



NORTHWEST

CULINARY ACADEMY

Student Policy Manual & Student Handbook

Name _____

Date _____

Signature _____

POLICY MANUAL

ADMISSION POLICY:

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.
- **Good general health**, to be confirmed by a physician in writing or sign waiver.
- **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 person giving 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 & debbie smartboard culinariusupport available at NWCAV.
- **Student Enrolment Agreement** completed & received by NWCAV, and **tuition/equipment payments** made according to the schedule outlined in the Student Enrolment Agreement.
- **Medical Insurance** – all students must have medical insurance in place (or sign the waiver) from the first day of class and throughout the duration of their studies at NWCAV, that covers them for normal & emergency medical expenses.
- **Permits/Visas** – foreign students must have all necessary permits in place prior to 45 days before start of class, as governed by Citizenship & Immigration Canada (www.cic.gc.ca). This may include one or more of the following: Study Permit, Work Permit (limited), or Temporary Resident Permit.
- **Tuition fees** must be received by the specified date according to the payment schedule outlined in this agreement.
- **Co-op:** In order to participate in the Co-op program, student must satisfactorily complete & graduate from one or both of the Professional Culinary and/or Professional Pastry & Bread program, and have maintained an attendance record with fewer than three days of unexcused absences. Student must have the approval of NWCAV Owner-Chef Instructors & the host Chef. Students may not be allowed to do a Co-op if the chefs feel that the student's general attitude, work ethic, and ability to work very well with others is not above average based on the daily practical reviews.
Note: NWCAV is required by law to inform Citizenship & Immigration Canada of any international students who do not qualify for, or do not participate in the Co-op program.
Practicums are 12 weeks or 480 hours (whichever comes first) and are arranged in consultation between the school and a host chef. As well, practicums must be completed

NWCAV reserves the right to refuse acceptance into its professional programs if it is determined that a student does not meet the admission requirements, in particular (a) if the student has not demonstrated sufficient academic potential as determined through entrance testing (if required), transcript evaluation, English communication skills or any other evaluation deemed appropriate for the program selected, and (b) the student does not meet all financial obligations related to enrolment and continuing enrolment as outlined in this Policy Manual and the Student Enrolment Contract.

ATTENDANCE POLICY:

When a student is absent, the following procedure must be adhered to:

Email the school to let us know that you will be absent; we want to make sure you are alright. It is advisable to have a doctor's note if you require seeing one.

Perfect attendance is an absolute requirement in the industry. Tardiness is considered disruptive & leaving early without the floor Instructor's permission compromises the end of the day for the rest of the class. Students with more than 3 days absent without a doctor's note or with 4 occasions of tardiness will not be eligible to pursue the Co-op Program. Students with more than 7 days late/absent (10% of the course) may be eligible for the final exams (at the instructors' discretion) but will not receive the Academy's diploma therefore will not be allowed to continue onto the next term. It may be deemed that a student's tardiness/lack of attendance is disruptive to the class as a whole and after 7 days, they may be asked to leave. Students should miss as little time as possible due to the intensive workload. Students with either 3 days absent or 5 days late will not be eligible to go on observations.

STUDENT CODE OF CONDUCT POLICY:

PROFESSIONAL STANDARDS:

Students entering any of the Academy programs are being trained for employment in the Professional Food & Hospitality Industry. As part of their training the Northwest Culinary Academy of Vancouver requests of all students the same professional standards as an employer would expect.

The Academy & its faculty demand all students maintain a professional standard of attitude and follow appropriate food handling guidelines. Potential employment & the Co-op Placement program are based as much on this professional attitude as on an ability to cook or bake.

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. 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 EVALUATION / GRADUATION POLICY:**

PROFESSIONAL CULINARY

	<u>THEORY:</u>
Quiz	5%
Mid-term written	10%
Final written	10%
TOTAL	25%

PROFESSIONAL PASTRY & BREAD MAKING

Mid-Term written	10%
Final written	10%
TOTAL	20%

PRACTICAL

Daily Assessment	30%
Practical Quiz	5%
Mid-term practicals	15%
Menu Development/ Food Truck Exercise	15%
Final Practical Service	10%
TOTAL	75%

Product Development	10%
Cake Project Daily Practical 1 &	10%
Daily Practical	25%
Mid-Term High Tea	15%
Lunch Service Final	20%

TOTAL 80%

NOTE:

**** 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 at approximately 3:30pm depending on workload. The **Pastry & Bread** course begins at **8:45am** and usually ends at approximately 4:15pm.

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 2 of the program. A student who does not wear kitchen appropriate footwear with **NOT** be sent on observations.

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 arrived 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.privatetraininginstitutions.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 T2202s 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:

International students do not qualify for Canadian student loans.

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**)
The 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 a toolkit 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@nwca.com

Culinary Toolkit - \$795	Pastry Toolkit - \$875	Pastry Supplemental Kit - \$175
8" Japanese-style chef's knife	8" Japanese-style chef's knife	
Paring Knife	Paring Knife	Bread Knife
Boning Knife	Bread Knife	Pastry Wheel
Handmade Canvas Knife Roll	Handmade Canvas Knife Roll	Plastic Cutters
6 " Knife Guard	6 " Knife Guard	Ruler
8 " Knife Guard	8 " Knife Guard	7" Off-set Spatula
Kitchen Notebook	Kitchen Notebook	Petal or Rose Tips: Wilton 125 or Ateco 124
Microplane (Rasp), Small Holes	Microplane (Rasp), Small Holes	Silpat
Peeler	Peeler	Cake Box
Metal Pastry Scraper	Metal Pastry Scraper	Banneton
Plastic Bowl Scraper	Plastic Bowl Scraper	Lame
Plating Tweezers	Plating Tweezers	
Kitchen Shears (Scissors)	Kitchen Shears (Scissors)	Culinary Supplemental Kit - \$95
Digital Thermometer	Digital Thermometer	Boning Knife
3" pastry brush	3" pastry brush	1000/4000 Sharpening Stone
Set of Measuring Spoons	Set of Measuring Spoons	
4 ½" Off-Set Spatula	4 ½" Off-Set Spatula	
16" Pastry Bag	16" Pastry Bag	
Pastry Tips - Round: Ateco 801, Star: Ateco 866,	Pastry Tips - Round: Ateco 801, Star: Ateco 866	
Small Tool Case	Petal or Rose Tips: Wilton 125 or Ateco 124	
Tool Bag	Small Tool Case	
Sharpening Stone 1000/4000	Tool Bag	
	Exacto Knife	
	Ruler	
	Cake Box	
	Banneton	
	Lame	
	Pastry Wheel	
	Plastic Cutters	
	Silpat	
	7" Offset Spatula	