



الأكاديمية الملكية لفنون الطهي

# ACADEMIC CATALOG

JORDAN





**Valid for the following intakes:**

**April 2017 and October 2017**

The content of this catalog is for the information of the student. It is accurate at the time of publishing but is subject to change from time to time as deemed appropriate by the Academy in order to fulfill its mission or to accommodate circumstances beyond its control. Any such changes may be implemented without prior notice and without obligation and, unless specified otherwise, are effective when made.

The web published version is considered the latest and applies.

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## 1 | WELCOME TO THE ROYAL ACADEMY OF CULINARY ARTS

Educating beyond the curriculum is one of the most important characteristics of the Royal Academy of Culinary Arts. Our learning environment enables students to develop their creativity, work ethics, leadership, team building, and many other key life skills that are essential to future personal and professional success.

The purpose of this academic catalog is to provide detailed information about what students should expect from the Royal Academy of Culinary Arts and to provide a comprehensive understanding of what the Royal Academy of Culinary Arts expects from them.

The Royal Academy of Culinary Arts is an accredited instructional campus of Les Roches, Switzerland.

The admission standards, curriculum, academic regulations, and operations are controlled and administrated by Les Roches, Switzerland.

These quality assurance standards guarantee that you will experience an international education throughout your study program.

The Royal Academy of Culinary Arts/ Affiliate of Les Roches will provide students with the opportunity to acquire industry-relevant, transferable skills. Our educational approach balances craft-based learning with theory which helps students to develop a solid foundation to successfully initiate and manage their future career path.

The culinary and hospitality industries offer exciting job opportunities for young people who are seeking an exciting, fascinating and rewarding career and who want to be a part of a fast-changing and very innovative, dynamic world.

Welcome to the Royal Academy of Culinary Arts

A handwritten signature in black ink, appearing to read 'Jacques Rossel', with a stylized flourish extending to the right.

Jacques Rossel  
Culinary Operation Manager

## 2 | HISTORY OF THE OPERATING MANAGEMENT COMPANY



Les Roches, an international institute for people above eighteen who have passion for cooking, was founded in 1954 by Messrs. Marcel and Jean-Pierre Clivaz. During its first years, this establishment came to be well-recognized throughout France and Italy. Five years later, students from Europe and the United States of America started attending the school. In 1959, the number of students rose to 220 students who had come from 60 different countries from all over the world. Afterwards, two other brothers, Roger and Francis, joined the family team.

In 1979, as a result of the prevailing world-wide economic conditions and the growing demand abroad, Les Roches International School became “Les Roches” Hotel and Tourism School that teaches its curriculum in English language.

On June 21<sup>st</sup>, 1986, a management contract was signed between Gesthotel SA, a limited company owning the school property, and the Swiss Hotel Association, which is recognized by the Swiss Federal Department of Economics.

On January 1<sup>st</sup>, 1987, the school had been approved by the Swiss Hotel Association, under the name of: Swiss Hotel Association Hotel Management School Les Roches.

In 1991, Les Roches became the first school to be accredited by the New England Association of Schools and Colleges. In 2000, the School was acquired by the Sylvan International Universities, a branch of Sylvan Learning Systems, USA. Les Roches became the Hospitality Center of Excellence for Sylvan International Universities, which has campuses in the United States, Mexico, Chile, Spain and other global locations.

In 2003, Les Roches and Glion Institute of Higher Education have become part of a system working together using shared services which provide a superior university experience for full-time and working-adult students worldwide.

In 2004, Sylvan became Laureate Education Inc.

After a bidding and due diligence process, Laureate Education Inc. came to an agreement with French investment company Eurazeo to transfer the ownership of the Swiss hospitality management institutions, Glion and Les Roches, and their branch affiliate campuses, contingent on necessary regulatory approvals. This process has been finalized on May 31<sup>st</sup>, 2016, upon receiving the required approval from NEASC.



Les Roches has built a sophisticated, international platform for hospitality education, with campuses in Bluche/ Crans Montana, Switzerland; Shanghai, China; Marbella, Spain; Chicago, United States of America; and Amman, Jordan.

Les Roches offers the Swiss Hotel Association “Diploma”, a bachelor in Business Administration in International Hotel Management, and another in Science (honors) in Food Services Management. In addition, it offers a UEM Master’s in Business Administration with a specialization in Hotel Management, Marketing, or Accounting.

In 2005, Les Roches was accredited by the New England Association of Schools and Colleges, Inc. through its Commission on Institutions of Higher Education.

In 2006, the name was changed to Les Roches International School of Hotel Management.

In 2010, an independent survey conducted by Taylor Nelson Sofres (TNS) in the UK rated Les Roches as one of the best hotel management schools in the world.

In 2011, the enrollment number at Les Roches exceeded 1,250 students, and several new teaching and operation facilities were added to the campus; such as a new practical training kitchen and à la carte restaurant, as well as a student sports bar.

### 3 | GENERAL PURPOSE

The Royal Academy of Culinary Arts, an affiliate of Les Roches International School of Hotel Management, is a non-profit private Jordanian associate university college. The institution offers a two-year diploma in Culinary Arts which is accredited by Les Roches by NEASC (New England Association of Schools and Colleges) and its commission on higher education as a teach-out campus. The Royal Academy of Culinary Arts/Affiliate of Les Roches provides its curriculum in English language to students of any race, nationality, sex, color, religion or creed who have successfully completed a full secondary school program.

We expose our students to a broad range of courses covering the interrelated areas of the culinary industry. We provide them with theoretical courses accompanied with practical, craft-based learning, and in addition to internships in recognized hotels, restaurants or related institutions. Students' intellectual abilities are further developed through the general education courses of the diploma program.

Our objective is to provide students with a high-level of education in the field of culinary arts in various operations of the culinary industry. By the end of the two-year diploma program, graduates of the Royal Academy of Culinary Arts/ Affiliate of Les Roches will have developed competencies in a range of technical, organizational and administrative skills and will be able to progress through the ranks of the culinary management hierarchy.

We develop students' abilities to initiate and manage change by confronting them with the contemporary issues and challenges that are facing the industry. We strive to promote an awareness and understanding of international culinary practices and encourage students to work together in a team to improve interpersonal skills.

Graduates of the Royal Academy of Culinary Arts/Affiliate of Les Roches embark upon their careers with confidence, armed with knowledge, basic experience and interpersonal skills which allow them to succeed.



## **4 | MISSION AND VALUES**

### **4.1. LES ROCHES MISSION**

Les Roches International School of Hotel Management prepares students who are committed to an international career in the hospitality and service industry for success. Its model hospitality education programs balance theory with practice, independent learning with strong faculty support and mentorship, which provide a solid foundation for lifelong learning. Guided by its mission, Les Roches ensures that students acquire personal and professional skills for immediate employment and progression into leadership positions in the industry. Through its global network of campuses and educational sites, the Les Roches model of education consistently complies with high academic standards and integrated resources to grant accessibility to hospitality education throughout the world.

The values that guide Les Roches communities worldwide that work toward a common vision are to:

- Practice and teach the Swiss work ethos
- Demonstrate understanding and respect for cultural differences
- Develop leadership, teamwork, and entrepreneurship
- Foster a global perspective
- Act with integrity
- Engage with industry and educational partners
- Act responsibly in the development of a sustainable environment

### **4.2. ROYAL ACADEMY OF CULINARY ARTS/AFFILIATE OF LES ROCHES MISSION**

The Royal Academy of Culinary Arts will be the market leader in the region for culinary education. Through its commitment to quality, innovation and an industry-relevant educational program, coupled with the highest values of social integration, the Royal Academy of Culinary Arts ensures that its graduates will become its finest ambassadors in this important economic sector.

### **4.3. THE AIM**

The aim of the Royal Academy of Culinary Arts is to provide the industry with more than just culinary graduates and to give its students more than just culinary qualifications. The ultimate goal of the Academy is to provide the industry with future leaders, trendsetters, entrepreneurs and innovators. Furthermore, the academy will ensure that its graduating students possess valuable transferable skills; such as the spirit to achieve, self-discipline, respect, integrity, adaptability, and motivation for lifelong learning.

#### **4.4. OPERATIONAL PHILOSOPHY**

The Royal Academy of Culinary Arts is well-equipped with modern and functional teaching facilities that allow students to achieve skills that are directly transferable to the industry.

Great importance is placed on the selection criteria of the students to ensure that the admitted students are dedicated to the high standards of the institution and its program.

All instructors at the Royal Academy of Culinary Arts are top professionals and teach with the highest international culinary standards. The faculty and facilities, the high-performance atmosphere, and the commitment to high quality and efficiency guarantee that effective learning takes place.

#### **4.5. VALUES**

As an affiliate of Les Roches, the Royal Academy of Culinary Arts shares the same values that guide Les Roches. (Refer to 4.1).

The Royal Academy of Culinary Arts is accredited as a teach-out campus through Les Roches by NEASC (New England Association of Schools and Colleges) and its Commission on Higher Education.

Les Roches, the managing operator of the Academy, has numerous accreditations and professional memberships in various organizations worldwide, signifying its determination to maintain the highest possible educational standards.

## **5 | APPROVAL, ACCREDITATION, RECOGNITION & MEMBERSHIPS**

The Royal Academy of Culinary Arts under the umbrella of Les Roches, International School of Hotel Management, Switzerland, has achieved the following approval, accreditation, recognition and membership:

### **5.1. NEW ENGLAND ASSOCIATION OF SCHOOLS & COLLEGES**

Les Roches International School of Hotel Management is accredited by the New England Association of Schools and Colleges, Inc. through its Commission on Institutions of Higher Education.

Accreditation of an institution of higher education by the New England Association indicates that it meets the criteria for the assessment of the institutional quality that is periodically applied through a peer review process. An accredited college or university is one which has the necessary resources available to achieve its stated purpose through appropriate educational programs, is substantially doing so, and it gives reasonable evidence that it will continue to do so in the foreseeable future. Institutional integrity is also addressed through accreditation.

### **5.2. STATE (CANTON) OF VALAIS DEPARTMENT OF EDUCATION**

In 2002, the Education Department of the Canton of Valais recognized Les Roches as having degree-awarding status. This was a major step in the school's position within the Swiss education system.

### **5.3. JORDAN MINISTRY OF HIGHER EDUCATION**

The Royal Academy of Culinary Arts is accredited in Jordan by the Ministry of Higher Education through Al Balqa Applied University as a Junior College.

Students who would like their RACA Diploma to be validated by Jordan Ministry of Higher Education must possess a Tawjihi certificate, and pass the three additional required subjects: Islamic Culture, Military Awareness, and Arabic Language. These courses will be administered by the Royal Academy of Culinary Arts and delivered during Semester. Another requirement that must be achieved in order to validate the Diploma is to pass the Al Balqa's comprehensive examination.

### **5.4. TEDQUAL**

UNWTO TedQual Certification System is a certification of a voluntary nature that seeks to facilitate the continual improvement of tourism education, and training and research programs through the definition of a set of standards of quality for tourism education.

### **5.5. SWISS CULINARY FEDERATION**

In January 2014, the Royal Academy of Culinary Arts has received the accreditation from the Swiss Culinary Federation as the first School worldwide. It is worth mentioning that the Swiss Culinary Federation is the umbrella organization for the culinary profession and it is in charge of the Swiss culinary education in Switzerland.

## 6 | ENTRY QUALIFICATIONS

### 6.1. ADMISSION REQUIREMENTS

- Applicants must be aged 18 or over.
- A completed application form with all required attachments must be submitted and an application fee of JOD 25 must be paid.
- A completed hand written letter of motivation (250 words) in English of stating the reason why the applicant wants to study culinary arts at RACA
- An official copy of applicant's high school diploma or equivalent; Non-Tawjihi high school diploma must be validated by the Ministry of Education.
- A valid medical certificate
- If English is not the applicant's mother tongue, he/she must enclose a copy of one of the following:
  - TOEFL minimum score 500 (PBT), or 60 (IPT).
  - IELTS with minimum overall band of 5.0
- Applicants who have studied (abroad) outside Jordan are also required to provide the following:
  - Comprehensive information in English about the school or college with an explanation of the grading system.
  - Letter of recommendation from a teacher or guidance counselor.

#### CULINARY CERTIFICATE:

Students who do not have Tawjihi will be given the opportunity to receive the same two-year curriculum exposure at RACA as with the diploma program. However, they will not be able to validate their certificate by the Ministry of Higher Education. After successfully passing all the examinations and earning all credits, students will be awarded the Certificate in Culinary Arts level 1 and level 2.

All students will have the opportunity to sit for the Les Roches external examination and if they successfully pass this examination, they will be rewarded the Diploma in Culinary Arts from Les Roches, Switzerland.

## 6.2. PROGRESSION POLICY

Students are required to confirm their intentions for each successive semester. This procedure is intended primarily as a confirmation of the student's plans rather than a reappraisal of accepting him/her. Progression forms are circulated to students as part of their final report packet.

### 6.2.1. Withdrawal from the Academy

Students may withdraw from the Academy at any time; however, **tuition fees are non-refundable and paid fees will be forfeited**. If the student wishes to re-join the Academy later, the possibility of completing the unfinished program depends on how the time of withdrawal corresponds to the time of re-joining, and a new tuition fee and payment schedule will be communicated. However, **a maximum of four consecutive semester's postponement will be accepted**. After that, the program will have to be restarted from the beginning. The applicant will have to take the program all over again

## 6.3. TRANSFER

### 6.3.1. Transfer to Les Roches

Students who successfully complete the two-year diploma program with full credits and successfully pass the external examination have the opportunity to enroll into Les Roches Bluche, Switzerland, Les Roches Marbella, Spain or Les Roches Chicago, US for degree completion in International Hospitality Management.

Students who wish to transfer must fill out and submit a requisition for the intent to transfer to the registrar before the completion of their first year of study. Students who wish to transfer to any campus of Les Roches must earn the RACA diploma with full credits and pass the Les Roches external exam.

The academic office will conduct an interview with students who express the intent to transfer and will initiate the transfer process with candidates who fulfill the requirements.

### 6.3.2. Transfer to the Royal Academy of Culinary Arts from another Institution

The Royal Academy of Culinary Arts/ Affiliate of Les Roches recognizes credits earned at other accredited institutions and transfers are welcome. Requirements for the decision-making process are the following:

- A completed application form with all pertinent attachments must be submitted and an application fee of JOD 25 must be paid
- A letter of recommendation should be submitted
- An official transcript from the previous colleges and/ or schools and a copy of the program catalog
- Application for transfer must be submitted to the registrar who will confer with the academic office to agree on the transferability and entry point
  
- Students with appropriate previous certified learning will be admitted into the course. The program that the students will follow will be designed to meet the students' learning needs based on organizational constraints. The program will be agreed with the academic office.
- Students who transfer to the Royal Academy of Culinary Arts/ Affiliate of Les Roches programs are required to take at least 60% of the diploma program.
  
- If English is not the applicant's mother tongue, please enclose a copy of one of the following:
  - TOEFL minimum score of 500 (PBT), or 60 (IBT).
  - IELTS minimum overall band of 5.0

## 7 | CALENDAR

Semester	Application	Interview	Payment	Registration	Induction	1st Day of Class
April 2017	February 26 <sup>th</sup>	March 2 <sup>nd</sup>	March 26 <sup>th</sup>	April 2 <sup>nd</sup>	April 4 <sup>th</sup>	April 9 <sup>th</sup>
October 2017	August 27 <sup>th</sup>	September 3 <sup>rd</sup>	September 24 <sup>th</sup>	October 1 <sup>st</sup>	October 3 <sup>rd</sup>	October 8 <sup>th</sup>

### 7.1. APPLICATION DEADLINES

The application process for the academy starts seven weeks before the beginning of the semester. Students' applications must be submitted at least four weeks prior to the semester starting date to ensure a smooth arrangement of the interview process.

### 7.2. INTERVIEWS AND ACCEPTANCE

Interviews are considered a vital part of our acceptance procedure. Upon receiving all the required admission papers from the applicant, all interviews are scheduled on the academy premises.

Students who get the approval will receive an acceptance letter to enroll at the academy.

### 7.3. PAYMENT

Payments should be made in Jordanian Dinars no later than seven days prior to the beginning of the registration day and to be deposited directly to the Academy's bank account by bank transfer, cash, check or credit card. Students will not be permitted to begin their studies until the payment for the semester has been received. Academic certificates and diplomas of graduating students will only be issued once all outstanding payments have been made.

## **8 | INFORMATION TECHNOLOGY EQUIPMENT POLICY**

The IT facilities at the Academy are here to support the learning process of students. Computers may only be used for work and research that need to be done to achieve the objectives of the courses. Students who would like to bring their own laptops to do work may do so with the understanding that they are not allowed to use the academy's network setup unless they have received clearance and authorization from the IT manager to do so.

### **8.1. SET-UP FEES**

Students who request and have received authorization to use their own laptops/ipad and the academy's network, will be charged a one-time JOD 60 network set-up fee at the beginning of each semester. If the machine has been significantly altered by the student during the semester, we reserve the right to charge the set-up fee again.

### **8.2. IT SUPPORT**

It should be noted that the Royal Academy of Culinary Arts/ Affiliate of Les Roches does not offer service, maintenance, or any business solutions to support students' laptops.

### **8.3. PERSONAL LAPTOP POLICY & INTERNET**

- Students must register their laptop with the IT department
- A set-up fee must be paid to the accounting department
- Access to the academy's internet network must be authorized by the IT department
- The IT manager has the authority to scan a student's laptop at any time
- If any student's laptop causes harm to the academy's internal network, the IT manager possesses the authority to deny the student's access to the Internet
- Internet access at the academy is strictly for studying purposes only
- Gross negligence, harmful use, downloading illegal or inappropriate content, or not following the established IT procedures may result in a student being expelled from the academy.



## **9 | FEES, FINANCIAL AID AND SCHOLARSHIPS**

### **9.1. FINANCIAL AID FOR ENROLLED STUDENTS**

Financial aid is considered within the limits of available funds, and might be offered in collaboration with other parties to help enrolled students whose financial situation has dramatically changed in a way that could not have been anticipated upon enrollment. It is a last resort that should be sought only after all other possible financial aid options are deemed impossible, and a documentation to support the request is required. Supporting documents as requested by the Royal Academy of Culinary Arts/ Affiliate of Les Roches should be attached along with a comprehensive explanation clarifying the reason why assistance is being requested.

Financial aid applications should be submitted to the Marketing department one month before the new semester starts, and the department will liaise with the Finance Office. A decision will be made based on the documentation received and the current academic standing of the student. Afterwards, the scholarship provider and the management approve the final decision in writing.

If a student who receives financial aid needs to retake a course, he or she will be asked to pay for the course in full. Students who are on a financial aid program will not be issued the final diplomas and transcripts until payment has been fully settled.

### **9.2. SCHOLARSHIP POLICY**

Students who are granted scholarships must meet the conditions of the scholarship agreement. If any part of the agreement is breached, the scholarship will be revoked immediately.

#### **9.2.1. Scholarship Conditions:**

- Students must pass all subjects with a minimum grade of 65% and an overall grade of 70%
- Students may only miss classes due to interviews or illness
- All absences must be justified by a doctor's notice or a letter that need to be submitted to the registrar to check its validity from the Academy's Registrar
- Students are expected to maintain a perfect disciplinary mark of 6.0 and should under no circumstances fall below 5.0 in any given semester.
- Students who receive a RACA scholarship may be requested to do community service, operations or promotional work for the Royal Academy of Culinary Arts/ Affiliate of Les Roches or any other parties contributing to the scholarship. For each percentage point of scholarship granted, the student may be asked to do one hour of work

### **9.3. OTHER CONDITIONS**

Non-payment of fees at the appropriate time may result in expulsion from classes and eventually-from the Academy.

## 10 | ACADEMIC PROGRAMS

### 10.1. CULINARY ARTS DIPLOMA PROGRAM

The objective of the Culinary Arts Diploma program is to educate students to a level of all-round culinary competency and to prepare students to enter to be involved in the culinary industry with confidence. The program educates students in craft-based learning environments, helping them to acquire the appropriate operational and supervisory skills, knowledge, and attitudes for their personal and professional goals. Alternatively, students can continue their studies at Les Roches Bluche, Switzerland; Les Roches Marbella, Spain, or Les Roches Chicago, the United States of America.

#### 10.1.1. Learning Outcomes

By the end of the program, students will be able to:

- Perform effectively in a variety of culinary operational settings.
- Demonstrate an understanding of the best practices with regards to kitchen organization, quality, hygiene and teamwork.
- Use the knowledge they have gained to develop culinary managerial competencies in a junior management setting.
- Employ common skills that enhance their effectiveness in a personal and professional context.
- Demonstrate understanding and awareness of moral and ethical issues in culinary industry organizations.

## 10.1.2. PROGRAM CONTENT

### BASIC SEMESTER

Course Name	Code	Pathway	Periods per Semester		Les Roches Credits	RACA Credits	Pass Mark
			Theory	Practical			
Culinary Basic Craft Based learning	CUL 111	Culinary		160	2	3	55%
F&B Service Techniques	CUL112	Culinary		160	2	3	
Stewarding & Cleaning Science	CUL 113	Culinary		80	1	3	
SerfvSafe & Food Hygiene	CUL 114	Culinary	45		3	3	
Culinary & Beverage Science	CUL 115	Culinary	45		3	3	
<b>Languages</b>							
Basic English communication & writing skills	GEN 211	General	45		3	1.5	
<b>or</b>							
Intermediate English Communication & writing skills	GEN 212						
Arabic Language (optional, see section 5.3)	GEN 213	General	(66)		0	(3)	
<b>General Education</b>							
Basic Computer Skills	GEN 221	General	30		2	3	
<b>or</b>							
Advanced computer skills	GEN 222						
<b>Total Hours</b>			<b>565/ 631</b>		<b>16</b>	<b>19.5/ 22.5</b>	

### ADVANCED SEMESTER

Course Name	Code	Pathway	Periods per Semester		Les Roches Credits	RACA Credits	Pass Mark
			Theory	Practical			
Culinary Advanced Craft Based Learning	CUL 116	Culinary		160	2	3	55%
Pastry & Bakery Basic Craft Based learning	CUL 117	Culinary		160	2	3	
Menu & Recipe Development	CUL 118	Culinary	45		3	3	
Food Purchasing & Culinary Financial Principle	CUL 119	Culinary	45		3	3	
Culinary Concept & Banquet management	CUL 120	Culinary	45		3	3	
<b>Language</b>							
Effective Communication	GEN 214	General	45		3	1.5	
<b>or</b>							
Advanced Communication	GEN 215						
<b>or</b>							
Foreign Language	GEN 216						
<b>General Education</b>							
Organizational Behavior in Hospitality & Tourism	GEN 223	General	45		3	3	
Professional Development & Performing Arts	GEN 224	General	45		3	3	
<b>Total Hours</b>			<b>590</b>		<b>22</b>	<b>22.5</b>	

## INTERNSHIP

Course Name	Code	Pathway	Periods per Semester		Les Roches Credits	RACA credits	Pass Mark Evaluation and work book
			Theory	Practical			
Industry Internship	Intern 311	Culinary		22 weeks	2	6	Pass/ Fail

## CONTEMPORARY SEMESTER

Course Name	Code	Pathway	Periods per Semester		Les Roches Credits	RACA Credits	Pass Mark
			Theory	Practical			
Culinary Contemporary Craft Based Learning	CUL 121	Culinary		240	3	3	55%
Pastry & Bakery Advanced Craft Based Learning	CUL 122	Culinary		160	2	1.5	
Quality Management & Culinary Supervision	CUL 123	Culinary	45		3	3	
<b>Languages</b>							
Effective Business Communication or	GEN 217	General	45		3	1.5	
<b>or</b>							
Advanced Business Communication	GEN 218						
<b>or</b>							
Foreign Language	GEN 219						
<b>General Education</b>							
Principle Science of Nutrition	GEN 225	General	45		3	3	
Sensory Evaluation & Flavor Pairing	GEN 226	General	45		3	3	
Islamic Culture (optional)	GEN 227	General	(30)		0	(3)	
<b>Total Hours</b>				<b>580/ 610</b>	<b>17</b>	<b>15/ 18</b>	

### CERTIFICATE IN BASIC CULINARY ARTS

After successful completion of the one-year-study program, students could exit the program with a Certificate in Basic Culinary Operation. It is very important that students who would like to exit at the certificate level to inform the academy in writing, addressed to the registrar at the end of their first semester. Students will not be issued a certificate if they fail to do so. The same deadline applies to students who would like to transfer from the certificate to the diploma program.

### TRANSFER TO LES ROCHES CAMPUSES

Students who wish to transfer to Les Roches should contact the registrar to receive all required information.

## Total Hours and Credits for Diploma

Periods Distribution	Periods	Les Roches Credits	Equivalent Jordanian Credits
Practical Contact Periods	1120	14	22.5
Theoretical Core Subjects	135	9	9
Theoretical General Education	480	32	19.5
Optional subjects	96	0	6
Guided Industry Exposure	1000	2	6
<b>Total</b>	<b>2735/ 2831</b>	<b>57</b>	<b>63/ 69</b>

## 11 | COURSE DESCRIPTION

### Semester 1

#### **CUL 111 Culinary Basic Craft-Based Learning**

The course helps students in developing the basic skills required to prepare food. Students will develop skills in all major cooking methods using proper hygiene, energy conservation, and wastage prevention. Students will learn to appreciate quality and gain an understanding of raw materials. The course is designed for students both individually and in teams to produce quality food in an effective and efficient way. Students are exposed to the main systems of food production from modern free-flow concept, à la carte, and fast food to classical banquet production. At this level an introduction to recipe management software will be given.

The kitchen working environment will provide the student with the opportunity to learn the proper use and maintenance of kitchen equipment. The practical class activities will foster skills in planning, prioritizing and time management. At the same time, the student will learn to respect procedures and instructions. Moreover, Students will be encouraged to develop their sense of responsibility and teamwork. The theoretical knowledge learned is based on industry-relevant requirements and will assist students in selecting and combining ingredients correctly.

#### **CUL 112 F&B Service Techniques**

Craft-based learning in food and beverage service techniques offers the students foundation-level skills and knowledge. Students will be prepared to work effectively and efficiently by working in teams to provide timely and appropriate food and beverage service. Demonstrations, simulations and practical activities performed by the students will familiarize them with aspects of modern and classical service techniques.

This program prepares them for the realities of the industry. Furthermore, practical work will foster and instill skills in interpersonal communication, organization of work, and personal presentation.

The working environment of the Academy is designed for students to take an active role in real work environment, familiarizing them with different forms of authority. Craft-based learning will not only develop technical skills, but also it will develop respect for procedures and instructions. This will enhance a sense of responsibility and self-discipline.

### **CUL 113 Principles of Stewarding & Cleaning Science**

This course is designed to ensure that students develop an understanding of the importance of the stewarding function within a food and beverage production area. The students will develop skills that will assist them in selecting the right equipment and materials to work effectively. The physics, chemistry, and safety of cleaning supplies and equipment will be discussed. The course is delivered in a practical application and theoretical knowledge is applied which underpins safety and hygiene routines at work. The correct use and proper organization of machine and manual washing will be evaluated. Students will be exposed to design criteria of a ware wash area. Garbage removal and correct handling will be discussed and managed. The cost implication of the cleaning cycle will play a key part in this course.

### **CUL 114 ServSafe & Food Hygiene**

This course will ensure that students understand the importance of HACCP and food safety. Students will be able to analyze food flow and implement measures and controls to ensure that food is prepared, cooked and served safely.

### **CUL 115 Culinary & Beverage Science**

This course is designed to help students understand the relationship between practical cooking applications and the theoretical information needed to produce high-quality food. Areas of study include the nature of food components and how they can be changed and controlled in various cooking applications. Students will learn the different production methods of beverages and their application in the beverage operation.

This subject includes coffee, teas, mineral waters, spirits, liqueurs, wine and beer.

### **GEN 211 Basic English Communications & Writing Skills**

Students will learn how to use basic communication skills effectively and will learn how to enhance their speaking and listening abilities. After analyzing the students' written work, the course will also improve any common problems in grammar and comprehension. The course will also prepare students for exam terminology and best exam practices. The students will prepare a descriptive presentation to develop and showcase their communication skills. Instruction in writing and presentation skills complement the course. A variety of writing strategies will be examined: description, comparison/contrast and argumentation. Referencing and plagiarism will also be covered, as well as oral presentation of information.

### **GEN 212 Intermediate English Communications & Writing Skills**

Students will learn how to enhance their English proficiency through intermediate-level study of listening and speaking skills. With a focus on written writing skills, this course will prepare students for the academic demands of the culinary stream. It will focus on different styles of writing, particularly the process of writing from sentence to paragraph to essay. Students will learn best English study practices and exam terminology. Students will develop and showcase reinforce their skills by delivering professional presentations. This intermediate course develops students' understanding and proficiency with idea and thesis development, information summarization, organization, register, sentence fluency, convention and presentation. As with our basic course, this intermediate course also concentrates on description, comparison/contrast and argumentation, referencing, plagiarism and oral presentation.

### **GEN 213 Arabic Language (optional for AI Balqa' accreditation)**

This course covers the different level of linguistic skills in the Arabic language and students will be acquainted to the morphological, grammatical and rhetorical aspects of the Arabic language.

Students will be introduced to Jordanian poetry and literary texts.

### **GEN 221 Basic Computer Skills**

This course gives the students a basic level of competence in using standard computer applications and introduces the students to the use of management applications in personal computing. Using personal notebook computers, students will master the basic applications and systems upkeep of Microsoft Office Professional 2013. Upon successful completion, students should be competent using the functions in and features of Microsoft Word; they will be able to create a PowerPoint presentation, and to use Excel to create spreadsheets. Students will also develop their skills of using the Internet and e-mail essential tools.

### **GEN 222 Advanced Computer Skills**

Students will learn to use Publisher and PowerPoint, and other hospitality industry programs professionally. For Excel, students will learn how to apply spreadsheet calculations and use different formats and functions for presentations. The PowerPoint coursework helps students develop their skills in producing effective presentation and slideshows. They will be guided through the assortment of functions and features and learn how to produce innovative slideshows that incorporate text, images, sound and video, and animation effects. The course will also ensure that students are competent in creating professional brochures, leaflets, websites and posters via the Publisher program. Throughout the semester, students will be encouraged to discover additional features within the menus and toolbars.



## **Semester 2**

### **CUL 116 Culinary Advanced Craft-Based Learning**

This course will extend the students' practical knowledge gained in course CUL 111 during their first Semester. Students are expected to prepare menus and foods that are more sophisticated using a wide variety of ingredients. The mise en place and the menus need to be prepared in a more restricted timeframe. The basic preparation skills for all food groups, learned in CUL 111, will assist students to prepare the intermediate recipes.

Students will be guided through the uses and functions of the recipe management software in more depth. Students will develop the skills of working individually and self-sufficiently, and they will also start developing preliminary supervisory skills.

### **CUL 117 Pastry and Bakery Basic Craft Based Learning**

This course is designed to give students a basic understanding of the pastry and bakery operation. Students will learn to follow recipes and understand the need to be attentive to the sights, sounds and, smells of the pastry/bakery kitchen lab. Students will learn to appreciate those slight differences in time, and how temperature, method and ingredients proportions can have significant effects on quality. Specifically, this course will teach students the importance of following established cooking methods and measuring ingredients accurately. Theoretical classes will develop students' understanding of pastry ingredients, equipment and machinery, techniques, as well as physical and chemical reactions during processing. Students will develop self-sufficiency, creativity and team spirit through demonstrations, group work, and individual assignments during practical work.

### **CUL 118 Menu and Recipe Development**

This course will help students to develop the knowledge and skills in menu writing and development, considering the constraints of a food and beverage operation. Students will be able to distinguish between different types of menus and apply correct standards and terminology in menu writing. They will learn to determine the right amount of food needed to execute a menu.

Students will gain the competency to develop and write corresponding recipes with its correct weights and costs for various menus. The students will understand the advantage of standardized recipes as well as maintaining and updating a recipe bank.

### **CUL 119 Food Purchasing Management & Culinary Financial Principles**

This course provides the student with an overview of how food is purchased, received, stored and distributed. Student will be provided with a comprehensive and understandable view of purchasing activity as well as its relationship to the management of a successful operation. Students will also evaluate different control systems and gain an understanding of the importance of stock rotation, inventory and production schedules.

Understanding finance management is an essential element in the repertoire of skills and competencies for successful chefs and managers. Students will be introduced to the basic culinary accounting terms and practices. He/she will be acquainted with the different costs that occur in the purchasing, preparation and serving of food. By the end of the course students will have acquired the knowledge to apply mathematical procedures that are frequently used in professional kitchens and bakeshops and will understand the necessary principles to keep cost under control so that a profitable operation can be sustained. Students will be prepared to evaluate the ethical issue that need thorough consideration when purchasing food.

### **CUL 120 Culinary Concepts & Banquet Management**

Students will study the broad range of culinary concepts and will be able to understand and evaluate the particular requirements of the fast food, commissary, catering, and commercial food production segments. Students will also learn the equipment needs, organizational structure, and the flow and production methods needed by each segment. The course puts emphasis on banquet operation by examining its structure and characteristics, and evaluating the needs and requirements for successful management of all aspects of a banquet department. The course will encourage the students to identify the processes and analyze the factors that impact the planning, organizing and staging of a banquet, catering function and commercial food productions. The course emphasizes industry-relevant practices and uses scenarios that are commonly applied in food production models.

### **GEN 214 Effective Communication**

Students identify the significant factors contributing the lead to an effective communication process and apply this knowledge to improve their skills and accuracy in speaking. Students will also develop effective writing skills, preliminary research and referencing methods, and the writing of associated documents such as essays, reports or case studies. Throughout the course, students build upon previous learning and strengthen their understanding of appropriate writing styles and register. Through frequent class and group discussions, the student's vocabulary is expanded and speaking skills are developed to build communication confidence. This course is designed to extend and develop skills necessary to enhance individual effectiveness, particularly in the workplace and for further academic study.

### **GEN 215 Advanced Communication**

This course is a progression of the Effective Communication course which emphasizes a higher level of English competency and more complex communication skills that focus on students work.

### **GEN 216 Foreign Language**

This course gives the students the opportunity to learn another foreign language and provides basic communication and writing skills in a foreign language.

### **GEN 223 Organizational Behavior in Hospitality & Tourism**

This course helps students become better employees by helping them understand human behavior, attitude and performance within organizational settings. This interdisciplinary course draws on concepts from sociology, industrial and organizational psychology. Students acquire insights and knowledge concerning the behavior of culturally diverse individuals and groups in work settings. Students will also develop an appreciation for the way managers design their organizations and will become familiar with some of the problems and issues that employees and managers face on a daily basis. Students will also develop their emotional and cultural intelligence skills in order to have a better understanding of human behavior within an organization. The course investigates various organizational structures and business entities within the hospitality and tourism industry.

### **GEN 224 Professional Development & Performing Arts**

The course will enhance students' performance and assist them in their personal and professional development. Students will explore important topics such as communication, assertiveness, time management, planning, emotional intelligence, providing and receiving feedback, and maintaining a positive attitude.

Students will learn how to deal with daily challenges and manage themselves and others in different situations. They will acquire valuable skills important to their professional development, including owning the problem, positive body language, self-awareness, conflict resolution, and optimistic thinking. This course provides opportunities for students to communicate ideas as individuals and as a team.

This creates an atmosphere where students are supported to work responsibly, meet deadlines and synthesize cognitive, sensory and emotional forms of thinking as they use their imagination to explore ideas, make healthy lifestyle choices, and present their work in culturally-inclusive learning environment. Students will be able to develop strategies to overcome hurdles and know how to change difficult situations in their lives, and are given opportunities to develop their communication skills to be professional and successful communicators.

## **Semester 3**

### **Internship 311**

This phase will provide students with work experience at nationally and internationally-recognized establishments. Students will have the opportunity to apply the achieved skill levels and further deepen and develop new competencies and managerial skills by observing an existing operation and provide factual and constructive feedback.

This experience will prepare students to better comprehend proficiencies needed in the industry. The Royal Academy of Culinary Arts will closely supervise the desired learning outcomes through various projects, and the interns have to submit a work journal record.

## **Semester 4**

### **CUL 121 Culinary Contemporary Craft-Based Learning**

This course will build on modules taught in previous semesters. Students will have the opportunity to plan, practice and develop their skills in preparing and cooking a range of dishes within an à la carte concept and a banquet event. Through a variety of projects, students will have the opportunity to use specialized equipment and apply managerial skills. They will be introduced to various buffet concepts through workshops and assignments. The course will also help students develop their skills in analyzing and restructuring menus and menu pricing strategies. Evaluating, giving and receiving constructive feedback and suggesting improvements are also part of this course.

### **CUL 122 Pastry and Bakery Advanced Craft-Based Learning**

This course will build on the skills learned in CUL 117. Students will learn to adapt the basic principles of pastry production to address the changes in trends, availability of seasonal products, or changes in customer preferences. Students will be encouraged to apply their creative flair and develop an innovative approach to their work. Students will also have the opportunity to evaluate products and make recommendations as to how they could be improved.

### **CUL 123 Quality Management & Culinary Supervision**

This course helps students understand the concept of quality and quality management. Students will be encouraged to develop constructive and critical personal reflection, to seek practical feedback, and to strive for continuous improvement. Students will investigate the major quality schemes and evaluate these in terms of the benefits to the organization and its customers. This course examines methods and recent developments in quality control, including techniques, quality assurance issues and quality management methods.

Quality in design and planning is stressed as being equally important to all other measures of quality in the culinary field. Furthermore, the course helps students understand the principles of supervision and how to analyze the different administrative tasks in the kitchen area. Students will examine the role of supporting departments in day-to-day kitchen operations. Basic management processes are studied, including planning, organizing, directing, controlling and effecting supervisory skills and responsibilities. Topics addressed include using Standard Operation Procedure (SOP) to ensure the implementation of quality, consistency and productivity standards, planning and staffing requirements, forecasting and employee scheduling.

### **GEN 226 Sensory Evaluation & Flavor pairing**

This course focuses on the development of the senses. Students will learn how the senses of taste, sight and smell affect and influence perception. They will study the anatomy of the sense organs and the physiological factors to gain a better understanding of human sensory perception. They will also develop their own practical sensory skills which they will use to create better products, to better understand guests, and to create successful dishes. Students will examine different methods of sensory testing and will learn how to set up test procedures and protocols, and how to evaluate and interpret testing results. This knowledge will assist students to evaluate food products and create new food concepts. Students will be introduced to the concept of flavor bouncing and understand the flavor principle that distinguishes the various world cuisines.

### **GEN 217 Effective Business Communication**

The student identifies the significant factors that contribute in effective communication and applies this knowledge to improve their skills and accuracy in speaking and writing in English and in developing their interpersonal skills. Emphasis is placed on identifying the purpose of the communication (what the sender wants to achieve) and practicing language and formats that are appropriate to various contexts. Course activities will include presentations, meeting simulations, job interviews handling, and writing business documents.

**GEN 218 Advanced Business Communication**

This course prepares students for the more advanced writing skills required in the overall curriculum.

**GEN 219 Foreign Language**

This course helps students develop their foreign language further in communication and writing skills.

**GEN 225 Principle Science of Nutrition**

The aim of this course is to investigate several areas of nutrition regarding diet and health. Students will develop their understanding of nutritional principles which underline the links between diet and health. Students will then be able to use this knowledge of basic nutrition in the planning of menus.

**GEN 227 Islamic Culture (optional for AI Balqa' accreditation)**

The course introduces students to the foundation and elements of the Islamic culture. Students will discuss the relationship between science and beliefs of Islam. It further develops students' understanding and proficiency in ethics and morals of Islam.

**GEN 228 Military Awareness (optional for AI Balqa' accreditation)**

This online course is designed by the Jordanian Government and covers many topics related to the country governance and the military.

## 12 | ACADEMIC REGULATIONS

### 12.1. CHALLENGE FOR CREDIT

Students who have previously acquired knowledge in areas closely related to the theoretical courses offered at the Academy may apply to earn credit by means of a challenge examination. Students are requested to submit a written letter of challenge for credit request to the registrar within the first two weeks of the semester registration date. The written request for challenge of credit must contain proof that there is a solid ground to challenge. The program committee then will meet and evaluate if the challenge recommended is favorable and their decision is final.

If the challenge of credit is accepted, the following conditions apply:

- The academic office will make the arrangements and inform the student of the appropriate time to take the examination.
- A course may be challenged only once by the applicant.
- A grade of at least 55% must be obtained to gain credit, however, no grade will be recorded in the academic record /transcript. The notation CR will be entered and the semester average is not affected by the challenged course.
- A student is allowed to challenge maximum 10 credits hours of RACA courses over the two-year diploma program
- A fee of JOD 40 per each subject will be charged for a challenge examination.
- Students cannot challenge any of the craft-based learning courses.

## 12.2. GRADING

The grading policy is based on a range of 0 to 100, where 100 is exceptional work; 55% is the passing grade for the certificate and the diploma. Failure to submit work on time results in a failure. Further details are as follows:

### 12.2.1. Practical

Students demonstrate high levels of professional capability. They are objective and self-critical in their self-evaluation. They work with a very positive attitude showing leadership potential, meanwhile, respecting peers and superiors	95%
Students show highly developed professional performance. They show a positive attitude and team spirit. They are objective in self-evaluation.	85%
Students show well-developed professional performance. They have a positive attitude and are objective in self-evaluation.	75%
The student makes an effort to progress and learn. Professional capabilities are sufficient and attitude but remains a follower. The student lacks initiative and his / her self-evaluation is insufficient.	65%
<b>55% IS THE GRADE OF THE ACHIEVEMENT STANDARD FOR PASSING THE COURSES AND FOR PROGRESSION TO THE NEXT SEMESTER.</b>	
The student has acquired professional knowledge, but may lack punctuality, a hygienic approach or positive attitude. There are no positive efforts made for improvement.	45%
<b>40% - IS THE ACHIEVEMENT STANDARD FOR AWARDING THE CREDITS FOR A COURSE.</b>	
The level of professional performance is insufficient. The student recognizes errors but does not show an effort in order to improve. The student may be easily influenced by peers in a detrimental way.	35%
The student's attitude is often negative and he or she is not motivated. There is a difficulty in placing the student in a training position due to the lack of enthusiasm for the industry and the ability level which is below average.	25%
The student shows a very negative attitude with no motivation for the industry. The student over-estimates him/herself and does not recognize mistakes. Professional capabilities are insufficient to place in a training position.	15%
The student is often absent, making it impossible to evaluate his or her abilities.	0%
The student has not attended duties and has not taken part in theory work.	0%



## 12.2.2. Written Work

Work which fulfills the criteria below with exceptional standards.	90+
Work of distinguished quality which is based on a very extensive reading and which demonstrates an authoritative grasp of the concepts, methodologies and content appropriate to the subject and to the assignment task. There is clear evidence of originality and insight and an ability to sustain an argument to think analytically and/or critically, and to effectively synthesize and reflect a complex engagement with the aesthetic material.	85 - 89
Work which clearly demonstrates all the qualities expressed below, and which reveals greater imaginative insight and more originality.	80 - 84
Work , which clearly demonstrates a sound and above average level of understanding of the aesthetics concepts , methodologies and content appropriate to the subject and which draws on a wide range of property referenced sources . There is some evidence of critical judgment in selecting, ordering and analyzing content. The student demonstrates some ability to synthesize material and to construct responses which reveal some insight and offer occasional originality.	75-79
Work of the qualities expressed below that contains a greater degree of critical analysis and original insight or creativity and perception where a range of methods are used.	70-74
Work derived from a soiled base of reading which demonstrates a grasp of relevant material and key concepts and ability to structure and organize arguments. The performance may be rather routine but the work will be accurate, clearly written including some critical analysis but little or no original insight or creative thinking. There will be no serious omissions or irrelevancies.	65-69
It is anticipated that all assessments criteria are met. Competent and suitably organized work which demonstrates a reasonable level of understanding but which lacks sufficient analysis and interpretation to warrant a higher grade. The work displays some of the weaknesses of a 'pass' grade.	60-64
A pass standard for the level of work –work which covers the basic subject matter adequately and which is appropriately organized and presented, but which is rather too descriptive or insufficiently analytical. There may be some misunderstanding of certain key concepts and limitations in the ability to select relevant material so that the work may be flawed by some omissions and irrelevances. There will be some evidence of appropriate reading, but it may be too narrowly focused.  <b>55% IS THE GRADE THAT IS THE ACHIEVEMENT STANDARD FOR PASSING THE COURSE AND THE GENERAL AVERAGE GRADE FOR PROGRESSION TO THE NEXT SEMESTER.</b>	55-59
Work, which shows a very basic understanding, important information may be omitted. The work may be descriptive, but of poor structure which means it does not meet the requirements of a passing grade.	50-54
Work which evidently shows a lack of preparation and suggests that it has been quickly constructed without thought or argument. The major elements of assessments criteria are not addressed or are inappropriately treated. The student may have problems with understanding.  <b>40% - THIS IS THE ACHIEVEMENT STANDARD FOR AWARDED THE CREDITS FOR A COURSE.</b>	40-49
Work, which shows no evidence of preparation, understanding and/ or fails to address the assessment criteria. The student may have problems with understanding and writing.	10-39
Student is not present or has submitted work which has either not met the official deadline or which has been submitted on time, but shows clear evidence of plagiarism or cheating.	0

### **12.3. MITIGATION**

This is a term which refers to a process by which students may request that exceptional circumstances be taken into account when reviewing their progress and assessments. It refers to one-off event that may have occurred during an assessment period which may have adversely affected their performance in the assessment. Students are required to notify the registrar in writing with evidence of the problem before the assessment grades are disclosed.

### **12.4. LEARNING DIFFICULTIES**

Students are required to inform about any medical problem they have which will affect their ability to progress. This piece of information is requested on the application form. A problem such as dyslexia and other learning difficulties might be accommodated, and is subject to the approval of the academy.

### **12.5. INCOMPLETE WORK**

Students prevented by illness or other legitimate reasons (accepted by the instructor) from fulfilling the requirements of a course before its completion will have the designation "I" assigned on the grade report sheet. No grade point is recorded, and the semester average is not affected. At this point, a completion date will be stated. If, by the time the awards committee meets, no new grade has been submitted by the lecturer and no "Deferment of Grade" has been granted by the awards committee, or if the stated completion date has been passed, a grade of F (fail) will be assigned. The semester average will be then recalculated.

### **12.6. RE-SITS AND RETAKES**

Students who do not meet the achievement standards at course level will be allowed to re-sit an examination, which must be taken at the specified time, before the registration of the new semester. Students pay JOD 50 fee for each re-sit examination. These fees are due for payment prior to the student's arrival or upon arrival by credit card or cash to the accounting department. The rule is that no student is accepted into the re-sit exams unless they have paid their exam re-sit fees and provide proof of payment.

If the student is successful in the re-sit examination, a maximum course grade of 55% will be awarded and this will be used in the computation of the semester grade average. The re-sit mark, if below this, will be the final grade whether higher or lower than the previous mark. If the student has not met the achievement level in the re-sit examination and the semester, he or she must retake the failed course and must pay the relevant fee for that course.

Only one re-sit per course is permitted. In addition, a student may normally only retake a course once.

Students who have not met the minimum achievement grade (after re-sit) in more than two courses will not normally be able to progress until they have retaken the course successfully. A re-sit examination is not permitted if the failure was due to cheating or excessive absence limit of the course, resulting in a zero grade for a component of the course.

## **12.7. PROGRESSION**

In order to progress from one semester to the next, a student must:

- Obtain a grade point average (GPA) of 55% for the diploma or certificate programs.
- Not have any subject with a grade below 40%.
- Not fail any of the core subject (English or CBL).

No more than two courses below the minimum achievement grade following re-sit examinations are permitted. The awards committee is the final arbiter in these matters.

The re-sit grade is the mark awarded for the course and the maximum that can be awarded for a re-sit is 55% (see pass grade regulations for the award).

Those students who, after re-sit, have four non-achieved courses are not allowed to progress and must repeat the whole semester.

**Students who wish to sit for the Al Balqa' comprehensive exam must obtain a GPA of 60%**

## **12.8. PLAGIARISM AND CHEATING**

Plagiarism is the act of presenting another's ideas or words as one's own. Cheating includes, but is not limited to, the intentional falsification or fabrication of any academic activity, unauthorized copying of another person's work, or aiding and abetting any such acts. These acts are forbidden for any graded work assignment such as quizzes, tests, examinations, case studies, projects or reports, and such acts will result in a zero grade for that piece of work. If the student fail a course due to a zero grade, a re-sit examination is not permitted.

A failing grade given in these circumstances becomes part of the progression considerations.

The discipline process prompted by such behavior is described in the "Unfair Practice Policy" available from the registrar.

## **12.9. EXAMINATION REGULATIONS**

At examination points, examination dates will be communicated at least one week before the examination takes place. A student may be allowed to take an examination other than at the scheduled time, only if he or she is being absent due to illness or accident, which is certified, or due to death in the immediate family in which the Academy is informed beforehand. An examination which is missed for reasons other than the above will result in an automatic zero grade.

A student who believes that his or her circumstances fall into other than the above categories must present supporting documentation and must request a supplemental examination. The academic office and the subject teacher will evaluate the evidence provided, and their decision will be final. There will be a different examination, and there will be a fee of JOD 25 for each supplemental examination.

Students who arrive late and exceed 50% of the exam duration will not be admitted to the examination room and the resultant grade will be an automatic zero. A student admitted late will only be given the time until the normal conclusion of the examination. Students may not leave during the first 75% of an examination time and during the last 10% of the examination time. These timings will be posted in the examination room.

General examination regulations will be posted with the examination timetable and these must be observed by students and faculty without exception. Specific regulations pertaining to each exam are listed on the exam cover sheet and the exam directives. Before the exam begins, there is an exam briefing given by the invigilator.

## **12.10. MAINTENANCE OF ACADEMIC STANDING**

Students, who are in the judgment of the subject teacher and Awards Committee consistently fail to maintain satisfactory standards as outlined in the standards of excellence, will in the normal course of events, receive a notice of:

- Academic Warning on the first occasion
- Academic Probation on the second occasion
- Required Withdrawal on the third occasion

Students who have been required to withdraw will have the designation RW (Required Withdrawal) recorded in their academic records, and are deemed to have failed. The Awards Committee will specify any conditions or exclusions affecting the Required Withdrawal.

### **12.11. GRADE REPORT SHEET**

At the end of each semester, the student is given a Grade Report Sheet. The report will list those courses which contribute to the current program of study and will show the final grade for each course.

Original copies of transcripts can be obtained six weeks after the semester ends from the registrar office for a fee of JOD 5 per copy while original copies of the diploma can be obtained for a fee of JOD 25 per copy.

### **12.12. DEFERMENT OF GRADE**

Deferment of Grade is a designation applied to a course by the awards committee to indicate that it grants an extension of a specified time to complete the requirements of a course. No grade point is recorded and the semester average is not affected.

### **12.13. ACADEMIC RECORDS**

The student's academic records are confidential, and will be sent only to the student. Any instruction to the contrary, must be made in writing to the registrar by the student, parent or sponsor.

### **12.14. TRANSFER OF CREDITS**

Credits earned at the Academy are transferable at the discretion of the receiving school, college or university. Previously, many students of the Academy have successfully transferred credits to major colleges and universities throughout the world. The registrar can supply students with details of such colleges and universities within Les Roches network.

### **12.15. VALIDITY OF REGISTRATION**

Unless other circumstances apply, a student's registration and credit remain valid for a maximum of four consecutive semesters.

## 12.16. GRADUATION

To graduate, a student must:

- Successfully complete each of the requirements of the chosen program.
- Meet the progression requirements for each semester.
- Complete and pass the internship with all the required assessments.
- Satisfy all financial obligations to the Academy.
- Pass Les Roches examination for the award of Les Roches diploma.
- Earn the full credit for RACA to be eligible to transfer to another degree program.

The average of the 4 semesters is considered:

- 55-79%            No honors mention
- 80-89%           Merit
- 90-100%          Distinction

Where applicable, medals will be awarded.

## 12.17. APPEALS PROCEDURE

Students may lodge an appeal to Les Roches, Bluche, Academic Committee within 15 working days from the receipt of their results (assuming five delivery days from post mark) when:

- The published results of grades are suspicious and may contain arithmetical errors or other errors of fact.
- Exceptional personal circumstances may have had adverse effect on the candidate's performance.

Besides providing third-party evidence which substantiates the claim, the candidate must provide good reasons why the involved reason was not made known to the Awards Committee before it took place.

### NOTE:

- Appeals which are based on facts and are already known to the Awards Committee before they made its recommendation for the conferment of awards will not be admissible.
- Appeals which question the academic judgment of examinations will not be admissible.
- Appeals which are based on factors already known to the candidate before the assessment took place will not be admissible.

Such cases should have led the candidate to file for mitigating circumstances.

### **The Awards Committee**

The Awards Committee is comprised of:

- The Culinary Operation Manager
- The Academic Supervisor
- The Registrar
- All Faculty Members

### **The Appeals Procedure**

The registrar receives and examines the eligibility of an appeal. Formally, RACA Awards Committee acts on behalf of the Les Roches, Bluche, Academic Committee and forwards eligible appeals to the next appeals commission meeting. These meetings only take place upon the request of RACA Awards Committee and no more than three times a year within three months following the end of semester assessment periods. The appeals commission will be empowered to take either of the following decisions:

- Reject the appeal with no further action to be taken.
- Refer the matter back to the Awards Committee with appropriate recommendations.

These recommendations are received by the Awards Committee, which transmits them for execution to the chairman of Les Roches Academic Committee.

The Awards Committee and Les Roches Academic Committee may only question these recommendations if and when errors of fact or procedural mistakes are suspected to have influenced the appeals commission's recommendation(s). If this is the case, RACA Awards Committee and/ or Les Roches Academic Committee must resubmit the case to the appeals commission with all the necessary documentation. Applicants are required to pay a JOD 100 administration fee.

### **Appeals Commission**

- RACA legal counselor
- The CEO of Les Roches
- A member of the Board of Directors of RACA
- An external expert in professional education

The quorum for this committee is two, in which at least one member must be independent and one must represent the Academy.

## **12.18. ATTENDANCE POLICY**

Attendance in class is important to succeed at the Academy and students are expected to have a commitment to their studies and work ethos, which is displayed through excellent attendance. For this reason, attendance is required to all theory and practical classes. Students are expected to be in class on time and will not be allowed in the classroom and may be excluded for the day of study if they arrive late. This exclusion will be recorded as a full day absence.

## **12.19. ABSENCES**

Absences will be recorded by instructors and reported to the registrar on daily basis for each period a student is absent. A single period counts as one absence, a double period counts as two absences, and so on. Lateness will be recorded as such and disciplinary points will be deducted. The instructors have the discretion to expel the student from the classroom/ kitchen and record it as absence if it causes interruption or disturbance to the class.

It is essential that students are not absent more than the recommended amount of lessons. This is to justify the credits awarded for each subject and to give students the best possible chance of passing the program.

The absence allowance is only to be used for illness, external interviews, or any other valid reasons that cannot be dealt with outside of lesson and practical time. Students who, for whatever reason, arrive late to RACA at the beginning of a semester will also be marked absent for all classes missed till the date of attendance.

Absence from class does not release students from responsibilities of submitting work and projects on time, or taking exams, quizzes and group work.

During the semester, students are requested to check their attendance record via the registration system installed on their iPad. Any error must be reported to the instructor within one week of the absence being recorded.

It is the students' responsibility to manage the maximum allowed absence hours. Students need to familiarize themselves during the induction by reading the academic catalog prior to attending class to fully understand the consequences of their actions. Excuses such as "I did not know", "I forgot", etc. are not considered valid!

### **Maximum Absence per Semester**

Students are expected not to miss any class and under no circumstances their absences should not exceed a total of 40 hours.

A warning letter will be sent when absence hours reach 30 hours, 35 hours, and 40 hours or above. At this point, a contract of invalidation of the semester will be issued and the student will be made aware that the semester will be invalidated.



### **Absence per Course**

If a student is late for a class, the teacher may schedule the student to work extra time on the same day of the class. At the same time, the hours missed will be deducted from the student's total 40 hours. Students are allowed to be absent for a maximum of 25% of the periods or contact hours for an academic course. This represents 12 hours of a 45-hour theory course. Students are allowed to be absent a maximum of 10% of the periods or contact hours of any practical courses. If the number of the hours is exceeded, the student will be deemed to have failed that course.

Students who failed a course due to absences will not be eligible to take the final exam and will have to retake the course the following semester.

### **IMPORTANT NOTICE:**

The period is considered missed if at the start of the period, the student is not present. Teachers may decide not to accept students to class.

### **Illness**

When a student feels unwell, the registrar should be contacted via SMS through RACA emergency number – 079 521 71 11 – or email at [registration@raca-lesroches.edu.jo](mailto:registration@raca-lesroches.edu.jo).

### **Lunch Meals Scheduled at the Restaurant**

The objective for the lunch schedule at the restaurant is for students to learn through observation and by experiencing a formal service. All the academic schedules have been designed so that students can participate in this learning process. In order to guarantee the delivery and keep within the high standard of the service and kitchen course, the following standards of excellence will be implemented:

- All students scheduled for the lunch must be at the restaurant on time to sign in for lunch.
- Students who are not present and who have not signed in will lose their hours and disciplinary points as explained under the attendance to CBL.

### **IMPORTANT:**

#### **Lateness**

All lateness will be considered as unexcused and therefore will be subject to a deduction of 0.2 from the disciplinary points of the students.

In the instance a student is being late for a valid reason within the campus, he/ she will be given a note excusing his/ her lateness.

## 12.20 Disciplinary Points

At the start of the semester, a 6-point passing grade is awarded to all students for discipline and behavior, and students are expected to keep this passing grade. If the discipline mark fall below 4 points, the semester will be regarded as failed and will be invalidated. Disciplinary points will be deducted if students fail to adhere to the high standards of excellence the Academy upholds.

Warning letters are sent when the discipline mark falls to:

- 5.0 or less
- 4.5 or less – (a letter outlining suspension procedure will be issued to the student.)

If the discipline mark fall below 4.0, the student will be suspended and the semester is deemed as invalidated.

A copy of all the warning letters is sent to the sponsors if required (see 12.13). A copy is also placed in the student's file.

There will be no tuition fee refunds and granted scholarships will be revoked.

A student who has been suspended and had his/ her study invalidated may only return to the Academy upon recommendation of the academic officers, and after payment of the full tuition fee.

## 13 | EDUCATIONAL PHILOSOPHY AND ACADEMIC MANAGEMENT

The leadership structure of the Royal Academy of Culinary Arts is designed to guarantee a responsible management of the Academy's resources, and is committed to achieving its mission and objectives. The Academy is affiliated and managed by Les Roches, which is amongst the three best hotel management schools in the world.

Les Roches is headed by Mrs. Sonia Tatar, CEO of Les Roches Worldwide. She benefits from a broad international managerial experience in the educational sector. She is assisted at the Royal Academy of Culinary Arts by a management team. This team is part of an institution which strives to offer high quality career-focused education. As such there is a management structure designed to ensure academic integration and curriculum diversity.

The school's academic guidance rests with the Program Committee. This committee is responsible for developing the curriculum and establishing rules and regulations that affect students' life within the parameters set by Les Roches. Chaired by the Culinary Operation Manager in the role of the dean, the Committee is comprised of the Academic Supervisor, the Faculty, and the Academic Support Officers. The Program Committee reports to Les Roches Academic Committee.

The elected Student Committee will represent all students and the Program Committee will consider all suggestions with regards to curriculum and operations forwarded by the student representatives. However, all curriculum change is subject to approval by Les Roches Academic Committee.

Faculty work within parameters set by the Program Committee. They are, however, free to design and develop courses of study providing students with their experience supported by legitimate sources of information using a balanced approach. Typically, faculty will seek to give the Academy students a solid base in their field and foster critical reasoning. Thus, we strive to prepare students to assume a personally rewarding constructive role in society.

Before delivery to students, courses are presented for approval to the Program Committee which assesses the potential success and contribution it will have towards the aims and objectives of the program of study as a whole.

Another important executive arm of the Program Committee is the Academy's management operational department which is responsible for admitting students and ensuring that the facilities and support for students are guaranteed. The Registrar follows the student's academic standing until graduation in conjunction with the academic office. The Awards Committees regularly assess the student's progress by analyzing individual and group results in accordance with academic achievement and other regulations governing the program. The Awards Committee is the official body that recommends the granting of awards. Appeals may be lodged following the appeals' procedure described in this catalog.

Thus, the structure within Les Roches is designed to achieve three major objectives:

1. Assuring that all constituencies within the Academy work towards realizing the Academy's mission.
2. Making sure that all key personnel involved in the education of students and all other relevant constituencies, including students, participate in defining the means and actions that are necessary to achieve the Academy's mission.
3. Ensuring adequate provision for monitoring and assessing the Academy's performance in achieving its mission.

### **13.1. CODE OF ETHICS**

The Royal Academy of Culinary Arts/ Affiliate of Les Roches commits itself to be a center of excellence and integrity. It aims at maintaining a spirit of open academic inquiry; it seeks to ensure and respect the rights and equal opportunities of all its members and to maintain a sense of respect and consistency with stakeholders. Likewise, the Royal Academy of Culinary Arts/ Affiliate of Les Roches expects that all members of the community will contribute to the welfare and reputation of the Academy and its members.

### **13.2. ACADEMIC ADVICE, TUTORIALS AND CAREER COUNSELING**

Academic advice and career counseling are provided by faculty and administration, depending upon the student's areas of need. The academic environment of the Royal Academy of Culinary Arts/ Affiliate of Les Roches means that the doors of the academic office and faculty are regularly open to students for consultation, either on course or program difficulties, or on career counseling.

The Academy provides the phone number and address of a student counselor (which is posted on the student board) to help students deal with personal problems that they prefer not to talk about with faculty or management. (Confidentiality is guaranteed.)

The career development and industry placement officers assist in making professional contacts or contacting other educational institutions or hospitality corporations for further information and also provide additional assistance in finding industry internships.

### **13.3. FACULTY**

The backgrounds and qualifications of the Royal Academy of Culinary Arts/ Affiliate of Les Roches faculty reflect a wide variety of skills and qualifications. From diverse cultures and nationalities, the faculty complements the program content which incorporates the Swiss emphasis on initially attaining a thorough basic knowledge in practical culinary education skills, while incrementally developing competency in business-related academic and general education of theoretical courses.

Details of the faculty are available on the website.

## 14 | CAMPUS

### 14.1. CLASSROOMS AND LABORATORIES

The Royal Academy of Culinary Arts/ Affiliate of Les Roches is purposely built for culinary education and features over 4,022 square meters designed to facilitate students' academic interaction and learning.

The Academy building is comprised of:

- Nine practical craft-based learning centers including:
  - Pastry kitchen
  - Individual kitchen
  - Hot and Cold kitchen
  - Commissary kitchen
  - Chef's view kitchen
  - Theatre kitchen
  - Top restaurant kitchen
  - Banquet kitchen
  - Science/ laboratory
  
- Six modern classrooms equipped with smart board technologies and media document cameras
- A restaurant
- A banquet room
- Specialized cleaning science classroom
- Specialized culinary library

These interactive classrooms and industry-relevant practical labs allow our students to acquire valuable transferable skills that make them immediately qualified to be employed upon graduation.

We appeal to students to have pride in the facilities and make it the responsibility of the students to ensure that facilities are maintained at all times. Misusing equipment, or maintaining equipment carelessly, or failing to maintain the cleanliness and orderly appearance of the facilities will result in students:

- Being asked to clean the facilities during their free time, day off or outside of the Academy's daily schedule
- Being asked to pay for the damages they have deliberately caused or initiated.
- Losing disciplinary points
- Receiving serious penalties, including not being allowed to use the facilities, and that may lead to being asked to leave the Academy
- Being expelled immediately from the Academy in case that the incident was deliberate and harmful to other students, faculty or staff
- Students may only be permitted in specific areas when scheduled or when assigned by an instructor

## 14.2. COMMON AREAS

The students' lobby of the Academy is open from Sunday to Thursday between 08:00 am and 17:00 pm. This is a time where students can socialize, read or work. It is important that when visitors arrive, the first impression they have of the Academy is that it is neat and orderly.

Smoking is not permitted on campus or in any of the public areas, restaurants or classrooms. Smoking is only permitted in the designated areas.

A versatile sports facility can be found in King Hussein Park, only minutes away from the main campus. Such facilities may require reservation and will be charged to the user.

### Student Traffic

The Academy is a busy place. We expect the capacity at 300 students. We therefore request from students to follow the clearly marked flow of traffic inside the building. Some staircases and hallways are for emergency use only.

Elevators are strictly used for staff and transporting goods only.

## 14.3. COMMUNICATIONS

Mail is received daily and is usually kept at the reception. Student mail may be addressed as follows:

Royal Academy of Culinary Arts/Affiliate of Les Roches King Abdullah II St.

Building 188

P.O. Box 5296

Amman, 11953 Jordan

Phone: (+962) 6 541 26 82

Fax: (+962) 6 541 26 59

Emergency mobile number: (+962) 79 521 71 11

Students will also need to contact accounting ([accounting@raca-lesroches.edu.jo](mailto:accounting@raca-lesroches.edu.jo)) and registrar services offices ([registrar@raca-lesroches.edu.jo](mailto:registrar@raca-lesroches.edu.jo)) for various reasons while at the Academy. Students may not miss classes or any officially scheduled event because of time spent in administration offices. Other information is displayed on notice boards near the students' lobby that students should check daily in order to be updated with general information, memos, meetings, etc.

Every student at the Royal Academy of Culinary Arts/ Affiliate of Les Roches is provided with an e-mail address which is used to communicate. E-communication provides an up-to-date information service on a wide range of academic and general matters. The academy will always use the student' RACA email address to communicate via email.

It is each student's responsibility to provide a valid contact number and mail address. If no valid contacts are provided, there will be no excuse accepted for not being informed.

When on duty or in class, students are not allowed to accept phone calls.

Mobile phones are not permitted in any classroom, kitchen lab or dining area.

#### **14.3.1 Mobile policy**

For hygiene purpose, personal mobiles, tablets, or phablets are not permitted in any of the kitchen labs or dining areas.

The iPad provided by the academy may be taken and used in the kitchen labs, only with the instructor's prior approval. However, it cannot be used for picture taking or social media.

IPad are not permitted in dining areas.

The iPad provided by the academy must be taken to academic/ theory classes at all times. It is the student's responsibility to ensure his/ her iPad are in good working condition, good repair and charged for classes.

Any student caught with or using his/ her mobile devices in a non-permitted area will be given a deduction of 0.3 will be deducted from the disciplinary points.

## **15 | STUDENT LIFE**

### **15.1. THE DAILY WAY OF LIFE**

Student life at the Academy mirrors the life of the future professional in the culinary industry. Students at the Academy are required to fulfill demanding work schedules, yet we encourage them to enjoy a fulfilling social life. Indeed, two major components of the Academy's way of life are the arranged work disciplines associated with the academic and practical demands of the curriculum, and the organized social activities of the student body/committee.

### **15.2. THE WORKING ENVIRONMENT**

Within the Academy, it is all business nature environment. The Academy's operation is, to a large extent, maintained by the students, who are involved in all phases of food production and restaurant service, and who undertake defined responsibilities for the running of the Academy.

Students within the Academy adopt a code of behavior and appearance, in accordance with the standards of the industry. Self-discipline is an indispensable prerequisite for any future supervisor or manager. Its acceptance and implementation in the Academy assures an easy transition to an industry known for its conservative attitudes to appropriateness and elegance.

Attendance at scheduled events constitutes lifestyle training for a would-be professional. Moreover, attendance in class supports effective learning and is therefore compulsory. The responsibility lies with the student to manage his or her own time in preparing for evaluations scheduled throughout the semester. Evaluations may be written or practical, or a combination of these, depending on the course.



## 16 | INTERNSHIP POLICY

The aim of the internship is to provide students with interesting and informative training opportunities of high standard which enhances professional competence and enriches personal development. These opportunities will take place within establishments of high standard in the hospitality industry. We are proud to present excellent relationships with the hospitality, tourism and leisure industries and always aim to be transparent in both – our contact with these industries – and with our students.

### 16.1. RESPONSIBILITIES

The careers office provides full support and guidance to each student, including sending his or her CV to at least two establishments in regions of their choice. The careers office provides assistance and guidance to students to find an internship. It is the student's responsibility to approach the careers office for support.

The Academy is also responsible for:

- Extending necessary advice and assistance to students in all aspects of their applications to achieve a successful career path
- Giving students access to the offers received each semester from employers and assisting them in their potential job search
- Checking that employers apply the remuneration laws, which are customary in the specific area
- Keeping in contact with the students and/ or the employer during the internship period

The student is responsible for:

- Being active in his or her research process and keeping the careers office informed of his or her progress
- Observing standards and regulations, which are stated by the Academy (charter, training procedures, evaluation process, etc.)
- Successfully achieving a full 22 weeks and 1,000 hours of training period at a single establishment according to the schedule given by the internship provider, which under no circumstances may be managed or owned by a member of the student's family
- Covering any expenses such as travel, visa, accommodation or other needs for the industry placement
- Submitting projects on time; failure to do so will result in a failure of the project

### Rules of internship

- Students are not allowed to take any vacation without the approval of both, the hotel and the Academy.
- Students must adhere to the human resources policy of the internship provider.
- After a rejection of offer for an internship organized through the careers office, the Academy will no longer provide assistance for obtaining a student's internship.

If students release themselves from the internship place without informing the internship provider and the careers office, the student may not be allowed to continue studying at the Academy. If students are released by the hotel due to not adhering to the rules and regulations, lack of respect or unprofessional behavior, the internship will be invalidated and student may not be considered for continuing his or her study at the Academy.

However, if the student feel that the employer has acted "unreasonably," negotiation with the careers office can be undertaken through submitting a written letter of concern. The training periods are considered as part of the institution's program. The Academy can only issue the diploma to students who have successfully achieved the academic and practical requirements of the internship.

### 16.2. INSURANCE

Each student must be medically covered and therefore, the Royal Academy of Culinary Arts/ Affiliate of Les Roches provides the students with a compulsory medical insurance. If a student does not wish to participate in the provided medical care, he/ she must provide the Academy with a proof of a private coverage equivalent to the Academy's coverage. The Academy will also provide the students with a personal accident insurance during the entire duration of their study.

Students doing their internship in Jordan will be covered for personal accidents. However, those doing their internship outside Jordan must organize their own coverage. Medical insurance remains compulsory during internship.

## 17 | STANDARDS OF EXCELLENCE

### Objectives

The Academy's standards of excellence have been drawn up as a guide to qualify students to be the future culinary managers in the hospitality industry. Their aim is to explain the distinctive mode of the behavior required, both as an employee and later as an employer in the hotel industry.

Respected and trustworthy professional leaders need to display exemplary behavior. The Royal Academy of Culinary Arts/ Affiliate of Les Roches expects its students to do the same. For this reason, the Royal Academy of Culinary Arts/ Affiliate of Les Roches expects its students to challenge themselves to exceed the requirements outlined in these standards of excellence. This desire to excel reflects what will be expected in the culinary industry. These standards of excellence apply to all students while they are at the Academy and during their internships.

### 17.1. GENERAL APPEARANCE

#### School Uniform

The professional chef's uniform will be the official uniform at the Royal Academy of Culinary Arts. It is similar to those worn in international hotels and restaurant companies. It is part of the Academy's image and of its students, which is well received by the prospective employers who visit the Academy every year looking for possible recruits. It is the student's responsibility to ensure that the uniform is worn correctly.

Whenever and wherever the Royal Academy of Culinary Arts/ Affiliate of Les Roches uniform is worn, it must be worn correctly and with pride, in order to help the Academy maintain its reputation. The uniform photographs posted in the Academy illustrate correct appearance and uniform standards of excellence.

The uniform is to be worn from Sunday to Thursday whenever students are in any of the areas of the Academy. During the internship period, or when visiting the Academy premises after completion of the program, the same high dress standards apply and students are expected to wear a jacket and a tie.

The uniform may not be worn for private purposes or non-academic related activities.

## Male and Female Student Uniform Policy

The academic uniform is comprised of:

- Long-sleeved business shirts (no open collars or rolled-up sleeves)
- Short-sleeved shirts are acceptable in summer months
- Chef jacket (provided by the Academy)
- Chef trousers (provided by the Academy)
- Business color tie with discrete design that reaches approximately the belt line
- Royal Academy of Culinary Arts branded nametag visible on jacket or on shirt pocket
- Polished black shoes (students must change their footwear in the locker rooms)
- Dark long socks
- Hairnet (to be used in the kitchen by students with long hair)
- The nametag with the student's own name is part of the uniform.

Students may not leave the campus wearing the professional uniform unless they attend a function and if permission by the Academy administration has been granted.

## Practical Uniform

The practical uniform is to be worn while on practical duty. Students may not arrive or leave the campus wearing the practical uniform. Part of the uniform is a special non-slip safety shoe provided by the Academy.

To comply with our strict hygiene standards, the professional shoes must never be worn outside the Academy premises.

### **Male Students**

- Exaggerated unnatural hair colorings are not acceptable in the Academy. Students with short hair must keep their hair short without excessive length or bulk hair must be kept short, trimmed and tidy.
- Gel, extreme styles, visible piercing including earrings, tongue or nose pins or rings, etc. are not acceptable.
- For reasons of hygiene, beards, mustache or any facial hair are not acceptable. Male students are expected to be well shaved.
- Rings, watches and bracelets may not be worn while on practical duty.

### **Female Students**

- Exaggerated, unnatural hair colorings are not acceptable in the Academy.
- Long hair must be kept neat and orderly. During kitchen operation, long hair must be braided or kept in a bun. Pony tail style is not allowed. To comply with hygiene regulations in food production areas, students with long hair will be provided with a hairnet. Students may wear a proper headscarf.
- Nail polish is not permitted during practical classes and may be used during academic classes, but must be discrete.
- Excessive jewelry and visible piercings are not acceptable. No jewelry is permitted during practical classes.
- Stud earrings may be only worn with only one per ear during academic class.

## **17.2. GENERAL STANDARDS OF EXCELLENCE**

### **General Behavior**

A teacher is entitled to evict a student from the class in the event of significant misconduct or for not being prepared for a scheduled class.

### **Locker Facilities**

Students will be issued a locker cabinet at the beginning of each semester. Students should ensure the cabinet is padlocked at all times. The cabinet must be kept clean and organized at all times. Eating and drinking are not permitted in these areas. The locker room standards are posted on the notice board. The academic administration reserves the right to conduct regular locker facilities inspections. The Academy will not be held liable for any items lost in the lockers or on the premises.

Students who cannot keep their locker tidy and/ or who do not adhere to the locker policy will not be given a permanent locker. (A locker will be provided on a daily basis.)

At the end of each semester, locker cabinets must be emptied and locker keys must be returned to the facility manager. A new locker key will be issued during registration for each semester.

### **Classrooms**

Classrooms, laboratories and study rooms are places of work. Silence is therefore required to enable students to concentrate on work. Eating and drinking are not permitted in these areas. The use of mobile telephones during academic or practical class time, and when on duty is not allowed for obvious courtesy and hygiene reasons. Students are expected to take care of furniture and material. (The responsible party must pay for any loss, damages or gross negligence.)

### **Academy Opening Hours**

The Academy is open according to published timetables. Classrooms are closed on Fridays and Saturdays. The library is open according to published timetables.

At the end of classes, the Academy will be locked and, for security reasons, students are not allowed to be on the premises including the smoking area.

Timetables will be published on the notice boards at the beginning of each semester.

## Library and Resource Area

- The library is a place for quiet study. The opening hours are published in the library.

The following are the procedures for using the library:

- Smoking is not permitted in the library.
- Food and drinks are not allowed in the library.
- Students must present their student card in order to borrow items.
- Books' borrowing renewals must be done at the library.
- Students can borrow up to two items at a time.
- Magazines and other items used within the library for reference purposes must be returned to their correct place in the library to keep it tidy and to allow the fast turnaround of items.
- No bags are allowed inside the library.
- Only students wearing a proper uniform can be in the library.
- The staff on duty can assist with finding the correct location of library items.
- Periodical and journal back issues can be borrowed for one week. Current issues are for reference within the library
- Borrowed items are to be returned on time for the convenience of all. A fine of JOD 1 per day is due on late items. Late items will only be accepted and therefore removed from the student's account when the relevant fines have been settled.
- The library is equipped with a security alarm. Security checks are carried out when students leave the area. Fines can be issued or disciplinary points deducted if students do not stop for checking and fully cooperate with the library team.
- All library team members have authority to deduct behavior points if students do not respect the standards of excellence regarding the use of the library.
- Lost items will be charged to the student's account with the new price.
- If any books are found missing at the end of the semester, the price will be deducted from students' refundable deposit.
- Students will be denied access to the library if they frequently misbehave and fail to adhere to the library policy.

## Photocopying and Printing

Students must use their own photocopy card. Books or magazines may only be photocopied after consulting and receiving authorization from the librarian. Copying material without authorization can be regarded as a serious offense and can lead to suspension.

Certain valuable books cannot be photocopied. Students are liable for paying for a new book if a book is damaged during photocopying.

## **Student Card**

The student card is used for identification and for borrowing books from the library, as well as, for internal control purposes. It is issued upon arrival at the Royal Academy of Culinary Arts/ Affiliate of Les Roches. The student card is valid for the whole duration of the program attended. If for some reason (repeating a program, longer internship, etc.), the student card expires, a new one can be obtained from the library. The student card must be returned to the library in the event of a student's studies being terminated prematurely. Lost student cards must be reported to the library at once. A replacement card costs JOD 10. (Students have to go to the accounting department first and then to the library presenting proof of payment.)

## **Information Technology Software**

Due to security reasons and the protection from viruses, students who bring and want to use their own laptops on campus are required to pay a set-up fee and get approval from the IT department.

The IT department reserves the right to conduct random security checks on laptops used on campus.

Computers located in the library are the property of the Academy. These computers are provided for students to support their research and project work and are not for personal use. (No personal documents can be saved on the computers.)

## **Computer Virus Infections**

For students who use their own laptops, the Academy's anti-virus system will be loaded on to students' machines during their studies at Royal Academy of Culinary Arts/ Affiliate of Les Roches. It is the students' responsibility to ensure this software is un-installed at the end of their studies. Students must be aware that they are subject to serious IT penalties if they are responsible for introducing or inflicting a virus to the Academy's internal network.

It is the student's responsibility to ensure that his or her laptop is adequately protected against viruses by regularly updating their software. Students who would like to use their personal laptops at the Academy must register their laptop and get authorization from the IT manager.

Failure to accept and follow these requirements will result in students being forbidden to connect to the network, and access any network resources while they are on campus.



## **Internet**

Students are provided with a RACA e-mail address at the beginning of their first semester.

The Internet access at the Academy is strictly for internal Academy communication, and for matters pertaining to the students' study.

Students are asked to follow the established rules and regulations and adhere to the internally published IT procedure. (Please note that a policy is in place to block access to certain sites of specific content.)

## **Dining Rooms**

As part of the curriculum and the educational experience, the Academy provides meals for students.

The school uniform must be worn in the restaurant areas at all times. Students are expected to behave in a mature, orderly and dignified manner in the dining rooms, as is expected of a future manager.

The following items are not allowed to be brought to the dining rooms, and must be left in the locker rooms:

- Letters/ printed papers or documents
- Newspapers
- Books
- Laptops/ iPads
- Bags/ briefcases
- Coats/ jackets
- Mobile phones, phablets

## **Attendance at Meals**

Students are scheduled to have their meals at the Top Restaurant or banquet area as part of the curriculum.

To avoid delays for others, late-comers will not be permitted to enter the restaurant areas and students will have deduction of attendance hours and disciplinary points as per the discipline and attendance policy.

Students not following personal grooming and uniform standards may be requested to leave the dining room.

Visitors should meet proper dress code regulation and are expected to be smartly dressed – no short/ Bermuda, provocative attires, etc – and may be not hosted in the dining room if found dressed improperly.

During certain times (certain events) when the Academy opens its doors to the public, food and beverages may be sold at an industry-relevant price.

## **Public Areas**

Any student's belongings should not be left unattended in any public area at any time. Students should not leave their belongings in classrooms, corridors, restaurants and other areas of the Academy. The locker cabinet provided should be the only area where students' items can be left.

The Academy declines all responsibility for articles or money stolen if the above recommendation is not followed. The Academy reserves the right to dispose any unclaimed article found in the Academy.

## **Laundry Facilities**

The Academy provides a laundry service for practical chef's jackets only.

In order to be able to identify them easily and speedily, all clothes to be laundered need to be marked with the student's number and/ or name. Unidentified chef's jackets cannot be washed.

It is the student's responsibility to take care of the uniform provided by the Academy. Lost or damaged uniforms must be replaced at the student's expense.

## **Smoking**

Smoking is strictly prohibited in all areas of the Academy's building. Students wishing to smoke must leave the building and go to the designated smoking area. Smoking is not permitted at the front entrance of the building itself.

## **Deposit**

A JOD 50 deposit is collected from the student and held as a provision against damage, whether it is caused intentionally or accidentally, to any asset belonging to the Academy. It is also used to settle any unpaid bills incurred during the programs. Requests for advances to be made against the deposit are not allowed.

The deposit can be collected in person after graduation at the end of the studies. Deposits are refunded in full or in part once all bills have been settled.

### **17.3. DISCIPLINE – APPEARANCE AND BEHAVIOR**

Discipline is expected in two distinct areas: behavior and appearance. At the beginning of each semester, discipline has an initial value of “6” points and are deducted at the discretion of the teacher or staff members for behaviors and appearance that do not match the expected standards. The amount of points deducted will depend on the seriousness of the incident(s) in question. The scale of points' deduction serves as a guideline and not as fixed parameters.

#### **Suspension**

In the event of misconduct or serious violation to the code of conduct and personal ethics requiring further inquiry, the Management may suspend the student for the time required to complete the claimed inquiry. In such a case, the Management may request that the student does not attend courses or that the student leave the campus.

#### **Dismissals**

The Management can expel a student if either the student's work and/ or conduct is unsatisfactory, both in and outside the Academy. The Management can also suspend or expel a student in the event of repeated absences that exceed 40 hours.

Students will be immediately expelled from the Academy by the Management in the following cases:

- Use or possession of drugs
- Theft
- Misconduct
- Being under the influence of alcohol in class or on duty, or in any circumstances
- Lack of academic achievement
- Fights, threats and harassment
- Misuse of equipment and tools
- Endangerment to themselves or others due to irresponsible actions
- Not adhering to safety and emergency procedures

Any involvement in illegal activities or violation of Jordanian law is dealt with accordingly by the Management.

#### **Prevention and Testing of Stupefying Products**

The Royal Academy of Culinary Arts/ Affiliate of Les Roches is sensitive to the problem in today's society of the dependence on stupefying products, and wishes to take an active role in the prevention of their abuse by students, either through group-training schemes, or on an individual basis.

The Jordanian penal code forbids consumption, possession and/ or any form of distribution or selling of drugs. It makes no distinction between those drugs known as “soft” drugs and those known as “hard” drugs. The Royal Academy of Culinary Arts/ Affiliate of Les Roches follows the same principles and forbids any form of illegal drugs. Possession of/ or trafficking of drugs inside, as well as, outside the Academy is strictly forbidden. The Royal Academy of Culinary Arts/ Affiliate of Les Roches reserves the right to take legal action if necessary. This rule applies throughout the entire period the student is registered under the Academy’s responsibility, whether in Jordan or elsewhere.

In accordance with Jordanian law, the Academy has the right, in specific situations, to ask a student to submit him/ herself for a drug test. A student will be asked to undergo a drug test if the Academy considers that the student is putting himself or herself at risk physically or mentally, as well as damaging his or her learning potential or if the student threatens the health and safety of their environment. If the student refuses to accept the conditions stated above without legitimate reason, he or she will be expelled immediately from the Academy. The procedure outlined below will be treated as confidential, as will all data relative to the concerned student. A student could be asked to undergo several tests during his or her studies at the Royal Academy of Culinary Arts/ Affiliate of Les Roches.

### **Drug Testing Procedure**

The Management will provide the clinic officer with the names of the students who will be requested to undergo an alcohol or drug test. The student will then be asked to visit the designated lab. The Royal Academy of Culinary Arts/ Affiliate of Les Roches also reserves the right to request the student to provide a blood sample. If a blood sample is requested, this procedure will be carried out by a nominated doctor. In exceptional cases, the doctor may also request a hair sample. The student who has been requested to visit the clinic officer for a drug test will not have his/ her absences credited against them. In addition to the drug test, the clinic officer will seek to determine if any other products (medicines) could have been taken, which might influence the results in one way or another. If this is the case, the student will be asked to present evidence pertaining to the consumption of these other medications within 24 hours.

A laboratory appointed by the Academy will analyze urine and blood samples. The laboratory will communicate the results of the tests to the Management. In line with the policy of the Academy, students will be immediately expelled from the Academy for the use or possession of illegal drugs.

## **Sexual Harassment**

The Royal Academy of Culinary Arts/ Affiliates of Les Roches is committed to an environment that is free of sexual violence and intimidation. On our campus, we have different cultures and backgrounds. It is very important to know that what is considered as an acceptable behavior to one person may be unacceptable to another. Reports of sexual harassment are taken seriously and will be dealt with promptly. Where sexual harassment has occurred, RACA will act to stop the harassment, prevent its recurrence, discipline and/ or take other appropriate action against those responsible for the issue including all students, staff and faculty.

Sexual violence, including rape, sexual assault, domestic and dating violence, is a form of sexual harassment. In addition, the following behaviors may violate our sexual harassment policy:

- Observing, photographing or videotaping sexual activities or nudity without the knowledge of those involved
- Sharing videos or recordings of sexual activities or nudity
- Sexual advances, whether or not they involve physical touching
- Commenting about or inappropriately touching an individual's body
- Lewd or sexually suggestive comments, jokes, innuendos, or gestures
- Stalking

## **General**

Students who frequently disrespect the standards of excellence related to conduct on campus can be asked to leave the Academy. In these situations, at the discretion of the Management, students may not be allowed to continue their studies at the Royal Academy of Culinary Arts.

## **17.4. FIRE AND SECURITY ADVICE**

- Students are requested to understand the evacuation emergency procedure.
- Students are strongly recommended to familiarize themselves with the different emergency exits and fire-fighting equipment available in the Academy.
- When the fire alarm rings, students should not panic, but follow the instructions given by the faculty, class representatives and/ or staff.
- Windows must be shut. Doors must be shut, but not locked.
- In the main building, students must WALK out of the building quickly and calmly and go to the meeting point. Smoking is not permitted at the meeting point.

## **17.5. GRIEVANCE PROCEDURES AND NON-ACADEMIC APPEALS**

### **Non-Academic Appeals**

All appeals pertaining to disciplinary penalties, suspensions or dismissals from the Academy or non-admittance to final exams must be addressed in writing to RACA appeals committee accompanied by a receipt of JOD 50, and sent to the Management within 10 days of the penalty disclosure. If the appeal is rejected, the JOD 50 is not reimbursed.

The Appeals Commission consists of the following members:

- An external lawyer
- The CEO of Les Roches
- One board member of RACA
- An external expert in professional education

The commission normally meets twice per year and their decision is final.

## **17.6. VEHICLES**

### **Registration**

Vehicle's license information, whether rented or owned privately, need to be registered in the facility manager's office as soon as it is brought to campus. An Academy sticker will be provided by the facility manager and must be placed on the front window of the vehicle.

### **Parking**

Students are allowed to park only in the designated parking lot.

### **17.7. OPEN DOOR POLICY**

The academic officers, staff members and faculty members assist and guide students so that they may have a safe and beneficial time at the Royal Academy of Culinary Arts/ Affiliate of Les Roches. They virtually deal with all students' questions or concerns.

There may be so personal or sensitive issues that student might want to speak directly to the Culinary Operation Manager, the Registrar or the Head of Human Resources. In this case, the student may make an appointment with the concerned person for an "Open Door" meeting through the receptionist. The meeting is usually scheduled as soon as possible.

### **17.8. FINAL DISPOSITION**

The present regulations are subject to approval by the Academic Committee of Les Roches Global Hospitality Education.

The Operational Committee and Program Committee reserve the right, at all times, to make amendments according to circumstances, without giving prior notice. Any amendment will be subject to present the regulations to the Academic Committee of Les Roches Global Hospitality Education for review.

The web published version is considered the latest applied version.

## **18 | ADMINISTRATORS, FACULTY AND STAFF**

### **18.1. THE PROGRAM COMMITTEE**

- The Culinary Operation Manager
- At least one Service Instructor
- At least one Culinary Instructor
- At least one Language Instructor
- At least one General Education Subject Instructor
- The Registrar
- The Librarian

### **18.2. SUPPORT SERVICES**

- Career development officer/ Head of Human Resources
- Librarian
- Nurse
- Students' accounts
- Receptionists
- Class representatives

### **18.3. FULL AND PART-TIME FACULTY**

Details of the faculty members are available on our website.