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NORTHWEST  
CULINARY  
ACADEMY OF  
VANCOUVER

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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. (If you are unsure that your English skills are sufficient to successfully complete our programs, a culinary related English test can be arranged by NWCAV.)
- **Math skills (grade 10 or equivalent)** (if you are unsure that your math skills are sufficient, NWCAV can arrange a test to determine that your level of knowledge is sufficient for our programs)
- **Good general health**, to be confirmed by a physician in writing.
- **High School/equivalent and/or mature student (age 24+)**, confirmed through receipt of transcripts and/or identification.
- **Professional Character reference**, confirmed by receipt of reference letter and/or interview with person giving reference.
- **Interview** (in person 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.
- **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 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](http://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.
- **Practicum:** In order to participate in the Practicum program, student must satisfactorily complete & graduate from both the Professional Culinary and Professional Pastry & Bread program, and have maintained an attendance record with fewer than three days absent. Student must have the approval of NWCAV Owner-Chef Instructors & the host Chef. Students may not be allowed to do a practicum 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 Practicum program.

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:

Phone 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. For that reason, attendance is worth 7% of your final mark. Each day missed without a valid doctor’s note will result in 1% being subtracted from your final mark, and will be recorded as 1 day absent. Tardiness (more than 10 minutes late) & leaving early without the floor Instructor’s permission will result in ½% subtracted from your final mark & recorded as ½ day absent. Students with more than 3 days absent will not be eligible to pursue the Practicum Program. Students with more than 7 days absent (10% of the course) *may* be eligible for the final exams but *will not* receive the Academy’s diploma therefore *will not* be allowed to continue onto the next term. Students should miss as little time as possible due to the intensive workload.

If you miss a quiz & have a valid doctor’s note your marks will be averaged; without a note the quiz will be marked as zero.

Any students causing classroom disruption may be sent home at the sole discretion of the instructor in charge. Additionally the student will be marked absent for the day.

## 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 Practicum Placement program are based as much on this professional attitude as on an ability to cook or bake.

The Professional Programs are designed to best prepare the student for the professional industry. Students will be exposed to exercises that will challenge their skill-based development, and more importantly, their ability to cope and improve their time-management, stress management and team communication skills. These are skills deemed *essential* by culinary professionals in order to continue to develop and succeed in the industry. All students, irrespective of their goals after graduation, whether they be professional or non-professional, will be treated as if entering the industry and expected to respect and participate whole-heartedly in the daily class work.

## **DISMISSAL/EXPULSION POLICY:**

The following are considered grounds for potential immediate dismissal:

- Known illegal activity while on Academy's grounds
- Cheating or plagiarism
- Derogatory racial & sexual orientation remarks, or Sexual harassment
- Threatening and/or violent behaviour (physical or verbal) towards others
- Being under the influence of alcohol or non-prescription drugs is prohibited while in attendance at the Academy
- Disrespect of Academy's rules of conduct & policies
- Students found taking any items (including food) from the Academy will be immediately dismissed. Students may be asked to open personal bags, knapsacks, & backpack for inspection.
- Non-accidental damage of the Academy's properties
- Behaviour displaying insubordination, refusal to cooperate with instructors & schedules
- 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.
- Students may not represent themselves as being a "NWCAV Chef" or that they have any authority.
- Upon withdrawal / dismissal, all uniform jackets remain the property of NWCAV, and must be returned.

## **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 Career Training Institute Act (PCTIA), outlined in the Student Enrolment Contract attached to the Application for Admission, and found on the PCTIA website at [www.pctia.bc.ca](http://www.pctia.bc.ca). In the case of a discrepancy between the Refund Policy in the NWCAV documents and the one found on the PCTIA website, the version on the PCTIA will be deemed to be binding.

## **STUDENT EVALUATION / GRADUATION POLICY:**

<b>PROFESSIONAL CULINARY</b>	<b><u>THEORY:</u></b>		<b><u>PRACTICAL</u></b>
3 Quizzes worth a total of	10%	Attendance	7%
Mid-term written	10%	Daily Practical	16%
<u>Final written</u>	<u>13%</u>	Mid-term practical	10%
<b>TOTAL</b>	<b>33%</b>	Presentation	4%
		Food Costing Project	5%
		Final Practical	20%
		<u>Black Box</u>	<u>5%</u>
		<b>TOTAL</b>	<b>67%</b>
<b>PROFESSIONAL PASTRY &amp; BREAD MAKING</b>		1 Individual Cake project	5%
2 Quizzes worth a total of	10%	Food Costing Project	10%
1 Individual special interest project	3%	Daily Practical	15%
Mid-Term written	10%	Mid-Term Practical	10%
<u>Final written</u>	<u>10%</u>	Black Box	5%
<b>TOTAL</b>	<b>33%</b>	Final Practical	15%
		<u>Attendance</u>	<u>7%</u>
		<b>TOTAL</b>	<b>67%</b>

### **PRACTICUM**

Students must achieve 75% on the Practicum Final Review to pass the course.

- A Chef instructor will advise, approximately one week in advance, the actual date(s) of exams.
- Practical work is performed in pairs but evaluated individually.
- Students may not be allowed to do a practicum if the chefs feel that the student's general attitude, work ethic, and ability to work very well with other is not above average based on the daily practical reviews.
- The Northwest Culinary Academy of Vancouver reserves the right to change any part of the curriculum at its sole discretion.
- Passing grade is 65%+, Honours is 90%+. Only students whose financial account is in good standing & who have achieved a passing grade will receive diplomas on graduation day.

### **Note:**

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.

### **PROBATION PERIOD:**

NWCAV directors will inform any students who has demonstrated a lack of ability or aptitude towards the training program by the 20<sup>th</sup> day of the program (at the latest).

## **GRADE APPEAL POLICY:**

### **Policy:**

Because of the nature of grading the practical aspect of the Culinary and Pastry Arts (can be subjective to personal taste interpretation), the practical grades are always the average of 2 instructors assessment. Students are given three formal meetings during each term (scheduled one on one meetings with an instructor) to review and challenge their marks.

### **Procedure:**

- 1) First try to resolve the appeal through an open conversation during a one on one meeting with owners, chef/instructors Christophe Kwiatkowski and Tony Minichiello.
- 2) If necessary, place your complaint in writing and address it to the owners, chef/ instructors Christophe Kwiatkowski and Tony Minichiello.

## **NOTEABLE INFORMATION**

Students are to refer to the Chef Instructors as "Chef" when at the Academy.

Students may not claim affiliation with NWCAV without prior approval. They may not, for example, claim to be a chef from the Academy or that they have any authority to represent NWCAV.

## **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 & finishes at approximately 3:45pm depending on workload & daily menu. The **Pastry & Bread** course begins at **9:00am** and finishes 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 the culinary/pastry industry.

## **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. Please note that in the event of withdrawal / dismissal, all uniform jackets remain the property of NWCAV, and must be returned.

Alterations must be completed prior to the end of the first week.

Uniforms must be laundered by the students & kept clean, well pressed & professional in appearance at all times. Neckties, hats & clean towels must be worn at all times. Uniform cleanliness will influence your daily practical mark.

Students must wear BLACK, NON-SLIP, NON-SCUFF SHOES OR APPROVED CULINARY CLOGS by day 2 of the program.

## **GROOMING:**

- Hair must be clean at all times; long hair must be tied back.
- No cologne or perfume allowed.
- Minimum makeup.
- No nail polish may be worn. Nails to be kept short.
- Male students to shave daily. Existing beards & moustaches must be kept trim & clean.
- Jewellery kept to a minimum.

## **All students are required to:**

- Attend training on a full time basis, including arriving & leaving on time.
- Complete & submit all assignments on time, in a clean & legible format.
- Schedule outside appointments before/after class. Keep in mind that classes may end at different times each day.
- Discuss all questions & concerns with an instructor when experiencing difficulties during training.
- Notify the school immediately of changes to medical condition, local address, & phone numbers.
- Adhere to all policies set out in the Policy Manual, Student Handbook and the Student Enrolment Contract.

## **DISPUTE RESOLUTION POLICY:**

### **Policy:**

Except in any instance involving illegal activity, Individuals should always try to resolve issues informally. Illegal activity should be brought to the attention of the "Floor Instructor" immediately. If a more formal approach becomes necessary in a general dispute, the Academy provides a fair & reasonable mechanism for resolution as follows.

### **Procedure:**

- 3) First try to resolve issue through an open conversation with the other party.
- 4) if necessary: Place your complaint in writing & address it to the "Floor" Instructor (floor instructor refers to the Chef Instructor who was in charge of the class when the event/issue arose). He/ She will request submissions from all involved parties, including witnesses, conduct an investigation & set up a meeting within 48 hours. The floor instructor will provide a written decision to all parties within 24 hours after the meeting.
- 5) if necessary: Repeat step 2 with either one of the two owners, (Christophe Kwiatkowski or Tony Minichiello).
- 6) if necessary: The parties will appoint an outside mediator/arbitrator, for which the Academy will bear the cost of the process.

## **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.

# Student Handbook

## Required Equipment & Supplies

### 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*

<u>Culinary</u> \$532	<u>Full Pastry</u> \$585	<u>Pastry Supplement</u> \$123.20
8" chef's knife	8" chef's knife	(if you already have the culinary kit)
6" non-flex boning knife	paring knife	
paring knife	10" bread knife	
10" bread knife	knife guards	1/2 sheet silpat
Sharpening stone	12" honing steel	plastic cutters (reversible crinkle & plain edges)
knife guards	Peeler	large pastry brush
12" honing steel	Microplane (rasp), small holes	melon baller
Microplane (rasp), small holes	metal pastry scraper	wheel type dough cutter
peeler	plastic bowl scraper	measuring tape
metal pastry scraper	kitchen shears (scissors)	2 round & 2 star piping tips (S, L)
plastic bowl scraper	set of measuring spoons	heat resistant rubber spatula
kitchen shears (scissors)	plastic cutters (reversible crinkle & plain edges)	Box Cutter or Exact-o Knife
set of measuring spoons	digital thermometer	9" off set spatula
tongs	large pastry bag	
small off-set spatula	3 round & 3 star piping tips (s,m,l)	
large pastry bag	pastry brush 1 1/2"	
round tip & star tip (med)	large pastry brush	
pastry brush 1 1/2"	citrus zester	
set round ss cookie cutters	heat resistant rubber spatula	
citrus zester	measuring tape	
digital thermometer	tongs	
fish pliers	small off-set spatula	
tool bag	1/2 sheet size silpat	
	9" off-set spatula	
	melon scoop	
	wheel type dough cutter	
	Tool bag	
	Box Cutter or Exact-o Knife	

### 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:** "On Cooking" by Sarah Labensky, 4<sup>th</sup> Canadian Edition (ISBN-13: 9780131588219)  
**Pastry:** "On Baking" by Sarah Labensky, 2<sup>nd</sup> Edition (ISBN-13: 9780131579231)

### UNIFORMS:

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

**LOCKERS:**

Each student will be provided with a locker. Only combination locks are accepted. The Academy is not responsible for the loss of any personal property.

**LOST & FOUND:**

Must be reported to the front desk.

**THEFT:**

Students found taking any items (including food) from the Academy without permission may be immediately expelled. Students may be asked to open personal bags, knapsacks, & backpack for inspection. In order to reduce the risk of theft from the outside, it is mandatory that the rear door be kept firmly shut at all times – even if you are only stepping outside for a moment.

**SMOKING:**

Permitted only during scheduled breaks, outside the garage door & within property lines. Cigarette butts must be disposed in the available ashtray.

**BREAKS:**

Are scheduled by the floor instructor(s).

**FOOD:**

All prepared & unprepared food may be consumed during the allocated mealtime; no food item to leave the Academy without floor instructor's consent.

There is to be no exchanging of food between the Culinary and Pastry classes.

**BEVERAGES:**

Coffee or tea is available during first demonstration only. No other beverages may be consumed except for water in non-glass containers at cooking stations. Water will be served at meal time (wine pairing on specific days). Students to bring their own mug/cup by the second day of class.

**PHONE & PHOTOCOPIER:**

The Academy's phone is for student's use only in the case of an emergency.

The Academy's photocopier is not for student use.

Cell phones are not to be used in the kitchens or during class time.

**COMMUNITY CULTURE VALUES**

As a community, we value & support:

**Self Responsibility**

- to take responsibility for my thoughts
- to manage my experience appropriately without negatively impacting others
- to take ownership of tasks
- to find creative solutions to problems
- to be courteous & cultivate awareness of my projections onto colleagues
- not to complain
- not to blame

**Teamwork**

- to work collaboratively
- to support myself & others in healthy, positive ways
- to support my own & my colleagues' strengths
- to contribute to the greatest & highest good of NWCAV at all times
- to be open to ideas, opinions, perceptions & beliefs of other team members
- to support leadership decisions
- to be selfless, and set aside my ego for the good of the group

**Open Communication**

- not to gossip
- to remind myself & my colleagues of this agreement
- to resolve issues as they arise
- to discuss difficult issues directly with the person involved
- to seek to understand another colleague's point-of-view when raising issues

**CHECKLIST FOR DAY ONE:**

- If student has not paid in full prior to the start of classes, full tuition must be secured on day 1 by post-dated cheques or pre-authorized Visa or MasterCard.
- Please bring with you:
  - combination lock
  - your shoes (see application for description of acceptable shoes)
  - elastic for long hair
  - small paper pad, pens, pocket calculator, 6"/15cm plastic ruler
  - proof of medical insurance coverage (if you have not already submitted this)
  - study permit, work permit and temporary resident permits (if required for foreign students)
- You will be given:
  - your uniform (student to have pants hemmed by the end of the first week)
  - your tool bag (if purchasing through NWCAV)
  - your textbook (if purchasing through NWCAV)
  - curriculum binder & student handbook