

LE CORDON BLEU

OTTAWA

Student

Academic & Administrative Policies & Procedures Manual



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Welcome to Le Cordon Bleu Ottawa!

Le Cordon Bleu is a world renowned network of educational institutions dedicated to providing the highest level of culinary and hospitality instruction. Le Cordon Bleu has a presence in some 20 countries across more than 40 international institutes, attended by 20,000 students annually.

These academic policies contain important information that we require our students to read and understand. They have been created with consistency and transparency in mind to help students get the most out of their education with Le Cordon Bleu.

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Academic Policies and Procedures

1. THE COMMITTEES

Le Cordon Bleu Ottawa operates a system of committees to promote equality and fairness in assessment and to ensure its provision of education and support services continues to be of the highest quality.

Academic Committee

1.1 The Academic committee shall review relevant results, student appeals, relevant student applications for extensions and supplementary examinations, and student complaints.

1.2 The Academic committee shall consist of:

- The Technical Director (or delegate assigned by the Technical Director)
- A minimum of one chef-instructor
- The Academic Manager

1.3 In making its decision or recommendation on any matter, the Academic Committee shall consider circumstances and documentation including (but not limited to):

- The reason the decision is necessary
- The student's academic record
- The student's attendance / punctuality record
- Recommendations of the course chef-instructor
- Any other matter considered relevant to the situation

Strategic Committee

1.4 The Executive Committee shall act as an upper level review, and final decision point on student appeals, student complaints, and other relevant matters.

1.5 The Executive Committee shall consists of two company directors.

1.6 In making its decision or recommendation on any matter, the Executive Committee shall consider circumstances and documentation including (but not limited to):

- The reason the decision is necessary
- The student's records
- Recommendations of the course chef-instructor, and/or the Academic Committee
- Any other matter considered relevant to the situation

2. ADMISSION

Admission Requirements

2.1 Prospective students must:

- Have an Ontario Secondary School Diploma or equivalent; OR; Be 18 years of age or older on or before the start date of the program and pass a qualifying test (Wonderlic)
- Student's whose first language is not English may be required to provide proof of English Language Proficiency

2.2 Required Application Documents

- Application, completed and signed
- \$500 CAD application fee for each program
- A photocopy of government issued photo I.D. or passport
- A resume/ CV (no culinary experience required)
- Proof of English proficiency (if applicable)
- A letter of motivation detailing your goals, aspirations, and how you think Le Cordon Bleu Ottawa will help you achieve them
- Official transcript showing completion of an Ontario Secondary School Diploma, or equivalent; OR; Passing grad on the Wonderlic Test

Admission Processes

2.3 Upon receipt of a complete application package, applications are reviewed

2.4 If accepted, an enrolment contract package will be sent to the student, and the student must sign and return the contract other required documents within 10 days of receiving the package

2.5 All other processes will be detailed by the Le Cordon Bleu Ottawa administration throughout the process.

2.6 Refer to the full Admissions Terms & Conditions for full details.

Recognition of Prior Learning

Policy

2.7 Le Cordon Bleu Ottawa 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.

2.8 Decisions on the level of status to be granted will be based on the assessment of prior learning by the Le Cordon Bleu Ottawa's Academic Committee.

2.9 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

2.10 Applications for Prior Learning Recognition must be made at the time of initial enrolment into the student's course of study. Students should allow a minimum of 2 months prior to course commence when applying for Prior Learning Recognition.

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

2.12 Assessment of an application may require the applicant to further supply evidence such as:

- Documentation
- Interview (phone, web-based or in person)
- Oral or written assessment
- Practical examination

2.13 Applications will not be processed in the absence of the following documentation:

- An official copy of an academic transcript
- Evidence of course completion
- Course / Unit outlines

2.14 Le Cordon Bleu Ottawa will inform the student in writing of the results of their application for recognition of prior learning, and shall annotate the student's record accordingly.

2.15 A non-refundable administrative fee of \$200.00 will apply for the assessment. Payment must be made at the time of application.

3. ATTENDANCE

Policy

3.1 Students studying at Le Cordon Bleu Ottawa are expected to attend all scheduled lessons, demonstrations, workshops, practical classes, lectures, production and restaurant shifts, and all other scheduled activities.

3.2 During any one term, a student is allowed to have maximum of:

- 4 absences in a pastry course
- 5 absences in a cuisine course
- 6 absences in a Boulangerie course
- 5 absences in a Diploma of Culinary Management course

3.3 If a student exceeds the maximum number of allowed absences, then that student is no longer eligible to take the final exam, and, therefore will not pass the course. The student may choose to continue attending classes but not write the exam, or withdraw from the program. If the student chooses to withdraw due to excessive absences, the refund policy still applies. A student who has failed on absences, may choose to re-enrol in the same course in a subsequent semester, but will need to commence the course from the beginning and is subject to the applicable fees for retaking the course. The student may also appeal the decision (see 1.10)

3.4 Students missing a demonstration class will not be allowed into the corresponding practical class and will be marked for 2 absences. Workshop classes are considered as a double period and will be recorded as 2 absences if not attended.

3.5 When a student misses a class, they will receive a grade of zero (0) for all marking criteria associated with that lesson. This applies when a doctor's note is not provided for the absence to be excused.

3.6 Students who are more than 15 minutes late for class will not be admitted to that class, and this will be counted as an absence. In the event that a student is frequently late, the chef-instructor may refuse admittance to the class even if the student is less than 15 minutes late. As per section 1.4, if the class is a demonstration, the student will not be allowed into the corresponding practical class and will be counted as 2 absences (or 3 in the case of a demonstration plus workshop). Classes scheduled as workshops are counted as 2 absences as they are 5 hours in length.

Procedures

3.7 In a student is unable to attend scheduled classes, the student shall notify Student Services of the expected duration of the absence and its causes prior to the commencement of the relevant classes.

3.8 If the reason for absence is due to any medical emergency, death within the immediate family, natural disaster, or situation beyond the student's control, he or she shall supply supporting documentation to the Student Services office as soon as possible, to be recorded in the student's file.

3.9 All absences, including those with supporting documentation will count towards the absence total per term. The Academic committee reserves the right to excuse absences based on documentation.

3.10 The Academic Committee reserves the right to take into account all absences (excused or not), when determining if a student has exceeded the maximum allowable absences.

3.11 In the case where a student exceed the maximum allowable absences, they will become ineligible to sit the final examination. Students may appeal this decision by submitting a written request, along with any supporting documentation to the Academic Committee within five (5) days of being notified of their status. The Academic Committee will review the submission, and take into account any relevant documentation, and may speak with teaching staff, or the student when making their decision. The Academic committee will return a decision within five (5) days of receiving the request.

3.12 When a student has submitted an appeal for attendance, they must attend all classes until the decision is returned to them. If the student misses any classes, or is late for any classes, during the process their request will automatically be declined.

3.13 All Production and Restaurant shifts must be completed. If a shift has been missed and a doctor's note is provided for said shift, the required shift will be rescheduled.

PROVIDE THE NUMBER OF SHIFT (is this your 1st, 2nd or 3rd shift)

Superior Cuisine and Superior Pastry Students = 2 RESTO SHIFT MANDATORY

3 RESTO SHIFTS MANDATORY FOR Grand Diplôme students

PRODUCTION: 3 Shifts MANDATORY FOR CUISINE students (basic and Intermediate)

PRODUCTION: 2 Shifts MANDATORY FOR PASTRY students (basic and intermediate)

PRODUCTION: 5 Shifts MANDATORY FOR Grand Diplôme students (basic and intermediate)

4. ASSESSMENT & ACADEMIC PROGRESSION

Policy

4.1 Each course will be formally marked and the nature and criteria for assessment are specified for each course in the course manual.

4.2 The course manual contains a course outline, generic grading criteria and grading scale, and the contribution of each mark to the final grade.

4.3 All basic students are required to successfully complete the required HACCP in order to progress to the Intermediate level in their program. This is also a requirement for any student who has received advanced standing, HACCP successful completion for certificate/diploma course.

- If you do not receive a passing grade, you may rewrite the HACCP exam – 1st retake is at no charge – subsequent rewrites, to a maximum of 5, is \$30.00 CAD per rewrite.

If you do not receive a passing grade for HACCP, you will not progress to your next level of study.

If you do not receive a passing grade for HACCP you will not be permitted to attend your final practical exam.

- Equivalent Food Handling and Safety Certificates will be considered and must be submitted to the Admissions department for evaluation before Orientation day.

4.3 Student progression to the next course level is based on the following:

- Students must achieve a minimum of 50% on the final practical exam and an overall grade of 50% in order to successfully pass the course
- Progression to higher level of integrated courses (ie. The Diplôme de Cuisine) is depending on the student passing the prerequisite level
- If a student does not pass a level, the student must retake the whole level again at their own expense, and achieve a passing grade in order to progress
- A student will only be permitted to retake a level once

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

4.5 Academic evaluation by its nature requires a student to present original work. Students must ensure that plagiarised material is not submitted for assessment (see 2.3). Any student guilty of plagiarism will be subject to a failing grade and/or disciplinary action. All assessment pieces must be referenced correctly.

5. EXAMINATIONS

Policy

5.1 Attendance at all examinations is compulsory. Failure to sit for these at the set time and date without written permission from the Academic Committee 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 3.3).

5.2 Take home components of examinations (Portfolios) must be submitted at the specified due date and time. Failure to meet this requirement will result in a 0% being recorded for this component of the assessment point.

Conduct of Examinations

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

- Be in possession of any books, notes, or diagrams other than those which the chef-instructor has specified may be taken into that particular examination
- Directly or indirectly give assistance to any other student
- Directly or indirectly accept assistance from any other student
- Permit any other student to copy form or otherwise use his or her examination papers
- Use any examination papers of any other students
- 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. No personal class notes are permitted.
- Be guilty of any breach of good order or propriety

5.4 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 2 of this document and if the misconduct is found proved, the student, in addition to any other penalty which may be imposed, will receive a 0% for that assessment point.

5.5 A student who is detected committing, or allegedly committing a breach of any of the above provisions will be dismissed from the examination room

5.6 No candidate will be admitted to an examination after 15 minutes from the scheduled beginning of the examination

5.7 No candidate will be permitted to leave an examination room once the exam commences unless under approved supervision.

5.8 No candidate will be re-admitted to an examination room after he or she has left it unless the candidate has been under approved supervision during the full duration of their absence from the room.

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

Exam Procedures

Basic and Intermediate Courses

5.10 The date for written theory exams will be provided to students at the beginning of the term. This exam will be written during a demonstration class and may contain a variety of questions including, but not limited to, multiple choice, true/false, matching, short, or long answer. The answers and results for the exam will be discussed in a subsequent demonstration class. Any questions or concerns should be brought up during the review of the exam.

5.11 A list of approximately 10 possible exam recipes will be available to the students at least 2 weeks before the final exam.

5.12 The final exam consists of two components: the bon d'économat and the practical.

5.13 The bon d'économat is worth 10% (out of 100) of the final exam mark. All students in a group will write the bon d'économat at the same, scheduled, time. Depending on the schedule, students from different courses / groups may write together in the same room. Students will be given a blank bon d'économat sheet with the name of the required dish printed at the top. Students will have 20 minutes to complete the recipe as they appear in the student manuals.

- Basic Level students are required to list the ingredients and quantities only
- Intermediate Level students are required to list the ingredients, quantities, and techniques

5.14 The bon d'économat will be marked as follows:

- Basic Level – Total 10 points
 - Correct Format – 0.5 pts
 - Neatness – 0.5 pts
 - Correct Ingredients – 5 pts
 - Precision of quantities/units – 4 pts
- Intermediate Level – Total 10 points
 - Correct Format & Neatness – 1 pt
 - Correct Ingredients – 3 pts
 - Precision of quantities/unites – 2 pts
 - Correct Methods – 4 pts

5.15 On completion of the bon d'économat, students are to hand in their papers to the invigilator and may leave the room quietly to prepare for the practical exam. Any students still writing at the 20 minute mark must submit their paper regardless if they have finished. Once students have submitted their bon d'économat paper, students will be provided with their exam workstation / starting number.

5.16 There is a 10 minute break between the end of the bon d'économat and the beginning of the practical exam. Upon entering the kitchen, students will be provided with the list of ingredients for the dish that they are to prepare (the same dish as the bon d'économat). All students may enter the kitchen

10 minutes prior to their schedule start time for mis en place (station set up) only. Students will enter the kitchen as follows:

- Pastry Students will all enter the kitchen at the same time.
- Cuisine Students will enter two students at a time, in 10-minute intervals. The order will have been pre-set by randomly selecting students to their work station and start order.

5.17 Students have 2.5 hours to prepare the exam dish. A tray with all of the required ingredients will be provided.

5.18 Each student will be provided with serving dishes to complete their presentation.

5.19 Students are expected to arrive on time for each component of the final exam. Any student arriving late will not be given extra time to compensate and this time will be lost. If a student arrives more than 15 minutes late to the bon d'économat, they will score a zero (0) for that component of the exam. Students who arrive more than 15 minutes late to the practical component of the exam will score zero (0) for the entire exam and will be deemed to have failed the course. They will not be permitted to enter the practical exam kitchen.

5.20 A server will bring your dish from the kitchen to the judging room. At the time of presenting their final plate, students will sign the register indicating the time the dish is presented. Each student's scheduled and actual presentation times will be strictly noted.

5.21 For each minute a student is late on the presentation of their exam dish, 2% will be deducted from the final mark out of 100. Plates presented more than 7 minutes late will not be accepted and the student will be deemed to have failed the exam and the course.

5.22 Students will be evaluated in 4 areas: Techniques, Organization, Presentation and Taste. Techniques and Organization will be evaluated by chef-instructors in the kitchen (one judge for each criteria). The Presentation and Taste of the dish will be evaluated by a panel of judges (minimum of 3, maximum of 5), made up of 1 chef-instructor and 2 guest judges (chefs, alumni, etc.). Each area of evaluation will have several criteria that will be graded following the same generic grading model as used in daily evaluations.

5.23 The total final exam will be graded out of 100 and is broken down as follows:

- Bon D'économat /10
- Techniques /20
- Organization /25
- Presentation /20
- Taste /25

Superior Level Courses

5.24 Superior level final examination procedures are outlined in the Summative Examination Handbook that is distributed at the beginning of each term. The bon d'économat mark (Superior Portfolio) is worth 20% of the final exam mark.

Supplementary and Failed Assessment

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

5.26 Depending on the nature of the assessment, an additional fee may be charged.

5.27 A maximum score of 50% can be achieved for a supplementary assessment point.

5.28 If a student receives a failing grade for the supplementary assessment, they will be deemed to have failed that assessment point.

6. CONFERRAL OF AWARDS

Policy

6.1 La Fondations Le Cordon Bleu, by agreement with Le Cordon Bleu Ottawa shall confer awards at graduation ceremonies at venues and on dates to be determined by le Cordon Bleu Ottawa.

6.2 In addition to the normal graduation ceremonies, Le Cordon Bleu Ottawa and la Fondations Le Cordon Bleu may confer awards on candidates in absentia at any meeting of Le Cordon Bleu specified for that purpose.

6.3 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's and La Fondations Le Cordon Bleu's receipt and acceptance of the recommendations of the conferral of the award.

Procedure

6.4 Le Cordon Bleu Ottawa shall notify in writing each student who is eligible to receive an award of the time, date, and location of the graduation ceremony.

6.5 Graduates shall notify Le Cordon Bleu Ottawa's administration of their attendance at the scheduled graduation ceremony by the due date as indicated in the written notification of the graduation ceremony.

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

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 term will be included with the course certificate and handed out or mailed to the student, and should be received no later than six weeks after the official end of the semester.

7.2 Official grades are as follows:

Must include all sessions marks and final exam marks

90 – 100 Mention Très Bien (Highest Honours)

80 – 89.99 Mention Bien (Honourable Mention)

70 – 79.99 Very Good

60 – 69.99 Good

50 – 59.99 Pass

0 – 49.99 Fail

WD Withdrawn

Procedure

7.3 A marking schedule is used when assessing practical activities; work is assessed against standard criteria as outlined in the course manual.

7.4 When a student is not present for a class that has assessment criteria, they will be marked zero (0) for each criteria associated with that lesson.

7.5 Chef-instructors / lecturers are responsible for assessing against the assessment criteria and recommending a grade for a student's work which is in line with the marking criteria specified for the program.

7.6 Where assessment is undertaken by a panel, the panel will agree on the mark to be awarded to the student.

7.7 The final marks are reviewed by the Academic Manager and the Technical Director.

7.8 The Academic Manager will notify all students of their result (pass/fail) following the exams. Any students who have failed and will receive counselling regarding their options moving forward.

7.9 Any student who wishes to appeal their results may do so within 5 days of receiving notification.

7.10 Prior to the half-way point of each term, students will have a private meeting with a chef-instructor to review the student's progress to date in the course. Students are expected to prepare for the meeting by completing their evaluation form found in the student course manual. Students in intermediate and superior levels should also bring evaluations from earlier levels to track their progress. The schedule for these mid-term evaluations will be communicated by the chef-instructor.

7.11 A debrief session will take place following the final examination where the students may receive feedback from a chef on the results of their practical examination.

8. STUDENT APPEAL AGAINST RESULTS

Policy

8.1 In the event of a dispute of a result for an assessment point, it is expected that a resolution will be found between the student and the chef-instructor involved. If the dispute is not resolved to the satisfaction of the student, the student has the right to 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 Student Services within five (5) days of the student being officially notified of the result.

8.3 Upon receipt of the written submission the Academic Committee will conduct a formal inquiry and may request the student and chef-instructor concerned to attend. The Academic Committee must return a decision, including the reasons that the decision is based on, to the student within five (5) days.

9. STUDENT APPEAL AGAINST ACADEMIC COMMITTEE DECISIONS

Policy

9.1 A student has the right to appeal a decision of the Academic Committee, through the Strategic Committee.

Procedure

9.2 The student should prepare a written submission, to be received by the Strategic Committee within five (5) days of the student being officially informed of the Academic Committee's decision.

9.3 The Strategic Committee may accept the Academic Committee's initial report, and may meet with the student and/or staff members as appropriate when coming to their decision.

9.4 The Strategic Committee must return a decision, including the reasons that the decision is based on, to the student within five (5) days of receiving the

9.5 The Strategic Committee's decision is final in respect to the appeal process.

10. STUDENT GOOD STANDING POLICY

Policy

10.1 It is essential that the expected standard of performance of students is clearly stated to ensure success and work-readiness in entering employment. The expected performance standards must be clearly communicated to the students so that they understand what is expected of them in terms of their achievement.

10.2 This policy aims to recognise and assist all students to take responsibility for their actions and to encourage and improve their general performance. The goal is for each student to maintain a consistent focus on their intended educational outcomes by meeting all the requirements of their course. It is intended that all students will at all times maintain a status of good standing and character.

10.3 Requirements for good standing are:

	Good Standing Requires:	Good Standing Lost if:
Satisfactory Academic Progress	<ul style="list-style-type: none"> • Completion of all requirements of the program of study • Submission of all assignments and coursework • Working cooperatively with teachers and classmates • Working at a level which reflects the ability of the student • Taking pride in presentation of work 	<ul style="list-style-type: none"> • 3+ teacher reports of unsatisfactory academic progress submitted to the Admissions Manager • Failing the same course twice
Attendance and Punctuality	<ul style="list-style-type: none"> • Regular and punctual attendance at all classes 	<ul style="list-style-type: none"> • A student is absent without a valid explanation • A student exceeds the allowable number of absences • A student arrives late for class regularly
Standards of Dress	<ul style="list-style-type: none"> • The student uniform is expected to meet the standard as described by the dress code 	<ul style="list-style-type: none"> • The student uniform is not complete, clean or in good repair
Acceptable Behaviour	<ul style="list-style-type: none"> • Student behaviour is within the guidelines of the academic policies 	<ul style="list-style-type: none"> • A student's behaviour warrants disciplinary action based on any other policy

10.4 In the event that a student loses good standing, the following consequences may be applied:

- The student may not be able to participate in class
- The student may not be eligible to graduate or receive a certificate or diploma
- The student may need to follow an action plan of learning to rehabilitate the situation
- If warranted, the student may be expelled (see section 7)

10.5 In order to regain Good Standing, students must fulfil the following responsibilities:

- First Event: The student will discuss with a chef-instructor an acceptable action plan on the situation. A report will be made of the agreement which will be kept in the student file.
- Second Event: The student will meet with the Academic Committee to review the preliminary action plan and create a new action plan. This will be kept in the student file
- Third Event: The student will meet with the Strategic Committee to review the action plans. If no reasonable solution can be found, the student may be expelled.

11. MISCONDUCT

Definition

11.1 Misconduct will be deemed to include, without limitation, harassment, bullying, or inappropriate, abusive, or violent behaviour towards students or staff; or any behaviour on the part of a student considered inappropriate or detrimental to the institute, or its property, reputation, employees, or, other students.

11.2 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;
- Resubmission of any work which has formed part of the assessment for a different course
- 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
- Bringing into the kitchen any ingredient, or piece of equipment, not previously approved by the teaching chef
- Other actions not covered by the above clauses that may be judged to be acts of academic misconduct. Verbal or physical abuse to any students or employees will not be tolerated.

11.3 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 internet, books, articles, thesis, 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 another person's ideas, work, or research data without acknowledgement;
- Submitting work that has been written by someone else on the student's behalf.

Policy

11.4 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

11.5 A student found guilty of deliberate misconduct shall be given one or more of the following sanctions:

- Suspension from attending classes for a limited period of time
- Suspension from attending all further classes of the course
- Suspension from attending further Le Cordon Bleu courses for a specified 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
- **Cannot be a SRG representative**

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

Procedure

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

11.8 The student and the chef-instructor or lecturer may each invite a member of the Academic Committee to be present at the interview if they choose.

11.9 If, as a result of the interview, the chef-instructor or lecturer 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.

11.10 Where the chef-instructor or lecturer concludes that the action of the student was an example of inadvertent misconduct or deliberate misconduct, they shall convey this decision in writing to the Academic Committee

11.11 Upon receipt of a claim of misconduct, the Academic Committee shall establish a formal inquiry and shall write to the student providing details of the incident and inviting the student to provide explanations in order to represent his/her version of events.

11.12 The formal inquiry may proceed whether or not the student attends. The Academic committee shall advise the student in writing of the results of the inquiry, of any penalty imposed, and of the student's right to appeal.

11.13 Where a student wishes to appeal the decision, he or she must submit a written appeal to the Executive committee within five days of being informed of the results and proposed penalty.

11.14 The Executive Committee will review the results of the formal inquiry, the proposed penalty, and the student appeal, and inform the student of the results of the review. The Executive Committee's decision is final.

12. EXPULSION

Policy

12.1 Prior to expulsion, depending on the severity and nature of the situation, Le Cordon Bleu Ottawa Culinary Arts Institute may take intermediate steps at its discretion including:

- Verbal warning
- Written warning
- Suspension
- Expulsion

12.2 Students who are subject to expulsion for any reason will be notified in writing. The notification will contain a description of the basis for the expulsion and the effective date. Expelled students who dispute the facts of the expulsion must appeal the decision within three days of the notification, and following the student complaints procedure and providing sufficient proof to support the appeal.

12.3 Students who file an appeal and are unsuccessful and are considered withdrawn from the institute. Further appeals must be filed through the complaints process of the Ministry of Training, Colleges and Universities, provided the students are attending a registered program recognized as being protected under the Private Career Colleges Act 2005.

12.4 Students who are expelled from the institute will be considered withdrawn from their program on the effective date of the expulsion. The institute will settle the student's account based on the Fee Refund Policy

12.5 Students who are expelled from the institute are responsible for the return of any school property in in his/her possession within 10 days and will be held financially responsible for nay property not returned in good condition or as outlined in the student contract. However, the institute may not deduct from a student's refund any amount owing by the student with respect to such property.

13. WITHDRAWAL FROM COURSE

Policy

13.1 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 to reinstate any student who has withdrawn.

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

13.3 Should a student who has withdrawn from a course wish to re-enrol at a later date, they must apply for readmission.

13.4 Students who withdraw from their courses are subject to the refund policy.

Procedure

13.5 Students must inform Le Cordon Bleu Ottawa administration in writing of their intention to discontinue their studies.

13.6 Where a student withdraws from a course, Le Cordon Bleu Ottawa will annotate the student's record accordingly. A withdrawal does not carry any academic penalty.

14. LEAVE OF ABSENCE

Policy

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

14.2 Le Cordon Bleu courses have defined structures and it is intended that each course will be undertaken continuously to completion. However, 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.

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

14.4 When a leave of absence is approved in the middle of a course, the student shall return at the same point where they left off.

Procedure

14.5 Students should apply for a leave of absence on the appropriate form and submit it to the Le Cordon Bleu Ottawa's Academic Committee. Supporting documentation should also be included with the application.

14.6 In the case where a leave is sudden, documentation must be supplied as soon as possible, and prior to return at the latest. The Academic Committee will determine at which point a student may be eligible to return.

14.7 The Academic Committee shall notify the student in writing of the decision on the application for leave of absence. The student's record will be appropriately annotated, and a new contract will be issued to account for the change in study dates.

14.8 In the case of a medical leave, the Academic Committee reserves the right to request a medical certificate showing that the student is fit to return to studies.

15. STUDENT COMPLAINTS

Policy

15.1 A student has the right to make a formal complaint or comment concerning all matters during the time in which they are enrolled at Le Cordon Bleu Ottawa.

Procedure

15.2 Students who wish to make a formal complaint or comment including complaints regarding specific courses, quality of instruction, facilities or any other item relation to their studies are expected to follow the appropriate process:

- In the first instance, the complaint should be raised with the Student Services department
- In the second instance, with the Academic Committee
- In the third instance, with the Executive Committee
- In the case where no satisfactory resolution can be found with the Executive Committee, the student can refer the complaint to the Superintendent of Private Career Colleges through the Ministry of Training, Colleges, and Universities.

15.3 Complaints may be lodged in the first instance through a verbal discussion, or written submission to the Student Services Department. Any complaints made to the Academic or Strategic committee must be made in writing.

15.4 Students do have the opportunity to make an oral submission, and are entitled to have another person present throughout the complaint process and/or make a submission on behalf of the student.

15.5 All meetings held in relation to a student complaint will be recorded and the minutes will be included with the material on file, as well as provided to the student.

15.6 Upon receipt of a complaint, a formal response must be provided to the student within five (5) days. The decision, including reasons that the decision is based on, and any actions required for resolution, will be delivered to the student in writing.

15.7 In accordance with the Private Career Colleges Act of 2005, Le Cordon Bleu Ottawa will maintain a record of every student complaint for a period of at least three years from the date of the decision. The record will include a copy of the student complaint, any relevant minutes and documentation, and the decision/response.

15.8 If after pursuing the complaint through all levels of the student complaint procedure, the student is still not satisfied, they may refer the matter to the Superintendent of Private Career Colleges.

16. REFUND POLICY

Le Cordon Bleu Ottawa's refund policy follows the requirements as outlined by the Private Career Colleges Act of 2005. The below description is a selective summary of the policy details.

16.1 The application fee is non-refundable

16.2 Full refunds are offered in the following situations, upon written request for a refund by the student:

- A contract is rescinded within two days of receiving a copy of the contract
- A student is expelled contrary to the expulsion policy
- A student does not commence their scheduled program

16.3 Partial refunds are offered in the following situations, upon written request for a refund by the student:

- A student withdraws or is expelled from the program after the program has commenced, but prior to the halfway point of the term / program.
- Tuition fee refunds will be calculated on a pro-rated basis and will reflect the number of weeks that have elapsed during the term / program.
- Knife kit (student equipment) kit fees are non-refundable once the equipment has been distributed to the student
- Student activity fees are non-refundable once a term has commenced.

16.4 If a student withdraws or is expelled from their program after the halfway point of the term / program, there will be no refund for that study period.

Administrative Policies and Procedures

These Policies have been created in order to help Le Cordon Bleu Ottawa run smoothly and are to be administered and adhered to in conjunction with the Academic policies and procedures. Students with any questions, concerns, or suggestions, should feel free to discuss them with a member of the administrative team directly, or through their student representative.

1. STUDENT CONDUCT

1.1 The work ethic adopted by Le Cordon Bleu Ottawa and requested of the student body is based on the criteria implemented by reputable establishments within the food industry.

1.2 Le Cordon Bleu Ottawa is committed to maintaining an environment free of harassment and will not tolerate any violent or inappropriate behaviour. See the Misconduct policy for further details.

1.3 All students must adhere to these policies in order to maintain an environment that will provide each individual with the best possible learning conditions.

2. CLASS TIMES

2.1 Traditional BIS classes may be scheduled during any of the 4 scheduled blocks per day between Monday and Saturday. The 4 scheduled blocks are:

- 7.00 am – 12.00pm (Boulangerie course or workshop)
- 8:15 am – 11:15 am
- 12:00 pm – 3:00 pm
- 3:30 pm – 6:30 pm
- 7:00 pm – 10:00 pm

2.2 Boulangerie classes, exams, and other special classes may be scheduled at different times. Students will be informed of any scheduling that is outside the standard blocks.

2.3 Demonstration and practical classes run for approximately three 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 workspaces.

2.4 Should a student leave the class without the express permission of the supervising chef-instructor, they may not be allowed to return and will be recorded as absent for the entire class. Please see the Academic policy on Attendance.

2.5 Students will be given a 15 minute break during all 5-hour workshop classes. The exact time for this break will be at the chef-instructor's discretion.

3. CLASS SCHEDULING

3.1 Students are responsible for reviewing and adhering to their group's scheduled timetable, and any personal schedules for Production and Restaurant shifts. Class schedules are posted online through the Student Portal. Personal production and restaurant shifts are distributed by email and may be posted in the student lounge as well.

3.2 In the event that the schedule must be modified, students will be notified by email, or phone call.

3.3 Student group assignments will not be changed at the request of a student.

3.4 Production and restaurant kitchen shift schedules may on be changed at the request of a student until the deadline as outlined by the admissions manager upon distribution of the schedules. Requests after the deadline will not be accommodated.

3.5 Attendance at all classes and schedule course activities is mandatory and any missed sessions will be recorded absences as per the Attendance Policy.

4. BUILDING ACCESS

4.1 The student entrance to Le Cordon Bleu Ottawa is at the rear of the building. This entrance is open during class hours.

4.2 The side door by the parking lot is not to be used to enter or leave the building.

4.3 The front entrance of the building is strictly for patrons of the restaurant.

5. STUDENT AREAS

5.1 Students are invited to use the lounge located in the basement level between classes. A variety of amenities including, computers, a printer, refrigerator, microwave, vending machines, iron and ironing board, are provided for your convenience.

5.2 Lockers must be cleared out at the end of each term to allow for cleaning and maintenance. Students are able to select a new lock on the first day of each term. Students must write their name on the locker, and always keep their belongings secure with a lock. No items should be stored above or below the lockers.

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

5.4 Students may only sit on the patio when the restaurant is not during service hours. Students must respect the requests of any restaurant staff should they be required to move for restaurant guests.

5.5 Students should not walk through the restaurant areas when arriving or departing the school, or transiting between classes. Should the students need to visit the boutique, they should access it from the student stairwell that comes up directly from the basement into the restaurant lobby area.

6. SECURITY AND SURVEILLANCE

6.1 Personal possessions should not be left unattended anywhere in the building. Ensure that all belongings are securely stored in your locker at all times. Do not bring valuable items to school.

6.2 All personal items, including knife kit equipment and manuals, should be marked with student name to ensure they can be returned in the case they are misplaced.

6.3 Le Cordon Bleu Ottawa is not responsible for any lost or stolen property.

6.4 Le Cordon Bleu Ottawa reserves the right to open personal bags and lockers.

6.5 Surveillance cameras are installed throughout the building. There are no cameras in private areas such as change rooms or washrooms.

6.6 Any student found stealing Le Cordon Bleu Ottawa supplies or products, or the belongings of another individual, or to be found tampering with, damaging, or interfering in any way with the operation of the surveillance cameras, will be subject to the misconduct policy.

6.7 Surveillance camera footage may be reviewed by Le Cordon Bleu Ottawa staff if required. The footage will not be released to any students, guests, or public members, unless officially requested through a police or insurance investigation.

7. UNIFORMS & DRESS CODE

7.1 Students are required to be in full, clean uniform for all classes: demonstrations, practical classes, workshops, seminars/presentations, restaurant/production shifts; midterm tutorial evaluation and meeting with the chef after your final practical evaluation.

7.2 Uniforms must be complete, clean, and pressed. Uniforms include: Le Cordon Bleu Chef Jacket; Le Cordon Bleu issued Chef Pants; Le Cordon Bleu Calot (chef cap) with hairnet and beard net if required; non-slip, steel-toed, close-heeled safety shoes; and student ID card. For Practical classes, a Le Cordon Bleu issued apron; and two kitchen towels are also required.

7.3 Students who present to class without a complete, clean uniform may not be allowed into the class. Should this occur, the student will be marked absent (see the attendance policy). Students who are new to the school have a one week grace period to obtain the appropriate footwear for their courses.

7.4 Religious headwear is permitted, but must be close fitting, and where possible, tucked into the jacket for safety purposes. Where possible, it should be made of clean, white, fire-retardant material and still have the calot placed on top.

8. HYGIENE

8.1 Students are expected to maintain a clean, professional appearance at all times.

8.2 Students are not permitted to wear their chef uniforms outside. They are required to change into uniform once inside the Le Cordon Bleu Ottawa school building.

8.3 The following are not permitted:

- Perfume/Cologne, however neutral-odour deodorant is strongly encouraged.
- Jewellery; except for wedding bands that do not have any stones, and plain metal ear studs
- Watches
- Nail polish, false nails, or false eyelashes

8.4 Students with hair longer than the collar of their jacket must wear their hair tied back and covered with a hair net. Students with facial hair must wear beard nets, or shave their face clean.

8.5 Articles of religious significance may be worn, but must remain covered at all times.

9. ELECTRONIC DEVICES

Mobile Phones

9.1 All mobile phones must be surrendered at the beginning of each class and placed in a secure, designated area. They will be returned to each student at the end of each class. The placement of the phones will also be used to assist in clarifying your attendance

9.2 At the end of class, students will be allowed to take a photograph of the completed dishes for personal reference only.

9.3 Students are not allowed to record or film lessons.

Computers and Tablets

9.4 If a student wishes to use a personal device such as a laptop or tablet during demonstration classes, they must ask for permission in advance. If approved, these devices will be allowed for note-taking purposes only.

9.5 There are computers available in the student lounge for student use. These computers are to be used for school related activities only. Students must use their personal log-in information in order to access the computers.

9.6 Improper use of computer equipment will be subject to the misconduct policy as outlined the Academic policies.

Printer, Fax, and Photocopier

9.7 There is a printer available in the student lounge that is linked to the student computers. The printer should be used only to print school related documents. If additional supplies are required, such as toner, or paper, please request them from Student Services.

9.8 The photocopier and fax machines in the administrative offices on the 3rd floor are not for student use. Administrative staff will not photocopy or fax documents on behalf of students.

10. INTERNAL COMMUNICATION

10.1 The student notice boards are used to post memos, student events and seminars, and general information. Please check these areas on a regular basis. Students are not allowed to post anything to the notice board without prior approval from the Student Services department.

10.2 Important information, schedule changes, memos, information about student events, and other communications will also be sent to students' 'MyCordonBleu.net' email address. These updates will not normally be sent to student's personal email addresses. It is critical that students access their school email address on a regular basis.

11. STUDENT COUNSELLING PROGRAMS

Academic Counselling

11.1 Academic Counselling is available for all students. Students may request an appointment with one of the Chef Instructors during the course. To book an appointment, students should speak with, or email the chef directly and arrange an appropriate time.

11.2 Chefs also offer Resource Hours, where they are available to any student on a first-come-first-serve basis in the student lounge. Resource hours are posted in the student lounge at the beginning of every term.

Peer Counselling

11.3 Peer counselling is available for all students. Student Representative Group members act in the role of liaison and peer counsellor. Their names and contact details are shared at the beginning of each term.

Career Counselling

11.4 Career counselling is available for all students. Students may request career counselling through their chefs and various members of the administrative staff. Students and alumni may also receive a discount on career services through Career Joy by mentioning that they are from Le Cordon Bleu Ottawa.

12. CLEANLINESS OF FACILITIES AND EQUIPMENT

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

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

12.3 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.

12.4 Classrooms should be cleared of all garbage and personal items at the end of demonstration or practical class.

12.5 Students are expected to contribute to the overall cleanliness of facilities, classrooms, student lounge, locker areas, and the building as a whole. If there are any concerns they should be brought up immediately to the Student Services department.

13. FOOD & DRINK

13.1 Aside from the vending machines, there is no on-site food service for students. Students are expected to bring their own meals and snacks to the school.

13.2 All food must be stored appropriately in the refrigerator and be cleaned out on a daily basis. Any food or containers left in the refrigerator at the end of the night will be disposed of by the cleaners. No food should be stored in the student lockers.

13.3 Drinks, but not food, are permitted in the demonstration classes only. Water bottles should be plastic or metal, not glass.

14. SMOKING

14.1 Smoking is not permitted anywhere on the Le Cordon Bleu Ottawa premises, including the parking lots, lawns, and side-walks. Should a student need to smoke, they must leave the grounds.

15. PARKING

15.1 On-site parking is limited and is based on a first come/first serve basis. Students should not park in the front row of the parking lot as this is reserved for restaurant guests. Students are not allowed to park in the staff designated areas at the back of the building.

15.2 Overnight parking is not allowed.

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

15.4 Bicycle parking racks are available seasonally. We strongly encourage students to utilize bicycles, public transit, or walk to school.

16. SHIPMENTS

16.1 Students are not permitted to use Le Cordon Bleu Ottawa as a shipping or mailing address. Le Cordon Bleu Ottawa is not responsible for any mail or packages for students that arrive at the school.

17. REPLACEMENT ID CARDS & COURSE MANUALS

17.1 Students must always have a valid ID card. A replacement fee of \$15 will be charged to students who require a new ID card. ID cards can be requested at the Student Services department.

17.2 Student ID Cards may also act as an alumni card once a student has completed their course of study. Alumni cards may also be requested through Student Services. A fee may apply.

17.3 Replacement course manuals cost \$50 and will be available for pickup within 2 days of request and payment at Student Services.

17.4. Students are only able to purchase a course manual for a course in which they are currently studying.

18. STUDENT & ALUMNI DISCOUNTS

18.1 Students and alumni are eligible for the following discounts:

- 25% off purchases in the boutique
- 25% off food purchases at Signatures restaurant. The discount is applicable to other guests in your party as long as the student pays the bill
- 15% off registration in the public short courses offered on Saturdays and during term breaks. Students may attend the demonstration for free if they register ahead of time with the Student Services department

18.2 Students and alumni must present a valid student or alumni ID card to be eligible for the above discounts.

19. TRADEMARK/COPYRIGHT

19.1 No student shall be entitled to use the name and/or logo “Le Cordon Bleu” and/or similar names or logos under any circumstances or at any time or in any place (including internet), whatsoever whether before, during, or after their training and whether as a trade mark, company or trading name, domain name or otherwise.

19.2 The programs and original recipes are the intellectual property of Le Cordon Bleu. All reproductions or transmissions, integral or partial, of the content of the course and/or recipes, in any form or by any means (photocopying, scanning, re-typing, and/or other) is formally prohibited without the written and prior authorisation of Le Cordon Bleu.

Student Acknowledgement

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

Date: _____

I, _____ have read the Academic Policy and
Student Name (printed)
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 Admissions / Student Services office, PRIOR to commencing courses.***



Le Cordon Bleu Academies worldwide include:

PARIS | LONDON | MADRID | OTTAWA | JAPAN | AUSTRALIA | NEW ZEALAND | PERU | KOREA | LIBAN | MEXICO | THAILAND

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