### Shoes

- Black
- Professional – business shoes only no sneakers, canvas, jandals (flip flops) etc
- Polished
- Clean – without scuff marks
- No heel higher than 3cm

### Hair

- Clean and neat
- Hair ties must be black or match your hair colour
- When working at functions long hair must be tied back

### Jewellery

- Discreet - small

### Personal Hygiene

- Clean hands and nails
- Facial hair neat and tidy
- Nail polish – neutral colours
- Make up – neutral tones
- Use mild fragrances
- When working at functions – fresh breath – especially smokers
- Visible Tattoos – covered with make up



**Students are not allow to smoke in the building or in front or beside of the building.  
PLEASE SMOKE AT THE SMOKING AREA ONLY**





## Medical Services

For emergencies, please contact Wellington Hospital:

Riddiford Street, Newtown, Phone: (04) 385 5999

It is advised that students register in a medical Centre on arrival in Wellington for optimum medical care. Please see the list of medical services providers in Wellington that you can contact:

### WELLINGTON

**You can call Compass Health's GP Waiting List Enquiry Service on 0800555657 or (04) 978 4373 to find details of medical centres near you which are taking new patients.**

#### Healthcare services include:

**Oratoa Poneke Medical Centre**, 7 Hall Street, Newtown, Wellington.  
Appointments cost \$12 once you've registered with them. Your first appointment is \$35 (or \$20 if you have a Community Services Card). They don't accept casual patients.  
Tel: (04) 245 0010.

**Newtown Union Health Service**, 14 Hall Avenue, Newtown, Wellington.  
Appointments cost \$15. You must register with them and have a Community Services Card to access their services. They don't accept casual patients, and patients must live in the southern and eastern suburbs.  
Tel: (04) 380 2020.

**Capital Care**, 35 Tennyson Street, Wellington CBD.  
Capital Care will see casual patients for \$56 (under 25yrs) or \$59 (over 25 yrs). If you choose to register as a patient with them, you pay the casual rate + \$10 for your first appointment. Once registered, appointments are then \$29 (under 25yrs) or \$30.50 (over 25 yrs).  
Tel: (04) 801 8935.

**Family Planning Margaret Sparrow Clinic**, 6th Floor, 35-37 Victoria Street, Wellington.  
If you're under 22 years old, they will see you FREE of charge. If you're 22 or over and have a Community Services Card, it costs \$5, or \$23 without a Community Services Card. They run a drop-in session (no appointment necessary) from 12-1.30pm Mon-Fri.  
Tel: (04) 499 1992 or visit [www.familyplanning.org.nz](http://www.familyplanning.org.nz) for times and services.

**Evolve**, 5 Eva Street, off Dixon Street, Wellington CBD.  
Provides FREE health services for young people in Wellington aged from 10 to 25 years.  
Tel: (04) 801 9150 or visit [www.evolveyouth.org.nz](http://www.evolveyouth.org.nz) for more information.

**After Hours Medical Centre**, 17 Adelaide Road, Newtown, Wellington.  
If you're not registered with a healthcare provider in Wellington, and you need urgent medical attention, the After Hours Medical Centre is open 8am-11pm daily. The pricing scales are complex, and depend on your age, Community Services Card status, and whether or not you have a GP in Wellington.  
Tel: (04) 384 4944 or see [www.wamc.co.nz](http://www.wamc.co.nz) for pricing details and more information.

Please note that Evolve has moved to Lvl 2, James Smith Building, Cnr Cuba & Manners Sts Wellington 6141. Tel: 04 473 6204



## *Hospitals, After Hours and GP's*

City GPS (general practice, GP's)  
189 Willis Street Te Aro 6011  
(04) 381 6161

Wellington Hospital (emergencies, general practice)  
Riddiford Street  
Newtown, Wellington 6021  
General Enquiries: (04) 385 5999  
Patient Enquiries: (04) 385 5947 or (04) 385 5949

Wellington After-Hours Clinic (emergencies, urgent care, 11am-7pm)  
17 Adelaide Road  
Newtown Wellington  
(04) 384 4944

## *Keeping Safe in New Zealand*

<http://www.police.govt.nz/safety/visitors.html>

This website covers:  
Keeping safe on New Zealand roads  
Keeping yourself safe  
Keeping safe outdoors  
Keeping your possessions safe  
Keeping your credit cards and identity safe  
Keeping safe via text messaging  
Keeping safe around alcohol  
General information  
Useful websites

## *Insurance*

Uni-care  
Toll free in NZ: 0800 864 227  
Outside NZ: +64 4 381 8166  
Claims: [claims@crombie.co.nz](mailto:claims@crombie.co.nz)  
Assistance: [NZ\\_assistance@travelguard.com](mailto:NZ_assistance@travelguard.com)



## Diplomatic & Consular Lists

### *Embassy of the Republic of Korea, Wellington*

**Street Address:** Level 11, ASB Bank Tower, 2 Hunter Street, Wellington 6011

**Postal Address:** PO Box 11 143, Wellington 6142

**Telephone:** (04) 473 9073, 473 9074 | **Facsimile:** (04) 472 3865

**Email:** [ea-nz@mofa.go.kr](mailto:ea-nz@mofa.go.kr)

**Office hours:** 9 a.m.-12 noon, 1.30 p.m.-5 p.m., Mon-Fri

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### *Embassy of the People's Republic of China, Wellington*

**Street Address:** 2-6 Glenmore Street, Kelburn, Wellington 6011

**Postal Address:** PO Box 17-257, Karori, Wellington 6147

**Telephone:** (04) 472 1382 (Reception); (04) 474 9619 (PA to Ambassador)

**Facsimile:** (04) 474 9613 (Political); (04) 474 9622 (Consular); (04) 474 9632 (Visa Office); (04) 474 9624 (Cultural); (04) 474 9626 (Defence); (04) 474 9629 (Science and Technology)

**Website:** [Embassy of the People's Republic of China](#)

**Office hours:** 9 a.m.-12 noon, 1 p.m.-4.30 p.m., Mon-Fri

**Additional Office hours:** 9 a.m.-12 noon, Mon-Fri (Consular)

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### *Embassy of the Republic of Indonesia, Wellington*

**Street Address:** 70 Glen Road, Kelburn, Wellington 6012

**Postal Address:** PO Box 3543, Wellington 6140

**Telephone:** (04) 475 8697; 475 8698; 475 8699 | **Facsimile:** (04) 475 9374

**Email:** [kbriwell@ihug.co.nz](mailto:kbriwell@ihug.co.nz)

**Office hours:** 9 a.m.-12 noon, 1 p.m.- 5 p.m., Mon-Thurs

**Additional Office hours:** 9 a.m.-12.30pm, 2.30 p.m.-5.30p.m., Mon-Fri

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### *Embassy of the Republic of Kazakhstan, Singapore*

**Street Address:** 1 Kim Seng Promenade, #09-04/05, Great World City East Tower, Singapore 237994

**Telephone:** (65) 6536 6100 | **Facsimile:** (65) 6438 8990

**Email:** [embassy@kazakhstan.org.sg](mailto:embassy@kazakhstan.org.sg)

**Office hours:** 9 a.m.-1p.m., 2.30 p.m.-6.30 p.m., Mon-Fri

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### *High Commission for the Republic of Fiji, Wellington*

**Street Address:** 31 Pipitea Street, Thorndon, Wellington 6011

**Postal Address:** PO Box 3940, Wellington 6140

**Telephone:** (04) 473 5401 or 473 5402

**Facsimile:** (04) 499 1011

**Email:** [viti@paradise.net.nz](mailto:viti@paradise.net.nz)

**Website:** [www.fiji.org.nz](http://www.fiji.org.nz)

**Office hours:** 9 a.m.-5 p.m., Mon-Thurs; 9 a.m.-4 p.m., Fri

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***British High Commission, Wellington***

**Street Address:** 44 Hill Street, Wellington 6011

**Postal Address:** PO Box 1812, Wellington 6140

**Telephone:** (04) 924 2888; (04) 924 2880 (Consular); (04) 924 2857 (Press); (04) 924 2868 (Economic/Commercial)

**Office hours:** 8.45 a.m.-5 p.m., Mon-Fri

**Additional Office hours:** Public Counter for Consular: 9 a.m.-1 p.m., Mon-Fri

**Additional Office hours:** Passport Collection: 2 p.m.-3 p.m., Mon-Fri

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***High Commission of India, Wellington***

**Street Address:** 9th floor, 180 Molesworth Street, Thorndon, Wellington 6015

**Postal Address:** PO Box 4045, Wellington 6140

**Telephone:** (04) 473 6390

**Facsimile:** (04) 499 0665

**Email:** [hicomind@hicomind.org.nz](mailto:hicomind@hicomind.org.nz)

**Website:** [High Commission of India](http://High Commission of India)

**Office hours:** 9 a.m.-5.00 p.m., Mon-Fri

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***High Commission for Malaysia, Wellington***

**Street Address:** 10 Washington Avenue, Brooklyn, Wellington 6021

**Postal Address:** PO Box 9422, Wellington 6141

**Telephone:** (04) 385 2439   **Facsimile:** (04) 385 6973

**Email:** [mwwelton@xtra.co.nz](mailto:mwwelton@xtra.co.nz)

**Office hours:** 9 a.m.-1 p.m., 2 p.m.-5 p.m., Mon-Fri

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***Embassy of the United States of America, Wellington***

**Street Address:** 29 Fitzherbert Terrace, Wellington 6011

**Postal Address:** PO Box 1190, Wellington 6140

**Telephone:** (04) 462 6000   **Facsimile:** (04) 472 3537

**Website:** [newzealand.usembassy.gov](http://newzealand.usembassy.gov)

**Office hours:** 8.15 a.m.-5 p.m., Mon-Fri

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***Embassy of the Philippines, Wellington***

**Street Address:** 50 Hobson Street, Thorndon, Wellington 6011

**Postal Address:** PO Box 12042, Wellington 6144

**Telephone:** (04) 472 9848

**Facsimile:** (04) 472 5170

**Email:** [embassy@wellington-pe.co.nz](mailto:embassy@wellington-pe.co.nz)

**Website:** [www.philembassy.org.nz](http://www.philembassy.org.nz)

**Office hours:** 9 a.m.-12 noon, 1.30 p.m.-4.30 p.m., Mon-Fri

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### *Embassy of Japan, Wellington*

**Street Address:** Majestic Centre, Level 18, 100 Willis Street, Wellington 6011

**Postal Address:** PO Box 6340, Marion Square, Wellington 6141

**Telephone:** (04) 473 1540

**Facsimile:** (04) 471 2951

**Additional Contact Details:** Consular Section Email: [consular@wl.mofa.go.jp](mailto:consular@wl.mofa.go.jp)

**Email:** [enquiry@wl.mofa.go.jp](mailto:enquiry@wl.mofa.go.jp)

**Website:** [www.nz.emb-japan.go.jp](http://www.nz.emb-japan.go.jp)

**Office hours:** 9 a.m.-5 p.m., Mon-Fri; (Chancery, Level 18)

**Additional Office hours:** 9 a.m.-4.30 p.m., Mon-Fri (Consular and Visa section, Level 18)

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### *Royal Thai Embassy, Wellington*

**Street Address:** 110 Molesworth Street, Wellington

**Postal Address:** PO Box 12-247, Thorndon, Wellington 6144

**Telephone:** (04) 476 8616; (04) 496 2900

**Facsimile:** (04) 476 8610 (Chancery); (04) 476 3677 (Consular)

**Email:** [thailand@thaiembassynz.org.nz](mailto:thailand@thaiembassynz.org.nz)

**Office hours:** 9 a.m.-12.30 p.m., 2 p.m.-5 p.m., Mon-Fri

**Additional Office hours:** 9.30 a.m.-12.30 p.m., Mon-Fri (Visa hours)

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### *Embassy of the socialist republic of Vietnam, Wellington*

**Street Address:** Level 21, Grand Plimmer Tower, 2-6 Gilmer Terrace, Wellington 6011 - PO Box 8042, Wellington 6143

**Telephone:** (04) 473 5912

**Facsimile:** (04) 473 5913

**Email:** [embassyvn@clear.net.nz](mailto:embassyvn@clear.net.nz)

**Website:** [www.vietnamembassy-newzealand.org/en/](http://www.vietnamembassy-newzealand.org/en/)

**Office hours:** 9.00am-12.00noon; 2.00pm -5.00pm, Mon-Fri

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### *Embassy of the Russian Federation, Wellington*

**Street Address:** 57 Messines Rd, Karori, Wellington 6012

**Postal Address:** PO Box 17 262, Karori, Wellington, New Zealand

**Telephone:** (04) 476 6113, (04) 476-9548 (Visa officer)

**Facsimile:** (04) 476 3843

**Email:** [russia@clear.net.nz](mailto:russia@clear.net.nz)

**Website:** [www.newzealand.mid.ru](http://www.newzealand.mid.ru)

**Office hours:** Monday-Friday 9.30 a.m. - 1.00 p.m.

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### *Netherlands Embassy, Wellington*

**Street Address:** Cooperative Bank Building – 10th Floor, Cnr Featherston and Ballance Streets, Wellington 6011

**Postal Address:** P.O.Box 840, Wellington 6140

**Telephone:** 04-471 6391, 0800 DUTCH EMBASSY (0800 388 243)

**Email:** [wel@minbuza.nl](mailto:wel@minbuza.nl)

**Website:** [newzealand.nlembassy.org](http://newzealand.nlembassy.org)

**Office hours:** Consular reception: Monday to Friday 10:00 - 12:30. Appointments only.

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