



LE CORDON BLEU[®]
LONDON

Student Academic & Administrative Policies & Procedures Manual

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Welcome to Le Cordon Bleu London!

Founded in Paris in 1895, Le Cordon Bleu is considered today the largest network of culinary and hospitality schools in the world with more than 35 institutes in 20 countries and 20,000 students of over 100 nationalities are trained every year.

Le Cordon Bleu's Centre of Excellence institute is located in Bloomsbury Square, where prestigious culinary and hospitality training programmes are delivered in state of the art facilities. We are delighted to welcome you here and look forward to meeting you over the coming weeks.

These academic policies contain important information that we require our students should read and understand. They have been created with consistency and transparency in mind to help students get the very most out of their education with Le Cordon Bleu. If you have any questions, concerns or suggestions then please feel free to discuss them with a member of the Academic Team.

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Academic Policies and Procedures

Le Cordon Bleu London

1. Equal Opportunities, Access & Equality Policy; Support for disabled students

Purpose

1.1 The purpose of this Equal Opportunities, Access and Equality Policy is to provide a set of principles which underpin the provision of education services by Le Cordon Bleu London and a learning environment which is free from discrimination, harassment and victimisation.

Policy

1.2 Le Cordon Bleu London is committed to promoting, encouraging and valuing equality and diversity with regard to its students.

1.3 Le Cordon Bleu London welcomes students from many different ethnic, racial groups and backgrounds. Individual rights and freedoms are respected but must be balanced with the lawful needs and rules of the Institute Community and the rights and freedoms of others. All candidates for admission will be treated equally, irrespective of their, or their parents' race, colour, religion, political or other opinion, national or social origin, association with a national minority, gender, sexual orientation, property, birth or other status.

1.4 Le Cordon Bleu London will do all that is reasonable to comply with our legal and moral responsibilities under the Equality Act 2010 and Special Educational Needs and Disability Act 2001, in order to accommodate the needs of applicants who have disabilities for which, with reasonable adjustments, we can cater adequately. We need to be aware of any known disability or special educational need which may affect your ability to participate in the admissions procedure and take full advantage of the education provided at the Institute.

A prospective student who has any disability or special educational needs is required to provide us with full details prior to the admissions procedure, on the application form.

1.5 To this end, Le Cordon Bleu London:

- Provides an environment of support and care for students.
- Encourages cultural understanding and sensitivity.
- Ensures early identification and intervention to support students.
- Seeks to ensure that practices are non-discriminatory and pay due consideration to the needs of all groups.
- Evaluates all educational processes to ensure that they are inclusive and value students from a diverse background.
- Ensures all policies and procedures are non-discriminatory and inclusive.
- Provides students with information about access and equality issues and the complaint handling process.

1.6 Le Cordon Bleu London requires that students declare if they are in need of particular assistance so that specific learning support may be provided, where practicable.

1.7 Le Cordon Bleu London acknowledges its legal obligations in relation to equal opportunity and ensures that:

- All information, processes and procedures are fair, equitable and non-discriminatory.
- All students are provided with a safe and healthy working and learning environment.

1.8 Where a student has significant needs identified that are not within the scope of Le Cordon Bleu London to resolve, specialist advice may be sought.

1.9 Le Cordon Bleu London is responsible for implementing this policy and behaving in a courteous, sensitive and non-discriminatory manner when dealing with students.

Support for Disabled Students Statement

Learning Support

1.10 Le Cordon Bleu London is committed to providing equality of opportunities for disabled students. Support at Le Cordon Bleu London is developed around the student's individual requirements. The student will have a say in what equipment or learning support will be most helpful. To discuss individual requirements please contact us on 020 7400 3900 or email london@cordobleu.edu.

1.11 The opportunity to disclose a disability at application stage is necessary to implement reasonable adjustments and arrange support where required. Any information provided is regarded as sensitive personal data and kept in accordance with the Data Protection Act. In order to make adjustments and support arrangements we may need to share this information with other Le Cordon Bleu employees, but this is done on a need to know basis.

1.12 The Academic Director will contact the student to arrange a confidential pre-entry interview. A review of the student's requirements will be undertaken which could include a risk assessment. The Academic Director will then coordinate a support package to ensure, where practicable, our disabled students are not substantially disadvantaged.

1.13 The Academic Director will identify the student's requirements with respect to teaching materials and inform the Resource Centre. Where practicable, Le Cordon Bleu London's Resource Centre is responsible for producing teaching materials in a format that is accessible to the student. Examples of support include, and are not limited to, larger fonts, changing background colours and providing teaching materials in advance of lectures. Any support package implemented will be reviewed at the request of the Academic Director or the student, and at mid-term tutorials.

Physical Access to Le Cordon Bleu London

Introduction

1.14 Situated at 15 Bloomsbury Square, Le Cordon Bleu London provides culinary arts and hospitality education. If you have any queries or require assistance, please phone 020 7400 3900 or email london@cordobleu.edu.

Transport

1.15 Please see our website for our location or use our postcode WC1A 2LS on a map or route planning website <http://www.cordonbleu.edu/london/contact/en>.

1.16 Holborn is our nearest tube station which is 350 m from our institute. Kings Cross is our nearest step free tube station; then take bus 91; stop R towards Trafalgar square to Theobald's Rd / Southampton Row bus stop - which is 220 m from our institute. Alternative routes can be planned using our postcode WC1A 2LS on the Transport For London <http://www.tfl.gov.uk/> and Google Maps websites <http://maps.google.co.uk/>.

Parking

1.17 Parking is provided by a public car park situated exactly opposite at Bloomsbury Square Car Park, Holborn, London WC1A 2RJ.

Building Design

Introduction

1.18 Le Cordon Bleu London was designed to take reasonable steps to minimise the effect of disability and create an accessible environment that recognises and accommodates people of various disabilities. It is understood that the age, design and conservation requirements of the building present a number of constraints to disabled people and where possible facilities have been incorporated to improve issues of access throughout. In the event of an evacuation, refuge points are located at safe points within the building.

Access into the building

1.19 The building has a stepped approach incorporating five steps to the front entrance. The existing steps are of limited rise and generous going and can be used easily by persons with ambulant mobility or using sticks etc. The main entrance doors remain open during the buildings open times and a second set of automatic opening doors have been provided. The rear entrance is accessed via the side alleyway which is level to a double width door within the courtyard also with a level access. The rear entrance gains access to Café le Cordon Bleu, which is provided with a level threshold, however there is a step internally from Café Le Cordon Bleu to reach the front entrance and customer services. A ramp is available for wheelchair users to access the school from Café Le Cordon Bleu.

Access within the building

1.20 Lower ground floor: The corridor providing circulation at lower ground level to all areas including lifts is 1300 mm wide. The two lifts have 800 mm wide doors with internal dimensions of 1200 x 1000 mm. The lift landing buttons and car controls are all tactile, the lift also has voice announcements of floors and is fitted with an induction loop.

1.21 Ground floor: access to the school is gained through a 1000 mm wide side access panel to the security barrier.

The reception desk has a lowered section for ease of use by persons in a wheelchair.

The meeting room and accessible WC are located on this level.

For persons who can use the main entrance via the five steps, once within the reception area access can be gained to the student lounge and Café Le Cordon Bleu via a single step.

Wheelchair users gain access to Café Le Cordon Bleu via the rear entrance which provides level access.

1.22 First, second, third and fourth floor: All facilities and teaching areas can be accessed via the lift. The staircase provides an alternative route and is compliant with Approved Document M in terms of width, rise, going, handrails and contrasting nosings. Outside the lift a sign is provided indicating the floor level and room names on that floor. One section of corridor has a ramp to

remove the need for a single step to accommodate a change in floor levels. The gradient of the ramp is acceptable and is provided with handrails to both sides. The demonstration and classrooms do not have specific places for wheelchair users, however all furniture, desks etc are easily moved to create space.

2. Student's Current Address

Policy

2.1 Each student shall ensure that Le Cordon Bleu London is informed of their current contact information (including email address) to which they require official institute information mailed.

2.2 Contact information of non-EU/EEA students may be disclosed at the request of UK Visas and Immigration.

2.3 Students will be provided with a Le Cordon Bleu email address (mycordonbleu.net) on orientation day, to which all email correspondence will be sent.

Procedure

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

2.5 Each student shall use the appropriate Change of Address form which is available at the customer services and to notify Le Cordon Bleu London admission team of a change of address.

2.6 Students will receive a message with a login and password for mycordonbleu.net, students may contact: helpdesk@mycordonbleu.net for support (*Please make sure the Full Name and Student ID is included when requesting support.*)

3. Attendance

Policy

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

3.2 During any one term, a student is not permitted more than:

- 4 absences in a pâtisserie certificate course;
- 5 absences in a cuisine certificate course;
- 5 absences in a Diploma in Culinary Management course;
- 5 absences in a Diploma in Gastronomy, Nutrition and Food Trends course;
- 6 absences in a Diploma in Wine, Gastronomy and Management course;
- 2 absences in a module of the Diplôme de Boulangerie

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

3.3 Students who do not arrive on time for classes will be recorded as late. Four late attendances will be taken to equal one absence. Students who are more than 15 minutes late for scheduled classes will not be admitted to that class and shall be recorded as absent.

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

3.5 If the reason for absence is due to any medical emergency, death within the immediate family, natural disaster or a situation beyond the student's control, he / she shall supply supporting documentation to the planning and examinations officer as soon as practicable after resumption of attendance. If a significant amount of learning or assessment has been missed due to the student's absence, the Examinations Board will decide whether it is appropriate for that student to progress to the next level of the programme, or be awarded the diploma, whether or not the student achieves a passing grade in the final examination.

Sanctions

3.6 A student who has exceeded the number of permitted absences will automatically fail the course and will be notified with a letter of fail. The student may continue attending the course (subject to 3.7 below) and may submit an appeal to the Examinations Board for consideration. The appeal must be received by the Institute within 5 days of the date of the letter of fail.

3.7 A student who has absences equal to, or more than, double the permitted absences in the course may continue attending the course but may, at the absolute discretion of the Institute, be excluded from the final examination.

4. Recognition of Prior Learning

Preamble

4.1 The Institute will consider granting status or partial status in courses on the basis of prior learning whether from formal studies, or professional work.

Policy

4.2 Decisions on the level of status to be granted will be based on the assessment of prior learning by the Academic Director.

4.3 Status will not normally be granted for courses completed more than 2 years prior to application unless there is evidence of substantial relevant industry experience proven during the prior learning assessment.

Procedure

4.4 Applicants who intend to apply for status must obtain the appropriate Recognition of Prior Learning form and information from the Admissions team.

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

4.6 Applications for recognition of prior learning must be made at the time of the initial application process. Applicants must allow a minimum of 3 months prior to course commencement when applying for status.

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

- Documentation
 - Academic transcript
 - Certificates / diplomas
 - Written references
- Interview
- Oral or written assessment
- Practical examination

4.8 The Admissions team shall inform the applicant in writing of the results of their application for recognition of prior learning and shall annotate the applicant's record accordingly.

5. Assessment Boards and Committees

5.1 The Institute operates a system of academic boards and committees to promote equality and fairness in assessment and ensure its provision of education and support services continues to be of the highest quality.

5.2 The three committees with authority over academic matters are:

- **Academic Board**

The Academic Board oversees all matters regarding the Institute's teaching and management of academic quality. The Academic Board considers appeals against Examination Board decisions.

- **Examination Board**

Examination Boards are sub-committees of the Academic Board. Examination Boards have delegated powers to approve the results of assessments, approve new assessment pieces, and consider appeals in cases where a student has failed a course or unit. Examination Boards formally approve the progression of students to higher levels of courses, and the conferral of awards.

- **Teaching and Learning Committee**

The Teaching and Learning Committee is a sub-committee of the Academic Board and has delegated responsibility for developing and implementing the Teaching and Learning Policy of the Institute. The Teaching and Learning Committee has responsibility for reviewing the curriculum.

6. Misconduct

Policy

6.1 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 to fall below the standard expected by Le Cordon Bleu London or to be inappropriate or detrimental to other students, employees, Institute or its property or reputation.

6.1.1 If a student's behaviour in any class is disruptive, or is detrimental to any other student's learning, the teacher may exclude that student from the class, and the student may be marked absent for that class. If a student is excluded from a demonstration class, the student may also be excluded, and marked absent, from the corresponding practical.

6.1.2 If a student's behaviour fundamentally undermines the relationship of trust between the Institute and the Student, the safety of other students or members of staff, this could amount to gross misconduct and lead to exclusion and/or expulsion from the Institute without notice.

6.2 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 previous 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;
- Any student bringing any food item into the kitchen, 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.
- Any student not putting into his / her course an acceptable level of diligence or effort.

6.3 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.

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

6.5 A student found to have committed misconduct, or deliberate academic 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 nominated period of time.
- Expulsion from the Institute and no future enrolment permitted in any Le Cordon Bleu educational institution or course.
- Failure in the course.

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

Procedure

6.7 Where it is suspected that the action of a student might involve misconduct or deliberate academic misconduct, including plagiarism; the teaching chef/lecturer shall request the student attend an interview with him or her.

6.8 The student and the teaching chef/lecturer may each elect to invite a member of the Academic Board of the Institute to be present at the interview.

6.9 If, as a result of the interview, the teaching chef/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.

NON-ACADEMIC MISCONDUCT

6.10 Where the teaching chef/lecturer concludes that the action of the student was an example of non-academic misconduct the teaching chef/lecturer shall convey their decision in writing to the Academic Director and the Head of Programme for investigation.

ACADEMIC MISCONDUCT

6.11 Where the teaching chef/lecturer concludes that the action of the student was an example of deliberate academic misconduct, the teaching chef/lecturer shall convey this decision in writing to the Examination Board for investigation.

ALL CASES

6.12 Upon receipt of a finding of misconduct, the Institute 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.

6.13 The investigation may proceed whether or not the student attends. The Institute shall advise the student in writing of the findings of the investigation and of any sanction to be imposed, and shall advise the student of their right to request a review of that decision.

6.14 Where a student wishes to request a review of the decision and/or sanction, s/he must submit a written request to the Academic Board within five Institute days of being informed of the sanction.

6.15 The Academic Board will review the findings of the inquiry, the sanction, and the student's grounds for review and will inform the student of the outcome of that review. If the student has been suspended from the Institute, s/he will remain so pending the outcome of the review.

6.16 The standard of proof to be applied in cases of misconduct shall be the civil standard (the balance of probabilities).

7. Assessment; Academic Progression

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

7.2 The course manual contains a course outline and the contribution of each mark to the final grade.

7.3 Culinary 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.

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

7.5 Academic evaluation by its nature requires a student to present original work. Students must ensure that plagiarised material is not submitted for assessment. (see 6.3) Any student guilty of plagiarism will be subject to fail grade or disciplinary action. All assessment pieces must be referenced correctly. Guidance for using the Harvard Referencing System is included in the Assessment Handbook.

7.6 The Examination Board shall review relevant results and student appeals, The Examination Board shall confirm final grades and make recommendations on student progression to the next course level:

- Progression to higher levels of integrated courses (e.g. The Diplôme de Cuisine) is dependent on the student passing the prerequisite level.
- If a student does not pass a level, the student must retake the whole level at their own expense and achieve a passing grade in order to progress.
- A student will be permitted to retake a level once. Any further retake will only be permitted at the absolute discretion of the Academic Board.
- Where a course includes an internship placement:
 - A student must complete Superior Level and achieve a passing grade in order to progress to the internship placement;
 - a student must achieve a passing grade in the internship placement to achieve the qualification;
 - in the event that a student does not pass the internship placement, the student will progress to the final stage of the programme but will not receive certification for the internship;
 - The student will not be permitted to retake the internship.

Examinations

7.7 Attendance at all examinations is compulsory. Failure to sit for examinations at the set time and date will result in 0% being recorded for that assessment point. Should this situation arise for the practical examination, the student will be deemed to have failed the course (see 7.3).

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

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

7.9 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 Examination Board and such misconducts shall be dealt with under section 6 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.

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

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

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

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

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

8. Marking; Results and Grades

Policy

8.1 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 at the certificate presentation and graduation ceremony; or, mailed to an address as advised by the student and should be received no later than six weeks after the official end of the term.

8.2 Official grades are as follows:

- | | |
|--------------|---------------------------------|
| ▪ 90 – 100 | Distinction (Mention Très Bien) |
| ▪ 80 – 89.99 | Credit (Mention Bien) |
| ▪ 50 – 79.99 | Pass |
| ▪ 0 – 49.99 | Fail |
| ▪ WD | Withdrawn |

Procedure

8.3 A marking schedule is used when assessing practical activities; work is assessed against standard criteria which are included in the course manual.

8.4 Teaching chefs/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 programme.

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

8.6 The final marks are reviewed by the Academic Director and presented to the examinations officer.

8.7 The examinations officer will notify any students who have failed and provide a report of the overall grades to the Examination Board.

8.8 The Examination Board reviews and agrees results. The Board will consider appeals from students who have failed.

8.9 A debrief session will take place following the final examination on each course whereby the chefs provide each student with feedback on the results of their practical examination and we highly recommend each student attend.

9. Student Appeal Against Results

Policy

9.1 It is expected that most disputes over results for each assessment point will be resolved by discussion between the student and the teaching chef/lecturer. If the dispute is not resolved to the satisfaction of the student, the student has the right of appeal to the Examination Board for a formal inquiry into the result given.

Procedure

9.2 The student should prepare a written submission, which establishes reasons for the appeal against the result. The appeal should include appropriate supporting material and must be received by the examinations officer within 5 working days of the student being officially notified of the result.

9.3 Upon receipt of the written submission the examinations officer shall request the Examination Board to conduct a formal inquiry and may request the student and teaching chef/lecturer concerned to attend. A response from the Examination Board to the student will be made within 5 working days of the receipt of the appeal.

10. Student Appeal Against Examination Board Decisions

Please note that this section does not apply to cases of misconduct.

Policy

10.1 A student has the right of appeal against a decision of the Examination Board.

10.2 To independently assess the merits of an appeal, a student must appeal directly to the Academic Board.

Procedure

10.3 The student should prepare a written appeal, which establishes reasons for the appeal against the decision of the Examination Board. The appeal should include appropriate supporting material and must be received by the examinations officer within 5 working days of the student being officially notified of the decision.

10.4 Upon receipt of the written appeal the Academic Board may assign an individual or co-opt a committee to conduct a formal inquiry and may request the student and teaching chef/lecturer concerned to attend. The assigned individual or committee will present findings to the Academic Board. A response to the student will be made within 5 working days of the receipt of the appeal.

10.5 Those members of the Academic Board involved in the original Examination Board decision may give their opinion, but may not vote on the outcome of the appeal.

10.6 The decision of the Academic Board is final.

11. Student help form policy

Purpose

11.1 The *Student Help Form* is designed to manage student requests and queries as they arise. This document is an essential part of the Institute's quality approach to improving customer service and is the initial step in resolving student matters.

11.2 Requests and queries could be relevant to academic programmes, staff, facilities and a range of services. Communication of a request or query may be made either in person, by phone, text or email.

Procedure

11.3 All conversations relating to student matters which could lead to a complaint must be recorded and followed up.

11.4 The staff member meeting the student is required to write the details of the conversation on the *Student Help Form*.

11.5 If the issue is received via email, the email will be printed and attached to the form.

11.6 The student should give as much detail as possible to give a context to the request or query and to provide a useful record for the next person who may manage the issue.

11.7 The relevant staff will indicate on the form the initial response provided to the student and whether the issue has been resolved. The form will be signed and dated by both parties.

11.8 If nothing further arises from the initial request or query, or the issue is resolved, the report is filed on the student's file.

11.9 If the matter is unresolved and the student wishes to obtain further explanation, the form will be sent to the appropriate staff member for action.

11.10 If the matter remains unresolved and escalates to a formal complaint, the student will be provided with a *Complaint Form* to initiate the formal process.

Note: All contact and conversations with regard to student matters are confidential.

12. Complaint Handling Policy

Purpose

12.1 The Institute endeavours to provide students with a supportive learning environment. However, should any problems or complaints arise, the institute ensures that students have access to a fair and efficient process for reporting such issues. All complaints are considered seriously and confidentiality and privacy is maintained at all times to protect all parties involved. The Complaint Form is used by students or members of staff to register a formal complaint of an academic or non-academic nature, which has not been satisfactorily resolved through other means. Complaints are regarded seriously and are referred to the Institute's Senior Management, for immediate action and resolution.

Definitions

12.2 A *complaint* is an expression of dissatisfaction that may be about the standard, or lack of service received, or a specific action or inaction which affects an individual/group, or an allegation or grievance about the treatment of an individual/group, or a failure to follow a proper procedure.

12.3 A *complainant* is the person who is making the complaint.

Policy

12.4 The Complaints Handling Policy applies to staff and students at the Institute and relates to all complaints of an academic or a non-academic nature - *except* those academic complaints that deal with appeals by students against grades, results and/or decisions of the Academic Board, which are covered by separate policies and procedures.

12.5 The Institute ensures that staff and students have access to a fair, equitable and inexpensive process, which provides an opportunity to raise issues that affect them.

12.6 The Institute follows procedural fairness by ensuring complaints are heard by a designated person who is not the subject of the complaint, or appeal, or has no personal interest in the matter.

12.7 Complaints are addressed and resolved within 10 working days and details of the complaint, including outcome, are documented.

12.8 Complainants have the right to present their position (or to have representation, if required); to be informed of the details and progress of their complaint; to be notified of a decision or outcome in writing; and to appeal a decision or outcome.

12.9 All complaints are considered seriously and confidentiality and privacy is maintained at all times to protect all parties involved.

12.10 A complainant has the right to withdraw the complaint at any stage and choose to alter the process of the resolution (i.e. informal or formal).

12.11 The Institute's Senior Management is responsible for the effective management and review of the Complaints Handling Policy.

Procedure

When initiating a complaint, the following steps should be followed:

12.12 Where possible, ensure that the complainant has first attempted to resolve the issue informally, by using the *Student Help Form*.

12.13 Obtain a Complaint Form from Customer Services.

12.14 Complete the Complaint Form, providing as much specific detail and information as possible.

12.15 Submit the completed form to Customer Services.

12.16 The complaint will be forwarded to the appropriate staff member for resolution.

12.17 The appointed staff member will review the complaint and contact the complainant within 5 working days to discuss and/or clarify the issue. Strategies or actions to resolve the complaint will be discussed and agreed.

12.18 After the complaint has been addressed to the satisfaction of all parties, the complainant will receive a letter documenting:

That the complaint has been received and reviewed

Any follow up action recommended, such as mediation.

12.19 If the complaint has not been resolved satisfactorily, the issue will be referred to the Institute's Senior Management.

Note: All contact and conversations with regard to complaints are confidential.

13. Conferral of Awards

Policy

13.1 La Fondation Le Cordon Bleu by agreement with Le Cordon Bleu London shall confer awards at any meeting of Le Cordon Bleu London specified for that purpose.

13.2 Diploma students will normally have their awards conferred at the next scheduled graduation ceremony following their successful completion of the requirements of the award, and the Examination Board's recommendations for the conferral of the award.

Procedure

13.3 Graduation (Grand Diplôme; Superior Cuisine & Superior Pâtisserie; Diploma in Culinary Management; Diploma in Wine, Gastronomy and Management; Diploma in Gastronomy, Nutrition and Food Trends).

We are delighted to share the Graduation Ceremony with you and one guest of your choice. During the term, you will be issued an invitation. This must be returned to Customer Services as soon as possible. Additional guest tickets are subject to availability and will be subject to an additional fee. Any student not returning the invitation will not be able to attend the ceremony.



Administrative Policies and Procedures

Le Cordon Bleu London

1. Class Times

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

Should a student leave the class without the express permission of the supervising teaching chef/lecturer, they will be recorded as absent for the entire class (please see policy on attendance, section 3 of the Academic Policy and Procedures manual).

Students will be given a minimum 30-minutes break during all 6-hour workshop classes, the time for which is at the teaching chef/lecturer's discretion.

2. Class Scheduling

Students are responsible for reviewing and adhering to their group's timetable. Schedules are issued at the beginning of the term. In the event that the schedule must be modified, students will be advised with an email notifying them.

Students may not switch group assignments. Failure to respect this policy will result in a student being scored absent and is subject to the attendance policy (section 3 of the Academic Policy and Procedures).

3. Building Access

The Institute operates a biometric access control system for all students and visitors. The biometric system is in place to maintain a safe environment for all of our students and employees. This forms a key element of our building evacuation procedure, whilst enhancing the security of the Institute.

A scan of one or more fingerprints is required at orientation to register each student, and allow access for the duration of the course. Biometric information will be held in accordance with the Data Protection Act 1998, and will be deleted two weeks after the student has graduated.

Following registration students must scan in and out of the barriers in order to enter or leave. For maximum efficiency do ensure:

- you scan the correct finger
- your finger is angled flat against the scanner
- as much of the finger as possible is on the glass
- your hands are clean and dry
- you use moderate pressure

Please note that it is not permitted to allow others through the barriers.

If you encounter any problems, please contact Customer Services.

4. Exams and Evaluations

In your course manual you will be given all information and Policy & Procedures regarding your daily assessment.

You will receive the Summative Examinations Handbook before the Summative Examinations

In the event of a failure, all efforts will be made to contact the student in advance of the graduation ceremony or certificate presentation.

5. Transcripts and diplomas

Please note that your final transcript will be enclosed with your Certificate/Diploma awarded at the certificate presentation/graduation ceremony.

Students who are not able to attend graduation must arrange collection of their certificates, either in person or by courier.

Any certificates not collected after 3 months will be destroyed and the student will have to pay for a replacement.

COSTS (not including postage)

Cost for reissuing course certificate	£10
Cost for reissue of Cuisine/Patisserie/DCM/DWGM Diploma	£20
Cost for reissue of Grand Diplôme	£35
Cost for reissue of NCFE certificate	£25

Students must make arrangements for copy diplomas to be picked up from Customer Services.

6. Fees for RSPH exams

Qualifications delivered on behalf of the Royal Society for Public Health (RSPH) are incorporated into many of our courses and included in the course fees. If a student is unsuccessful in any of these exams, the cost to retake the examination will be as follows:

Level 2 Award in Food Safety in Catering	£60
Level 3 Award in Supervising Food Safety in Catering	£150

7. Internal Communication

All students will have a given a Le Cordon Bleu email account (mycordonbleu.net) which will be used for all internal communication. In addition, the student notice boards are used to post student information.

8. Cleanliness of Classrooms & Equipment

Students are required to clean all workstations at the end of each practical class to the required standard of the supervising chef/lecturer before leaving.

Further information will be provided to you during your practical sessions and Student Manuals

9. Equipment

The required equipment issued by Le Cordon Bleu must be safely stored at all times. This equipment must be brought to all practical lessons.

10. Uniforms / Dress Code

Culinary Courses

For culinary courses students are required to be in full, clean and ironed uniform for all classes: demonstrations, practicals, workshops and seminars/presentations. Uniforms must be complete, clean and pressed. Uniform supplied by Le Cordon Bleu includes: chef jacket with name badge; chef pants; neck tie; apron; two kitchen towels; Le Cordon Bleu short kitchen toque (with hairnet and beard net if required, which may be purchased from Customer Services). Students must provide and wear their own safety shoes. Students **must wear all** elements of their Le Cordon Bleu London uniform in all classes.

Religious headwear

Any religious headwear worn in addition to the standard uniform should be close fitting and tucked into the jacket for safety reasons. For hygiene it should be made of **a plain white, fire-retardant material**. In addition, the short kitchen toque should also be worn.

Diploma in Wine Gastronomy and Management / Diploma in Gastronomy, Nutrition and Food Trends

Students are required to wear dark grey or black business attire for all classes, including formal shoes, Le Cordon Bleu blazer and Le Cordon Bleu tie or scarf whilst in the school. For practical kitchen sessions, the culinary uniform (above) must be worn.

All students

A student will not be permitted to enter a class without the correct uniform and will be recorded as absent. (Please see policy on Attendance, section 3 of the Academic Policies and Procedures manual).

11. Replacement of Manuals

A replacement fee of £45 will be charged to students who require a new manual. This must be ordered through Customer Services and a two-day turnaround period applies. Payment is to be

made at Customer Services desk. When the manual is ready, the student will be notified and the item can be collected from the Customer Services desk.

12. Hygiene

For hygiene reasons, students should not wear their chef uniforms outside the school. Please change into your uniform at the school. Students should not travel to and from the school in their uniform.

Students with hair longer than the collar of their jacket must wear their hair tied back and covered with a hair net, which can be purchased at Customer Services. Students with facial hair must keep it clean and close-trimmed, otherwise a beard net must be worn.

Jewellery (with the exception of a plain metal wedding band and ear studs), watches, strong perfume/cologne, nail varnish, false nails, and false eye lashes are not permitted in class.

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

To prevent spread of infection, students who are unwell must wear a face mask, which will be provided by Customer Services free of charge.

Please note: The Institute will not take any responsibility in the event of a student developing food poisoning by tasting or eating food prepared in class by them or fellow students. Students are responsible for the appropriate safe storage of their food after class.

13. Library / Unreturned books and outstanding fines

Information on the library and other student areas within the Institute can be found in the Student Induction Manual.

Outstanding fines & books

Students with unpaid library fines or unreturned books will not be able to graduate or gain their certificate until the books are returned and the fine is paid in full.

14. Guests

If you arrange to have someone meet you at the Institute, please have him/her wait for you in the institute reception area or Café Le Cordon Bleu.

15. Shipments sent to the Institute

Students are not to use Le Cordon Bleu as a shipping address.

16. Student luggage

Students are not permitted to leave luggage or other items at Customer Services.

17. Lockers

Lockers are allocated at the start of each term and students will be issued with one locker only.

18. Theft

Do not leave your personal possessions unattended and make sure that they are securely locked in your locker. Personal possessions are brought onto the premises at your own risk.

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

From time to time Le Cordon Bleu reserves the right to open personal bags and lockers but will only do so in a fair and reasonable manner and in the presence of the student.

Students suspected of theft will be subject to the Institute's disciplinary procedures

19. Surveillance Cameras

Students should be aware that surveillance cameras have been installed in the building. There are no cameras in private areas (i.e. washrooms or changing rooms). These cameras have been installed for safety and security reasons.

20. Food & Drink (including alcohol)

Students can consume their own drinks or food in the student common room. No food or drink is permitted in classrooms, demonstration rooms, the library, public areas on the premises and quiet study area, with the exception of water in clear plastic bottles. Water fountains are located throughout the Institute. Please leave these areas tidy.

Alcoholic Beverages are for sale to the general public in Café Le Cordon Bleu. Students are not permitted to purchase alcohol while in uniform.

When alcoholic beverages are used in an educational context, students are required to act in a professional manner and follow instructions and directions from the lecturer (e.g. use of spittoons). A failure by a student to follow directions and instructions may be dealt with as breach of discipline.

The Institute reserves the right to exclude from classes any student who appears to be under the influence of alcohol.

21. Smoke-Free Policy

The purpose of this policy is to protect all employees, students, customers and visitors from exposure to second-hand smoke in compliance with the Health Act 2006, Chapter 28 (United Kingdom), effective from July 2007.

Exposure to second-hand smoke increases the risk of lung cancer, heart disease and other illness. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.



Definitions

Smoking refers to smoking tobacco or anything which contains tobacco, or smoking any other substance.

Smoke free refers to premises which are open to the public and includes workplaces.

Second-hand smoke (passive smoking) refers to environmental tobacco smoke that is inhaled involuntarily or passively by someone who is not smoking.

Policy

The Institute is committed to ensuring a safe and healthy environment for employees, students, visitors and contractors.

The Institute acknowledges the right of all employees, students, visitors and contractors to access a smoke-free environment.

The Institute **prohibits** smoking throughout the entire school, which extends to the perimeter of the building and to the front and rear doors.

The Institute informs others about this policy by:

- Clearly displaying appropriate “No Smoking” signage within and outside the premises.
- Advising existing employees, consultants, students and contractors of the policy and their responsibilities with regard to the policy
- Providing all new personnel with a copy of the policy on recruitment or at induction.

This policy applies to all employees, consultants, contractors, students and visitors to the Institute, whether in a paid or voluntary capacity.

All employees are obliged to comply with and facilitate the implementation of the policy.

Non-compliance with this policy will result in disciplinary action, according to the Institute’s Disciplinary Procedures.

Overall responsibility for the monitoring and implementation of this policy rests with the senior management of the Institute

This policy will be reviewed annually or at any other time should any new information or legislative change warrant a change in this document.

Please note: Le Cordon Bleu reserves the right to modify and/or amend these policies/procedures.



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