

## Academic Catalogue

### ACADEMIC MANUAL FOR RACA STUDENTS

#### Valid for the following intakes:

#### **April 2020**

The content of this catalogue 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 Royal Academy of Culinary Arts 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.

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

Dear Aspiring Chefs,

On behalf of the culinary team, faculty and employees of the Royal Academy of Culinary Arts, I would like to welcome you to the new destination you have chosen, the culinary and hospitality world!

The purpose of this academic catalogue is to offer detailed information about what you can expect from the Royal Academy of Culinary Arts and to provide an in-depth understanding of what it is expected from you.

Our learning environment enables students to develop their sense of responsibility, initiative, work ethics, entrepreneurship, team spirit, creativity and many more key life and professional skills that are essential to future personal and professional successes in today's world.

Enriched with more than a decade with the Swiss experience, the Royal Academy of Culinary Arts is proud to be providing you with industry-relevant, transferable skills. Our educational approach balances practical learning with theory that helps you develop a solid foundation to start a future career path in the hospitality or culinary industry. These industries offer numerous exciting job opportunities for young and passionate people who are seeking a stimulating, fascinating and rewarding career, and who want to be part of a vibrant and dynamic world.

You have joined the Royal Academy of Culinary Arts with a dream and we will strive to support you in your journey to achieve it. Many successful stories started at the Royal Academy of Culinary Arts and many more will follow.

Welcome to the Royal Academy of Culinary Arts!



Jacques Rossel  
Director

### 2 | GENERAL PURPOSE

The Royal Academy of Culinary Arts (RACA) is a non-profit private Jordanian Technical University College. The institution offers a two-year program in Culinary Arts. The Royal Academy of Culinary Arts provides its curriculum in English language to students of any race, nationality, gender, 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 theoretical courses accompanied with practical, craft-based learning, besides internships in recognized hotels, restaurants, or related institutions. Students' intellectual abilities are further developed through the general education courses of the 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 program, graduates of the Royal Academy of Culinary Arts will gain developed competencies in a range of technical, organizational and administrative skills and will be able to progress through the hierarchy of the career.

We develop students' abilities to initiate and manage changes 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 embark upon their careers with confidence, armed with knowledge, basic experience and soft skills which allow them to succeed.

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### 3 | MISSION AND VISION

#### 3.1. THE VISION

The Royal Academy of Culinary Arts will be the market leader in the region for culinary education through its commitment to quality of excellence, 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.

#### 3.2. THE MISSION

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.

#### 3.3. 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. 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.

#### 3.4. THE VALUES

	Life-long Learning	Innovation and Entrepreneurship	Integrity	Respect	Excellence	Spirit to Achieve
Statement	<i>“Anyone who keeps learning stays young”</i>	<i>“Seeing what everybody has seen and thinking what nobody has thought”</i>	<i>“We think independently together”</i>	<i>“Diversity is the mix; respect makes the mix work”</i>	<i>“We do ordinary things extraordinarily”</i>	<i>“Who you are tomorrow begins with what you do today”</i>

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### 4 | APPROVAL, ACCREDITATION, RECOGNITION & MEMBERSHIPS

The Royal Academy of Culinary Arts has achieved the following approval, accreditation, recognition and membership:

#### 4.1. JORDAN MINISTRY OF HIGHER EDUCATION AND SCIENTIFIC RESEARCH

The Royal Academy of Culinary Arts is accredited in Jordan by the Ministry of Higher Education and Scientific Research (MOHE) as a Technical University College.

Students who would like their RACA Diploma to be validated by Jordan MOHE must pass all the required subjects as per the Ministry's guidelines.

Further information can be obtained from the Registrar Office.

#### 4.2. UNWTO TEDQUAL

The Academy is accredited by United Nations World Tourism Organization Themis TedQual Certification System which is a certification of a voluntary nature that seeks to facilitate the continual improvement of tourism education, training and research programs through the definition of a set of standards of quality for tourism education.

#### 4.3. WORLD ASSOCIATION OF CHEFS' SOCIETIES (Worldchefs)

The Royal Academy of Culinary Arts is recognized as an approved educational institution by the World Association of Chefs' Societies. Worldchefs' recognition of "Quality Culinary Education Program" has established that the Royal Academy of Culinary Arts meets or exceeds global standards for quality education as established by the Worldchefs Education Committee.

#### 4.4. EUROPEAN FOUNDATION FOR QUALITY MANAGEMENT (EFQM)

Recently, RACA was awarded the "EFQM committed to Excellence" C2E Level by King Abdullah II Center for Excellence (KACE). The EFQM Excellence model is a non-prescriptive framework for continuous quality improvement. The essential elements that constitute the EFQM are the fundamental concepts of excellence.



### 5 | ENTRY QUALIFICATIONS

#### 5.1. ADMISSION REQUIREMENTS

- Applicants must be aged 18 or over. If an applicant is below the required age limit, special requirements may apply. In any case, the applicant must be 18 by the end of his/her first semester.
- A completed application form with all required attachments must be submitted and an application fee of JD. 25.00 must be paid.
- A completed hand-written letter of motivation (250 words) in English on stating the reasons why the applicant wants to study Culinary Arts at RACA. The letter must be written by the applicant.
- 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; that includes a valid Hepatitis A vaccine.
- If English is not the applicant's mother tongue, s/he must enclose a copy of one of the following:
  - TOEFL score 440 (PBT), or 41-42 (IBT)
  - IELTS with minimum overall band of 5.0
- In some instances, a TOEFL of 407 (PBT), or 33 (IBT), or an IELTS of 4.5 may be accepted. In that case, the applicant's level of English will need to be evaluated by an English teacher from the Academy.

**In the event an applicant does not meet the requested minimum score of at least an IELTS of 4.5 or a TOEFL of 407/ 33, s/he will be required to sign a letter stipulating her/ his commitment to provide the score by the end of Semester 1 or within an agreed specific period of time.**

**If the student is unable to provide the minimum solicited score by the end of the second semester, s/he will not be allowed to progress to internship.**

- Applicants who have studied (abroad) outside Jordan may also be 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.

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### PROFESSIONAL DIPLOMA

Students who do not have Tawjihi will be given the opportunity to receive the same two-year curriculum exposure at RACA, as with the two-year diploma program. They will also be able to validate their Professional Diploma by the Ministry of Higher Education and Scientific Research. After successfully passing all the examinations and earning all credits, students will be awarded the Two-Years Professional Diploma in Culinary Arts.

For those students who wish to participate in an one-year program, they will be awarded a One-Year Professional Diploma Basic Culinary Arts.

### 5.2. PROGRESSION POLICY/ POSTPONEMENT

For students who wish to postpone a semester, a request must be made in writing and submitted to the Registrar Office **before** the payment date of the semester. **The postponement request is valid for two semesters only.** Further postponement will be subject to an acceptance from the Academic Committee.

For those students who do not submit a request and pass the registration date of the following semester, an automatic written withdrawal will be issued by the Registrar Office and the students will be invalidated from the current understudy's status.

#### 5.2.1. 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 rejoining, and a new tuition fee and payment schedule will be communicated. However, a maximum of two consecutive semesters 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.

### 5.3. TRANSFER

#### 5.3.1. Transfer to the Royal Academy of Culinary Arts from another institution

The Royal Academy of Culinary Arts 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 JD 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 Committee 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 designed program will be approved by the Academic Committee.
- Students who transfer to the Royal Academy of Culinary Arts programs are required to take at least 60% of the diploma program.

If English is not the applicant's mother tongue, a copy of one of the following must be enclosed:

- TOEFL minimum score of 440 (PBT), or 41-42 (IBT).
- IELTS minimum overall band of 5.0

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### 6 | CALENDAR

Due to the extraordinary events of March 2020 and the disturb it has caused, the below calendar is indicative only. **Please follow the guidelines issued regularly by the Registrar Office.**

Semester	Application	Interview	Payment	Registration	Induction	1st Day of Class
April 2020	On going	On going	April 4 <sup>th</sup>	April 5 <sup>th</sup>	April 7 <sup>th</sup>	April 12 <sup>th</sup>
October 2020	On going	On going	September	October	Mid-October	Mid-October

#### 6.1. APPLICATION DEADLINES

The application process for the Academy starts seven weeks before the beginning of the semester. Ideally, students' applications must be submitted at least three weeks prior to the semester starting date to ensure a smooth arrangement of the interview process.

#### 6.2. INTERVIEWS AND ACCEPTANCE

Interviews are considered a vital part of our acceptance procedure. Upon receiving all the required admission papers from the applicant, interviews are usually scheduled on the Academy premises or may take place online.

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

#### 6.3. PAYMENT

Payments should be made in Jordanian Dinars no later than the published date, prior to the beginning of the registration day, and 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 are settled.

### 7 | FEES, FINANCIAL AID AND SCHOLARSHIPS

#### 7.1. 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 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 Department. 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, s/he 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.

#### 7.2. 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.

##### 7.2.1. 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 must be submitted to the Registrar Office to check its validity.
- Students are expected to maintain a perfect disciplinary mark of 0.0 and should under no circumstances be above 1.0 in any given semester.
- Students who receive RACA scholarship may be requested to do community service, operations or promotional work for the Royal Academy of Culinary Arts 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.

### 7.3. OTHER CONDITIONS

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

## 8 | INFORMATION TECHNOLOGY EQUIPMENT POLICY

The Information Technology facilities (IT) 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 for the IT Manager.

### 8.1. IT SUPPORT

It should be noted that the Royal Academy of Culinary Arts does not offer service, maintenance, or any business solutions to support students' laptops and it is the student's responsibility to keep their iPad in good working condition.

### 9 | ACADEMIC PROGRAMS

#### 9.1. CULINARY ARTS DIPLOMA, PROFESSIONAL DIPLOMA PROGRAMS

The objective of the Culinary Arts Diploma, the Two-Year Professional Diploma and the One-Year Professional Diploma programs is to educate students to a level of all-round culinary competency and to prepare students to enter into the culinary industry with confidence. The programs educate students in craft-based learning environments, helping them acquire the appropriate operational and supervisory skills, knowledge, and attitudes for their personal and professional goals. Alternatively, students can continue their studies at various universities when they are enrolled in the diploma program.

##### 9.1.1. Program 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.
- Be aware of their environmental responsibilities.
- Demonstrate understanding and awareness of moral and ethical issues in culinary industry organizations.

##### 9.1.2. Program overview

The program is divided in four distinct semesters:

- Foundation: Semester 1 and Semester 2
- Capstone: Semester 3 (internship) and Semester 4

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### 9.1.3. PROGRAM CONTENT FOR FOUNDATION YEAR

#### SEMESTER 1

Course name	Code	Pathway	Periods per semester		Total Contact Hours	RACA Credits	Pass Mark	
			Theory	Practical				
CBL – Commissary & Knife Skills	101	Culinary	15	60	75	3	50%	
CBL – Fundamentals in Cooking Methods	102	Culinary	15	60	75	3		
CBL – F&B Service Techniques in Restaurant Operation	103	Culinary	15	60	75	3		
CBL – F&B Service Techniques in Fine Dining	104	Culinary	15	60	75	3		
Stewarding & Cleaning Science	105	Culinary	15	30	45	2		
ServSafe & Food Hygiene	106	Theory	45		45	3		
Culinary & Beverage Science	107	Theory	45		45	3		
<b>Languages</b>								
English Communication & Writing Skills – Level 1	110							
or								
English Communication & Writing Skills – Level 2	111	Theory	45		45	3		
or								
Foreign Language – French Level 1	112							
<b>General Education</b>								
Introduction to Computer Skills	113	Theory	45		45	3		
Professional Development & Life Skills	114	Theory	45		45	3		
<b>Total Hours</b>			300	270	570	29		





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### SEMESTER 2

Course name	Code	Pathway	Periods per semester		Total Contact Hours	RACA Credits	Pass Mark	
			Theory	Practical				
CBL – Individual Cooking	201	Culinary	15	60	75	3	50%	
CBL – Cooking in Restaurant Operation	202	Culinary	15	60	75	3		
CBL – Pastry & Bakery – Bakery Level 1	203	Culinary	15	60	75	3		
CBL – Pastry & Bakery – Pastry Level 1	204	Culinary	15	60	75	3		
Menu & Recipe Development	205	Theory	45		45	3		
Purchasing & Principles of Accounting in Hospitality	206	Theory	45		45	3		
<b>Languages</b>								
Technical Writing in English Language	210							
or								
Foreign Language – French Level 2	211	Theory	45		45	3		
<b>General Education</b>								
Management Principles in Hospitality & Tourism	212	Theory	45		45	3		
<b>Total Hours</b>			240	240	480	24		



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### 9.1.4. PROGRAM CONTENT FOR CAPSTONE YEAR

#### SEMESTER 3 (INTERNSHIP)

Course name	Code	Pathway	Periods per semester		Total Contact Hours	RACA Credits	Pass Mark
			Theory	Practical			
Industry Internship	300	Culinary		880	880	12	Pass/ Fail
<b>Total Hours</b>				880	880	12	

#### SEMESTER 4

Course name	Code	Pathway	Periods per semester		Total Contact Hours	RACA Credits	Pass Mark
			Theory	Practical			
CBL– Pastry & Bakery Pastry Level 2	401	Culinary	15	60	75	3	50%
CBL – Modern Cooking Techniques	402	Culinary	15	45	60	2	
Small Business Management & Entrepreneurship	403	Culinary	30	50	80	3	
Banquet Operations Management	404	Culinary	30	50	80	3	
Quality Management and Supervision	405	Theory	45		45	3	
<b>Languages</b>							
Business Communication in English Language	411	Theory	45		45	3	
<b>General Education</b>							
Principle Science of Nutrition	412	Theory	45		45	3	
Sensory Evaluation & Flavor Pairing	413	Theory	45		45	3	
Sustainability in F&B and Environmental Awareness	414	Theory	30		30	2	
<b>Total Hours</b>			300	205	505	25	



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	Module		Total Contact Hours	RACA Credits
	Theory	Practical		
<b>Total Culinary Diploma Hours</b>	<b>840</b>	<b>1595</b>	<b>2435</b>	<b>90</b>
<b>Total Professional Diploma Hours</b>	<b>840</b>	<b>1595</b>	<b>2435</b>	<b>90</b>
<b>Total One-Year Professional Diploma Hours</b>	<b>540</b>	<b>510</b>	<b>1050</b>	<b>53</b>

### **ONE-YEAR PROFESSIONAL DIPLOMA IN CULINARY ARTS**

After successful completion of the Foundation Year, students could exit the One-Year Professional Diploma in Culinary Arts program. Informing the Registrar in writing about the wish to complete a one-year program is a must toward the end of the first semester. Students will not be issued a certificate if they fail to do so.

Students who would like to transfer from the one-year program to the two-year program need to inform the Registrar in writing before the end of their Foundation Year.

### 10 | COURSE DESCRIPTION

#### Semester 1

##### **(101) CBL – Commissary and Knife Skills**

“Keep your knives sharp and join the commissary kitchen!”

The commissary kitchen prepares you to build all the essentials of becoming a future chef. You will develop skills whether it's following proper hygiene, energy conservation or wastage prevention. You will learn how to deal with knives and raw material to give a final product which will be used by other outlets like a la carte restaurants or for classical banquet production. Working with a variety of fruits, vegetables, proteins and understanding the structure and anatomy of different proteins will build your solid knowledge. The kitchen working environment will provide you with the opportunity to learn the proper use of knives and safety tips along with maintenance of kitchen equipment's. The practical class activities will foster skills in planning, prioritizing and time management. At the same time, you will learn to respect procedures and tasks. You will be encouraged to develop your sense of responsibility and teamwork. The theoretical knowledge learned is based on industry-relevant requirements and will assist you in selecting and combining ingredients correctly.

##### **(102) CBL – Fundamentals in Cooking Methods**

In the childhood memories of every good cook, there's a large kitchen, a warm stove, a simmering pot and a chef with a long hat.

Success has no finish line; your journey of mastering culinary arts starts here! This course is the foundation of culinary arts. It will prepare you for the food service industry, with knowledgeable experienced facilitator, and it will offer you the opportunity to work hands on with many different raw ingredients. Moreover, this course is designed to help you develop your skills in basic French cooking methods applying standards, hygiene, energy conservation and wastage control. This is your opportunity to learn how to produce quality foods in an effective and efficient manner. You will also be exposed to main systems of food production from modern free-flow concept, to Ala Carte, fast food and classical banquet production. At this level, the kitchen working environment will introduce you to the proper use and preventive maintenance of working place and kitchen equipment.

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This course consists of two parts: a theoretical part which will prepare you for industry-relevant needs, and the practical hands on will develop your skills in planning, prioritizing, and time management.

### **(103) CBL – F&B Service Techniques in Restaurant Operations**

“You cannot teach culture; you have to live it and experience it. You have to share it; you have to show it”. Brent Harris

Rule number one for creating a service culture or any culture for that matter is this; it starts at the top. It starts in the head and the heart of the leader and is passed on from one team member to the next. There is no other way it can happen. You might ask why I should take a service course if I am going to be a Chef, in order to escalate in the industry, you have to know all the ins and outs of it. So, this course is designed in order for you to have the fundamental service techniques. The Course is designed to teach the fundamental principles of table and restaurant service. Say goodbye to the old service trends and welcome to the new school of service were you will be taught about all the new trends and service techniques. Demonstrations, simulation and practical activities performed by the students will familiarize them with different aspects of service techniques. The course walks the students through the dining experience before, during and after the guest arrives and initiating service by using technical skills and displaying the energy, passion and commitment the waiter should have. In addition to the capability to operate a POS system and creating Cocktails.

### **(104) CBL – F&B Service Techniques in Fine Dining**

“We are what we repeatedly do. Excellence, then, is not an act, but a habit” – Aristotle  
The service in hospitality industry is coming up with new food and beverage concepts every day. The expectations levels are on a rise. Being seated while waiting for food to be served is no longer exciting; guests want to be entertained. A great meal comes with great service, and there is not a greater joy than a satisfied guest. Proper servers, polished cutlery and glasses, and perfect ambiance at the banquet restaurant, take the guest through a unique dining journey, from appetizer to dessert. Every expectation in a fine dining restaurant, you will find at the banquet restaurant. At the banquet, the students will be offered foundation-level skills and knowledge of the food and beverage operation in fine dining restaurants. Demonstrations, simulations and practical activities performed by the students will familiarize them with aspects of modern and classical service



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techniques. Not only to develop technical skills but also develop the interpersonal and professional skills in a real work environment.

### **(105) Stewarding & Cleaning Science**

As a future food and beverage managers and chefs, one should cover all the positions and start from the basics; by cleaning. What defines a clean kitchen? How clean should an outlet be? How does the dishwasher machine work? And what is the proper way to clean and store equipment? In this course, the student will develop skills in selecting cleaning equipment and materials to work effectively, as well as, a hands-on operation in the cleaning science lab where they will understand the back of house operation in details and the importance of the stewarding department. The correct use and proper organization of machine and manual washing will be evaluated. Furthermore, the students will master the fundamentals in setting up the operation before, during and after the event is done in a hassle-free form.

### **(106) ServSafe & Food Hygiene**

Food safety and food hygiene are major aspects in food industry, failure in any of them can lead to a major and criminal offence. Learners will be introduced to ensure food safety starting from the moment of receiving the food to the moment to be served. Learners will be introduced to major hazards and microorganisms in food industry. All aspects of food safety from kitchen designs to cleaning techniques will be covered. Learners will learn major responsibilities and supervision in the restaurant and specifically in the kitchen.

### **(107) Culinary & Beverage Science**

"Yesterday I was clever, so I changed the world. Today I am wise, so I am changing myself." – Rumi  
The world of science is a whirlpool of knowledge. The more you increase your curiosity, the deeper you go. The more you learn, the faster you whirl. The course is designed to create the foundation of many aspects of the culinary and beverage world by analyzing and breaking down the relationship between the theoretical know how and practical application to have a better understanding of physical and chemical reactions occurring on a daily basis. Cooking without knowledge is a hobby, however; cooking through culinary and beverage obsession is an art itself. Culinary science will provide the student with start of knowledge towards proteins, carbohydrates, fats, oils and vitamins which include fruits and vegetables. Beverage science involves natural

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evolution of products such as fermentation, distillation and how both work together through sugars and alcohol.

### **(110) English Communications & Writing Skills – Level 1**

Imagine yourself talking to a receptionist at a hotel in a German speaking country when you do not speak German! You definitely need a bridge language to communicate which is most of the time “English”. Similar to the hospitality industry, speaking English is a necessity in the global culinary career. Learning this international language opens you a door to different cultures, cuisines, books...etc. which will gradually build you a bright, blooming career with solid knowledge.

This course will arm you with the four main communication skills; listening, speaking, reading, and writing. First, you will be offered an opportunity to improve your listening skills by listening to various interesting TOEFL and IELTS audios which will enrich your vocabulary bank and enhance your English language comprehension. Second, no matter where you choose to live, travel, or work, you will always need to communicate verbally with people; therefore, being competent in speaking skills is essential in this industry. Hence, this course is designed to meet this need by throwing class discussions and conversation classes about various topics. Third, believing that reading is the food of the soul, this course will introduce you to the main reading techniques that will make you perceive any reading article/passage as a piece of cake. Finally, grammar and structure are giving ultimate attention throughout the course moving from building up proper sentence into writing well-structured paragraphs. You never know, you might be an international food blogger or a cookbook author one day!

### **(111) English Communications & Writing Skills – Level 2**

This bridge language, English, is constantly changing due to the change of people’s need and experiences, technology, industry...etc., and as Norton Juster said, “You can swim all day in the Sea of Knowledge and still come out completely dry.” Therefore, you should never be satisfied with your level when it comes to languages!

As speaking English is a necessity in the global culinary career, commanding this international language opens you a door to different cultures, cuisines, books...etc. which will gradually build you a bright, blooming career with solid knowledge.

This course will help you perfect the main four communication skills; listening, speaking, reading, and writing. First, you will be offered an opportunity to improve your listening skills which will enrich



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your vocabulary bank, and enhance your comprehension in the language. Second, this course will help you polish your speaking skills ease which are essential in this industry. Third, believing that reading is the food of the soul, this course will introduce you to the main reading techniques that will make you perceive any reading article/passage as a piece of cake. Finally, grammar and structure are given ultimate attention throughout the course moving from building up proper sentence into writing well-structured paragraphs. You never know, you might be an international food blogger or a cookbook author one day!

### **(112) Foreign Language – French Level 1**

« Parlez-vous le français ? » ; « Où est le restaurant le plus proche ? » ; « Pouvez-vous me dire à quelle heure la boulangerie ouvre le samedi matin ? ».

Frank Smith once said: “One language sets you in a corridor for life. Two languages open every door along the way”.

You might be excellent in English, however, don't confine yourself in one flight-pass for the rest of your life. Learn a foreign language!

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

This course is available only to those students who have been granted credits for the English Communication & Writing Skills – Level 2 (111).

### **(113) Introduction to Computer Skills**

Being an educated chef means that you have to be up-to-date with everything including the most important factor which controls everyone's' life nowadays: technology!

In order to present your ideas, write your recipes, design and calculate your menu, you will always need Microsoft Office Applications. This course is designed to equip you with these skills!

This course gives students a basic level of competence in manipulating standard computer applications. Using personal notebook computers, students will master the basic applications and systems upkeep of Microsoft Office Professional. Upon successful completion, you will be competent using the functions and features in Microsoft Office Suite; you will be able to create Word documents, a PowerPoint presentation, to create spreadsheet and formulas on Excel, design menus via Publisher.





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### **(114) Professional Development and Life Skills**

When seeking a job in the hospitality industry, nothing is more valuable than having soft skills to be perceived as a professional. If your dream is to be a well-reputed chef at a restaurant, hotel, an airline; or at your own restaurant, you will always be expected to be professional at the work place; manage your time on a personal and professional level; make proper decisions and plans; and maintain positive attitude on a personal and professional level. This course is designed to meet these needs comprehensively and help you boost them to have a healthy personal and professional life. In this exciting field, being a good public speaker is a necessity. At any moment, you might be in a situation where you need to deal with coworkers and customers, or be invited as a celebrity chef to host a cooking show. This course will give you the opportunity to acquire communication and listening skills; in addition, to improving and practicing public speaking skills to share your ideas, thoughts, recipes, findings, projects... etc. with people effectively.

### **Semester 2**

#### **(201) CBL – Individual Cooking**

“We don’t copy paste we create; this is the art behind fine dining”.

Experience the world of fine dining and plating techniques that have been waiting for you. Cooking and plating alone is any chef’s dream. Experience the real endurance and techniques that the kitchen will hold. It is a lifestyle in the individual kitchen at RACA. You will now be applying, demonstrating and executing all the theoretical and practical knowledge that was taken in the first semester. The student will be dealing and preparing action plans, shopping lists, cooking all recipes given for the daily Banquet functions to produce a spectacular dish and show their abilities in knife skills and basic cooking methods which will open the opportunities to make you one step closer to your career in the near future.

#### **(202) CBL – Cooking in Restaurant Operation**

A chef must think like a scientist, arrange like an accountant, plate like an artist, and cook like a grandmother.”

Welcome to the real word of cooking at the Top Restaurant! International and national buffets, Ala Carte menus, quick service recipes, and different cuisine stations will be prepared during this course. You will be able to apply all the theoretical and practical knowledge that was taken in the first



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semester, you will create menus, action plans for the day and shopping lists using a wide variety of ingredients and products from all over the world.

Live cooking, interacting with guests, showing new cooking skills will transfer the self-confidence of yourself to the next level.

Pre-preparation, preparation and creating menus through the semester will open the opportunities to shine individually and show your abilities to work in groups.

### **(203) CBL – Pastry & Bakery – Bakery Level 1**

Bakery industry is growing on demand in the food service. Bakers are becoming pioneers in leading innovations.

This course is designed for happiness where master pieces of bakery will be created, starting with the aromatic bread, moving to the milky smell of the baked Croissants, Danishes, Puff Pastries and Swirls that will fill up your heart with joy.

Today, you will be the artist of the always admired breads, cookies, muffins.

The facilitator of the course will guide you through 6 years of experience where you will go through a unique journey, where you will learn scaling, kneading, baking, slicing, mixing, temperature and using bakery machines until you arrive to the most tempting part which is the tasting.

### **(204) CBL – Pastry & Bakery – Pastry Level 1**

Since childhood, desserts have always occupied the biggest part of our hearts.

During this course, you will recognize the ingredients that are used in pastry and understand the functions of it and be able to make international dessert, macrons, nice cakes, and plated dessert that can be served in fine dining restaurants and banquet events with a Pastry Instructor who spent more than 15 years in five- star hotels, pastry shops, restaurants, outside catering, ice cream and gelato shops, and private pastry business.

Pastry industry is growing on demand in the food service. Pastry Chefs are becoming pioneers in leading innovations, and that's why this course is designed to develop your skills and mastering the pastry operations, where you will learn scaling, mixing, folding, coloring, storing, slicing and using pastry machines.

### **(205) Menu and Recipe Development**

“In hospitality there is respect, in kitchen there is heat, in service there is etiquette and in menus there are all”.



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This course is designed to guide passionate future chefs through the process of menu writing and development using the knowledge and skills they will acquire. Students will be able to expand their understanding of the different kinds of menus used in the industry and various factors involved in menu creation.

Throughout the course, students will develop an appreciation of how outstanding menus emerge from exceptional recipes carefully created and developed using the correct techniques. This course will also raise awareness of the importance of standardized recipes in waste and cost control management.

Students will acquire a broader understanding of the competition, target market, consumer and market trends with their influence on menu and recipe development. The course will provide an introduction to the menu costing process and how to apply it by learning and practicing the proper measures.

This course highlights the core values of the Royal Academy of Culinary Arts which is “Life-long Learning” that emphasizes the importance of continuous learning by building a solid base for students with essential knowledge and skills that they can carry forward and use as a bridge to future application in their journey. With the guidance of a hospitality industry expert facilitator, students will get the chance to practice and apply what they have learnt through a real menu creation project.

### **(206) Purchasing & Principles of Accounting in Hospitality**

“Really? Equations and numbers again?!”

Being a chef is not just about exceeding guest’s expectations through food and beverage, it is managing and leading an operation of the sustainable standard with the high quality of ingredients and prices to match. Do I order the salmon whole? Do I order the chicken de-boned and cleaned? Does it really matter if it’s whole or fabricated? How much of a difference can it make in the recipe? Well, all the answers that you seek lay within a successful chef/purchasing manager. Breaking down and analyzing ingredients according to yield is key to a consistent ever-growing business. Now, numbers and equations are not out of context. Purchasing provides the student with the fundamental principles of how an operation is managed through receiving, storing, stocks and food and beverage costs.

### **(210) Technical Writing in English Language**

“Either write something worth reading or do something worth writing”, Benjamin Franklin.

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Technical writing was selected over the years as one of the best skills that employees must acquire. It performs an irreplaceable support function in many sectors and provides a stable and consistent way. This course is designed to elevate the students' capability of understanding and practicing writing skills professionally, which will lead to the development of interpersonal skills. It demonstrates the different formats of writing that emphasize on identifying the purpose of the communication and practicing the formats appropriately to various contexts. Course activities will give the students the opportunity to advance their writing skills and develop different writing types and styles. Writing is varied as a required skill in any workplace. Starting from paragraph writing which implemented on daily basis tasks to the paraphrasing and essay writing which the student tries to apply when researching or creating documents based on real world situations.

### **(211) Foreign Language – French Level 2**

This course gives the students the opportunity to build up on French Level 1 taught during their first semester (Semester 1). This course is available only to those students who have taken the module Foreign Language – French Level 1 (112).

### **(212) Management Principles in Hospitality & Tourism**

“An organization, no matter how well designed, is only as good as the people who live and work in it” - Dee Hock.

This course is designed to help students who aspire to be future top chefs better understand the industry's organizational setting in terms of human behavior, attitude and performance while focusing on their interpersonal skills to ensure they have a smooth transition into any organization as employees in the future. Main topics such as sociology, industrial and organizational psychology are also highlighted to help students link its importance to organizational behavior.

Students are provided with an insight into the behavior of culturally diverse individuals and groups in work settings while developing an appreciation for methods used by leaders in structuring and managing their organizations. This insight will raise the students' awareness of the issues and challenges that employees and managers face on a daily basis.

The course will also improve the students' emotional and cultural intelligence skills in order to have a deeper understanding of human behavior within an organization for a healthier working environment. Various organizational structures and business entities within the hospitality and tourism industry are explored.



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### Semester 3 (Internship)

#### (300) Internship

This whole semester course 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 projects, work journals and sight visits that the interns will have to submit during their internship.

### Semester 4

#### (401) CBL – Pastry & Bakery Pastry Level 2

Every chef should have a strong background in pastry and bakery. Especially while evolving within a rising market for competitive pastry delicacies, and a higher demand for perfection.

This course will elevate your knowledge of pastry to match the needs of current trends of the industry, whether it is a chocolate boutique, a little bakery or a patisserie. Mix, fold, bake and push your imagination to its limits.

At the end of the semester, you will be able to make different products of praline (filling, molding, sparing, coloring, ganache and truffles). You will learn a variety of plated dessert banquet style, new technique of plating, mousses, and garnishes. You will also learn how to make new pastry shop style cake, glazing, covering, frosting, decorations, different techniques of bread and sour dough, sun flour bread, croissants, and bagels.

#### (402) CBL – Modern Cooking Techniques

The vision of a great culinarian is a never-ending path of learning and improving. Curiosity, questioning & experimenting is the mission of a winner's mindset, it is time to shift your scope from a receiver to an innovator. There is a thin line between burnt and brown! Let us explore this very thin line. Modern cooking techniques allow you to build on what you have learned & applied in previous semesters, throughout this course the emphasis on techniques, time & temperature will be greater

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than never before. You will have the chance to deal with new creative equipment & utensils. We are only limited by our imagination.

Nowadays, mastering basic cooking techniques is no longer enough to differentiate oneself from the kitchen brigade. A chef must appreciate and apply contemporary cooking methods, such as precise temperature cooking, slow-cooking techniques, vacuum cooking, and so on.

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 using current technology and modern approach. Through a variety of projects, students will have the opportunity to use specialized equipment and apply managerial skills. Students will also be able to show case their learning progresses through a set of various practical exercises.

### **(403) Small Business Management & Entrepreneurship**

The move toward Entrepreneurship is growing fast. Entrepreneurship is increasingly becoming an important element of the economic revolution. Entrepreneurs continue to lead the economic growth and development by creating innovative, customer-focused new products and services.

This course introduces students to the discipline of entrepreneurship and its practical implementation. It elaborates on the process and role of entrepreneurs in recognizing opportunities in a competitive market, creating new ventures, and the kinds of challenges that face entrepreneurs in launching a business.

This course aims to provide students with the knowledge, skills and entrepreneurial mindset to turn ideas into a new enterprise, or join an entrepreneurial project in the expanding food and beverage industry through offering experiential opportunities both in and out of the classroom.

The core value of "Innovation and Entrepreneurship" at the Royal Academy of Culinary Arts is what drives this course as it aims to provide its aspiring future chefs and business owners with the knowledge, skills and entrepreneurial mindset.

The course is divided into two parts, one theoretical and one practical. In the theoretical part, students will work on developing a food and beverage idea, define value proposition, and present an effective business model for their concept, where as in the practical part, students will have to manage and run their own F&B operation for a real hands-on experience and taste of the industry while being coached by culinary and hospitality expert facilitators with years of experience in the field.



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### **(404) Banquet Operation Management**

Knowledge is of no value unless you put it into practice' – Anton Chekhov.

Aspiring top chefs are not simply ones who succeed in the kitchen but ones who can run a full Food and Beverage operation effectively and efficiently. Banquet Operation Management is a vital part of that operation and only professional chefs can master the art of Event Management. Nowadays, whenever people gather together for several hours whether for a business meeting, social gathering or any other celebratory occasion, they are going to require catering and event management services including Food and Beverage, entertainment and special set-up. These are all prime opportunities that all chefs should be fully prepared for.

At Royal Academy of Culinary Arts, the incorporation of such an intriguing course as part of the students' journey stems from the belief in its core values of Excellence, as well as, Innovation and Entrepreneurship. Through the guidance of a hospitality industry expert facilitator with years of experience in the field, students will be inspired to turn the ordinary into extraordinary.

This course puts emphasis on banquet operation by examining its structure and characteristics, while 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 or catering function. Industry-relevant practices are highlighted and commonly applied scenarios in catering and event management are used. The course is divided into two distinct sections, one theoretical and one practical, whereby students will have to plan, organize and sell a gala dinner event with a special theme of their choice for a real hands-on experience that not only meets but exceeds expectations.

### **(405) Quality Management and Supervision**

"Quality means doing it right when no one is looking" said Henry Ford. Then, it all starts with you!

In today's hospitality world, leaders understand the value of self-discipline and the importance of representing their brand. Not only you are the ambassador of your field, but you are also a representative of the company you work for. In our business, quality has a pragmatic interpretation as the non-inferiority or superiority of a matter. It is also defined as being suitable for its intended purpose while satisfying customer expectations.

This course helps students understand the concept of quality and quality management within a culinary setup. They will analyze the role of supporting departments in a day-to-day kitchen operation. They will be encouraged to develop constructive and critical personal reflection, seek



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practical feedback, and strive for continuous improvement. They will investigate the major quality schemes and evaluate them in terms of benefits to the organization and its customers.

Furthermore, basic effective supervisory skills and responsibility processes are studied. Topics addressed include using standard operation procedures (SOP) to ensure the implementation of quality, consistency and productive procedures, planning, forecasting and communicating.

This course is particularly beneficial for students as many discussions will take place. They are strongly encouraged to actively participate throughout the module, take notes, and share their personal experience, reflecting on the past internship experience and expected situations in the future. Due to the nature of the course, many real-life examples will be discussed, including field visits where students will be able to experience the real application of what have been learned in class.

### **(411) Business Communication in English Language**

“You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere,” Lee Lacocca said. This means that it doesn't matter how much you know about anything but how you can express yourself is what truly matters. It is common for fresh graduates to face this dilemma. Here is your opportunity is overcome it!

The course is going to be given by a qualified learning facilitator who has been working in professional workplaces for quite a while through which she has gained a good experience on how to communicate properly in business contexts. Throughout this course, the facilitator will help you to improve your communication skills by introducing to you the verbal and nonverbal communication characteristics required for the industry. You will also be given the opportunity to develop your writing skills in general, and the writing of business-messages in specific by arming you with the three writing steps required to tailor effective messages to the target audience.

Moreover, as graduate students, you are definitely eager to know more about the employment process! This course is designed to help you look for the proper position and institute after running the introspection and to get you familiar with the hiring process from the moment you will need to write an effective resume, until you are sitting in the employer's office for a job interview!

### **(412) Principle Science of Nutrition**

A distinguished chef is a chef who applies science in addition to passion for cooking. At RACA, chefs are distinguished as understanding the science behind food, the major components and nutrients of food lead them to maximize the health benefits of food ingredients in dishes. You will understand





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that cooking food can enhance positively humans health, on the other hand, it can lead to obesity and health problems. At RACA, chefs hold the master key to develop various dishes and meals for people with special food requirements as low fat, low sugar. Chefs will be able to handle customers with various needs as food allergen and intolerant.

### **(413) Sensory Evaluation and Flavor pairing**

If life were predictable, it would cease to be life & be without flavor.' – Eleanor Roosevelt

Welcome to the world of Culinology!

Developing into a culinary artist is one stage; however, forming your senses into one is evolving into the 'Mona Lisa' of culinarians. Transforming the senses of the body into being sharper is at the start of the very beginning of a human being's life, we are surrounded by moods, emotions, experiences and psychological factors which all determine what we feel when it comes to our flavor of life. This course is structured to test the senses of the learner and demonstrate how to enhance and grow with the senses through basic protocol as their career blossoms day by day. Chefs of the industry are always surrounded by rules and regulations, which constricts creativity, innovation and individuality; nonetheless, what will happen if they choose to go against the rules? To invoke, measure, and analyze. Through this course the student will be exposed to the latest developments to modern cuisine, laboratory adapted equipment, flavor bouncing and in-detailed time and temperature techniques that will create room for creativity. This course will give the student an idea about how the food manufacturers measure precisely every aspect when designing a product.

### **(414) Sustainability in F&B and Environmental Awareness**

Sustainability is the ability to maintain and continue renewable resources, nonrenewable resources, and pollution rate, moreover the three pillars of sustainability must be sustained, environmental, economic, and social. Chefs have a role in educating people and taking the lead on solving some sustainability issues, such as food waste, water usage, energy usage, and waste in general. Chefs as professionals in the food service industry, need to use the knowledge encountered as a tool to help promote a better sustained future, think of it as a responsibility or a commitment. Sustainability goes farther than just being green and eco-friendly, sustainability has an important social responsibility as well. Let us expand our knowledge and apply responsible practices in all life aspects and think outside the bun, we might be able to save the world. And remember the change starts within, we are heroes wearing an apron.

### 11 | ACADEMIC REGULATIONS

#### 11.1. 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 for credit must contain proof that there is a solid ground to challenge.

The Academic Committee will meet and evaluate if the challenge request is approved and their decision is final.

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

- The Registrar 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 70% must be obtained to gain credit, however, no grade will be recorded in the academic record/ transcript. The notation “**Exempted**” will be entered, and the semester average is not affected by the challenged course.

A student is allowed to challenge maximum 12 credits hours of RACA courses over the two-year program.

- **Students cannot challenge any of the craft-based learning courses (CBL).**
- A fee of JD. 40.00 per each subject will be charged for a challenge examination (unless specified otherwise).

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### 11.2. GRADING

The grading policy is based on a range of 0 to 100, where 100 is exceptional work; 50% is the passing grade for any of the subjects. The passing grade must be reached in all the modules to obtain the Diploma or the Certificate.

If the student's grade in any subject is less than 50% yet 40% or above, the student will be allowed to re-sit the subject exam (conditions apply). When the grade is lower than 40%, the subject will be marked failed and will have to be retaken (conditions apply).

The transcript for the student will show the entire history of the enrolled subjects of each semester. The mark from any reassessment for each subject, including any that were failed and to which compensation has been applied would be recorded.

**Craft Based Learning (CBL) modules may not be re-sit and must be retaken.**

Failure to submit work on time results in a failure.

Detailed, comprehensive rubrics and grading criteria are established for all practical and theory subjects at RACA with strict audit on following the standards by the Quality Assurance Department and external audit.

### 11.3. MITIGATION

This is a term which refers to a process by which students may request exceptional circumstances to be considered 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.



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### 11.4. LEARNING DIFFICULTIES

Students are required to inform about any medical problem they have which may affect their ability to progress. This piece of information is requested on the application form and will be treated confidentially.

A problem such as dyslexia and other learning difficulties might be accommodated and is subject to the approval of the Academy. However, it is the responsibility to the student or guardian to bring the matter to the attention of the Academy.

An official report highlighting learning difficulty may be asked by the Academy before accepting a student.

If the student's case was observed by the Academy's facilitators, RACA has the right to call guardians or students and ask for official diagnosis by a learning difficulty center to accommodate the student's case and help improve the performance.

### 11.5. INCOMPLETE WORK

Students prevented by illness or other **legitimate** reasons from fulfilling the requirements of a course before its completion must notify the Registrar in writing with the supporting evidences. The Academic Committee will accept or reject, and their decision is final. If accepted, the designation "**Incomplete**" will be 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 to the student in writing. If, by the time the Awards Committee meets, no new grade has been submitted by the facilitator 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.

### 11.6. COMPENSATION RANGE

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 JD. 50.00 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.



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In case the student passes the re-sit exam with any scored mark, a maximum course grade of 50% will be awarded and this will be used in the calculation 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, s/he may retake the failed course and will 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.

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” (0) grade for a component of the course.

**Craft Based Learning (CBL) modules may not be re-sit and must be retaken.**

### **IMPORTANT:**

**A maximum of 3 subjects may be re-sit during Foundation Year for each semester and a maximum of 2 subjects may be re-sit during Capstone Year.**

- Passing grade per subject: 50%
- Compensation grade (re-sit): 40-49.9%
- Retake subject automatically: ≤39.9%

### **11.7. PROGRESSION**

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

- Achieve a standard pass grade point average (GPA) of at least 50% for Semester 1
- Achieve a standard pass grade point average (GPA) of at least 55% for Semesters 2 and 4
- Marked with “Passed” status for Semester 3

The Awards Committee is the final arbiter in these matters.

The re-sit grade is the mark awarded for the course (see pass grade regulations for the award).

Those students who, after re-sit, have non-achieved course(s) are not allowed to progress.

**Standard pass accumulative grade point average (AGPA) for graduation is 60%.**

Upon graduation, students whose AGPA is less than the requirement can retake one or more subjects to raise their AGPA as per RACA’s advice.

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### **11.8. 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 fails 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 Office.

### **11.9. 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 s/he is being absent due to illness or accident or exceptional circumstances, 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 make-up examination. The Registration office and the subject's facilitator will evaluate the evidence provided, and their decision will be final. There will be a different examination, and there will be a fee of JD. 25.00 for each make-up examination (unless specified otherwise).

A student admitted late will only be given the time until the normal conclusion of the 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. 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 those 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.

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### **11.10. MAINTENANCE OF ACADEMIC STANDING**

Students, who are in the prevision of the subject facilitator and Awards Committee consistently failing 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.

### **11.11. TRANSCRIPT**

At the end of each semester, the student is given a Grade Report Sheet/ Transcript. 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 semester transcripts can be obtained approximately three weeks after the semester ends from the Registrar Office for a fee of JD. 5.00 each.

A final transcript original copy placed in a sealed envelope will be charged JD. 10.00 each; Additional charges may occur if the Academy is required to send transcripts/ diploma by courier.

### **11.12. 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.

### **11.13. ACADEMIC RECORDS**

The student's academic records are confidential and will be sent only to the student.

Any exception or delegation of receiving to the contrary, must be made **in writing** to the Registrar Office by the student, parents or sponsor.

## Academic Catalogue

### 11.14. 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 the Academy's network.

### 11.15. VALIDITY OF REGISTRATION

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

### 11.16. GRADUATION

To graduate, a student must:

- Achieve a GPA of at least 60%
- 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.
- Earn the full credit for RACA to be eligible to transfer to another degree program, when applicable.

The average of the 4 semesters is considered:

- 100% – 84%                      Excellent
- 83.9% – 76%                    Very good
- 75.9% - 68%                    Good
- 67.9% - 60%                    Satisfactory

Where applicable, medals may be awarded.



## Academic Catalogue

### 11.17. APPEALS

Students may lodge an appeal to the Program Committee within 10 working days from the receipt of their results 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 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 Director
- The Academic Development & Quality Assurance Manager
- The Registrar
- All Faculty Members

### Appeals Policy

The registrar receives and examines the eligibility of an appeal. Formally, RACA Awards Committee acts on behalf of the Academic Committee and forwards eligible appeals to the next level of Appeals Commission. These meetings only take place upon the request of RACA Awards Committee and the Academic committee, but no more than two times a year within three weeks following the end of semester assessment periods. The Appeals Commission will be empowered to take either of the following decisions:

## Academic Catalogue

- Reject the appeal with no further action to be taken.
- Refer the matter back to the Academic Committee with appropriate recommendations.
- The Awards Committee and the 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 the Academic Committee must resubmit the case to the Appeals Commission with all the necessary documentation. Applicants are required to pay a JD 100 administration fee.

### **Appeals Commission**

- RACA legal counselor (when appropriate)
- A member of the Board of Directors of RACA
- RACA Director
- 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.

### **11.18. 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 the Academy Appeals Commission accompanied by a receipt of JD. 50.00, and sent to the Management within 10 days of the penalty disclosure. If the appeal is rejected, the JD. 50.00 will not be reimbursed.

The Appeals Commission consists of the following members:

- An external lawyer
- One board member of RACA
- The Director
- An external expert in professional education

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

## Academic Catalogue

### 11.19. ATTENDANCE POLICY

Attendance in class is essential to pass and students are expected to have a commitment to their studies and work ethos, which is displayed through regular attendance. For this reason, attendance is required to all theory and practical classes. Students are expected to be in class on time and may not be allowed in the classroom for that specific period they arrived late – lateness due to a valid reason within the campus should be given in a form of a written note by the party responsible for that lateness and be passed to the subject facilitator who would decide its validity to be accepted or rejected.

### 11.20. ABSENCES

Absences will be recorded by facilitators 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 absence. The facilitators have the discretion to expel the student from the classroom/ practical lab 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, start the beginning of a semester late 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 concerned facilitator within five working days of the absence being recorded.

It is the students' responsibility to manage the maximum allowed absence periods. **Students need to familiarize themselves during the induction by reading the Academic Catalogue 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!

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### **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 periods.

A warning letter will be sent when absence periods reach 30 periods, 35 periods, and 40 periods or above. At this point, a letter 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 periods missed will be deducted from the student's total 40 periods. Students are allowed to be absent for a maximum of 25% of the contact hours (8 periods) for an academic (theory) course. Students are allowed to be absent a maximum of 25% of the contact hours (12 periods) of any practical courses. If the number of periods/ 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. Facilitators may decide not to accept students to class.

### **INDISPOSITION DURING AN EXAM**

When a student feels unwell or is unable to attend an exam, the Registrar Office must be contacted via SMS through RACA emergency number at 079 521 71 11, or by sending an email to [registration@raca.edu.jo](mailto:registration@raca.edu.jo) before the exam is taking place.

Upon the student's return, a prove of indisposition must be provided to the Registrar Office. It is the responsibility of the student to provide the necessary documents without being reminded. The case will be forwarded to the Academic Committee and its decision will be communicated to the student within 48 hours. If the excuse is accepted, a make-up exam will be scheduled, and the date and time will be communicated to the student's email by the Registrar.



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### **LUNCH MEALS SCHEDULED AT THE TOP RESTAURANT OR BANQUET ROOM**

The objective for the lunch schedule 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 are implemented:

- All students scheduled for the lunch must be at the Top Restaurant or Banquet Room on their allocated time to attend lunch.
- RACA personal grooming and hygiene apply at all times.
- Students who are not present or who have not been formally excused by informing the Registrar may be considered absent and disciplinary points will be deducted as explained under the attendance to CBL.

### **IMPORTANT:**

#### **Lateness to lunch**

All lateness will be considered as Absence and therefore will be subject to a deduction from the student's total number of periods.

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

### **11.21. Disciplinary Points**

At the start of the semester, a 0-point passing grade is the start point to all students for discipline and behavior, and students are expected to keep this passing grade. If the discipline total increases above 2 points, the semester will be regarded as failed and will be invalidated. Disciplinary points will be added if students fail to adhere to the high standards of excellence the Academy upholds.

Warning letters are sent when the discipline total goes to:

- 1.0 or above
- 1.5 or above – (a letter outlining suspension procedure will be issued to the student.)

Points are added as per discipline increment scale provided to the students at the beginning of the semester. Any error must be reported to the concerned facilitator within five working days of the disciplinary increment being recorded.

## Academic Catalogue

If the discipline point increases above 2.0, 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 11.13). A copy is also placed in the student's file.

There will be no tuition fee refunds and granted scholarships may 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 Committee, and after payment of the full tuition fee.

**Please refer to the disciplinary increment scale for further information** (Section 16.3.1).

### **11.22. GENERAL CLEANING**

At the end of each semester, students are required to participate in the general cleaning of the Academy, mainly kitchen labs and classrooms. This activity is compulsory for all students, and students are required to follow RACA rules and regulations. Absence and disciplinary point increment may apply during general cleaning if students do not abide to RACA's Code of Conduct. Schedule is usually communicated by the Registrar 10 to 15 days prior the end of the semester.

## Academic Catalogue

### 12 | 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 Royal Academy of Culinary Arts is led by a Management Team. This team strives to offer high quality career-focused education. As such there is a solid academic 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 the Academy. Chaired by the Academic Development & Quality Assurance Manager, the Committee is comprised of the Director, the Executive Chef, the Lead Instructors of Service, Culinary and Pastry Departments, and a member of the faculty based on the situation.

The elected Class Rep' Committee will represent all students and the Academic 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 the Academic Committee. Faculty work within parameters set by the Management Team and the Academic 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's students a solid base in their field and foster critical thinking. 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 Academic 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 pillar of the Academic 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 policy described in this catalogue (Section 11.17.).

## Academic Catalogue

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

- Assuring that all constituencies within the Academy work towards achieving the Academy's mission.
- 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.
- Ensuring adequate provision for monitoring and assessing the Academy's performance in achieving its mission.

### **12.1. CODE OF ETHICS**

The Royal Academy of Culinary Arts 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 expects that all members of the community will contribute to the welfare and reputation of the Academy and its members.

1. The Royal Academy actively seeks to attract students from international destination and is fully committed to create a multicultural environment. We have an international campus with students from different nationalities, races, genders, color or creed. We provide generous financial scholarships to students that cannot afford this education; we especially address the challenges that exist in Jordan to support women empowerment through integrating females into this profession by collaborating with various organizations and promote funding for females. Our aim and the aim of the Kingdom are to link the output of our education directly to the needs of the labor market and ultimately have a direct impact on the tourists' culinary experience while in Jordan.
2. Throughout the four semesters on campus, we promote respect amongst students through our standards of excellence. We have a multi-religious, multinational, and multi-gender student body and our education is all about teamwork and respect. We encourage students to speak up if they think they are harassed or treated with disrespect. We also have an opened communication channel for students that are confidential in case their grievance or problem is too sensitive in nature to approach faculty or staff.



## Academic Catalogue

3. We promote the mobility of our students and have created a credit transfer system that allows student degree completion in various part of the globe. We actively encourage students to pursue an international career and we have made available throughout our network many career opportunities or internships. We have created a culinary specialization that attracts foreign students to experience Jordan culture.
4. Our portfolio evaluation is all about values and assesses students on core values principles, respect, working in a team, responsibility and contribution.
5. Throughout the four semesters, we are teaching environmental responsibilities, sustainability, and waste management.
6. At the Academy, a large portion of our program is about ethics and values, this is fundamental in our standard of excellence we implement on campus. as a culinary institution, we insist on not wasting food during production; and when serving food from a buffet, we teach that students only serve what they can eat to be conscious that hunger is the world's number one cause of death.
7. We think that instruction of our curriculum in English and French on campus is adding to the individual and collective fulfillment of students.

### **12.2. 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 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 academic performance problems that they prefer not to talk about with faculty or management (confidentiality is guaranteed).

Students who face difficulties understanding the material in class can approach the subject facilitator face-to-face or via email to ask for scheduling tutorials. The facilitator can approve or reject based on the professional judgement of the case.

The Career and Placement Specialist assists in making professional contacts or contacting other educational institutions or hospitality corporations for further information and also provides additional assistance in finding industry internships.



## Academic Catalogue

### 12.3. FACULTY

The backgrounds and qualifications of the Royal Academy of Culinary Arts' 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 thorough 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 RACA website at [www.raca.edu.jo/our-team](http://www.raca.edu.jo/our-team)

### 13 | CAMPUS

#### 13.1. CLASSROOMS AND LABORATORIES

The Royal Academy of Culinary Arts is purposely built for culinary education and features over 3,225m<sup>2</sup> designed to facilitate students' academic interaction and learning.

The Academy building is comprised of:

- Nine practical craft-based learning centers including:
  - Pastry kitchen
  - Bakery kitchen
  - Individual kitchen
  - Hot and Cold kitchen
  - Commissary kitchen
  - Production kitchen
  - Theatre kitchen
  - Top restaurant kitchen
  - Banquet kitchen
- Seven modern classrooms equipped with multi-media technologies
- A restaurant
- A banquet room
- Specialized cleaning science area
- Specialized culinary library
- Students' lounge
- Meeting room

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.

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We appeal to students to have pride in the facilities and make it the responsibility of the students to ensure that facilities are always maintained. Misusing equipment, handling 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.
- Increment in 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 a facilitator.

### **13.2. COMMON AREAS**

The students' lounge of the Academy is open from Sunday to Thursday between 08:00 and 18:00. 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 organized.

Smoking is not permitted on campus or in any of the public areas, restaurants or classrooms. Smoking is only permitted in the designated area, which needs to be kept clean and tidy.

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 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. Students can use the elevator if they are formally excused with a written note issued by the Campus Nurse, for medical cases only.



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### 13.3. COMMUNICATIONS

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

Royal Academy of Culinary Arts

King Abdullah II St.

Building 188

P.O. Box 5296

Amman, 11953 Jordan

Phone: (+962) 6 54 11 800

Fax: (+962) 6 54 12 659

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

Students will also need to contact the Accounting Office ([accounting@raca.edu.jo](mailto:accounting@raca.edu.jo)) and the Registrar Office ([registration@raca.edu.jo](mailto:registration@raca.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 board near the students' lounge or emails are regularly sent. Students must check them daily in order to be updated with general information, meetings, etc. Every student at the Royal Academy of Culinary Arts 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's RACA email address to communicate via email and students are expected to communicate by email solely using their RACA email address. Private email address will be used under extraordinary circumstances only.

It is each student's responsibility to provide a valid contact number, mail and email 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.



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### 13.3.1 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 facilitator's prior approval. However, it cannot be used for picture taking or social media during class.

The iPad is 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 is in good working condition, good repair and fully charged for classes.

Any student caught with or using his/her mobile devices in a non-permitted area will have an increment of **0.3** from his/her disciplinary points.

### 14 | STUDENT LIFE

#### 14.1. THE DAILY WAY OF LIFE

Students' life at the Academy mirrors the life of the future professionals 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 Students' Committee.

#### 14.2. 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 restaurants' 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 within the student to manage his or her own time in preparing for assessments scheduled throughout the semester. Assessments may be written or practical, or a combination of these, depending on the course.

### 15 | 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.

#### 15.1. RESPONSIBILITIES

The Career and Placement Office provides full support and guidance to each student, including supporting them in finding an internship and sending their CV to establishments in the regions of their choice. It is the student's responsibility to approach the Career Office for support.

**The Academy is also responsible for:**

- Allocating students to suitable internship locations within Jordan.
- 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.



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### The student is responsible for:

- Being active in his or her research process and keeping the Career and Placement Office informed of his/ her progress.
- Observing standards and regulations, which are stated by the Academy (charter, training procedures, evaluation process, etc.).
- Successfully achieving a full 20 weeks **and** 880 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 internship provider 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 Career and Placement Office, the Academy will no longer provide assistance for obtaining a student's internship.

If a student releases him/ herself from the internship place without informing the internship provider and the Career and Placement Office at RACA, the internship will be invalidated.

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 Career and Placement Office can be undertaken through submitting a written letter of concern or by email. The training periods are considered as part of the institution's program. The Academy can only issue the Diploma or Professional Diploma to students who have successfully achieved the academic and practical requirements of the internship.

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### **15.2. INSURANCE**

Each student must be medically covered and therefore, the Royal Academy of Culinary Arts provides the students with a compulsory medical insurance. If a student does not wish to participate in the provided medical care, s/he 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.**

### 16 | 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 leaders 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 expects its students to do the same. For this reason, the Royal Academy of Culinary Arts 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.

#### 16.1. GENERAL APPEARANCE

##### 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 uniform is worn, it must be worn correctly and with pride, in order to maintain the Academy's reputation. An illustrating example pictures of how a uniform must be worn are posted in the Academy's locker rooms illustrate correct appearance and uniform standards of excellence.

The uniform is to be worn whenever students on campus.

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.

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### **Male and Female Student Uniform Policy**

The Royal Academy 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 and academic trousers (provided by the Academy)
- Business color tie with discrete design that reaches approximately the belt line
- Service gilet (provided by the Academy)
- The Royal Academy of Culinary Arts branded nametag visible on the gilet pocket
- Polished black shoes (students must change their footwear in the locker rooms)
- Safety shoes for kitchen practical classes
- Dark long socks
- Hairnet (to be used in the kitchen by female students with long hair)
- The nametag with the student's own name is part of the uniform.

**Students may not arrive or leave the campus wearing the professional uniform** unless they attend a function and if permission by the Academy administration or a facilitator 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.



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### **Grooming Standards – 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.

### **Grooming Standards – 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. Ponytail 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.

## Academic Catalogue

### 16.2. GENERAL STANDARDS OF EXCELLENCE

#### General Behavior

A facilitator 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 locked at all times. The cabinet must be kept clean and organized at all times. Smoking, eating and drinking are not permitted in these areas. The Human Resources Manager and the Facility Manager reserve 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.

If the student forgets his/ her locker key, they can ask the Facility Manager to open their locker for them. In case the incident reoccurs more than twice per semester, a fine of JD. 5.00 will be applied for each additional occurrence.

If the student loses his/ her locker key, a new one can be purchased from the Facility Manager for a fee of JD. 20.00.

**Surveillance cameras are installed in the locker facilities for security reasons. For privacy purpose, it is highly recommended to change in the designated changing area.**

#### Classrooms

Classrooms, laboratories and study rooms are places of work. Silence is therefore required to enable students to concentrate on work. Eating are not permitted in these areas. Drinking may be allowed if transported in a lidded/ sealed container. 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).

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### Academy Opening Hours

The Academy is open according to published timetables. Classrooms are closed on Fridays, Saturdays and announced Public Holidays; however, the academy might be exceptionally on duty during the previously mentioned days if it is deemed necessary by the Management due to valid reasons. In such cases, students will be informed in advance by the Registrar via email.

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 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 regulations 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 RACA uniform can enter the library.
- The employee on duty can assist with finding the correct place of library items.
- Periodical and journals are for reference within the library.
- Borrowed items are to be returned on time for the convenience of all. A fine of JD. 1.00 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 added if students do not stop for checking and fully cooperate with the library staff.

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- All library team members have authority to increment disciplinary 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. 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 JD 10.00. (Students should go to the accounting department first and then to the library presenting proof of payment).



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### Internet

Students are provided with a RACA e-mail address ([studentsname@raca-student.edu.jo](mailto:studentsname@raca-student.edu.jo)) at the beginning of their first semester.

If the student forgets his/ her password, an email can be sent to the IT Manager at [IT@raca.edu.jo](mailto:IT@raca.edu.jo)

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 inappropriate content).

Student's iPad is the only device allowed to connect to RACA internal network. The service of connecting personal device (laptop, tablet, phablet, mobile phone) to the RACA network is not available.

### Surveillance cameras

For security reasons, the campus is equipped with high definition surveillance camera system installed in various locations (classrooms, kitchens, lockers, students' lounge, parking, etc.).

RACA has all the right to review the camera records at any time, when suitable.

Under exceptional circumstances, a student may ask to view a camera footage. The following steps must be taken:

1. An email to be sent to the Registration mentioning the type of incident, the exact location, the date, and precise time range. The request will be rejected if one or more pieces of information are missing.
2. An investigation committee consisting of the IT Manager, the Registrar and the Facility Manager will evaluate the request. This committee has the right to accept or reject the request and their decision is final.
3. If accepted, an administration fee of JD. 10.00 is applied to confine it to serious incident only.
4. Student will not be present during the camera footage viewing
5. The final result of investigation will be communicated to the student by the Registrar by email.



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### **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 leader.

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 of Meals**

Students are scheduled to have their meals at the Top Restaurant or the Banquet Room 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 increment of 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.

Students may invite a maximum of three external guests for lunch, once per semester, at no charge. A form is available at the Registration Office for this purpose and must be filled at least two days before the invitation date. Guests 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.

Guests should enter the Academy through the main entrance and inform the receptionist of their arrival. The inviting student can pick them up from the main lobby area. It is recommended that the guests arrive 15 minutes prior to lunch time.

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.

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### **Public Areas**

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

**The public cabinets in the students' lounge are placed to put knife set or iPad during break time only and are expected to be vacated every time the student is leaving the area.**

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

Knife sets and iPads are an integral part of the learning tools required to study at the Academy and therefore it is the responsibility of the student to take care of them. Whenever an iPad or knife set is found unattended, it will be kept at the Facility Manager's Office and returned to the student against a fine of JD 20.00 The receipt will have to be presented to the Facility Manager before releasing the knife set or the iPad.

If it is forgotten in a classroom or kitchen, the facilitator has the right to increment disciplinary points for repeated incidents.

### **Laundry Facilities**

The Academy provides a compulsory laundry service for practical chef's jackets only, at a cost, per semester on campus.

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.

**Smoking is strictly prohibited during emergency evacuation.**

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### 16.3. 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 “0” point and points are incremented at the discretion of the facilitator or staff members for behaviors and appearance that do not match the expected standards. The amount of points incremented will depend on the seriousness of the incident(s) in question.

#### 16.3.1 Scale of Points Increment (SPI)

The below scale of points' increment serves as a guideline and not as fixed parameters.

- **0.1**

1. Not Shaved
2. Long nails/ use of nail polish for practical class
3. Long/ untidy hair or hair not conformed to RACA's standards
4. Untidy uniform
5. Not following uniform standards
6. Talking in/ disturbing class
7. Misuse of the computer/ iPad during class
8. Missing iPad/ iPad not charged
9. Homework not done
10. Not prepared for class as requested by the facilitator
11. Sleeping during class
12. No nametag or wearing another student's nametag
13. Using wrong stairs
14. Using elevator without prior permission
15. Littering within the Academy's premises
16. Entering or exiting the Academy not using the students' entrance
17. Wasting resources unnecessarily (cleaning supply, wrapping material, etc.)
18. Not attending the Class Representatives' meeting

*Any of the above that are repeated or ignored may be sanctioned with a further 0.2 increment*



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- **0.2**

1. Unexcused lateness
2. Not attending intensive English class
3. Absent from lunch without prior permission
4. Lack of respect/ arrogance
5. Bad personal hygiene (Service/ Kitchen practical)
6. Untidy Locker
7. Exchanging duty without permission
8. Wasting food/ disrespecting food
9. Eating in an unauthorized area
10. Leaving campus during a break without permission
11. Smoking in an area other than the area assigned for smoking
12. Late payment/ missing registration date without prior approval
13. Not following facilitator's request/ instruction

- **0.3**

1. Using mobile in an unauthorized area
2. Entering or exiting campus wearing the entire or part of the Academy's uniform (unless having prior permission)

- **0.4**

1. Alcohol consumption on campus (unless having prior permission)
2. Breach of regulations (other sanctions may also apply as appropriate)
3. Breach of exam procedures (other sanctions may also apply as appropriate)
4. Verbally fighting/ using rude or abusive language toward other student(s)
5. Gross negligence in the use of equipment

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- **0.5 – 1.0**

1. Acting in a way that might jeopardize the Academy's reputation
2. Management's deduction
3. Seriously breached safety or security regulations
4. Found in an area on campus not permitted for students
5. Falsifying statements or documents/ lying
6. Verbally fighting/ using abusive language toward an employee of the Academy

- **1.0**

1. Missed specially assigned duties without following the established procedures and/ or without authorization (points added upon the return of the student)
2. Not participating in the general cleaning (unless having prior permission)

### **Important**

- The above guidelines are to achieve some uniformity. All faculty members have the freedom to apply the penalties using a fair and professional judgement.
- The disciplinary point system is indented to correct student's behavior. It is important that with any increment, the correct behavior and the reasons are discussed with the student.
- Any error must be reported to the concerned facilitator within five working days of the disciplinary increment being recorded.
- An increment of 0.5 or above must be reported to the Director.
- The Director reserves the right to apply heavier penalties where it is entailed appropriate.

### **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 leaves the campus. The absence due to suspension is counted from the student's total allowance of absences.



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### **Dismissal**

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 periods.

Students will be immediately suspended 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 on or off campus
- Lack of academic achievement after receiving two warnings
- 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.

Investigation will follow a suspension and the student may be expelled or further suspended for one or two semesters.

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

The Royal Academy of Culinary Arts 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 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 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



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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, s/he will be expelled immediately from the Academy. The procedure outlined below will be treated as confidential, as well as all data relating 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.

### **Drug Testing Procedure**

The Management will provide the nurse 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 also reserves the right to request the student to provide a blood/ urine 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 Nurse/ lab/ or doctor for a drug test will not have his/ her absences credited against them. In addition to the drug test, the Nurse/ lab/ or doctor 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.



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### **BULLYING AND INTIMIDATION**

The Royal Academy of Culinary Arts is committed to an environment that is free of bullying and 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 bullying and sexual harassment are taken seriously and will be dealt with promptly. Where bullying and sexual harassment have occurred, the Royal Academy of Culinary Arts will act to stop the harassment, prevent its recurrence, discipline penalty and/ or take other appropriate action against those responsible for the issue including all students, staff and faculty.

### **Sexual Harassment**

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.



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### 16.4. 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, through the nearest exit, quickly and calmly, and go to the meeting point.
- **Smoking is not permitted at the assembly point.**

### 16.5. VEHICLES

#### Registration

Vehicle's license information, whether rented or owned privately, need to be identified 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. Students are expected to behave in a responsible manner when driving their vehicle in and out of the parking areas.

### 16.6. OPEN DOOR POLICY

The Academic employees, 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. They virtually deal with all students' questions or concerns.

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

For academic matters, students can request a meeting with their respective Academic Counselor. Counselors have been appointed to advise students about their studies and/ or academic challenges

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they may encounter at the Academy or certain career choices that need to be made during their time at the Academy. To meet the Academic Counselor, an appointment should be taken via email.

### **16.7. FINAL DISPOSITION**

The present regulations of this catalogue are subject to approval by the Academic Committee of the Royal Academy of Culinary Arts.

The Management and the Program Committee reserve the right, at all times, to make amendments according to circumstances, without giving prior notice.

RACA website published version is considered the latest applied version.

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

### **17.1. THE PROGRAM COMMITTEE**

- The Director
- The Academic Development & Quality Assurance Manager
- The Executive Chef
- The Senior Pastry Instructor
- The Lead Service Instructor
- The Lead Culinary Instructor
- One General Education Subject Instructor

### **17.2. SUPPORT SERVICES**

- Human Resources Manager
- Career and Placement Specialist
- Librarian
- Nurse and Students Health Counselor
- Receptionist
- Class Representatives

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

Details of the faculty are available on RACA website at [www.raca.edu.jo/our-team](http://www.raca.edu.jo/our-team)