

# Table of Contents

<b>A Message from our Joint-Venture Partners</b>	1
<b>About Le Cordon Bleu</b>	2
<b>Welcome to Le Cordon Bleu Dusit Culinary School</b>	3
<b>Le Cordon Bleu Dusit Student Administration</b>	
1. Le Cordon Bleu Dusit Contact Information	4
• Location of Le Cordon Bleu Dusit	5
• Map of Le Cordon Bleu Dusit	6
2. Emergency Procedures	7
3. Class-related Information	
• Equipment and Uniform Requirements	9
• Classroom Organisation	13
4. General Administration Matters	
• Admissions and Student Services	16
• Alumni	
• Boutique	
• Cooking Demonstration DVDs	
• Drugs, Alcohol and other prohibited substances	
• First Aid	
• Insurance	
• Internal Communications	17
• Internship Programme	
• Library	18
• Lockers	
• Lost and Found	
• Lounges	
• Mobile Telephones/Internet	19
• Parking	
• Personal Belongings	
• Printing	
• Scholarships	
• Security	20
• Smoking	
• Student Access	
• Student Portal	21
• Student Representative Council	
• Student Surveys	21
• Translators/Interpreters	22
• Visas	
• Visitors	
• Visual Imagery	
<b>Le Cordon Bleu Dusit Student Policies</b>	
1. Assessment	23
2. Attendance	26
3. Classroom Conduct and Behaviour	28
4. Course Withdrawal/Cancellation	30
5. Graduation	30
6. Leave of Absence/Deferrals	31
7. Library Procedures	31
8. Recognition of Prior Learning	32
9. Responsible use of Computer and Technology	33
10. Student Complaints and Grievances	33
11. Student Misconduct	34
12. Students Personal Details	35
Important Legal Notice:	36
Disclaimer	
Photograph, Video or Audio Recording Consent and Release Form	37
Student Acknowledgement Form	38



# A message from our Joint-Venture Partners



**Khun Chanin Donavanik**  
*Managing Director & Chief Executive Officer*  
Dusit Thani Public Company Limited

## ***Welcome!***

It has always been our company's founder Thanpuying Chanut Piyaoui's vision, when she started her dream of building a hotel 60 years ago, to put Thailand on the world map as a leader in the tourism and hospitality industry. She once said *"If Thailand is to be among the world's leaders in the hotel and hospitality industry, the education and training of staff would be of the most importance."*

To carry on the progress in this direction, **Dusit Thani Public Company Limited** launched the Dusit Thani College in June 1993. Since then the company has always emphasised the field of education, recognising the need for specialised hospitality training in Thailand.

With the college venture, it was a natural course of action for Dusit to look for a partner that could offer a high quality international program. Dusit, therefore, allied itself with the world-renowned French cooking institute, Le Cordon Bleu, to bring the very best of cooking and food knowledge to Thailand.

Dusit's association with **Le Cordon Bleu** is two-fold: First, to provide a four-year international bachelor's degree programme in Business Administration "Kitchen and Restaurant Management" at the Dusit Thani College; Second, the opening of Le Cordon Bleu Dusit Culinary School, available to all who are interested in culinary arts, offering short courses through to extensive Le Cordon Bleu Classic Cycle Courses in Cuisine and Patisserie.

The alliance between Dusit Thani and Le Cordon Bleu is destined to provide Thailand and possibly the whole of Southeast Asia with the most modern and complete culinary training facility ever seen before in this part of the world.



**Monsieur Andre J. Cointreau**  
*President*  
Le Cordon Bleu International

## ***Bienvenue!***

With more than 120 years of teaching experience **Le Cordon Bleu** provides the ultimate training in cuisine, pastry, management and gastronomy. Le Cordon Bleu is dedicated to preserving and passing on the mastery and appreciation of the culinary arts.

Our philosophy is just as strong as always and our contemporary approach to culinary excellence which is to *Make Things Happen!* speaks directly to our prospective, enrolled and graduated student.

The energy our Chef Instructors and staff put into making our programmes successful is the same energy that they call upon to encourage our students.

Whether you plan to work in either restaurants, journalism, hospitality management or the numerous other related fields, Le Cordon Bleu will encourage you to strive for your best to achieve your goals. Le Cordon Bleu will give you the knowledge and skills to truly make things happen!

Le Cordon Bleu fosters a unique multi-cultural and educational environment, encouraging you to learn and grow in the lessons you undertake in the tradition of the *French L' Art de Vivre*. Le Cordon Bleu emphasises the appreciation of French technique in the service of world cuisine.

We invite you to share in our knowledge and passion for the hospitality industry and we look forward to welcoming you on a journey of discovery that will last a lifetime.

**Amitiés Gourmandes**

# About Le Cordon Bleu



The name **Le Cordon Bleu** has been synonymous with culinary excellence since the 16th century when King Henry III created one of the most important orders in France,

“*L’Ordre du Saint-Esprit.*” was symbolised by a cross of the Holy Spirit, which was hung on a blue ribbon, or un cordon bleu.

Due to the prestigious nature of this Order and the decadent feasts accompanying their ceremonies, the name Le Cordon Bleu became well recognised and celebrated.

The journalist and publisher of *La Cuisinière Cordon Bleu* magazine, Marthe Distel, founded Le Cordon Bleu as a culinary arts school in Paris in 1895.

On January 14th, 1896, the first cooking demonstration ever to be held on an electric stove was staged at Le Cordon Bleu in an effort to promote the magazine and launch the Paris cooking school. From this point on, the international reputation of Le Cordon Bleu spread rapidly. Great Chef Instructors came to the school to teach students, further contributing to the world-renowned reputation of the school. As a result, students from a variety of countries began enrolling in classes including notable figures such as Julia Child in 1950.

Over the last century, Le Cordon Bleu has evolved from a small Parisian cooking school to become an international network of culinary arts and hospitality institutes. Today, Le Cordon Bleu has a presence in 20 countries with more than 40 international schools attended by 20,000 students annually.

Le Cordon Bleu’s philosophy is founded in achieving excellence through constant practice and refinement, which continues as the company grows to meet the needs of contemporary culinary and hospitality industries. Le Cordon Bleu students are provided with a superior, well-rounded education to succeed in today’s culinary world. Our students are taught by Master Chef Instructors, the majority of whom come from Michelin-starred restaurants, or are winners of prestigious competitions and titles, such as *Meilleur Ouvrier de France (MOF)*. These Chef Instructors pass on their knowledge of classic French cuisine and modern international culinary techniques to students.

Le Cordon Bleu programmes provide the tools for students to excel in less time than many other educational institutions. It is possible to obtain a *Le Grand Diplôme* qualification in less than one year, providing students with an international passport to a rewarding and fulfilling career. Le Cordon Bleu promotes *French L’Art de Vivre* worldwide and has become the first choice for training by students who value learning about the best of French technique and way of life!

# Welcome to Le Cordon Bleu Dusit Culinary School



It is our great pleasure to welcome you in 2019 to the **new** Le Cordon Bleu Dusit Culinary School. This is an exciting and historic occasion, we trust that you will enjoy the many new and modern facilities that are available and that your culinary experience will be enhanced by your new surroundings. As always, the staff at Le Cordon Bleu Dusit are here to help you to have the best possible experience as you embark on your unique culinary journey.

At Le Cordon Bleu Dusit we understand the importance of providing a supportive and professional learning environment for students' to achieve their culinary goals.

In our Student Handbook we explain a number of internal administration procedures and academic policies to assist you to understand your rights and responsibilities as a student, as well as providing an opportunity for Le Cordon Bleu Dusit to define the expectations we have of our students. These policies and procedures ensure that all students can learn in a safe and productive environment.

The Student Handbook will be explained in more detail at the **Student Orientation**, which is normally held in the week before classes commence. Orientation is an opportunity to meet the Chef Instructors and staff at the school and to visit the facilities in preparation for your first class.

However, we advise you to read this handbook carefully and to become familiar with the information set out within. All students are expected to follow and comply with these policies and procedures, in addition to any other important regulations, or policies as set out by Le Cordon Bleu Dusit. Failure to comply with these expectations or procedures may result in students being temporarily excluded or expelled from Le Cordon Bleu Dusit. So that we can ensure all students understand these expectations, we ask students to acknowledge receipt of this handbook and the information presented within and return to us.

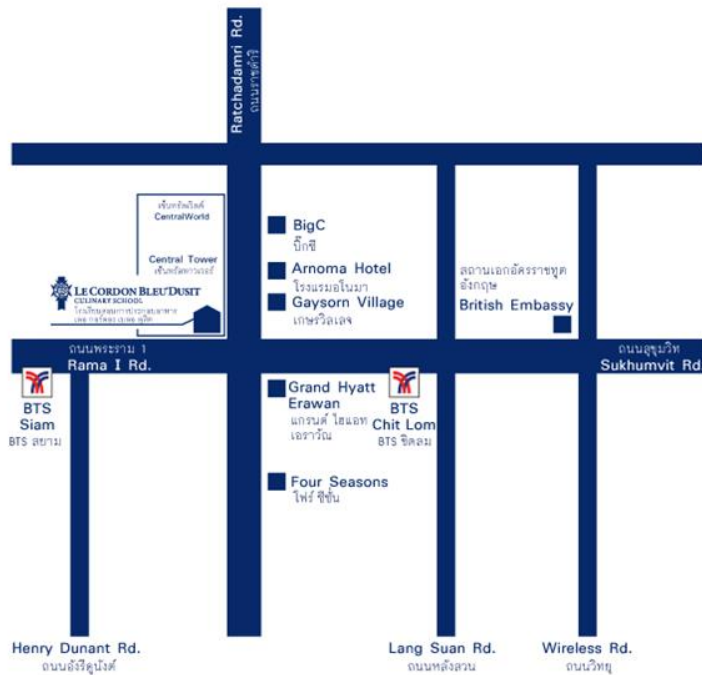
We look forward to having you at Le Cordon Bleu Dusit Culinary School. Please let us know how we can help you to get the best from your experience with us.

# Le Cordon Bleu Dusit Student Administration

## 1. Le Cordon Bleu Dusit Culinary School: Contact Information

Address	4, 4/5 Central Tower 17 <sup>th</sup> -19 <sup>th</sup> Floor Ratchadamri Road, Pathumwan District Bangkok 10330 THAILAND
Email address	thailand@lecordonbleu.edu lecordonbleu@dusit.com
Website address	<a href="https://www.cordonbleu.edu/thailand/home/en">https://www.cordonbleu.edu/thailand/home/en</a> <a href="http://www.lecordonbleudusit.com">www.lecordonbleudusit.com</a>
School telephone number	Tel. 02 237 8877 Fax. 02 237 8878
Student Services Office	Ext. 1771-1775
Visa Information & Assistance	Ext. 1774-1775
Admissions	Ext. 1771-1772
Finance & Accounting Department	Ext. 1720
Marketing Communications	Ext. 1911-1913
Translators	Ext. 1961-1963
School Opening Hours	Monday – Saturday at 7:30 hrs.-19:30 hrs.
Student Services opening hours	During the term: Monday to Saturday, 7:30 hrs.-19:30 hrs. During the term break: Monday to Saturday, 9:00 hrs.-18:00 hrs.
Student Lounge areas	The Panorama (Level 19) is open 7:30 hrs. -19:30 hrs. Monday to Saturday.

# Location of Le Cordon Bleu Dusit Culinary School



## Bus

**Route Numbers:** A3, 2, 13, 14, 54, 73, 73, 74, 77, 79, 204, 504, 505, 511, 514  
 Bus Stop: In front of CentralWorld



## BTS Skytrain

**Siam BTS Station:** Exit 6  
**Chidlom BTS Station:** Exit 6  
 Take the skywalk to Central Tower



## Car Parking

Underground parking at Central Tower (B1, B2) on Ratchadamri Road



**Directions to the school:** The school is easily accessible via **public transportation:** BTS Skytrain (Siam Station and Chit Lom Station)  
 Visitors may park in Central Tower parking area

## Public Transport

Student can catch the sky train (BTS) to the school. BTS Chidlom or BTS Siam are the closest stations to the school. Students can use the sky walk and walk in the direction of Central World and turn into the 2nd entrance at Central World. Students will need to walk down the circular staircase to the ground level and enter Central Tower and pass through security to access the elevators to Level 17 School Reception.



# Map of Le Cordon Bleu Dusit Culinary School



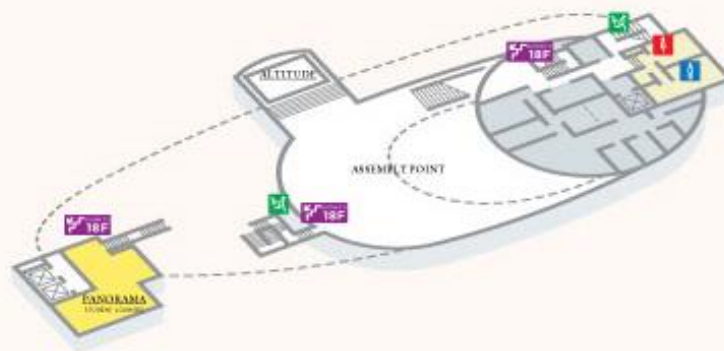
**LE CORDON BLEU DUSIT**  
CULINARY SCHOOL

## PLAN DU BÂTIMENT

FLOOR DIRECTORY

### 19<sup>th</sup> Floor

- PANORAMA  
STUDENT ADDRESS
- ASSEMBLY POINT



### 18<sup>th</sup> Floor

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #f08080; border: 1px solid black; margin-right: 5px;"></span> THANPUTING CHANUT<br/>DEMO 1</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #f08080; border: 1px solid black; margin-right: 5px;"></span> MONTPENSIER<br/>DEMO 2</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #f08080; border: 1px solid black; margin-right: 5px;"></span> ÉPIQUE<br/>DEMO 3</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #add8e6; border: 1px solid black; margin-right: 5px;"></span> KHUN CHATRI<br/>TRADING HUB</li> <li><span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; margin-right: 5px;"></span> ASSEMBLY POINT</li> </ul> | <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #90ee90; border: 1px solid black; margin-right: 5px;"></span> BACCHUS<br/>DINING / LECTURE</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #4169e1; border: 1px solid black; margin-right: 5px;"></span> BRAZIER<br/>TRAINING KITCHEN</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #ffff00; border: 1px solid black; margin-right: 5px;"></span> RABELAIS<br/>LIBRARY</li> </ul> |
|--|---|



### 17<sup>th</sup> Floor

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #4169e1; border: 1px solid black; margin-right: 5px;"></span> SAINT HONORÉ<br/>ATLIER / WORKSHOP</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #4169e1; border: 1px solid black; margin-right: 5px;"></span> APICIUS<br/>BOUTIQUE</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #4169e1; border: 1px solid black; margin-right: 5px;"></span> CURNONSKY<br/>BARISTA</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #4169e1; border: 1px solid black; margin-right: 5px;"></span> CARÈME<br/>ARTISAN</li> <li><span style="display: inline-block; width: 15px; height: 15px; border: 1px solid black; margin-right: 5px;"></span> ASSEMBLY POINT</li> </ul> | <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #4169e1; border: 1px solid black; margin-right: 5px;"></span> TALLEYRAND<br/>POLYVALENTE</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #4169e1; border: 1px solid black; margin-right: 5px;"></span> PELLAPRAT<br/>CULINAIRES</li> <li><span style="display: inline-block; width: 15px; height: 15px; background-color: #4169e1; border: 1px solid black; margin-right: 5px;"></span> BRILLAT-SAVARIN<br/>CULINAIRES</li> </ul> |
|---|---|





## 2: Emergency Procedures

During orientation, new students will be inducted into Emergency Procedures applying to the building.

Emergency situations that may require evacuation of the school include fire, a major accident or malfunction (such as a gas leak or structural damage), a serious threat (such as a bomb threat or act of violence) or a force majeure (such as a weather catastrophe). Periodic emergency evacuation drills may also be conducted during the term, together with an Annual Fire Drill.

There are 2 emergency exits located on each level of the school:

- Level 17
  - o Area behind Student Services (adjacent to Reception)
  - o Adjacent to Toilets
- Level 18, including Panorama
  - o External Stairs adjacent to Bacchus Lecture Room
  - o Adjacent to Toilets
- Level 19, including Altitude
  - o Stairs located at the balcony area in front of the staff offices
  - o Adjacent to staff toilets

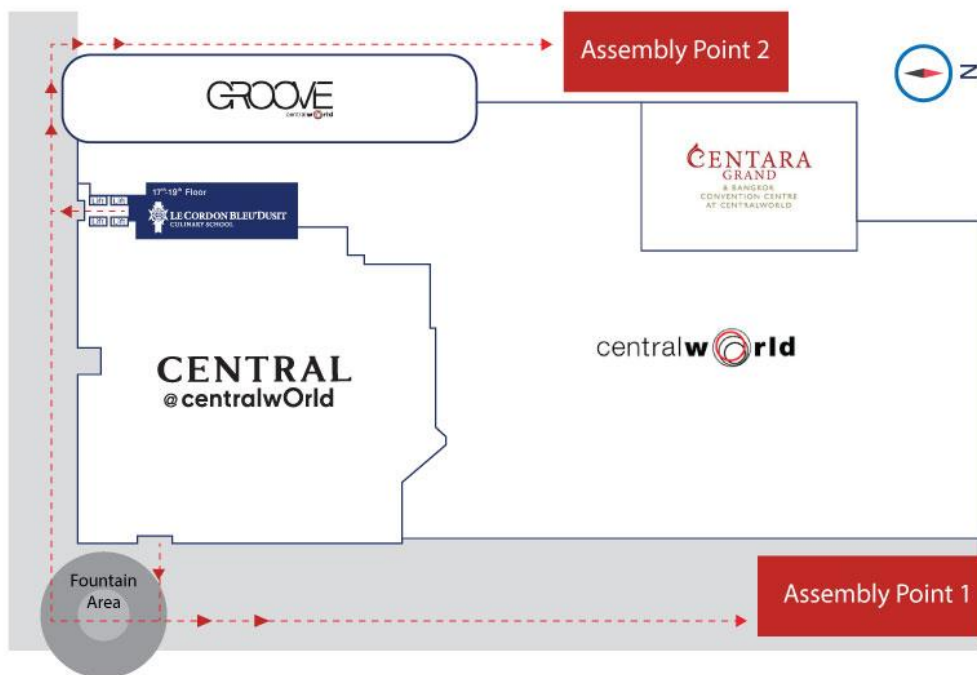
In the event of an emergency situation or threat, regardless of whether it is a suspected hoax or not, an alarm will be raised and all students must evacuate the building immediately via the marked exit closest to their classroom.

- If the fire alarm sounds while a practical class or demonstration is in progress, please turn off all cooking appliances and lights and vacate the rooms quickly and quietly, as advised in the Emergency Procedures. Students must leave all other items in the classroom
- Chef Instructor's in each class will take charge, directing students to a pre-determined assembly point and indicating the exit route
- Under no circumstances are the lifts to be used
- Anyone who is not in class when the fire alarm sounds must go immediately to the designated assembly point on their floor:
  - o Level 17: Reception Hall
  - o Level 18: Outdoor area adjacent to Bacchus Lecture Room
  - o Level 19: Outdoor area in front of Altitude
- Students must remain calm and follow their Chef Instructor and other staff members' instructions
- All students must evacuate the building in an efficient and orderly fashion and, where needed, help others who may require assistance
- Students are required to walk down the emergency stairs in single file to the designated assembly point. Overtaking individuals, running or pushing others to get ahead is not acceptable
- At the designated assembly point students must report to their Chef Instructor to have their name ticked off the class roll to ensure they have been accounted for
- All students must remain at the assembly point until notified that the emergency is over
- No one is allowed to re-enter the building until told to do so by the fire service in attendance or, in the case of a fire evacuation drill, the senior person in charge.

### Assembly Points on ground level:

Depending on the emergency exit location students must make their way to 2 designated assembly points, which are located:

- Outside the fountain at Central World Building on Rachadamri Road
- Outside the Centara Grand Hotel on Rama 1 Road.



**Please note:** The school reserves the right to temporarily close its doors when there is a threat to the health and/or safety of any member of the school community or should a force majeure be experienced. Every effort will be made to inform students in a timely manner in case such an event occurs.

### Emergency Telephone numbers

The following contact details are provided for students' information in case of emergencies occurring out of school hours:

<b>Emergency Service</b>	<b>Telephone</b>
Tourist Police	1155
Police (General Emergency Call)	191
Police Station (Pratumwan)	090-971-8775
Ambulance and Rescue	1554
Fire	199
National Disaster Warning Centre	1860
Crime	1195
Medical Emergency Call	1669

### 3: Class related Information:

#### 3.1 Equipment and Uniform Requirements

##### Recipe Folder

Students are required to have a copy of the appropriate recipe folder for their selected course, as issued at Orientation. Students are required to replace lost or damaged recipe folders. There is a 24-hour processing time involved a replacement charge as follows:

- THB 1,500** for a complete set of the recipe folder
- THB 1,200** for a copy of recipes only

##### Uniforms

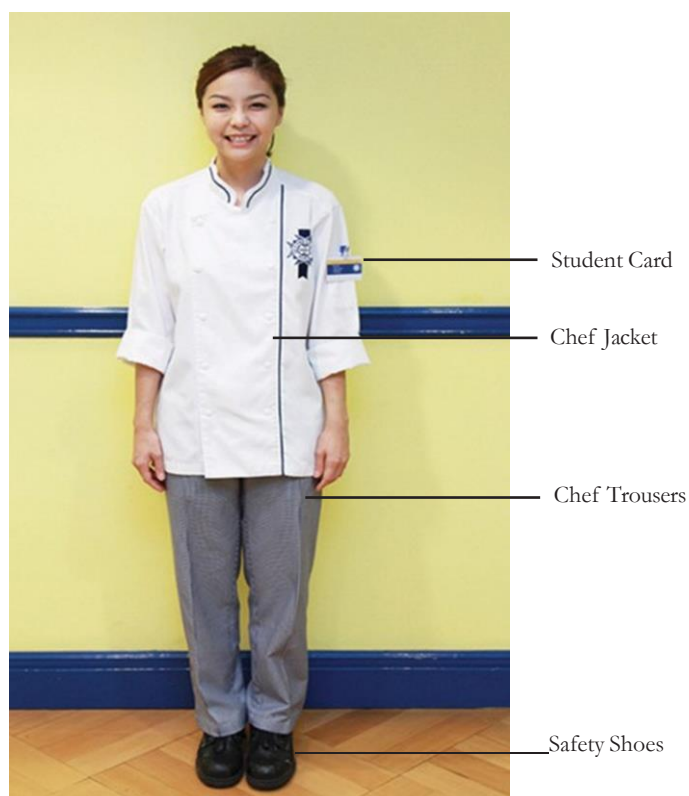
Student uniforms are purchased through Le Cordon Bleu Dusit **only**. Details of the uniform package contents are found on the uniform list provided at Orientation. Students may purchase all student uniform requirements at the shop near Student Services on Monday to Saturday between 8:00 hrs.-17:00 hrs. during the term break and Monday to Saturday 7:30 hrs.-16.30 hrs. during the term.

Students are required to purchase their own kitchen professional safety shoes. These must be black, have a non-slip sole, a steel-capped or reinforced toe, and be sturdy and thick covered-in shoes (e.g. leather) Black ankle socks are also required.

Students must have clean uniforms and towels daily and are responsible for laundering these. Uniforms must be kept clean, well pressed and professional in appearance at all times.

Student Uniforms for Demonstration Classes includes:

- Le Cordon Bleu Chef Instructor jacket
- Le Cordon Bleu Chef Instructor pants
- Safety shoes and black ankle socks,
- Student ID card or name badge on left sleeve of Chef Instructor jacket

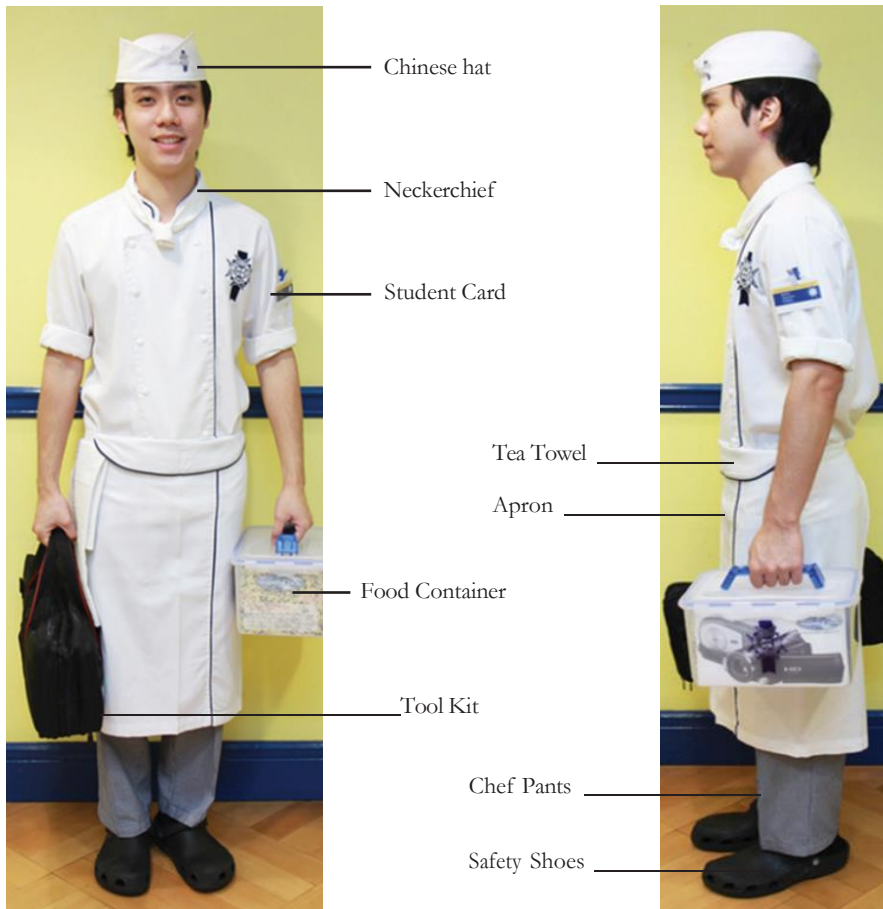


## Bragard or Sabots shoes



Student Uniform for Practical Classes includes:

- Le Cordon Bleu Chef Instructor jacket
- Le Cordon Bleu Chef Instructor pants
- Safety shoes (Kitchen professional Safety Shoes, clogs) black color and black ankle socks – No rubber clogs.
- Student ID card or name badge attached on left sleeve of Chef Instructor jacket
- Apron
- Hat – Chinese style
- Neckerchief
- Towel and extra Towel
- Toolkit
- Food container



## Cleanliness and Hygiene

Students must observe the following basic food and personal hygiene rules.

### Facial hair:



Students are expected to be **clean-shaven** when working in the kitchen. However, beards that are kept clean and well trimmed (not exceeding 1.5 mm in length) may be acceptable.

---

Students who have full beards are required to wear a **beard net** in practical classes.



---

Regular updates will be provided to students about health and safety measures to be observed as part of the 'new normal' for managing the risk of COVID-19 at school.

### Face masks:

Students are required to wear face masks at all times to minimize the risk of COVID-19.

### Hands:

Students are required to wash their hands with soap and water frequently for at least 20 seconds.

- after using the bathroom
- after coughing or sneezing
- after touching your face, ears, nose
- on first entering a practical kitchen and each time they re-enter a kitchen
- after handling raw meat or other products (in some cases, plastic disposal gloves may be worn when preparing and presenting certain foods to avoid contamination)

Students are encouraged to use alcohol-based hand sanitisers available within the school.

Nails should be clean and well kept, trimmed short. Nail polish is not permitted. Cuts to fingers need to be treated effectively and covered securely with a waterproof dressing and finger guard, if required. Disposable gloves will be available for students use in practical sessions.

### Head covering:

If women are required to wear a veil, it must be worn firmly around their head with no loose folds of material that might get caught in flames or equipment.

### Long hair:

Students with long hair (beyond shoulder length) must tie their hair up neatly in a knot or bun so that it sits above the shoulders, with no hair strands left hanging around the face or shoulders. Students with long hair also need to wear a hairnet underneath their Chef's hat.





### Accessories:

With the exception of a wedding band, students are not allowed to wear accessories such as wristband, bracelet, rings or earrings. If worn for religious reasons, the accessory must be wrapped with plastic tape. Jeweler or visible piercings (e or eyebrow) are not permitted as a matter of hygiene and security.

## Toolkits

All Classic Cycle, Professional Thai Cuisine programme and Art of Bakery students are required to have a toolkit containing the items listed below. If you are supplying your own toolkit, please ensure the same items listed below are purchased. All tools and equipment purchased independently needs to be the same quality and caliber as those issued to other students and we therefore require the Chef Instructor to approve such purchases beforehand:

### Toolkit List: Classic Cycle and Professional Thai Cuisine

Tool bag and a key	Timer	Electronic thermometer
Piping bags (size 450 & 350)	Plastic scraper	Sharpening steel
Offset palette knife	Palette knife	Spatula
Stainless steel spoon, fork, tea	Nail brush	Trussing needle
Fish Tweezers	Pastry crimper	Magnets
Stainless Steel Nozzles (size 6,8,10,12,20, A7,D7)	Plastic nozzles (size E6,E8,BU8,St Honore,PF16)	Scissors
		Whisk
Exoglass spatula	Pastry brush	Zester
Vegetable Peeler	Channeling knife	Birds beak paring knife
2 sided Melon baller	Apple corer	Fileting knife
Paring knife	Boning knife	Cleaver
Chef Instructor's knife	Bread knife	Blade guard (Sizes XS, S, M, L, XL)
Meat fork		* Fruit Carving knife (Thai cuisine)



## Toolkit List: The Art of Bakery

Bread Lame (scorer)	Paring knife (10 cm)	Entremets knife (28 cm)
Chef's knife (25 cm)	Stainless steel spatula (23 cm)	Composite spatula
Stainless steel spatula	Pastry scraper	Dough scraper
Rounded edge dough cutter	White handled dough cutter	Silicone scraper
Pastry brushes	Flour brush	Trapeze shaped dough scraper
Stainless Steel Nozzles (size 10,15,D7,E7,BU8)	Digital thermometer	Wooden rod
	Electronic timer	Scissors
Ruler	Magnets	Lock with key



## 3.2 Classroom Organisation

### Demonstrations and Practical Sessions

- All classes run daily between Monday-Saturday
- Demonstration sessions will be 3 hours in length (for Basic Cuisine/Patisserie)
- Practical sessions will be 3 hours in length (for Basic Cuisine/Patisserie)
- Students will receive a schedule of their classes over the first term and at the end of each term thereafter, at Orientation.

### Punctuality

- Demonstration and Practical classes start promptly
- Students must arrive and be ready and changed for class 15 minutes before the scheduled time.

## Class Schedule

Students are advised to read the class schedule carefully so that they are aware of where they should be at all times. In the event that the schedule is modified, students will be advised in advance by Student Services of any changes.

The schedule includes the following information:

<b>Week:</b>	A schedule is issued for each week - there are 10-11 weeks per term for Weekday Class; 21-22 Saturdays per term for Saturday Class.
<b>Day/Dates:</b>	The days the class meets Monday, Tuesday, Wednesday, Thursday, Friday, Saturday
<b>Hour:</b>	The duration for class: 8:00 hrs.-11:00 hrs.; 12:00 hrs.-15:00 hrs.; 16:00 hrs.- 19:00 hrs.
<b>Room Type:</b>	The type of class room: Demo Room or Practical Room
<b>Room Name/No:</b>	Each room is named after a culinary identity: e.g. Careme or Pellaprat. Rooms also are numbered/identified e.g. Demo 1
<b>Course and code:</b>	The title of the course is shown using an abbreviated code; <b>BC</b> -Basic Cuisine; <b>BP</b> -Basic Pastry; <b>IC</b> -Intermediate Cuisine; <b>IP</b> -Intermediate Pastry; <b>SC</b> -Superior Cuisine; <b>SP</b> -Superior Pastry; <b>BCS</b> -Basic Cuisine (Saturday Class); <b>BPS</b> -Basic Pastry (Saturday Class); <b>ICS</b> -Intermediate Cuisine (Saturday Class); <b>IPS</b> -Intermediate Pastry (Saturday Class); <b>SCS</b> -Superior Cuisine (Saturday Class); <b>SPS</b> -Superior Pastry (Saturday Class); <b>BK</b> -The Art of Bakery; <b>TC</b> -Thai Cuisine plus term number e.g. TC3 (Thai Cuisine Term 3)
<b>Group Number:</b>	Each course will have different groups of students studying at the same time. For example, multiple groups are identified as Groups A, B, C, D etc. Students will be assigned to one group for the term.
<b>Lesson:</b>	This is the type of lesson and number, identified by either <b>DEMO</b> (Demonstration), <b>PRAC</b> (Practical class), Theory, Workshop etc., followed by the lesson number in the sequence of course delivery.





A SAMPLE of a Class Schedule is provided below. It shows in bold and shaded in blue, the arrangements in Week 1 for a student in Basic Cuisine, Group A and B :

- On Monday 10 Oct.; 8:00 hrs.-15:00 hrs.; Practical Workshop 1 in Brillat-Savarin - Group A and Pellaprat - Group B.
- On Tuesday 11 Oct; 12:00 hrs.-14:00 hrs.; Hygiene in Thanpuying Chanut - Group A and B

October Term 4/2022 : 10 October - 23 December 2022											
WEEK 1			10 OCT MONDAY		11 OCT TUESDAY		12 OCT WEDNESDAY		13 OCT THURSDAY		
HOUR AOB	HOUR Classic Cycle TC	ROOM NO.	COURSE	LESSON	COURSE	LESSON	COURSE	LESSON	COURSE	LESSON	
08.00-13.00	08.00-11.00	Demo Room	THANPUYING CHANUT DEMO 1	TC 2A	DEMO 1	TC 1A HYGIENE 09.00-11.00 HRS.		TC 1A	DEMO 2		
			MONTPENSIER DEMO 2	BK A+B HYGIENE 08.00-10.00 HRS.		SP A+B	DEMO 2	BP A+B HYGIENE 09.00-11.00 HRS			
			EPICURE DEMO 3	SC A+B	CONCEPT & FOOD COST 1	SC A+B	DEMO 2	BC A+B	DEMO 2		
		Practical Room	PELLAPRAT CUISINE KITCHEN 1	BC B	WORKSHOP 1						
			BRILLAT-SAVARIN CUISINE KITCHEN 2	BC A	WORKSHOP 1						
			CAREME PASTRY	IP A	WORKSHOP BOULANGERIE 1	BP A	WORKSHOP 1	SP A	PRAC 2		
			TALLEYRAND POLYVALENT	IP B	WORKSHOP BOULANGERIE 1	BP B	WORKSHOP 1				
			CHATRI ASIAN CUISINE			TC 3A	PRAC 1	TC 2A	PRAC 2		
			SAINT HONORE WORKSHOP								
			BRAZIER RESTAURANT KITCHEN								
			APICIUS Bakery	BK A+B INTRODUCTION 11.00-12.00 HRS.		BK A	WORK 1	BK A	WORK 2		
			CURNONSKY BARISTA								
BAOCHUS (CLASSROOM)											
14.00-19.00	12.00-15.00	Demo Room	THANPUYING CHANUT DEMO 1	TC 3A	INTRODUCTION EXAM	BC A+B HYGIENE 12.00-14.00 HRS.		TC 3A	DEMO 2		
			MONTPENSIER DEMO 2	SP A+B	DEMO 1	IP A+B	DEMO 2	IP A+B	DEMO 3		
			EPICURE DEMO 3	IC A+B	DEMO 1	IC A+B	DEMO 2	SC A+B	DEMO 3		
		Practical Room	PELLAPRAT CUISINE KITCHEN 1	BC B	WORKSHOP 1	SC A	PRAC 2	BC A	PRAC 2		
			BRILLAT-SAVARIN CUISINE KITCHEN 2	BC A	WORKSHOP 1	SC B	PRAC 2	BC B	PRAC 2		
			CAREME PASTRY	IP A	WORKSHOP BOULANGERIE 1	BP A	WORKSHOP 1	BP A	PRAC 2		
			TALLEYRAND POLYVALENT	IP B	WORKSHOP BOULANGERIE 1	BP B	WORKSHOP 1	BP B	PRAC 2		
			CHATRI ASIAN CUISINE	TC 2A	PRAC 1	TC 1A	WORKSHOP 1	TC 1A	PRAC 2		
			SAINT HONORE WORKSHOP								
			BRAZIER RESTAURANT KITCHEN					INTRODUCTION THAI CUISINE PREP			
			APICIUS Bakery			BK B	WORK 1	BK B	WORK 2		
			CURNONSKY BARISTA								
BAOCHUS (CLASSROOM)											
16.00-19.00	16.00-19.00	Demo Room	THANPUYING CHANUT DEMO 1	TC 3A	DEMO 1	TC 2A	DEMO 2				
			MONTPENSIER DEMO 2			BP A+B	DEMO 2				
			EPICURE DEMO 3								
		Practical Room	PELLAPRAT CUISINE KITCHEN 1	IC A	PRAC 1	IC B	PRAC 2	SC B	PRAC 3		
			BRILLAT-SAVARIN CUISINE KITCHEN 2	IC B	PRAC 1	IC A	PRAC 2	SC A	PRAC 3		
			CAREME PASTRY	SP A	PRAC 1	IP B	PRAC 2	SP B	PRAC 2		
			TALLEYRAND POLYVALENT	SP B	PRAC 1	IP A	PRAC 2	IP B	PRAC 3		
			CHATRI ASIAN CUISINE			TC 1A	WORKSHOP 1	TC 3A	PRAC 2		
			SAINT HONORE WORKSHOP								
			BRAZIER RESTAURANT KITCHEN					INTRODUCTION THAI CUISINE PREP			
			APICIUS Bakery								
			CURNONSKY BARISTA								
BAOCHUS (CLASSROOM)											

PUBLIC HOLIDAY

## 4: General Administration Matters

### Admissions and Student Services

Admissions and Student Services staff is available to assist students with a variety of services, including:

- Academic issues: registering for continuing courses, understanding certificate requirements, coping with learning difficulties, clarifying assessments and marking matters on behalf of students
- Career goals: internship programmes and career opportunities
- Changes to personal information: students are required to immediately register any change of name, preferred name and current address to Student Services Office during the duration of their studies
- Helping students to manage personal issues.

### Alumni

Students automatically become Le Cordon Bleu Alumni when they graduate. Le Cordon Bleu Alumni offers several services and benefits including:

- An exclusive Le Cordon Bleu email address
- A subscription to a Le Cordon Bleu monthly newsletter
- Access to the Alumni Portal; build & update resumes, view job offers from employers seeking Le Cordon Bleu graduates to fill their positions
- Invitations to Le Cordon Bleu Dusit's activities and events
- Participation in seminars & workshops and career networking event.

### Boutique

The Le Cordon Bleu Dusit Boutique is located on Level 17, adjacent to Reception, and will be open to students between the hours of 7:30 hrs. - 16:30 hrs., Monday to Saturday. All sales in the boutique must be paid for at the time of purchase.

### Cooking Demonstration: VDO Files

VDO files covering all cooking demonstration classes in the Classic Cycle and Professional Thai Cuisine programme are available for viewing. These VDO files support students who may have missed a demonstration and are ideal for promoting individual study and reviewing knowledge taught in class.

Students can book a Cooking Demonstration VDO Recording at the Library during their current term enrolment. Students can select the preferred date and time on the Academic calendar and complete the VDO Request Form Librarian can confirm booking details, on request. All bookings must be authorized by your Chef Instructor.

Please note: students must wear their uniform when watching Cooking Demonstration VDO.

### Drugs, Alcohol and other prohibited substances

Students are not permitted to bring drugs, alcohol or any other prohibited substances onto school premises. The possession or use of drugs on school premises or at school functions by students will result in immediate expulsion.

### First Aid

A first aid kit is located in the Student Services Office where treatment for minor injuries, such as cuts, bruises and burns can be provided. In the event of serious injury or illness, the student will be taken to the nearest hospital. There is a First Aid Treatment Room located on Level 17, adjacent to Student Services.

### Insurance

Le Cordon Bleu Dusit provides a 24-hour accident insurance plan for students while at school or at home. The policy applies to currently enrolled students. The maximum eligible benefit payable per injury covered by the policy is **10,000 THB**. The insurance cover terminates for all students on the last day of the term.

## Internal communications/messages

Le Cordon Bleu Dusit Culinary School is committed to ensuring that communication between the school and students is reliable, effective, timely, accurate and safe.

Communications may be either verbal or written and may use a range of media (both digital and print) to communicate information to students, including:

- Telephone
- School website
- Social media; Facebook
- Email
- Student portal announcements\*\*
- Digital screen ads on campus
- SMS messages
- Signage at main campus entries or announcements via student notice boards
- Demonstration room screens advertisements



- LINE; ID @Lecordonbleudusit

and @LCBDstudent



\*\* See Student Portal on Page 21

LINE is a free social media app that can be used to communicate campus-specific information such as class schedule changes, special offers and messages from Marketing about campus events.

Unfortunately, Le Cordon Bleu Dusit does not accept mail or packages for individual students and is not responsible for any mail or packages addressed to students that are sent to the school.

## Internship Programme

Le Cordon Bleu Dusit internships are a privilege reserved for students who have received Diplôme de Cuisine; Diplôme de Pâtisserie; Grand Diplôme; or Diplôme de Boulangerie; or Diplôme de Cuisine Thaïe.

Superior programme students will receive details about applying for Internships during their sessions. Students who are eligible for internships must have obtained excellent results in all courses at Le Cordon Bleu Dusit and show evidence of exemplary conduct in areas related to punctuality, attendance and discipline.

All internships must be completed over the duration of the requested term and student interns will be provided with the Certificate of Student Trainee on successful completion of the programme.

### **IMPORTANT:**

Students who hold the ED visa type are reminded that they are not allowed to undertake an internship while they are also studying. All Thai students and international students holding a non-immigration B or non-immigration O visa can apply for an internship at any time during their programme.

Le Cordon Bleu Dusit reserves the right not to approve an internship request where a previous internship undertaken by a student has commenced and been interrupted.

## Library

The library is situated in the Rabelais Room on Level 18 and has a range of publications including cookbooks, magazines and other resources available for staff and students' reference. The library is managed by a full-time librarian and is open Tuesday-Saturday between 8:00 hrs.-17:00 hrs. (except between 12:00 hrs. to 13:00 hrs.). Note: The library will be closed on the last Saturday of every month. Publications may be borrowed from the library for up to 2 nights at a time.

Students are required to observe a high standard of conduct and behaviour when using the library. Procedures for borrowing and returning publications are explained in detail on page 31-32 of this handbook in the Le Cordon Bleu Dusit Student Academic Policies section. Fines and penalties will be imposed where books are returned late or in situations where books are lost or seriously damaged while on loan.

Please note that students will not be granted their course certificates or diplomas until all library account balances/debts are cleared.

## Lockers

Lockers are assigned to both new and continuing students each term and listed on the board in front of the student locker rooms. Lockers are free of charge and students are asked to observe the following:

- A locker is for storing personal belongings and study-related materials only
- Students are encouraged to keep the contents of their lockers organized and tidy so that their uniforms are kept in good shape and are presentable
- Students are responsible for purchasing their own padlocks; these can be obtained from Student Services
- Students are expected to keep lockers clean and free from damage; any loss or damage should be reported to Student Services immediately
- Students are responsible for any willful or deliberate damage and may be issued with an invoice for lost or damaged items, depending on the nature of the damage.
- Student lockers are the property of the school and staff has the right to open and inspect a locker at any time
- Eating is not allowed in the locker area
- At school breaks and on the last day on each term, students must clean out and remove the entire contents of their lockers prior to departing for their break.

Any unattended or forgotten item left in student lockers will be kept in the lost property container at Student Services for one week. Any unclaimed items will be disposed of in an environmentally friendly manner, such as by donation to local registered charities or foundations.



## Lost and Found

All items that are lost, misplaced or left on school property (including students' belongings found in lockers) will be kept in the Student Services Office. Items can be claimed during school hours. Any unclaimed items remaining at the end of the school term will be donated to a local charity.

## Lounges

Certain areas in the school are allocated as lounges for students use during lunch and break times to relax, and enjoy the amenities including free water, coffee vending machines, refrigerators and a microwave for storing and heating food. These areas may also provide a space for studying or group meetings and include:

- The Panorama on Level 19, accessed through the doors adjacent to the Bacchus (Level 18) and situated at the top of the stairs
- A common area, with casual chairs and tables, in front of the Workshop and Bakery on level 17.

Student lounge is open between 7:30 hrs.-19:30 hrs. from Monday through Saturday and will be closed after 19:30hrs. Students are responsible for keeping these areas clean and tidy and disposing of any litter in the bins provided, thus maintaining a clean and conducive learning environment for all.

## Mobile Telephones/Internet

There are a number of mobile phone providers in Thailand where students can obtain phones, sim cards or internet access and/or general information about connectivity. The following main providers are located in Central World or Siam Paragon:

Provider	Location	Phone no.	Call Center
<b>AIS Network</b>	4th Fl., Central Grand Rama 9	063 448 6958	1175
	4th Fl., Central World	081 553 6984	
<b>TRUE Network</b>	3rd Fl., Central World	086 563 5280	1242
	3rd Fl., Siam Paragon	086 370 9672	
<b>DTAC Network</b>	4th Fl., Central World	02 264 5555	1678

## Parking

Students can park their cars in the parking spaces at Central Tower @CentralWorld Parking. Students are responsible for payment of the parking fee directly to Central Tower @Central World and can register for a parking permit at Orientation with Student Services.

A set of 12-hour and 24-hour parking coupons (for registered cars only) and a set of 7-hour (daily maximum) parking coupons for motorcycles will be available on the first day course commence. Car spaces will generally be on levels B1 and B2 and students will need to walk to the Blue Zone to use the elevator to access the 17th Floor.

Students should contact the cashier counter @Event Arena on the 2-7<sup>th</sup> floor of Central Department Store between 10:00 hrs.-22:00 hrs. before departing the building in order to swipe or scan the parking coupon to ensure they receive their benefit.

## Personal Belongings

Le Cordon Bleu Dusit is not responsible for any lost or stolen property. Students are encouraged not to bring valuables to the school. All personal items must be stored securely in your locker and not left unattended at any time. Students are encouraged to label personal items, including class manuals, so that if they are misplaced they can be returned promptly to you.

## Printing

Students are only permitted to print the approved or assignment-related documents. Copying in black and white on A4 size paper is Baht 5.-/side. Students are required to pay for copying at the Student Services Department during the specified hours: 7:30 hrs.-16:00 hrs.

In addition, students can use photocopying services available within CentralWorld, for example B2S on the 4<sup>th</sup> floor, opens between 10:00 hrs.-21:00 hrs.

## Scholarships

Le Cordon Bleu Dusit is committed to supporting students to attain the qualifications needed to achieve their personal and vocational goals. Each year a limited number of scholarships may become available to eligible students who demonstrate merit in their studies, but who may otherwise not be in a financial position to continue further studies with the school. Students are required to make an application for a scholarship position and to attend an interview. Further information regarding selection criteria and the application process is available from the scholarship contact at Student Services.

## Security

Le Cordon Bleu Dusit has a duty to provide a safe and secure environment for staff, students and visitors and to ensure that the premises, property and belongings are protected at all times. Closed Circuit Television (CCTV) Security cameras are installed across all levels of the school (except in private areas such as toilets) to enhance security, safety and the quality of life in the LCBD campus.

Signage notifying the school's CCTV monitoring shall be displayed at various points throughout the school. CCTV monitoring will be conducted in a professional and ethical manner. Information obtained and images recorded through CCTV monitoring will be retained/stored in a secure location for 30 days. Le Cordon Bleu Dusit Student Services and IT services are authorised to oversee and coordinate the use of CCTV monitoring.

**Please note:** In case of an incident or any suspicious activity, a request to view or copy of the CCTV footage can be made by emailing Student Services. Access to recorded images will be released subject to producing satisfactory documentation confirming that the footage is required for legal proceedings or is subject to a Court Order. Written, signed consent will need to be obtained before disclosure to external parties is made of any footage.

## Smoking

Smoking is prohibited in all indoor and outdoor spaces throughout the school premises.

In compliance with Thai laws and Central Tower building management, smoking is prohibited in public areas including corridors, classrooms, reception, offices, restrooms and outdoor spaces. Students or staff members who violate this rule will be subject to disciplinary action under the Student Misconduct policy and will be required to pay a fine of **THB 10,000** payable to Central World.

A smoking area is designated on the Ground Floor beside the entrance to the underground car park of the Central Tower building. Students who need to use a smoking area must ensure that this does not interfere with their responsibility to be in class on time.

## Student Access

Access to the school is through the main entrance on the 17<sup>th</sup> floor, via the Central Tower elevators. The door at the main entrance opens at 6:00 hrs. and remains unlocked during school hours. Note: for security reasons the main entrance door is automatically locked at 20:00 hrs. Access into the school is not available via the glass elevators on the 17<sup>th</sup> and 18<sup>th</sup> floors, however students can exit the premises using these glass doors.

## Student Portal

Students can access Le Cordon Bleu Dusit's Student Portal for information relevant to their studies, such as

- Student Calendar – you will be able to review all academic related scheduling
- Course Resources – you can view and download files in the Documentation section relating to your studies, including announcements posted by the school and the Chef Instructors
- MyCordonBleu.net – By navigating MyCordonBleu.net you can move around the Student Portal by clicking MyCordonBleu.net and then clicking on one of the following links:-
  - > *Webmail* - students are provided with the school email address upon registering, students can compose and send emails via this Webmail page
  - > *MS Onedrive Pro* - students can use MS Onedrive Pro to store your files and images
  - > *Alumni Portal* – a channel which alumni can update personal information “Profile” and CV
  - > *Password Self Service* - students can change their passwords or regain access to their account by clicking ‘Forgotten Password’
  - > *MyCordonBleu.net Help Desk* - please contact helpdesk@mycordonbleu.net and make sure to include your Full Name and Student ID when requesting support

Username and Password:

You will receive your username & password via your current registered email


**Username convention is:** studentID@mycordonbleu.net (e.g. 123456@mycordonbleu.net)

**Password:** xxxxxxxx

How to Log into the student portal:

Open web browser and type the following web address: [www.cordonbleu.edu](http://www.cordonbleu.edu)

Click icon  and “LOGIN”, type in username and password

Click  icon when you successfully log into the portal, you will see “HELLO”..... followed by your full name.

## Student Representative Council

Le Cordon Bleu Dusit is committed to making your experience of school life a positive one. Feedback is one way of ensuring that improvements to the quality of student services can be made as needed.

At Le Cordon Bleu Dusit, the Student Representative Council is an opportunity for students to have a voice by providing feedback and making suggestions to improve the experience for all students. The Student Representative Council will be made up of one person per group for each level of study and course.

Interested students will be asked to nominate themselves as their group representative at Orientation, with nominations to be finalised by the end of the first class in Week 1. Each representative is required to consult with their fellow students to get an understanding of any issues or concerns they may have.

The Student Representative Council generally meets with Student Services twice per term. The forum allows students to raise issues with school representatives, discuss solutions and make suggestions for improvement. Group representatives are asked to report back to their fellow students on the outcomes of these meetings.

## Student Surveys

Le Cordon Bleu Dusit conducts surveys of all students at the end of each term. The responses received provide valuable feedback about students' experiences at the school and helps us to continuously improve our customer service. Also, new students are surveyed at course commencement and an exit survey is provided to graduating students.

## Translators/Interpreters

At Le Cordon Bleu Dusit all lessons are generally given in English. Translators and Interpreters are present for all classes to interpret the Chef Instructors instructions from English into Thai language and to facilitate answers to students' questions. Translators perform important work to ensure all relevant information provided to students is correct and may assist students from time to time with specific matters that require verbal interpretation.

## Visas

To study in Thailand, international students are required to have a non-immigrant ED visa. Only International students enrolled as full-time students at Le Cordon Bleu Dusit are eligible to apply for a non-immigrant ED visa. Le Cordon Bleu Dusit provides students with all necessary documentation to apply for this visa. All non-Thai students must notify their places of residence to the Bureau of Immigration every 90 days. Students are recommended to process this notification at least 7 days before the 90-day deadline. A fine of **THB 2000** is imposed payable for after the deadline has passed.

### ➤ Notification of Residence:

International students must notify their house owners, heads of landlords or managers of hotels to complete TM.30 form required by the local immigration authorities within 24 hours from the time of arrival by sending the completed form to:

Registered mail:

Notification of Residence for Foreigners Section, Counter B

**Immigration Division 1 Section 2, Immigration Bangkok**

The Government Complex Commemorating His Majesty the King Chaengwattana

B Building, 2<sup>nd</sup> Floor (South Zone) No. 120 M.3

Chaengwattana Road (Soi 7), Laksi, Bangkok 10210

The scanned documents can be downloaded via online application:



Google Play Store Android 6.0

App Store IOS V.11



Please ensure that after the house owners, heads of landlords or managers obtained the receipt of residence notification, a copy must be also sent to Student Services Department for further visa extension process.

### ➤ Maintaining Legal Visa Status:

International students must be enrolled in at least 3 courses to maintain legal visa status. They must also make progress towards completing their course of study and should keep their immigration documents valid. If students are contemplating travel outside of Thailand while they are studying, a re-entry stamp from the immigration office in your passport is required. Unauthorised absences, or failure to meet the minimum attendance threshold, may lead to the termination of a student's visa in compliance with the Ministry of Education (MOE) requirements.

Please contact the Government Liaison Officer in Student Services for further information.

## Visitors

Le Cordon Bleu Dusit welcomes students, parents and guests to the school including business representatives and contractors. All visitors are required to report to Reception on arrival and will be issued with a visitor pass. As this is a learning environment, all visitors are required to be escorted around the school during their visit.

## Visual imagery

Students are not allowed to record or film classroom lessons or to film around the school premises, either by using a camera, recorder or with a mobile phone/tablet.

Students must not record or film the lesson, except if approved by a Chef Instructor for a special technique or final product presentation. Time is allotted for photographs to be taken by 2 students after a demonstration. Photographs of completed dishes are to be shared with others and are for personal reference only.



# Le Cordon Bleu Dusit Student Policies

## 1. Assessment

Assessment is the process of collecting evidence and making judgements about whether competency has been achieved. The assessment process confirms that an individual can perform to the standard required by a specific industry, such as the hospitality and culinary industry.

Le Cordon Bleu Dusit courses are assessed according to the criteria and outcomes specified in the course material. The students' manual contains a detailed outline of the course content, scheduling details for class times, examinations and assessments.

### 1.1 Assessment Schedule:

An assessment schedule gives a breakdown of how student marks are calculated to give a final overall result in a course. Each of the following components contribute to a student's final result:

- Session evaluation: - the marks achieved from all practical classes during the term
- Written examination: - the mark achieved in the written examination at the end of the term
- Final practical examination: - the mark achieved in the practical examination at the end of the term

A student's overall result is calculated by converting the final mark for each component to a percentage as shown in the assessment schedule below. The percentage weighting given to each component is an indication of their value or importance in determining a student's overall competence. The overall final result is expressed as a grade.

The Assessment Schedule shows the weighting (%) of each assessment component contributes to the student's overall result:

Basic, Intermediate and Superior Cuisine and Pâtisserie	The Professional Thai Cuisine and The Art of Bakery
<ul style="list-style-type: none"><li>▪ Session evaluation 50%</li><li>▪ Written examination 20%</li><li>▪ Final practical examination <u>30%</u></li></ul> <b>100%</b>	<ul style="list-style-type: none"><li>▪ Session evaluation 45%</li><li>▪ Written examination 20%</li><li>▪ Final practical examination <u>35%</u></li></ul> <b>100%</b>

### Obtaining a PASS in your course:

- To obtain a pass in your course, students must attempt and submit **all** assessment activities as outlined in the assessment schedule, and; pass **all components** in the assessment schedule (sessional evaluation, written examination and practical examination)
- Students must achieve a minimum of **55%** (Classic Cycle Programme) or **60%** (The Art of Bakery/The Professional Thai Cuisine) in each component of the assessment schedule.
- Students who fail a written or practical examination will be required to re-take the relevant examination to be eligible to pass the course (see page 24 for further information).
- Students must pass the sessional component of their course to be eligible to sit the practical exam.
- Where a student fails the sessional component, they may undertake the practical examination but **no result** will be recorded for this component and the student's overall result for the course will be recorded as a **FAIL**.

### 1.2. Examinations:

Examinations are conducted in all courses at the end of each term. This is so that Le Cordon Bleu Dusit can determine whether a student has achieved the standards set out in the course to the satisfaction of the teaching Chef Instructors and the examination panel. By examining skills, technique and knowledge against the course content and learning outcomes, Le Cordon Bleu Dusit can ensure that its qualifications are granted only to those students who have achieved its high standards.

#### Examination Schedule

The time and date of all examinations is published the class schedule. The final examination schedule will be confirmed and distributed to students during the term, in advance of the examination times. The school reserves the right to alter its class schedules at any time and therefore requires all students to be present and available for the full term and to observe the dates published, to avoid placing their course and its completion in jeopardy.

## Attendance at Examinations

Attendance at written and practical examinations is **compulsory** for all students. Failure to sit an examination at the set time and date (without prior written permission from the School Director, such as in exceptional circumstances or unforeseen emergencies) will result in **0%** being recorded for the examination and the overall result for the course being recorded as a **FAIL**.

## Written Examinations

Written examinations are conducted at the end of each term for all programmes. The examination consists of multiple choice questions, true-false and short-answer questions which cover the content taught in each course.

Depending on room availability, written examinations for the Classic Cycle Programme written examination can take place either immediately before or immediately after Demonstration 30. The Art of Bakery and the Professional Thai Cuisine examination times will be scheduled during the final week of term.

Students are expected to be on time and will **not** be admitted to the examination if they are more than 15 minutes late. Students who arrive late will not have the examination time extended for them and must complete the examination within the set timeframe.

Having entered the examination room, a student shall not:

- use any books, notes or diagrams (other than those which the course or Chef Instructor has specified may be taken into that particular examination). Calculators are permissible, if they are necessary to answer examination questions.
- directly or indirectly give assistance to or accept assistance from any other student
- permit any other student to copy from or otherwise use his or her examination papers
- leave the examination room before the first half an hour has passed.
- be re-admitted to the examination room, under any circumstances, once they have left and handed in their papers.
- disobey any instructions given by an examination supervisor.

A student who is found to have behaved inappropriately or breached examination conduct rules during the examination may be dismissed from the examination room and their paper will be submitted to the examination supervisor and marked accordingly, as presented.

## Practical Examinations

### ■ White Exams

During the term and prior to the final practical examinations, students will undergo a 'white exam' where a specified practical session will be conducted under examination conditions. This activity will give students the opportunity to practice for their final practical examination. Superior Cuisine, Superior Pastry and Professional Thai Cuisine (TC3) students may have white exams in preparation for their examinations.

### ■ Final Practical Exams

Final practical examinations are held at the end of each term in all programmes, commencing from Week 10 onwards.

### For Classic Cycle Programme – Basic/Intermediate Cuisine and Pastry and Professional Thai Cuisine (TC1/2):

**One week before the examination:** students will be briefed about the examination one week in advance and will receive a list of exam recipes from which the final examination recipe/dish will be selected. Students will be required to familiarize themselves with the recipes and details of the dish/es in preparation for the practical examination.

### For Classic Cycle Programme - Superior Cuisine and Pastry, Professional Thai Cuisine (TC3) and The Art of Bakery:

Examination topics for these courses will be announced by Chef Instructors in Week 1 of the term:

- Superior Pastry: students will be required to plan and prepare entremets sucrés of their own choice within specified guidelines.
- Superior Cuisine: students will be required to prepare two dishes (one starter, one main) within assigned guidelines and provide a first draft of their recipes in Demonstration 7.
- Professional Thai Cuisine: students will be required to prepare three dishes plus cooked rice on the assigned topic.
- The Art of Bakery: students will be required to present a display of the range of breads prepared in the practical examination.
- Superior Pastry, Superior Cuisine and Professional Thai Cuisine students are required to submit a written project on their examination topic/dishes.

### Students' responsibilities regarding the conduct of practical examinations:

On the day of the practical examination:

- All students are required to assemble **30 minutes** prior to the examination.
- Students will receive the details of their exam dish at least **20 minutes** before the exam commences so that they can organise their workflow.
- The chef instructor will provide an overview of the dish and students may ask questions.
- A plain recipe will be given to students of the dish/es they are to prepare (all other notes are to be left outside of the kitchen).
- Students are **not** permitted in the examination kitchens until authorized by the chef instructor and not more than 5 minutes before the examination commences.
- Should a student arrive more than 15 minutes *after* the start of the examination, they will **not** be permitted to enter and will be deemed to have failed the course.
- Students will be allocated a work space (bench/stove) in the examination kitchen and a tray of mise-en-place or ingredients for their dish/es. Students will have access to a limited range of basic kitchen commodities on the day.
- Students are **not** permitted to use ingredients from other students' trays – if an item is missing it should be reported to the Chef Instructor immediately.
- Students are **not** permitted to discuss their recipes with fellow students or to seek advice from the Chef Instructors about the preparation of their dishes.
- Notes are not to be taken into the examination.
- Students will prepare and present their examination dish/es within the allocated examination hours.
- Students will be advised of the **service time** for their dishes to be presented in the tasting room.
- Students must present their dish/es, even if these are incomplete, by the designated serving time.
- Accordingly;
  - i. For each **minute** a student is late in presenting a dish **0.5 mark** will be deducted from the final mark, up to a maximum of **10 minutes (5 marks)**.
  - ii. **Plates presented more than 10 minutes late will not be accepted for marking.**

### Examination Panel

All final practical examinations for each programme and level will involve a blind tasting by an examination panel. The panel members consist of guest Chefs or culinary industry professionals who will judge the presentation, overall sale-ability and taste of each students' dish/es. By assessing against current industry standards, the panel provides an objective assessment of the student's work.

Each student will be assigned an examination number by their Chef Instructor at the beginning of the examination. This is the number each student is required to present their dishes next to in the tasting room. Students are not permitted to speak with the examination panel members.

The Chef Instructor will evaluate the students' technical skills as demonstrated throughout the practical examination, but will not participate in the blind tasting. The results of the blind tasting and technical evaluation will be combined to give the final result for the practical examination. The result from the blind tasting contributes to 40% and 60% the results from the technical evaluation by the chef instructors contributes to 60% of the students final practical examination result.

A debrief session will be provided following the final practical examinations. The examination panel will provide general and helpful feedback to the group on their final dish/es and the Chef Instructors will provide feedback on a one : one basis to the students' on their performance in the practical examinations.

### Examination Re-sits

Students are required to pass all components of their course in order to achieve an overall Pass. Students who fail an examination (written or practical) are given the opportunity to re-sit the examination at the time notified in the examination schedule. The relevant fees are:

Written Examination **THB 2,000**

Practical Examination

- Basic Level: **THB 4,000**
- Intermediate Level: **THB 4,000**
- Superior Level: **THB 6,000**
- The Professional Thai Cuisine **THB 4,000 For Term 1 and 2, THB 6,000 For Term 3**
- The Art of Bakery **THB 6,000**

### 1.3 Grades:

Grading is applying a measurement or standard (of quality) to distinguish varying levels of achievement. The process of grading helps to indicate how well a student has learned against the academic standards in their course. Grades are given for individual achievement: students earn the grade that best matches the standard of their achievement.

#### Practical sessions

Students receive a mark at the end of each practical class, which is converted to a grade, ranging from a Passing grade (A B C P) to a Fail grade (F). Chef Instructors debrief students at the end of the lesson about their class marks and discuss with them aspects of their performance.

Mark	Grade Code: Classic Cycle Programme	Mark	Grade Code: The Professional Thai Cuisine/ The Art of Bakery
85-100	A	85-100	A
75-84	B	75-84	B
65-74	C	65-74	C
55-64	P	60-64	P
0-54	F	0-59	F

#### Final Grade

Students receive a final transcript of their results at the end of each course. The final result is a combination of a student's results, including practical sessions and examinations, which is calculated according to the assessment schedule. A student's final result for their programme is recorded as a grade.

The following grades apply:

High Distinction	85-100%
Distinction	75-84%
Credit	65-74%
Pass	between 55-64% (depending on the course)
Fail	between 55-60% or below (depending on the course)
Withdrawn	Student has officially withdrawn from the course with/without penalty
Incomplete	Student has failed to complete all components of the course

Classic Cycle Programme: Cuisine or Pâtisserie			The Professional Thai Cuisine and The Art of Bakery		
Percentage range	Pass/Fail	Grade	Percentage range	Pass/Fail	Grade
85-100%	Pass	High Distinction	85-100%	Pass	High Distinction
75-84%	Pass	Distinction	75-84%	Pass	Distinction
65-74%	Pass	Credit	65-74%	Pass	Credit
55-64%	Pass	Pass	60-64%	Pass	Pass
Below 55%	Fail	Fail	Below 60%	Fail	Fail
		Withdraw			Withdraw
		Incomplete			Incomplete

#### Student Progression:

Where a student achieves borderline status or is at risk of being given a Fail grade, the Head Chef Instructor of cuisine or patisserie plus the Head Technical Chef will review the student's result. The student's academic record, attendance and any other extenuating circumstances impacting the student's performance will be considered in making a final decision or recommendation about whether a student passes or fails the course.

Classic Cycle Students who have passed the written and final practical exams examinations, including the practical session evaluation, are eligible to continue to the next level of study or receive a certificate in which they will be required to achieve an overall average of 55% of the total mark.

## 2. Attendance

Course delivery combines the demonstrations and practical sessions in a strict sequence. Students are required to attend all scheduled classes (demonstration and practical sessions) to ensure they receive the best possible instruction and quality of technical training from their Le Cordon Bleu Dusit programme.

However, Le Cordon Bleu Dusit understands that there may be circumstances beyond a student's control (such as illness or other emergency), which prevents them from attending every class. In these circumstances, students must provide documentary evidence of the reason for their absence (such as a doctor's certificate from hospital only).

Where a student is absent due to illness emergency or other appropriate reason, it is their responsibility to make up any relevant work for the class missed, such as viewing a Cooking demonstration DVD, or an alternative in discussion with their Chef Instructor.

To account for such circumstances, the minimum class attendance requirement for all students is *not less than 80% per term*. This means that all approved and non-approved absences must **not** exceed 20% of class attendance.

### 2.1. Absences

#### Lateness

- Students who are late to class by less than 15 minutes will be allowed to enter the classroom, but will receive a late mark in the Attendance Register
- Students who are late to classes by more than 15 minutes will **not** be admitted into the demonstration and/or practical sessions and will be marked '**Absent**' for that session(s) unless there is an emergency case such as car accident, flooding due to heavy rain, student must contact Student Services at least half an hour before class start. The school will allow students to attend the class but not more than 30 minutes from the class starting time and will assume as you are late.

#### Leaving before the session ends

- Students are required to attend class until the end of each session
- Except where there is an approved reason, students leaving more than 15 minutes before the class ends will be marked absent for the whole class session.

#### Absence

- A class absence is defined as missing one session of a practical class
- All absences are recorded on the Student Absence Register
- Where a student accumulates three (3) late marks, this will be recorded as one class absence
- Where a student is absent from a Demonstration session:
  - o They will **not** be allowed to attend the corresponding practical class
  - o This will be recorded as **two** absences
- Students can request to watch a cooking demonstration DVD for the session missed by making an appointment at Librarian. Please note that students will be marked 'Absent' for that demonstration session and therefore cannot attend the subsequent practical class
- Students can check their record of attendance in their course/s by checking with Student Services.

#### Absences and Assessment

- Students who are deemed absent from a practical session will receive a zero (0) result
- Students who are at risk of failing and have received written notification will need to be aware that further absences may mean that they are at risk of failing their course
- Students who exceed the maximum absences may continue to attend the remaining demonstrations and practical examinations but are **not** permitted to take the final examinations (written and practical) and will **not** be entitled to receive a Certificate or Diplôme. In these circumstances a FAIL result will be recorded.

There are a **maximum number of allowed absences per course**. This is calculated on the basis of individual course hours, which vary between programmes:

The following table shows:

- The maximum number of class absences plus late arrivals allowed
- The number of days absent before a student receives a written warning from Student Services
- The number of accumulated absences before the student is notified in writing that they have been issued a "Failure" for their course, due to a lack of attendance.

COURSE NAME	Maximum number of all absences	Written notification is issued	Failure due to attendance is notified in writing
<b>Weekdays class</b>			
Classic Cycle Cuisine or Patisserie	6 class absences plus 2 late arrivals	After 3 class absences	When more than 6 class absences and 2 late arrivals recorded
The Professional Thai Cuisine	6 class absences plus 2 late arrivals	After 3 class absences	When more than 6 class absences and 2 late arrivals recorded
The Art of Bakery	5 class absences plus 2 late arrivals	After 3 class absences	When more than 5 class absences and 2 late arrivals recorded
<b>Saturday class</b>			
Classic Cycle Cuisine or Patisserie	9 class absences plus 2 late arrivals	After 4 class absences	When more than 9 class absences and 2 late arrivals recorded

## 2.2 Making up/Swapping practical classes

Where a student is unable to attend a scheduled practical class due to a planned absence (of which the Chef Instructor has been notified and approves in advance) or for another reason approved by the Chef Instructor, a student may request to change or swap to another practical session with another group of the same course and level.

All students are allowed to change a practical class **once** per term only. Students must complete a request form at least one week in advance of the scheduled class. Students cannot move out of their current class/group until they have received confirmation from their Chef Instructor that a space is available.

## 3: Classroom Conduct and Behaviour

The code of conduct adopted by Le Cordon Bleu Dusit staff is consistent with that of reputable establishments within the food industry. We expect our staff to be responsible towards their work and to complete it to a professional standard, to show courteous and respectful behaviour at all times and to maintain an environment free of harassment, violence or bullying behavior. At Le Cordon Bleu Dusit we expect the same standards of behaviour from all our students, both in the classroom and around the school.

These general guidelines apply to all demonstrations and practical classes and to the way students conduct themselves around the school:

### 3.1 Before class:

- For safety and security reasons, students are not permitted to go inside the practical class without the Chef Instructor in charge of the session being present
- Students must wait quietly and in an orderly fashion outside their classroom at least 15 minutes before a practical class starts
- The Chef Instructor will check students' uniforms and equipment and once the Chef Instructor has finished checking, students may enter class
- Students who present with an incomplete uniform or set of equipment will not be allowed to attend the class and will be recorded as absent for that class

### 3.2 Dress code and Hygiene:

- Students must wear a clean Le Cordon Bleu Chef Jacket and Chef Pants for all demonstration classes, practical classes, special guest Chef demonstrations and other school related activities
- Students who do **not** comply with this dress code will not be allowed to attend classes and will be recorded as absent for that class
- Students **must not** wear school uniforms when traveling to/from the school or outside the school premises
- Students must change their uniform in the locker room (never in the cooking areas or restrooms)

### 3.3 What to bring to class:

- Due to space and safety issues, students should limit the amount of personal property they bring into the demonstration room
- All bags must be kept in students' lockers and not in classrooms. Students should bring their student manual and approved equipment toolkit to their practical class
- Students are not allowed to bring mobile phones, tablets and recorders of any kind into demonstration and practical classes (except when using mobile phones to take photos of the completed dishes, as approved by the Chef Instructor)
- NO FOOD, CHEWING GUM and DRINKS (with the exception of a bottle of water) are allowed in the demonstration and practical rooms.

### 3.4 Classroom organisation:

- Each class is required to assign one student (classroom representative) as a 'go-to person' for any updates/announcements and to delegate duties to other class members
- Up to 5 students will be rostered per lesson, one as team leader and 2 each to check the ingredients and equipment for the class
- The rostered ingredient/trolley checker/s must be on duty 15 minutes before a practical class starts otherwise this will be counted as a late.
- If rostered students are more than 15 minutes late they will be counted as absent
- Students are expected to clean the individual equipment and fridges used during the practical classes.
- All equipment must be clean, kept in its designated place and will be checked at the end of each lesson. It is not acceptable for students to remove any items from kitchens or stores areas; students doing so will be subject to the Student Misconduct policy
- The Chef Instructor will brief students at the beginning of each practical lesson. Students are not allowed to start the cooking before the briefing from the Chef Instructor
- The Chef Instructor will debrief students at the end of each practical lesson when students have finished cleaning and all equipment is returned to its correct place. Students are not allowed to leave the class before the debriefing
- After the Chef Instructor has graded individual dishes, students may take their dishes home in appropriate containers.
- Additional containers, including LCBBD cake boxes and plastic containers, are available from Student Services for a cost of **THB 50** for cake boxes and **THB 350** for plastic containers
- Where students have missed a practical class, the allocated ingredients are returned to the Stores and not taken home.

The chart below provides an example of a Kitchen Checker roster, typically in use in practical lessons.

Group A			Practical No.																												
			P1	P2	P3	P4	P5	P6	P7	P8	P9	P10	P11	P12	P13	P14	P15	P16	P17	P18	P19	P20	P21	P22	P23	P24	P25	P26	P27	P28	P29
	Name	Nickname																													
1	Jeremy Gui	Jeremy																													
2	Mark Dao Xiang	Lim																													
3	Matko	Matko																													
4	Nattaphol	Shawn																													
5	Sirawan	Gib																													
6	Supittha	Cartoon																													
7	Poonyot	Big																													
8	Chawangorn	Franc																													
9	Jesper Chien Chih	Jesper																													
10	Kannalin	Pun																													
11	Kanokon	Morphine																													
12	Karin	Ter																													
13	Nitchamon	Kate																													
14	Thanabadee	Benign																													
15	Yean Ching	Audrey																													

## 4. Course Withdrawal/Cancellation

Students are able to withdraw from their studies at any time, but they should be aware that certain conditions apply if they choose to do so. Withdrawing from a course may result in extra time spent at the school, additional charges and payments, and potentially impact immigration status (for international students). Students are encouraged to consult with their Chef Instructor and take advantage of school resources, such as tutoring or study skills assistance, before confirming their withdrawal.

If students are required to withdraw for medical reasons, they must present supporting documentation that demonstrates serious and compelling reasons justifying their withdrawal. It is recommended that students contact Student Services before withdrawing from a course to assess the impact that their withdrawal may have on their status.

Students are **not** permitted to withdraw from a course during final exams and will be required to attend the examination and be graded accordingly.

Students intending to withdraw from a course must **notify** their Chef Instructor and Student Services in writing (via email, fax or letter) to advise of their intention to withdraw. Students, who stop attending one or more courses **without** following the withdrawal process, may receive a Fail grade and may not be entitled to have any fees refunded.

Voluntarily discontinuing attendance (not showing up for class or not accessing practical classes) and/or notifying a Chef Instructor that you may wish to withdraw does **not** constitute an official course withdrawal. Students who notify an instructor must also **notify** Student Services of their decision.

Students are required to complete a withdrawal form available from Student Services, and provide this to the Chef Instructor for signature. The signed Withdrawal Form is submitted to Student Services for processing (copy may be obtained on request).

The date the Withdrawal Form is received by Student Services is the date used to determine any refund of fees, if this is applicable. Students should be aware that withdrawals/cancellations are subject to the Terms and Conditions within the Application Form and Le Cordon Bleu Dusit brochure;

Students should be aware that when they withdraw from a course they have enrolled in,

- but have not yet commenced, they may be entitled to a **full** refund.
- within 3 weeks of their course commencing, they may be entitled to a **partial** refund, depending on the individual circumstances (such as exceptional or unforeseen emergency).
- after their course has commenced, may **not** be entitled to a refund, but they may be eligible to defer their studies for 12 months (see Leave of Absence).

All applications for course withdrawal require students to provide appropriate documentary evidence in support of their application. Each application will be assessed on a case by case basis.

Once a student has voluntarily withdrawn from their studies, Le Cordon Bleu Dusit is not obliged to reinstate their enrolment. Students who do not re-enroll in the next scheduled course, and who have not been granted leave of absence, shall be deemed to have forfeited their place and withdrawn from the course. Should a student who has discontinued wish to re-enroll at a later date they must apply for re-admission into that course and pay the relevant course fee.

## 5. Graduation

Le Cordon Bleu Dusit confers awards to eligible students at a formal graduation ceremony. Students receive their diplôme or certificate after the end of their final term of study. Only those students who meet all academic requirements for their Le Cordon Bleu Dusit course are eligible to graduate. Students who have any outstanding obligations, financial or otherwise, will not receive their diplôme and/or certificate until these obligations are finalised.

During the last term of their final course, Student Services will email students asking them to confirm that their academic program and personal details (name and address) are correctly recorded. Following the necessary review of students' results, recommendations are made about conferral of awards to individual students. Le Cordon Bleu Dusit notifies all eligible graduating students of the time, date and location of the graduation ceremony.

All Superior students who are eligible to receive a diplôme or certificate can attend the Graduation Ceremony. Students are required to confirm their attendance by the due date to Admissions. Students' eligibility to graduate is confirmed by Student Services and a list displayed at the Student Services office.

As Graduation is a formal occasion, graduates are required to wear their student uniform. Guests are welcome and graduates may request up to 2 guest tickets for the ceremony. The dress code for guests is business attire or smart day wear. The Ceremony normally lasts around 2 hours.



Awards for students who are unable to attend a graduation ceremony, will be conferred at the next scheduled ceremony following successful completion of their course. Alternatively, parchments and certificates/transcripts may be mailed to graduates on receipt of a written request from students.

Basic and/or Intermediate level students who successfully complete a single component of a course will receive a certificate and transcript of their results. Basic level students will receive a copper pin and Intermediate level students a silver pin respectively with their certificate and transcript. Students can collect these from Student Services (usually after the Demonstration Class no. 30).

## 6. Leave of Absence/Deferrals

Le Cordon Bleu Dusit courses are designed so that each course is undertaken continuously to completion. Unforeseen circumstances may necessitate a temporary interruption to a student's study and in these circumstances, a student may apply for a leave of absence from their course for up to **one** calendar year. In special or unforeseen circumstances, an extension of the leave period may be granted.

Students who plan an extended absence or may require a short period of absence from their course, must contact their Chef Instructor and Student Services to discuss how to best manage their situation. Each student's circumstances will be considered on a case-by-case basis.

Students may be required to defer their studies until a later date under certain circumstances, such as being involved in a major accident, compliance with military orders, compassionate reasons (personal/family) or as a result of a serious health condition.

A serious health condition is a physical or mental illness, injury, impairment or condition that involves one of the following:

- In-patient Care (i.e. an overnight stay) in a hospital, hospice, or residential medical care facility, including any period of incapacity or subsequent treatment in connection with (or consequent to) such inpatient care for at least 7 consecutive days with Medical certificate from a hospital.
- Incapacity of more than 15 consecutive days, plus continuing treatment by a health care provider, including any subsequent treatment or period of incapacity relating to the same condition
- Multiple treatments for major illness that may involve a schedule of regular treatments.

A complete medical certificate, signed, dated and authorized by the treating doctor, must be submitted as soon as possible to avoid a delay, or denial, of the request.

A deferment period is for 12 months from the application date. Students electing to defer their studies must submit a Study after Deferment Form with supporting documents to Student Services at least 2 weeks before the term commencement date.

The tuition fee for deferments is non-refundable. Students will be notified in writing of the outcome of their application and their student record will be adjusted accordingly. Returning students may not be automatically re-enrolled in a class, as this will depend on the availability of spaces at the time. Le Cordon Bleu Dusit will confirm the details of a student's intended term and course in advance.

## 7. Library Procedures

### Using the Library

1. Student and staff are welcome to use the library.
2. The library has a small but varied collection of publications including cook books, reference books for specific courses, magazines and other helpful resources.
3. Please handle all publications with care: writing, marking or disfiguring publications in any way is not acceptable.
4. The library is a quiet zone: for the benefit of all please keep conversation to a minimum and speak in a soft/low tone.
5. If you are browsing the collection on your visit to the library, please return publications to the shelves in the correct place when you have finished. Alternatively, books can be returned to the librarian for re-shelving.
6. Bags are not permitted in the library, students may bring their course folders and notepads for study purposes.
7. Eating and drinking is not permitted.
8. Please ensure that the library is left in a tidy manner, place rubbish in the bin provided and push your chair under the table when leaving.
9. No phones, cameras or recording devices are to be used. Photographs may not be taken of any publication or their contents.
10. Only publications that have been signed out with the librarian can be taken outside the library.

### Library borrowing procedures:

- a) Students must present their ID cards to the librarian to be eligible to borrow a publication.
- b) All loans must be in the name of the student; borrowing is not permitted on behalf of other students.
- c) Borrowing is limited to up to two (2) publications per student at a time.
- d) The maximum borrowing period varies according to the number of copies available of each publication:
  - one (1) night where there is only one copy of the publication, and
  - two (2) nights where multiple copies exist.
- e) Students cannot borrow another publication until the existing loan is returned.
- f) If students wish to borrow a publication that is already signed out, please speak directly to the librarian; waiting lists will be created for publications that are in demand.
- g) If a student wishes to keep the same publication for more than (1) or (2) nights (see d above), an extension may be possible if the publication is not in demand by other students. Please note that extensions are only granted once.
- h) Once signed out, students are responsible for returning publications directly to the librarian in the same condition as when borrowed.

### Library Returns procedures:

- a) All loans must be returned directly to the librarian at the end of the borrowing period.
- b) Lost or damaged items will incur a fee including:
  - the items's replacement value, **plus**
  - an administration (re-shelving) fee of **THB 300**
- c) In the event that students are late returning their loan:
  - The librarian will issue a reminder
  - If the book is not returned within one (1) day of issuing a reminder a fine of **THB 100** will be applied per day until the publication is returned.
  - No other borrowing is permitted until the publication is returned.
  - If the publication is still not returned after one week, the matter will be referred to the Academic Manager.
  - Students who are late returning books on more than two occasions will have their library privileges suspended for the remainder of the current term.

#### **IMPORTANT:**

Please note that students will not be granted their course certificates or diplomas until all library account balances/debts are cleared.

## 8. Recognition of Prior Learning (RPL)

Le Cordon Bleu Dusit may grant status in a course to students for prior learning undertaken at another Le Cordon Bleu school or with another education provider. For example, if a student has already completed a Base de Cuisine or a Base de Patisserie (or its equivalent at another institution) this may be recognised for enrolment into an Intermediate course at Le Cordon Bleu Dusit.

Students can apply to have their prior learning recognised by writing to Admissions as part of their course application or, if they have already enrolled, to Student Services within 2 weeks of commencing their course. Applications must be supported by sufficient documentary evidence of learning completed (such as academic transcripts and certificates) and are considered on a case-by-case basis.

RPL may not be automatically granted, as this will depend on the evidence presented and the currency of a student's previous learning and experience. Students will be notified of the outcome in writing and if successful, a student will not need to repeat learning they may have already completed.

An Administration fee of **THB 6,000** will apply to assessing an RPL application and is usually payable at registration. Where students have already enrolled and paid the course fees, and are subsequently awarded RPL, the tuition fee(s) will be refunded in full for that component of their course for which RPL has been granted.

## 9. Responsible Use of Computers and Technology

Students are required to use the Internet in a responsible way and for the intended purpose. At Le Cordon Bleu Dusit, students are prohibited from uploading, downloading, posting, publishing, transmitting, retaining, reproducing, sharing or distributing in any way information, software, movies, music, books, articles or any other material which is protected by copyright or other proprietary right, without obtaining permission of the owner. Students who do not comply with this policy may result in their access to the Internet via the school's network system being terminated.

The use of mobile phones and headphones, ear buds or similar devices during class periods is prohibited. All devices are not permitted in class and should be stored in the student's pocket, bag or locker during class. Certain classes, such as demonstration class or workshops, may allow mobile phones to be used as a learning tool or to take photos of important lessons and techniques. Students should follow teacher instructions regarding laptop/tablet use in class.

Le Cordon Bleu Dusit supports student participation in online communities and recognizes that social media channels provide unique opportunities to participate in discussions and share information on topics of interest, but that this participation should not risk their personal security or the reputation of Le Cordon Bleu Dusit.

Students are personally responsible for content they post or share via social media. The privacy and feelings of others should be respected at all times given that the content posted via social media is a permanent record viewed by an unknown audience; and the language and comments or conversations should be carefully considered.

Use of Le Cordon Bleu Dusit trademarks, including the name or logo or intellectual property (recipes, programme materials etc.) on a student's personal social media site or other websites is prohibited. A student's personal online or social media profiles may reference the Le Cordon Bleu name as their place of study, but it must be made clear that comments/posts/shares made by the account holder are made in a personal capacity only. Students should include a simple and visible disclaimer such as: *"The views I express are mine alone and do not reflect the views of my place of study"*.

Any personal communications by a Le Cordon Bleu Dusit student made through social media must not:

- do anything that is considered discriminatory against, or bullying or harassing of, any individual, e.g. making offensive or derogatory comments relating to sex, gender, race (including nationality), disability, sexual orientation, religion or belief or age
- contain images or other content that is sexually explicit or illegal
- bring discredit to Le Cordon Bleu Dusit in any way, for example insulting fellow students, staff or other individuals; making/sharing defamatory or offensive comments about individuals or groups; liking/posting/sharing/linking to images or other content that is inappropriate, sexually explicit or illegal
- breach copyright: for example, by using someone else's images or content without written permission, or by failing to give acknowledgement where permission has been given to reproduce materials; posting such content may result in legal action by the copyright owner
- breach confidentiality for example, by revealing/posting confidential information owned by Le Cordon Bleu Dusit; an individual, business or other organisation; posting contact details, pictures or personal details of other students or members of staff or members of the public without their prior permission.

If there is any doubt about the accuracy of information to be shared on a social media network or site, then students should refrain from posting, commenting, liking or sharing this information.

## 10. Student Complaints and Grievances

It is the intention of Le Cordon Bleu Dusit to resolve complaints and grievances quickly, and as close as possible to the point of origin. The complaint and grievance process below can be used for a range of academic and non-academic matters. It provides a way for individuals to seek a timely and fair review of their concerns:

In the first instance:

- A student should address their complaint or grievance with the person or department involved if they are comfortable to do so
- If a student is not comfortable doing this they may seek advice from Student Services about the matter
- The Chef Instructor, Student Services or staff member can discuss the matter with the student to determine the context of the issue or concern and try to resolve the situation informally
- If successful, the matter will be considered resolved and no report will be made.

If the complaint or grievance cannot be resolved informally:

- The student is required to submit their complaint or grievance in writing as soon as possible by completing a Student Help Form and submitting the form to Student Services.
- The complaint or grievance is directed to the appropriate area for investigation and a response will be provided within 7 days of receipt.
- Academic matters are dealt with in the first instance by the Chef Instructor/s and the Academic Manager who will consult with the Technical Director as part of their investigation. Non-academic matters are dealt with by the School Director.
- Once the investigation is completed, a response will be forwarded to Student Services advising of the outcome of the investigation and a copy of the outcome will be forwarded to the student.

If the complaint or grievance is still unresolved:

- The student may request a final review by referring the matter to the Joint-Venture Director in writing.
- The written request should set forth the reasons for the student seeking a review of the earlier decision and specify if any new information has come to light, or if the student feels the decision is considered unjust.
- The student's request will be considered and reviewed thoroughly.
- A face to face meeting or other means to resolve the situation may be required
- The decision of the review is final and a written copy of the outcome will be provided to the student.

### Appealing Academic Results

Students have the right to appeal the result they have obtained in their assessment or examination. Students should submit in writing the reasons for their appeal against the result they received. The appeal should include appropriate supporting information and be submitted to the Academic Manager and Student Services within one (1) days of being notified of the result.

If a student is still not happy, students can appeal to Joint-Venture Director who will review the submission and may seek further information about the student's progress or any other circumstances concerning the assessment activity or final result in question. The outcome will be notified to the student within 2 working days following receipt of the appeal.

## 11: Student Misconduct

Le Cordon Bleu Dusit Culinary School expects high standards of behavior from its students at all times. These standards of behavior apply to students while at school, on the way to and from school as well as when they are away from school premises.

Misconduct is deemed to be any behavior on the part of a student that is inappropriate or detrimental to the school, its property or to other persons. If a student commits any behavior that is considered inappropriate, reckless or unlawful the student may be suspended from school and if serious enough, this may result in expulsion.

The following behavior may result in suspension:

- Possessing alcohol or illegal drugs and/or being under the influence of alcohol on school premises
- Swearing at a teacher or another person in a position of authority
- Engaging in bullying or harassment towards others, either physically or through other means such as using social networking sites/internet to engage in cyber bullying
- Exercising threatening behavior and/or inflicting serious harm or injury to others
- Vandalism to school property or the personal property of others on school premises
- Theft or pilfering of items belonging to the school (including food, equipment or other valuable items) or employees of the school, students or visitors to the school
- Burglary is a criminal offense and students who are involved in gaining unlawful access to the school will be suspended or expelled without a written warning.

Le Cordon Bleu Dusit expects that all work submitted for assessment will be a student's own work and that student will have made an honest attempt to complete the requested task. Students who present information or data as their own, that has been copied either from another source (such as the internet) or another student has committed **academic misconduct**.

Plagiarism is a specific form of academic misconduct which occurs when a student:

- Copies word for word sentences or whole paragraphs from one or more sources which may contravene copyright laws
- Presents substantial extracts from books, articles or other sources without acknowledging the author
- Submits another student's ideas or work in whole or in part, as their own
- Submits work that has been written by someone else on his or her behalf.

Where academic misconduct is suspected, the student will be asked to attend an interview with the Academic Manager. The student may have a representative present at the interview and will have an opportunity to explain the matter. Le Cordon Bleu Dusit will investigate the matter fully and make a recommendation.

If no misconduct is found, no further action will be taken and it will not be recorded on the student's file. Where it is found that misconduct is involved, the matter will be investigated further. After concluding the investigation, the Academic Manager will notify the student in writing of the outcome and any consequent action/penalty which, depending on the severity of the misconduct, may include:

- Suspension from class for a nominated period of time
- Expulsion and no future enrolment permitted in any Le Cordon Bleu educational institution or course
- Being given a Fail grade in the course.

A student has a right to appeal this decision by making a written submission to the Joint Venture Director of the School within five (5) days of being informed of the outcome.

## 12. Students' Personal Details

Students must ensure that the contact and address information supplied to Le Cordon Bleu Dusit is correct and up to date. Students must notify the school of any change to personal information on school records, including name and address, by completing the Change of Personal Information Form, which is available from Student Services.

Appropriate official documentation, such as a certified copy of an affidavit, marriage certificate or passport, verifying the change of personal details must be attached to the form.

A Change of Personal Information Form can be submitted in person, via email, via fax or posting mail:

In Person:	Student Services Office on 17 <sup>th</sup> Floor.
Email:	Scan the form and documentation and send to: admissionsthailand@cordobleu.edu
Fax:	+66 2 2378878
Mailing address:	Student Services Office, 4,4/5 Central Tower, 17 <sup>th</sup> -19 <sup>th</sup> Floor Ratchadamri Road, Pathumwan District, Bangkok 10330 THAILAND

Prior to graduation and/or at the end of each term, Student Services will request students to check their personal details on the Student Notice Board to ensure they are correct, prior to printing academic transcripts and parchments.

## IMPORTANT Legal Notice regarding LCB Trademark

Le Cordon Bleu Dusit reminds students that the programmes and original recipes are the intellectual property of Le Cordon Bleu. All reproduction or transmission, 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.

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

Le Cordon Bleu has the right to prosecute in a court of law for infringements to copyright or Le Cordon Bleu trademark.

## Le Cordon Bleu's Intellectual Property

**Please read this section carefully.**

**Le Cordon Bleu vigorously defends its trademarks, copyright materials and other intellectual property rights and will take action to prevent any breach of its rights, including by claiming financial compensation.**

In this section "you" and "your" refer to the student making this application but its terms apply both during and after your studies at the Le Cordon Bleu institute.

### Trade Marks

Le Cordon Bleu International is the owner of a number of trademarks registered in numerous countries throughout the world for many classes of services and products, which include notably "**Le Cordon Bleu**", the Le Cordon Bleu logo (which appears on the top of this application form) and "**Grand Diplôme**".

You must not use any of Le Cordon Bleu's trade marks, or any confusingly similar trade mark, in connection with any activity that is commercial, business-related or professional in its nature or purpose. By way of example, such prohibited use would include use as or as part of a company name, trading name, domain name or email address.

### Uniforms

After your studies we hope that you will keep and treasure your Le Cordon Bleu uniform and you are, naturally, free to use it in a purely private and non-commercial context.

However, please note that you must not wear any part of the Le Cordon Bleu uniform or any other clothing that bears any of Le Cordon Bleu's trade marks in connection with any activity that is commercial, business-related or professional in its nature or purpose.

Le Cordon Bleu will take firm action to prevent any misuse of the uniform.

### Copyright Materials

The copyright in all learning, pedagogical and other materials provided to you by Le Cordon Bleu during your studies is owned by Le Cordon Bleu International, except for any materials which may be in the public domain and materials used by permission of a third-party copyright owner.

Such materials are provided for your personal educational use only and must not be reproduced, distributed or shared with others, except with the prior written permission of the Institute's senior management.

This information is included on the Le Cordon Bleu Dusit Application Form. By signing the Application Form on enrolment you accept the above regarding Le Cordon Bleu's Intellectual Property and Trademarks.

## DISCLAIMER:

Le Cordon Bleu Dusit Student Handbook was prepared using the most current and accurate information available at the time of publication. The content herein is for the sole purpose of providing information to students. The School reserves the right to modify and update the policies and procedures contained within at any time. Where updates are necessary, they will be posted on the Student Noticeboard and students will be informed of changes occurring during their session.

---

Le Cordon Bleu Dusit strongly recommends that all students review the Student Handbook and the Terms and Conditions which are located on our website ([www.lecordonbleudusit.com](http://www.lecordonbleudusit.com)) – Student Portal. If you have any questions or concerns, please contact Student Services for further assistance.

# Student Acknowledgement

This is to acknowledge that I have read Le Cordon Bleu Dusit Culinary School's

## Student Handbook

and agree to abide by and follow the policies and procedures set out within.

---

Student Full Name

---

\* Please return this form to Le Cordon Bleu Dusit's Student Services Office PRIOR to commencing courses

Signature

Date

