



**Canadian Student APPLICATION FOR ADMISSION**

I am applying for: (please check the appropriate box)

Tuition: Canadian Students

**1 Year Professional Culinary & Pastry/Bread Program**, includes: \$21,900

Professional: Culinary, Pastry & Bread Making, and an industry Practicum

**Professional Culinary Program**, 15 weeks \$11,450

**Professional Pastry & Bread Making Program**, 15 weeks \$11,450

**Please indicate desired first and second choice of terms below:**

**January 7 - April 19, 2019**

**September 2 - December 13, 2019**

**April 29 - August 9, 2019 (Pastry/1 Year Only)**

**January 6 - April 17, 2019**

**PERSONAL INFORMATION:**

Name:

*Family Name*

*Given Name*

*Initial*

Mailing Address:

*Number*

*Street*

*City*

*Canada*

*Province*

*Postal Code*

*Country*

Phone:

*(Home)*

*(Mobile)*

*(Fax)*

Email:

2<sup>nd</sup> Email:

Date of Birth:

*month*

*/*

*day*

*/*

*year*

Male

Female

Emergency contact:

Tel#:

Relation:

Medications, medical conditions, learning disability & allergies:

Local Physician name (if known):

phone#:

*Please note, this information will be kept in the strictest confidence. Failure to disclose medical information that may affect your ability to perform in the kitchen/classroom, or compromise your safety or that of your fellow students, may result in dismissal from the Academy.\* **Changes to the above information must be reported to Northwest Culinary Academy of Vancouver ("NWCAY") immediately.\****

**Office use only:**

Received: application:

*/*

*/*

application fee (\$100)CAD

interview done

Approved

*mm / dd / yy*

## **Educational Information:**

High School Attended

Graduation Date / Last Grade Completed

College or University Attended

Degree or Area of Study

Other Post Secondary Education/Courses

## **Application Requirements:**

### **Submit With this Application:**

*(Applications are not considered complete without these items & cannot be reviewed. Documents must be in English, or have a certified translation attached.)*

**Application Fee:** \$100 for Canadian students *(payable by Visa, MasterCard, eTransfer, Debit, cash wire transfer, or local cheque)*

**Goals and Aspirations Essay:** Include with your application a short (one or two page) essay telling us why you want to attend Northwest. This essay will also be used to determine written English competency.

**Transcripts** (school/institution copies) **or** mature student (24 years+, copy of your current resume)

**Proof of Citizenship:** Passport/Permanent Resident/Birth Certificate/Citizenship Card

**Character Reference** Letter

**English** fluency (comprehension & spoken – to be confirmed during your personal interview)

**Photos:** 2 wallet size photos

**Health Status** see form provided on next page to be signed by your doctor or sign attached waiver

**Enrolment Contract:** Completed, signed, dated & bottom right hand corner initialed

**Student Policy Manual:** Read, signed, dated & bottom right hand corner of each page initialed

**Interview:** You must have an interview with at least one of the Owners of NWCAV (in person, Skype or by telephone) prior to acceptance

**Check only if you have already completed Food Safe Level 1:** Please submit your Food Safe 1 certificate. If you do not have Food Safe 1, it will be offered at NWCAV.

**Proof of Medical Insurance**



# NORTHWEST

## CULINARY ACADEMY

### HEALTH STATUS - MEDICAL CERTIFICATE

As part of the application to Northwest Culinary Academy of Vancouver, we require all students to obtain confirmation from their doctor that they are in good physical health and are able to perform in an industry kitchen. Please print this page of the application form for your physician to complete.

Please complete the section below if the student meets the criteria listed below:

Re:

*Student Name*

I, \_\_\_\_\_, a licensed doctor of the College of Physicians and

Surgeons of your country, have conducted a thorough checkup of the student named above and have determined the following;

1. The above named student is in good physical health and is able to perform effectively in an industry kitchen environment,

*Doctor's Name*

*Doctor's Signature*

*Date*

*\*\*Must include official doctor's office stamp or seal*

**Waiver:** I choose to not undergo a medical exam and absolve NWCAV of any responsibility for any pre-existing conditions I may have prior to attending which may be exacerbated by the activities at the Academy.

Signature

Date

**Tools, uniforms and text books:**

Note that the prices indicated below are in **Canadian Dollars**. Prices are subject to change.

Please Indicate Which Textbook(s) You Would Like to Purchase:

**Textbooks:** You may purchase the text from the Academy or purchase it on your own.

<b>Culinary:</b>	The Food Lab by Kenji Lopez-Alt <b>(recommended)</b>	\$65 (tax included)
	The Flavour Bible - Page and Dorenburg <b>(recommended)</b>	\$45 (tax included)

Please indicate below whether you will be purchasing your textbook(s) from the Academy:

I will purchase from the Academy

I will supply my own

**Toolkit:** Your knife/toolkits may be purchased from the Academy **as a package only**. You may choose to supply your own kit, as long as it has all of the required items (toolkit items are listed on p.20)

**Culinary:** \$895CAD (tax included) or \$115CAD (tax included) - for those who already have the pastry kit

**Pastry:** \$925CAD (tax included) or \$145 CAD (tax included) - for those who already have the culinary kit

Please indicate below whether you will be purchasing your toolkit(s) from the Academy:

I will purchase from the Academy

I will supply my own

**Uniform:** Uniforms must be purchased through the Academy - \$448CAD (tax included)

Each package includes the following: (Please indicate your size. Numbers are inches & refer to chest for jackets & waist for pants. Larger sizes are available as special order, contact our office for details.)

3 Chef's jackets:	XS (30-32)	S (34-36)	M (38-40)	L (42-44)	XL (46-48)	XXL (50-52)
2 Black pants:	XS (24-26)	S (28-30)	M (32-34)	L (36-38)	XL (40-42)	XXL (44-46)

Please note that all uniforms are unisex and are intended to fit loose for safety purposes.

The uniform package also comes with 3 aprons, and 12 towels.

Office Use Only:

**Footwear:** Students are responsible for supplying their own kitchen appropriate footwear (black kitchen shoes or clogs, closed-toes, non-scuff, & non-slip sole). You must have your shoes on the first day of class.

I *(student name)* hereby certify that this application was completed personally by myself, and that all information supplied herein is true & accurate to the best of my knowledge. I also hereby accept the admission conditions & requirements laid out in this Application Form, and the attached Student Enrolment Agreement, including the Refund Policy. I understand that NWCAV is bound to adhere to the current Private Training Regulations which can be found on their website ([www.privatetraininginstitutions.gov.bc.ca](http://www.privatetraininginstitutions.gov.bc.ca)).

Student Signature:

Date:

**Parent or legal guardian if applicant is under 19 years of age:**

*Signature*

*Name*

*Telephone #:*

**Send a copy of your application, enrolment contract & required documents, along with the non-refundable application fee of:**

**\$100** (Canadian Students) **payable in Canadian funds** to:

Northwest Culinary Academy of Vancouver  
2725 Main Street, Vancouver, BC Canada V5T 3E9  
phone: 604.876.7653  
fax: 604.876.7023  
email: [info@nwcaav.com](mailto:info@nwcaav.com)



**NORTHWEST**

CULINARY ACADEMY

**Northwest Culinary Academy of Vancouver Inc.**  
2725 Main Street, Vancouver, BC V5T 3E9  
ph. 604.876.7653 fax. 604.876.7023  
www.nwcav.com

**INSTITUTION'S PTI  
REGISTRATION NUMBER:**

**3232**

This institution is PTI  
designated:

Yes  No

**INSTITUTION BRANCH OR LOCATION**  
(If different from main location)

n/a

**STUDENT ENROLMENT CONTRACT FOR USE AT REGISTERED PRIVATE TRAINING INSTITUTIONS  
IN THE PROVINCE OF BRITISH COLUMBIA**

Please be advised that under section 61 of the Private Training Act, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar's regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

For further information about PTI and the services it provides, students may contact PTI at:

Tel. (604) 569-0033 or 1-800-661-7441  
Fax. (778) 945-0606  
www.privatetraininginstitutions.gov.bc.ca  
PTI@gov.bc.ca

**STUDENT INFORMATION**

Mr.	Ms.	Mrs.	Student Surname	Student First Name and Middle or Given Names:	
Previous Student Surname (if applicable)			Previous Student First Name (if applicable)	Student Usual First Name	
Local Mailing Address:					
International Student? <input checked="" type="checkbox"/> No			Telephone Number	Alternate Telephone Number	
Email Address				Alternate Email Address	
Permanent Mailing Address (if different from local mailing address)					

**BRITISH COLUMBIA PERSONAL EDUCATION NUMBER (PEN) INFORMATION**

Date of birth (YYYY / MM / DD)

PEN:

Gender

Male

Female

Postal code of last known Canadian permanent residence

**PROGRAM INFORMATION**

Program Title:

One Year Professional Culinary & Pastry Bread Program (includes Practicum) (42 wks)  
 Professional Culinary (15 weeks)  
 Professional Pastry & Bread Making (15 weeks)

Start Date: (YYYY.MM.DD)

End Date: (YYYY.MM.DD)

Schedule:

On-site/Full-time



Months



Hours

Note: Program will be taught in English only.

Program

3.5 months (15 wks/550 hrs)

Duration:

10 months (42 wks/1050 hrs

+ 480 practicum hours)

Program Credential:

Diploma

**ADMISSION REQUIREMENTS**

The student has met the following admission requirements for this program

Note: Minimum admission requirements cannot be waived or overruled by either the student or NWCAV.

- **Excellent English communication skills (written & spoken)**, confirmed through the "goals & aspirations essay" & personal interview.
- **High School/equivalent** and/or **mature student (age 24+)**, confirmed through receipt of transcripts and/or identification.
- **Character reference**, confirmed by receipt of reference letter and/or interview with the person giving the reference.
- **Interview** (in person/Skype or by telephone), between applying student & at least one Owner of NWCAV in order to explore the applicant's personal goals, and their suitability for our programs/courses, and provide information on curriculum offerings & support available at NWCAV. Assess English skills.
- **Student Enrolment Agreement** completed & received by NWCAV, and **tuition/equipment payments** made according to the schedule outlined in the Student Enrolment Agreement.
- **Medical Insurance** – students are strongly encouraged to have medical insurance in place from the first day of class and throughout the duration of their studies at NWCAV. The insurance should cover the student for normal & emergency medical expenses. If a student is not going to provide proof of insurance, they must sign a waiver absolving NWCAV of any responsibility.
- **Health Status:** students are strongly encouraged to have a medical exam prior to applying to NWCAV. This exam allows a doctor to assess the general health of the applicant. Should an applicant decide not to have the assessment done, they MUST sign a waiver absolving NWCAV of all responsibility.
- **Proof of Citizenship:** students must provide documentation of citizenship. Driver's license and BCID alone will not suffice.





## IMPORTANT INFORMATION

Before you sign an enrolment contract, there is important information you need to know:

Before you begin studies at a registered institution you must sign a student enrolment contract. The institution is required to provide you with a signed copy of your enrolment contract and to maintain a copy in your student file. Under the Personal Information Protection Act, you are entitled to access your student file. Further information about storage and access to your student file is contained in the institution's Privacy Policy.

The institution must provide you with copies of the following information:

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Dispute resolution policy     | <input type="checkbox"/> Grade Appeal Policy                    | <input type="checkbox"/> Admission policy                   |
| <input type="checkbox"/> Privacy Policy                | <input type="checkbox"/> Attendance policy                      | <input type="checkbox"/> Tuition Refund Policy              |
| <input type="checkbox"/> Withdrawal / dismissal policy | <input type="checkbox"/> Program or course outline (on website) | <input type="checkbox"/> Work Experience (Practicum) Policy |

Ensure you understand this information before you sign an enrolment contract.

The signed contract must be kept in the student's file at the institution. Upon completion of the program of study or after withdrawal or dismissal from the program, an electronic copy of this contract along with the student transcript, certificate or diploma, must be stored off-site for a period of 55 years.

Prohibitions:

- The institution is prohibited from guaranteeing a student or prospective student employment, income, or eligibility for a work permit;
- Program admission requirements for your program of study cannot be waived;

Your enrolment contract must include the institution's tuition and fee refund policy which sets out the amount of tuition that will be retained in the event you withdraw or are dismissed from the program. The institution's tuition and fee refund policy must comply with the minimum requirements established by Private Training Regulation, as set out below:

## PRIVACY

Under the Personal Information Protection Act, students are entitled to access their student file.

The student's personal information collected by the institution will only be used for the purpose for which it was originally collected or for a use consistent with that purpose, unless the student expressly consents otherwise.

## TUITION REFUND POLICY

Circumstance	Tuition Refund Entitlement
Institution receives a notice of withdrawal from a student, or an international student delivers a refusal of study permit:	
<input type="checkbox"/> No later than seven days after the effective contract date, and <input type="checkbox"/> Before the program start date.	100% tuition refund
<input type="checkbox"/> Between the date the contract was signed and the start date of the program, where that period is less than seven days	100% tuition refund
<input type="checkbox"/> More than seven days after the effective contract date, and at least 30 days before the program start date	Institution may retain up to 10% of tuition, to a maximum of \$1,000
<input type="checkbox"/> More than seven days after the effective contract date, and <input type="checkbox"/> less than 30 days before the program start date	Institution may retain up to 20% of tuition, to a maximum of \$1,300
<input type="checkbox"/> After the program starts, but before 11% of instruction hours have been provided	Institution may retain up to 30% of tuition
<input type="checkbox"/> After the program starts, and after 10% but before 30% of instruction hours have been provided	Institution may retain up to 50% of tuition
Institution delivers a notice of dismissal to a student:	
<input type="checkbox"/> Before 11% of the instruction hours have been provided	Institution may retain up to 30% of tuition
<input type="checkbox"/> After 10% but before 30% of the instruction hours have been provided	Institution may retain up to 50% of tuition
Student withdraws or is dismissed from a distance-education-only program:	
<input type="checkbox"/> When the student has received an evaluation for completing up to 30% of the program	Institution may retain up to 30% of the tuition
<input type="checkbox"/> When the student has received an evaluation for completing 30% to 50% of the program	Institution may retain up to 50% of the tuition

Source: PTIB Policy Manual - April 2017

### **Work Experience (Practicum)**

**Estimated Cost to Complete Practicum:** There are no direct expenses associated with participating in the practicum program. The only costs for the student are those related to living and travel expenses incurred while participating in the practicum.

**Geographic Region Where the Work Experience will be Provided:** Most of our practicums take place in the Lower Mainland. However, by special arrangement, chef instructors will work with the student to arrange a practicum anywhere in the world.

**Dates on Which Work Experience is Intended to be Provided:** We guarantee that a student will be placed on their practicum one week after completion of the prior term. Should the student wish to delay this, they must provide a signed document requesting this delay, and agree they will complete the 480 hour requirements prior to their graduation day.

### **Regulatory Requirements**

While enrolment in the Red Seal program is not mandatory for students, NWCAV is registered with the Industry Training Authority (ITA) as a student sponsor. As a result, students are not required to be under the supervision of one chef. Instead they can simply provide documentation of completed hours to the NWCAV Registrar.

## Program Outline

**Program Description:** NWCAV offers three programs (15-week Culinary, 15-week Pastry and Breadmaking, and the One-Year Program - which includes a 480-hour practicum). Students will achieve the necessary skills to be able to enter the Culinary or Pastry fields with confidence.

**Career Occupations:** The occupations available to students upon completion of the course stretch for beyond traditional jobs in restaurant, hotel and catering kitchens. Students may also work as private chefs, in food education, agriculture, nutrition, food photography, journalism, social media, and product demonstration.

**Learning Objectives:** Upon completion of the culinary program, the student will be able to demonstrate knife skills; moist and dry cooking techniques; emulsions; sandwiches and salads; menu development; station organization and cleanliness; plating; butchery; stocks, soups and sauces; garde manger and entremetier stations; plant-based cooking; introductory bread and pastry; and regional cuisines (including Italian, Latino, Middle Eastern, and Asian).

Upon completion of the Pastry and Bread Making Program students will be able to demonstrate an ability to make: cookies and confections; pies and tarts, artisanal breads, quick breads; laminated doughs, croissants and danishes; cheesecakes; European tortes; entremets, mousse cakes, custards and buttercream cakes; doughnuts; chocolate tempering and molded chocolates; frozen desserts; plated desserts, gumpaste and celebration cakes, and alternative baking (gluten free and vegan).

The Practicum component of the One-year Program is 480 hours and is comprised of developing (under the guidance of an industry chef and an NWCAV instructor) professional etiquette; station responsibilities; organization; efficiency; and consistency; the ability to understand and follow directions; prepare dishes as required; and inventory control.

**Completion Requirements:** Students are required to achieve an average mark of 70% in order to receive a diploma.

**Homework Hours:** Students should expect to do 1 to 1.5 hours of homework each night. Most of this homework is related to understanding the theory of the dishes prepared in class, personal research, and watching videos of upcoming techniques.

### STUDENT EVALUATION\*:

<b>PROFESSIONAL CULINARY</b>	<u>THEORY:</u>	<u>PRACTICAL</u>	
Recipe Video	10%	Daily Practical	20%
Mid-term written	10%	Mid-term practicals	15%
Final written	15%	Final Practical Service	20%
<b>TOTAL</b>	<b>35%</b>	Menu Development Exercises	10%
		<b>TOTAL</b>	<b>65%</b>
<b>PROFESSIONAL PASTRY &amp; BREAD MAKING</b>		Entremet Project	15%
Product Development	5%	Daily Practical	15%
Mid-Term written	10%	Mid-Term Practical	15%
Final written	10%	Individual Plated Desserts	5%
<b>TOTAL</b>	<b>25%</b>	Final Dessert Service	15%
		Final Practical	10%
		<b>TOTAL</b>	<b>75%</b>

\*Subject to change

## AUTHORIZATION FOR INDIRECT COLLECTION OF PERSONAL INFORMATION

Please be advised that under section 61 of the Private Training Act, the Registrar is authorized to collect, use and disclose personal information in accordance with the Registrar's regulatory duties under that Act. Accordingly, this institution is authorized to disclose your personal information to the Registrar for regulatory purposes.

I \_\_\_\_\_ (Student Name), hereby authorize "Northwest Culinary Academy of Vancouver" (NWCAV) to provide my name, contact information, personal identification information, details about my program of study, and amount of fees and tuition paid, directly to PTI for the purpose of:

- Advising me of my rights under the Private Training Act or Private Training Regulations,
- Administering the Student Training Completion Fund and / or
- Establishing and monitoring PTI standards for career training institutions.

The personal information on this form consisting of the student name, date of birth, gender, and postal code of the last known permanent address may be used to verify or assign a British Columbia Personal Education Number (PEN) to students. The main use of the PEN is to measure participation of the population in the post-secondary sector and for program research or evaluation.

Other uses of personal information may include purposes of identification, statistical reporting, investigating student complaints, determining tuition refund entitlements, measuring program performance, or other regulatory requirements. For research purposes, any information disclosed will be in a non-identifiable form.

I understand that I may withdraw my consent to the release of personal information by informing the institution in writing.

Upon completion of the program of study or other termination from the program, my academic record consisting of my transcript and diploma if issued, and this contract, will be stored for the purpose of maintaining an academic record archive in accordance with the PTI Bylaws.

PRINTED NAME

SIGNATURE of STUDENT or PARENT/LEGAL GUARDIAN

DATE

**STUDENT DECLARATION**

I certify that I have read, understood, and agree to the terms and conditions of this enrolment contract, and that I have received a signed copy of this contract. I certify I have met all admission requirements and understand they cannot be waived by either me or the Institution. I have read, understood and agree to the institution's following documents and a copy has been provided to me – dispute resolution / grade appeal policy, dismissal policy, admissions policy, attendance policy, refund policy, program outline, work experience policy (if applicable) I certify the information provided by me on this form is true and accurate and that I am 19 years of age or older.

*(If under the age of 19, a parent or legal guardian must sign the contract.)*

I hereby consent to the sharing of my enrollment and/or reporting information between Northwest Culinary Academy of Vancouver and Citizenship and Immigration Canada, as necessary for the purposes of the International Student Program, in accordance with applicable provincial privacy legislation.

I understand that the contract is legally binding when signed by myself and accepted by the institution.

PRINTED NAME

SIGNATURE of STUDENT or PARENT/LEGAL GUARDIAN

DATE

**INSTITUTION DECLARATION**

The institution agrees to deliver the program according to the terms of this contract. The institution reserves the right to make minor adjustments to the program curriculum and/or delivery. The institution certifies that the student has met the admission requirements for the program of study.

NAME OF ADMISSION OFFICER, REGISTRAR, AGENT, or SCHOOL OFFICIAL

*Owner-Chef Instructor or Lena Hackenbruch, Owner-Registrar*

SIGNATURE

DATE



# NORTHWEST

CULINARY ACADEMY

## Student Policy Manual & Student Handbook

Name \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_





## **DISMISSAL/EXPULSION POLICY:**

The following are considered grounds for potential immediate dismissal:

- Known illegal activity while on Academy's grounds (including all areas where students are undertaking school-related activities)
- Cheating or plagiarism
- Derogatory racial & sexual orientation remarks, or Sexual harassment
- Threatening behaviour (physical or verbal) towards others
- Being under the influence of alcohol or non-prescription drugs is prohibited while undertaking Academy-related activities
- Disrespect of Academy's rules of conduct & policies
- Failure to disclose medical information that may affect your ability to perform in the kitchen, or compromise the safety of yourself or your fellow students or instructors.

## **WITHDRAWAL POLICY:**

Should a student wish to withdraw from one of the academy's professional programs it must be done in writing, stating the reasons, the date, and be signed by the student or their parent/guardian. Please review the refund policy according to Private Training Institution (PTI), outlined in the Student Enrolment Contract attached to the Application for Admission, and found on the PTI website at [www.pti.bc.ca](http://www.pti.bc.ca). In the case of a discrepancy between the Refund Policy in the NWCAV documents and the one found on the PTI website, the version on the PTI will be deemed to be binding.

### **STUDENT ASSESSMENT / GRADES :**

PROFESSIONAL CULINARY	<u>THEORY:</u>		<u>PRACTICAL</u>
Quiz	5%	Cleanliness	10%
Mind Map Exercise	5%	Daily Practical 1 & 2	10%
Mid-term written	10%	Mid-term practicals	15%
Final written	10%	Final Practical Service	15%
<b>TOTAL</b>	<b>30</b>	Daily Assessment	10%
		<b>TOTAL</b>	<b>70</b>
PROFESSIONAL PASTRY BAKING			
Product Development	5%	Cake Project	10%
Mid-Term written	10%	Daily Practical 1 & 2	30%
Final written	10%	Mid-Term Practical	15%
		Final Practical	20%
<b>TOTAL</b>	<b>25%</b>	<b>TOTAL</b>	<b>75%</b>

### **NOTES :**

#### **\*\* Subject to change / confirmed on the first day of class**

- Practical work is performed in pairs but evaluated individually.
- The Northwest Culinary Academy of Vancouver reserves the right to change any part of the curriculum at its sole discretion.
- Passing grade is 70%. Only students whose financial account is in good standing & who have achieved a passing grade will receive diplomas on graduation day.
- Students accepted into the Professional One Year Culinary and Pastry/Bread Making program you must successfully complete each 15 week term prior to moving onto the next term.

## **NOTEABLE INFORMATION**

### **CLASS TIME:**

Students are asked to plan to **arrive ready for class 15 minutes** before the scheduled time. All professional classes run daily, Monday-Friday. We respect all Canadian statutory holidays. The **Culinary** class starts at **8:30am** sharp & usually end between 3:30pm – 4:15pm depending on workload. The **Pastry & Bread** course begins at **9:00am** and usually ends between 4:15pm – 4:45pm.

### **QUESTIONS & CONCERNS:**

Discuss all concerns with an instructor when you are experiencing difficulties during training. The Instructor's job is to help you succeed in your training at NWCAV in order to best prepare you for your future in your culinary/pastry career and ambitions.

### **CHEF'S UNIFORM:**

Must be worn at all times while at the Academy. Your NWCAV chef's uniform may only be worn off school grounds when on a school function or field trip.

Uniforms must be laundered by the students & kept clean, well pressed & professional in appearance at all times. 2 clean towels must be worn at all times.

Students must wear **BLACK, NON-SLIP, NON-SCUFF SHOES OR APPROVED CULINARY CLOGS** by day 1 of the program.

### GROOMING:

- Hair must be clean at all times; long hair must be tied back.
- No cologne or perfume allowed, as this competes with the aromas of ingredients.
- No nail polish may be worn. Nails to be kept short.

### DISPUTE RESOLUTION POLICY:

1. This policy governs complaints from students respecting NWCAV and any aspect of its operations. Student will not be subject to any form of retaliation as a result of filing a complaint.
2. All student complaints must be made in writing.
3. The student must provide the written complaint to the Lead Culinary Instructor (Tony Minichiello) who is responsible for making determinations in respect of complaints. If the Lead Instructor is absent or is named in a complaint, the student must provide the complaint to the Lead Pastry Instructor (Stacy Cherewyk).
4. The process by which the student complaint will be handled is as follows: The complaint will be reviewed by the Lead Instructor, receiving input from other floor instructors, as well as the affected parties as well as other interviews, as required. Then, if necessary, an investigation of events will be undertaken. The Lead Culinary Instructor will then arrive at a decision shortly thereafter.  
Written reasons for the determination will be provided to the student within 45 days after the date on which the complaint was made.
5. The student making the complaint may be represented by an agent or a lawyer.
6. If the student is or was enrolled in an approved program, is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, he or she may file a complaint with the Private Training Institutions Branch ([www.privateinstitutions.gov.bc.ca](http://www.privateinstitutions.gov.bc.ca)).

### GRADE APPEAL POLICY

If students want to appeal a practical or written grade, they can approach any instructor and go through the following process:

- 1) If it is a simple and blatant error in a theory exam, such as addition of grades, illegible writing, or a correct but outside the box answer
- 2) If a theoretical answer is incomplete or subjective (as for methodologies), then the instructor approached discusses and concludes the answer in question with at least another colleague.
- 3) If the student disputes a practical assessment, the instructor approaches at least two other instructors to come to a final conclusion.

In all cases, the student will be given a final decision within 24 hours, fully explained.

### DISCIPLINARY ACTION:

Should disciplinary action be required for any student, a written record of all student-instructor meetings (signed by the relevant instructors and students) will be supplied to the student and a copy kept in the student's permanent file at NWCAV. In cases where a student has been given three disciplinary warnings, the student may be subject to probation or dismissal/expulsion from the program.

### Tips on how to make the most out of your education at the academy

- Industry cooks and chefs are notorious for not getting enough sleep, exercise, healthy food and water in their daily lives. Not only do we emphasize a healthier lifestyle at the school, we encourage that you sustain this lifestyle for the rest of your lives.
- Don't be too hard on yourself! Enjoy the process and remind yourself that you are here to learn – mistakes will happen
- Leave personal baggage at home. Start each day fresh.
- Do not micromanage. Trust others. Be humble.
- Practice!

### Privacy Policy:

Northwest Culinary Academy of Vancouver collects students' personal information for the following reasons:

- To maintain student records as required by PTI.
- To keep students/graduates informed of activities of the school.
- To issue T2202As in accordance with Canada Revenue Agency

Students' personal information is not used for any other purpose.

For all full career training programs:

Northwest Culinary Academy of Vancouver retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. After seven years, the full student record is destroyed using a secure destruction method.

Northwest Culinary Academy of Vancouver uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor.

### LOCKERS:

Each student will be provided with a locker.

The Academy is not responsible for the loss of any personal property.

### LOST & FOUND:

Must be reported to the front desk.

### BREAKS:

Are scheduled by the floor instructor(s).

**Procedure for maintaining student files:**

1. Student personal information is collected throughout the student's attendance at the institution. All required information regarding the student is placed in the student file.
2. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, the Senior Education Administrator, and the School Owner.
3. When a student leaves the school either by withdrawal, dismissal or graduation a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a program credential is also prepared. These documents are signed by the School Owner and copies of the signed documents are placed in the student file.
4. Within 30 days of the student leaving school, copies of the Enrolment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage.
5. After documents are sent for long term storage, the full student file is placed in "inactive" student storage for one year.
6. At the end of one year, the student file is placed in "closed" storage for a further six years.
7. At the end of the seven year period, the full student file may be destroyed using a secure destruction method.

**Procedure for student access to the information on file:**

8. Students wishing to access the information in the student file must make the request to one of the Chef Instructors.

**Procedure for authorizing release of information:**

9. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation

**MISSION STATEMENT:**

To provide our learners with the most contemporary education, tools, teaching methods, and information; the development of advantageous attitudes and attributes necessary to gain greater access to an evolving industry; and a life-long support group throughout the graduate's trajectory.

To continuously upgrade teaching and administrative staff with the most updated tools, information, and support to continuously provide quality services to students and graduates.

To connect with industry peers in order to provide students and graduates with the most updated trends and innovations, as well as a wide network of potential employers.

**FINANCIAL AID:**

NWCAV is an Accredited Institution with Private Training Institutions under the Private Training Act. Therefore our professional programs qualify for student loans through provincial student loan organizations or Canada Student Loans and Major Canadian Banks.

## **REQUIRED EQUIPMENT & SUPPLIES:**

### **TEXTBOOKS:**

Students are required to have a copy of the appropriate textbook for your chosen course. You may purchase the textbook from NWCAV, or you may supply your own. Current pricing can be found on the Application for Admission

**Culinary:** The Food Lab by Kenji Lopez-Alt (**recommended**)  
Flavor Bible by Page and Dornenburg (**recommended**)

### **UNIFORMS:**

Student uniforms must be purchased through NWCAV. Details of the uniform package contents & current pricing can be found on the Application for Admission.

Students must purchase their own kitchen appropriate footwear. Footwear must be all black, non slip and non marking. We recommend that you purchase clogs or other footwear appropriate to situations in which you will be standing for long periods of time. Runners or Crocs are not safe for kitchen wear.

### **PROFESSIONAL STUDENT TOOLKITS:**

All students enrolled in the Professional programs at NWCAV are required to have a toolkit containing the items indicated below. You may purchase any of the toolkits from NWCAV (as a complete kit only), or you may supply your own. *If you will be supplying your own toolkit, please ensure it has all the same items as listed for your intended class.*

*If you have any questions please call 604.876.7653 or email [info@nwcaav.com](mailto:info@nwcaav.com)*

#### **Full Toolkit \$925**

8" Japanese-style chef's knife  
10" bread knife  
Paring Knife  
Boning Knife  
Knife Roll  
Wheel Type Dough Cutter  
6 " Knife Guard  
8 " Knife Guard  
Microplane (Rasp), Small Holes  
Peeler  
Metal Pastry Scraper  
Plastic Bowl Scraper  
Plating Tweezers  
Peelers  
Kitchen Shears (Scissors)  
Digital Thermometer  
3" pastry brush  
plastic cutters (reversible crinkle & plain edges)  
Set of Measuring Spoons  
4 ½" Off-Set Spatula  
7" Off-Set Spatula  
Tape Measure  
Large Pastry Bag  
Pastry Tips  
Melon Scoop  
Silpat  
Tool Bag  
Exacto Knife  
Sharpening Stone 1000/4000