

## Academic Catalogue

### ACADEMIC CATALOGUE FOR RACA STUDENTS

#### Valid as of the following intakes:

#### **March 2023**

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 to fulfil 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.

#### **Contact**

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  
Email: [info@raca.edu.jo](mailto:info@raca.edu.jo)

# Academic Catalogue

## ACADEMIC CATALOGUE FOR RACA STUDENTS

### Table of contents

A WARM WELCOME TO THE ROYAL ACADEMY OF CULINARY ARTS.....	6
GENERAL PURPOSE.....	7
1 MISSION AND VISION .....	8
1.1 THE VISION AND MISSION .....	8
1.2 THE VALUES .....	8
2 LEARNING PHILOSOPHY .....	9
2.1 FACULTY.....	10
2.2 CODE OF ETHICS .....	10
3 CULINARY ARTS DIPLOMA .....	12
3.1 DIPLOMA PROGRAM LEARNING OUTCOMES.....	12
3.2 DIPLOMA PROGRAM OVERVIEW.....	13
4 BACHELOR IN F&B MANAGEMENT.....	13
4.1 BACHELOR PROGRAM LEARNING OUTCOMES.....	13
4.2 BACHELOR PROGRAM OVERVIEW.....	14
5 LEARNING AT RACA .....	15
5.1 STUDY PLAN AND COURSE DESCRIPTION.....	15
5.2 CLASSROOMS AND LABORATORIES.....	15
5.3 OPENING HOURS .....	15
5.4 COMMUNICATIONS .....	15
6 ACADEMIC SERVICES.....	16
6.1 ACADEMIC ADVICE, TUTORIALS, AND COUNSELING.....	16
6.2 PROGRESSION POLICY/ POSTPONEMENT .....	17
6.2.1 Withdrawal from the Academy .....	18
6.3 TRANSFER TO BACHELOR PROGRAM .....	19

## Academic Catalogue

6.4	PAYMENT .....	19
6.5	FINANCIAL AID FOR ENROLLED STUDENTS.....	20
6.5.1	Other conditions.....	20
7	NON-ACADEMIC SERVICES.....	21
7.1	MEDICAL INSURANCE .....	21
7.2	STUDENT CARD .....	21
7.3	STUDENT COMMITTEE.....	22
7.4	SPORT AND ACTIVITIES.....	22
7.5	FIELD TRIPS .....	22
7.6	ACCOMODATION .....	23
7.7	HEALTH SERVICES .....	23
7.8	CAREER COUNSELING AND COACHING .....	23
7.9	INFORMATION TECHNOLOGY EQUIPMENT POLICY .....	23
8	ACADEMIC REGULATIONS .....	25
8.1	CLASS ATTENDANCE POLICY .....	25
8.2	ABSENCES .....	25
8.2.1	General cleaning.....	27
8.3	GRADING.....	28
8.4	TRANSCRIPT .....	28
8.5	DEFERMENT OF GRADE .....	28
8.6	MITIGATION.....	29
8.7	EARNING DIFFERENCES.....	29
8.8	INCOMPLETE WORK.....	30
8.9	COMPENSATION RANGE.....	31
8.10	PROGRESSION .....	32
8.11	PLAGIARISM AND CHEATING .....	32
8.12	EXAMINATION REGULATIONS .....	33
8.13	INDISPOSITION DURING AN EXAM .....	33
8.14	MAINTENANCE OF ACADEMIC STANDING.....	34

## Academic Catalogue

8.15	ACADEMIC RECORDS .....	34
8.16	TRANSFER OF CREDITS .....	34
8.17	VALIDITY OF REGISTRATION .....	34
8.18	GRADUATION .....	35
8.19	DISCIPLINARY POINTS .....	36
8.19.1	Scale of Points Increment (SPI) .....	37
8.19.2	Suspension .....	38
8.19.3	Dismissal .....	38
8.20	ACADEMIC AND NON-ACADEMIC APPEALS .....	39
8.20.1	ACADEMIC APPEALS .....	39
	39	
8.20.2	APPEALS POLICY .....	40
8.20.3	Academic Counselling .....	40
8.21	INTERNSHIP .....	40
8.21.1	Career and Placement Office Responsibilities .....	41
9	STANDARDS OF EXCELLENCE .....	43
9.1	OBJECTIVES .....	43
9.2	GENERAL APPEARANCE .....	43
9.3	Uniform .....	43
9.4	Academic Uniform .....	44
9.5	Practical Uniform .....	45
9.5.1	Grooming Standards – Male Students .....	47
9.5.2	Grooming Standards – Female Students .....	47
9.5.3	Mobile policy .....	47
9.5.4	Locker Facilities .....	47
9.5.5	Classrooms .....	48
9.5.6	Surveillance cameras .....	49
9.5.7	Dining Rooms and Meals Regulations .....	50
9.5.8	Public Areas .....	51

## Academic Catalogue

9.5.9 Laundry Facilities .....	51
9.5.10Smoking .....	52
9.5.11Prevention and Testing of Stupefying Products .....	52
9.5.12Drug Testing Procedure .....	52
9.5.13BULLYING, HARRASSMENT AND INTIMIDATION .....	53
9.6 FIRE AND SECURITY ADVICE.....	54
9.7 VEHICLES .....	54
9.8 OPEN DOOR POLICY .....	54
9.9 FINAL DISPOSITION .....	54

## Academic Catalogue

### **A WARM WELCOME TO THE ROYAL ACADEMY OF CULINARY ARTS**

On behalf of the faculty and employees of the Royal Academy of Culinary Arts, I would like to welcome you to the new destination you have chosen, the Food & Beverage 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 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 personals and professional successes in today's world.

Enriched with more than a decade of the "Swiss experience", the Royal Academy 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 Food & Beverage Industry. This industry offers 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 or a passion, and we will strive to support you in your journey to achieve it.

Travel & Tourism is one of largest contributors to the global GDP and is responsible for creating 1 in 4 of all new jobs across the world. Hospitality and Tourism is not about doing business only, it is an attitude, a mindset, it is an art of service, the desire to please and to take care of one another. A new Food & Beverage sector has appeared as a result of the COVID-19 crisis, more vibrant and more dynamic. The resilience of the tourism industry has been demonstrated again and again following the various crisis of the past few decades. It is without a doubt that the hospitality industry is a driving force of the global recovery.

Many successful stories have started at the Royal Academy of Culinary Arts and many more will follow.

Welcome to the Royal Academy of Culinary Arts!



Jacques Rossel  
Director

## Academic Catalogue

### GENERAL PURPOSE

The Royal Academy of Culinary Arts (RACA) is a non-profit private Jordanian Technical University College. The institution offers a four-year Bachelor Degree in Food & Beverage Management and a two-year Diploma Program in Culinary Arts. The Royal Academy of Culinary Arts provides its curriculum in English language to students of any race, nationality, gender, colour, 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 hospitality 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 Food & Beverage Management, and Culinary Arts in various operations of the hospitality industry. By the end of the selected 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.

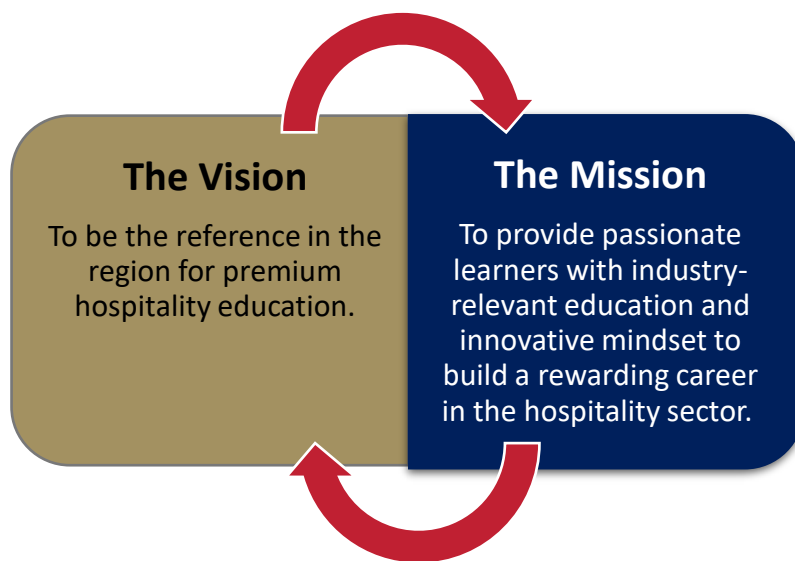
We develop students' abilities to initiate and manage changes by confronting them with the contemporary issues and challenges that are facing the industry. We strive to promote an awareness and understanding of international hospitality practices and encourage students to work together in a team to improve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

## Academic Catalogue

### 1 MISSION AND VISION

#### 1.1 THE VISION AND MISSION



#### 1.2 THE VALUES

	Life-long Learning	Innovation	Excellence	Integrity	Respect
Behaviour	<i>Always be hungry to gain new knowledge!</i>	<i>Always challenge status quo!</i>	<i>Always aim higher!</i>	<i>Always do the right thing even when no one is watching!</i>	<i>Always treat people the way you would like to be treated!</i>
Statement	<i>"Anyone who keeps learning stays young"</i>	<i>"Seeing what everybody has seen and thinking what nobody has thought"</i>	<i>"We do ordinary thing extraordinarily"</i>	<i>"Applying what is right, and delivering what was promised"</i>	<i>Diversity is the mix; respect makes the mix work</i>



## Academic Catalogue

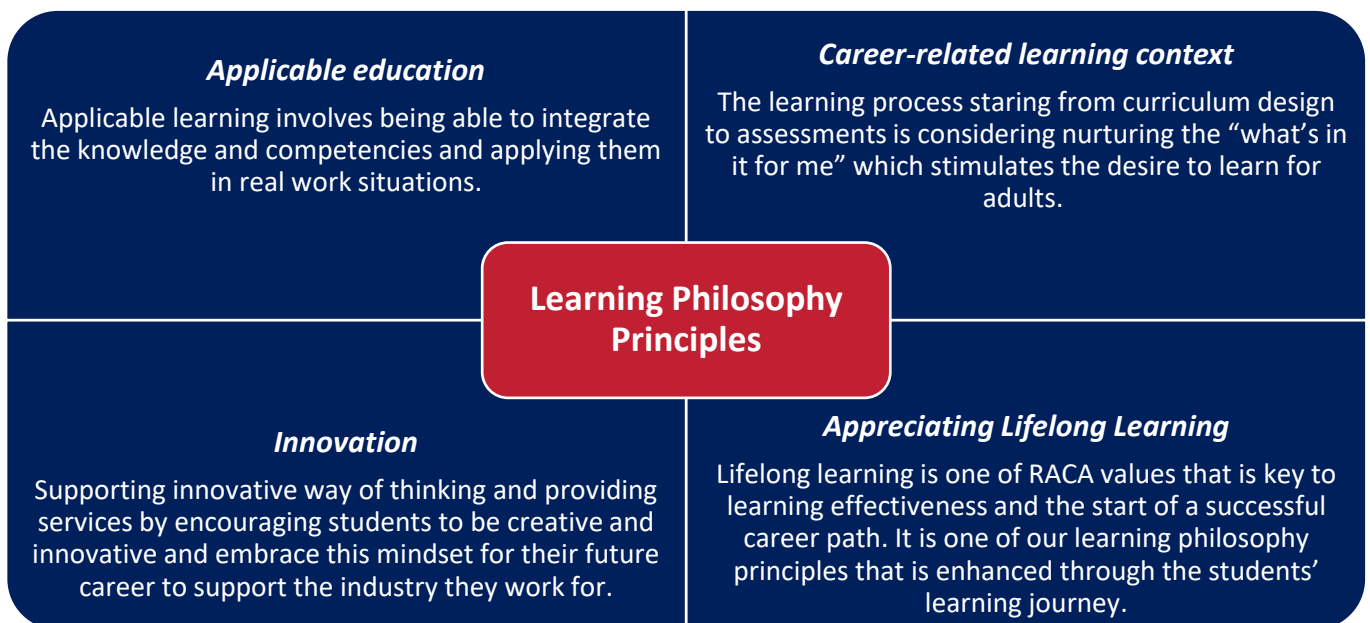
### 2 LEARNING PHILOSOPHY

The hospitality & tourism industry is a dynamic, fast-paced, perpetually changing industry.

Our philosophy of learning includes fostering facilitation, formulating the right questions rather than just giving the right answers and establishing high expectations. The first source of motivation to students is the inner desire to learn and build a successful career. Our principal pedagogical role is to help students learn how to search for a complete answer as we work through the question-and-answer process of real-world scenarios. Our goal is to stimulate active learning and acceptance with the idea that being “wrong” is part of learning. The facilitator’s role is not only a source of knowledge, but also a source of support and guidance.

We are firm believers in active learning, and we try to maintain a very interactive classroom. The learning process can vary in its delivery modes, pedagogical tools, and learning aids with the enhanced use of technology to address the needs of the different generations especially Millennials and Gen Z.

To provide graduates who are future leaders, trendsetters, entrepreneurs, and innovators equipped with valuable skills where a focus on delivering an exquisite customer experience is the key to excel, RACA learning philosophy focuses on four main principles of Culinary/ F&B education that include ***applicable education***, ***career-related learning context***, ***innovation***, and ***Lifelong learning***.



## Academic Catalogue

Toward achieving this, The Royal Academy of Culinary Arts is well-equipped with modern and functional learning 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.

### 2.1 FACULTY

The background 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 and F&B 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)

### 2.2 CODE OF ETHICS

The Royal Academy of Culinary Arts commits itself to be a centre 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.

I. 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, colour, 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 labour market and ultimately have a direct impact on the tourists' culinary experience while in Jordan.

II. Throughout the 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

- III. 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.
- IV. Our portfolio evaluation is all about values and assesses students on core values principles, respect, working in a team, responsibility, and contribution.
- V. Throughout the semesters, we are teaching environmental responsibilities, sustainability, and waste management.
- VI. 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, we teach that students only serve what they can eat to be conscious that hunger is the world's number one cause of death.
- VII. We think that instruction of our curriculum in English on campus is adding to the individual and collective fulfilment of students.

## Academic Catalogue

### 3 CULINARY ARTS DIPLOMA

The objective of the Culinary Arts program is to educate students to a level of all-round culinary competency and to prepare students to enter the hospitality 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 two-year diploma programs (upon each university enrolment policy and admittance process).

The programs are created and designed in collaboration with Ecole Hôtelière de Lausanne (EHL), Number one hospitality management school in the world, and it is also accredited by the Ministry of Higher Education and Scientific Research. EHL has also provided training to the Royal Academy of Culinary Arts' facilitators to deliver this program according to EHL educational philosophy.

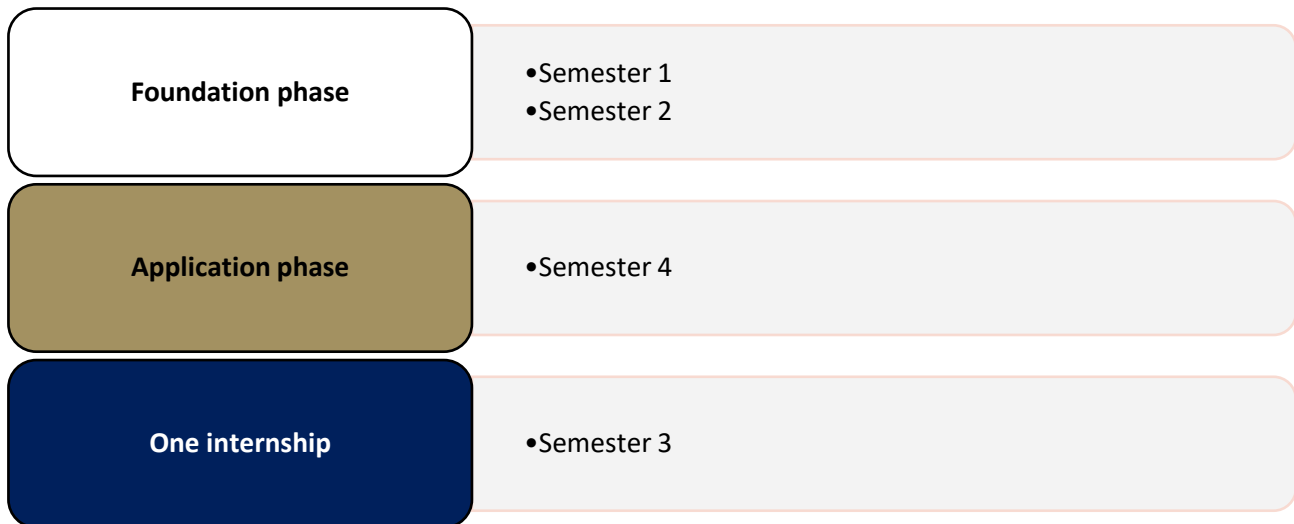
#### 3.1 DIPLOMA PROGRAM LEARNING OUTCOMES

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.
- Recognize the environmental responsibilities associated to the industry through the application of key sustainability practices
- Demonstrate understanding and awareness of moral and ethical issues in culinary industry organizations.

## Academic Catalogue

### 3.2 DIPLOMA PROGRAM OVERVIEW



## 4 BACHELOR IN F&B MANAGEMENT

The objective of the Food & Beverage Management program is to educate students to a level of all-round hospitality competency and to prepare students to enter into the hospitality 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.

The program is created and designed in collaboration with Ecole Hôtelière de Lausanne (EHL), Number one hospitality management school in the world, and it is also accredited by the Ministry of Higher Education and Scientific Research. EHL has provided training to the Royal Academy of Culinary Arts' facilitators to deliver this program according to EHL educational philosophy.

### 4.1 BACHELOR PROGRAM LEARNING OUTCOMES

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

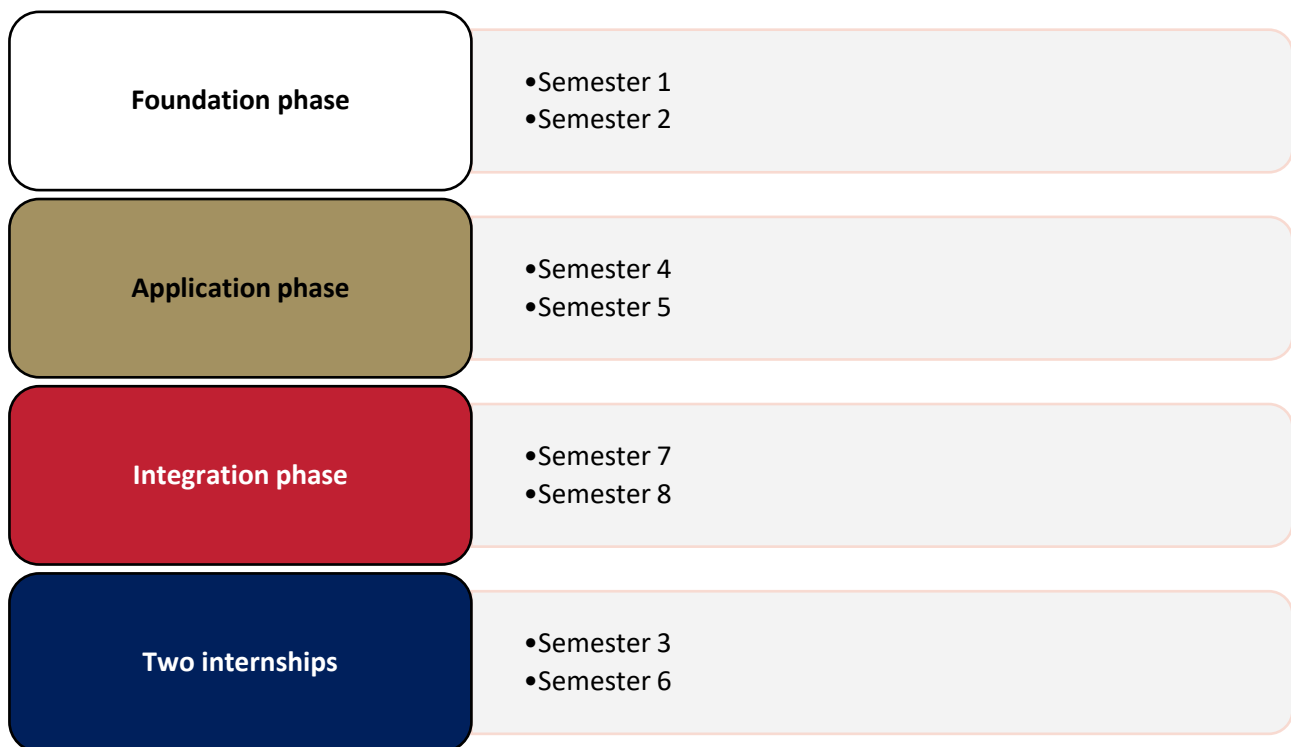
- Recognize and interpret the different trends, challenges, and scenarios in the hospitality and tourism industries.
- Explain the foundation and conceptual framework of hospitality businesses, from operational to managerial perspectives.

## Academic Catalogue

- Explain the role and impacts of businesses in the development of environmental, social, and financial sustainability.
- Develop critical thinking skills through a foundation of broad and varied academic fields of study.
- Demonstrate the ability to make decisions, solve problems and think critically in hospitality business-related scenarios.
- Negotiate and discuss hospitality business-related issues with confidence and ease.
- Demonstrate effective management and operational techniques in hospitality operations (hotel, F&B, events, etc.).

### 4.2 BACHELOR PROGRAM OVERVIEW

The Bachelor Program is divided in eight distinct semesters:



## Academic Catalogue

### 5 LEARNING AT RACA

#### 5.1 STUDY PLAN AND COURSE DESCRIPTION

RACA offers a variety of practical and theory courses throughout the different phases of the program.

Program content is available on the following hyperlink: <https://raca.edu.jo/program-content-3/>.

#### 5.2 CLASSROOMS AND LABORATORIES

The Royal Academy of Culinary Arts is purposely built for F&B education and features over 3,225m<sup>2</sup> designed to facilitate students' academic interaction and learning. Our campus offers a friendly, welcoming atmosphere that is merged with the best attributes of a well-equipped culinary and F&B school. The full tour experience is available on RACA website at <https://my.matterport.com/show/?m=Nr9me7hBrBu>.

#### 5.3 OPENING HOURS

The academy's opening hours are from Sunday to Thursday between 08:00 and 17:00. 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.

#### 5.4 COMMUNICATIONS

Students will need to contact different departments for various reasons while at the Academy.

Department	Email	Landline and Mobile
Registration	<a href="mailto:registration@raca.edu.jo">registration@raca.edu.jo</a>	Landline: 400/401 Mobile: 0795217111
Nurse	<a href="mailto:t.tayeh@raca.edu.jo">t.tayeh@raca.edu.jo</a>	Landline: 333 Mobile: 0799541372
Accounting	<a href="mailto:accounting@raca.edu.jo">accounting@raca.edu.jo</a>	Landline: 311/312
IT	<a href="mailto:it@raca.edu.jo">it@raca.edu.jo</a>	Landline: 320
Internship	<a href="mailto:internship@raca.edu.jo">internship@raca.edu.jo</a>	Landline: 331 Mobile: 0796388989
Academic Counsellors	Theory: <a href="mailto:j.hishmeh@raca.edu.jo">j.hishmeh@raca.edu.jo</a> Practical: <a href="mailto:j.sahawneh@raca.edu.jo">j.sahawneh@raca.edu.jo</a>	Landline: 105 Landline: 102

## Academic Catalogue

Other information is displayed on the TV screen near the students' lounge or emails are regularly sent.

- Students must check them daily 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 kitchen lab or dining area.

## 6 ACADEMIC SERVICES

### 6.1 ACADEMIC ADVICE, TUTORIALS, AND COUNSELING

Academic advice and counselling 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 faculty members are always willing to consult students on course or program difficulties.



What should a student do if s/he faces difficulties in understanding the material in class?

Students who face difficulties in 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.

There are two dedicated academic counsellors who are always available to assist the students with any academic-related issues or concerns. The theory academic counsellor is Ms. Jehan Hishmeh and the practical counsellor is Chef Jihan Sahawneh (please refer to the communication section for contact details).



## Academic Catalogue

### 6.2 PROGRESSION POLICY/ POSTPONEMENT



What should a student do in order to postpone a semester?



Five points to be taken into consideration:

1. A written request should be submitted to the Registration Office.
2. The request should be sent **before** the payment of the semester.
3. The postponement request is valid for one semester only.
4. Further postponement will be subject to an acceptance from the Academic Committee.
5. If the postponement request is not passed to the Registration before the deadline, an automatic written withdrawal will be issued, and the student will be invalidated from the current understudy's status.

## Academic Catalogue

### 6.2.1 Withdrawal from the Academy



What are the consequences of withdrawing from the Academy?



**Tuition fees are non-refundable, and paid fees will be lost.**



What should a student do to re-join the Academy after withdrawal?

- If the student wishes to re-join the Academy later, the possibility of completing the unfinished program depends on how the time of withdrawal corresponds to the time of re-joining.
- 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.

## Academic Catalogue

### 6.3 TRANSFER TO BACHELOR PROGRAM

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:

An application form with all valid attachments must be submitted.

1. Recommendation letter
2. Official university transcript and a copy of the program catalogue
3. An application fee of JOD 30 must be paid.

Application for transfer must be submitted to the Registrar 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.

English requirements remain (as per entry policy).

### 6.4 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. A penalty of JOD. 100.00 will be applied to those not complying by the deadline. 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.

More details on tuition and other fees are available on RACA website at <https://raca.edu.jo/tuition-fees/>.

## Academic Catalogue

### 6.5 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 enrolment. 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 at least **one month** before the new semester starts. A decision will be made by the Scholarship Committee, based on the documentation received and the current academic standing of the student. Afterwards, the Scholarship provider(s) and the Management approve the Scholarship Committee's 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.



**Students enrolled in a scholarship program will not be allowed to postpone any of the semesters.**

#### 6.5.1 Other conditions



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

## Academic Catalogue

### 7 NON-ACADEMIC SERVICES

#### 7.1 MEDICAL 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 semester.**

#### 7.2 STUDENT CARD

The student's card is used for borrowing books from the library, as well as, for internal payment purposes. It is issued upon arrival at the Royal Academy of Culinary Arts and is valid for the entire duration of the program attended. Based on the student's progression, it may be extended or terminated. Loss of the card must be reported at once and a replacement card can be obtained against a fee of JOD. 10.00, payable at the Accounting Department.

Student card is intended to avoid cash handling on campus and must be considered with the upmost carefulness, as it works like a debit card. Photocopies and Food & Beverage items sold throughout the campus can only be purchased with the student card as no cash is handled. Students are responsible to recharge their card through a Wallet software at the library following a pre-set schedule, or simply online via <https://www.efawateercom.jo>.



**Student card should not be lent or borrowed.**

**The Academy does not hold any responsibility if a card is lost or stolen.**

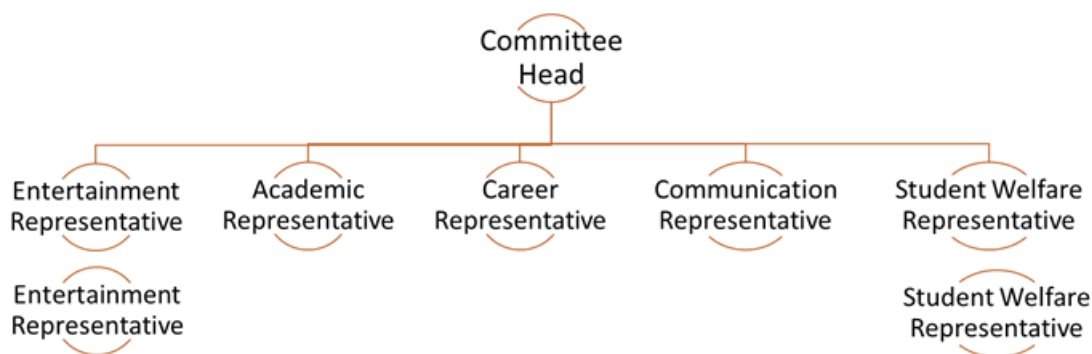
More details about the student's card can be found at the library.

## Academic Catalogue

### 7.3 STUDENT COMMITTEE

The Students' Committee is the heart and soul of the Academy. A group of eight elected students is responsible for different types of events and activities that are organized by the students for the students with the guidance of RACA facilitators. The structure of students' Committee has been introduced to encourage autonomy of the elected members to drive and run this committee by themselves seeking RACA direct support when necessary. The committee organizes many different events throughout the year including charity events, entertaining activities, and community events. Many events that are done for a charitable cause are supported by an activity at the Academy, from movie nights to products prepared and sold by students, and all the donations collected go towards certain organizations that are in need.

The fun part is also there to ensure the bond between the students of the Academy; including but not limited to trips, outings, and parties. Also, the committee has different types of clubs, such as; study clubs, science club and music club. Each of them focus on helping students with their classes, as well as, improve their English skills or expand their knowledge in certain areas.



### 7.4 SPORT AND ACTIVITIES

RACA offers the opportunity to stay fit and healthy by practicing different types of students' favorite sports through organized events and competitions; such as a weekly RACA walk, and organized sport events like football or basketball competitions.

### 7.5 FIELD TRIPS

Part of RACA care to ensure students are updated about the most recent trends in the industry is organizing field trips to different factories, breweries, farms, and local businesses to learn from the field in an unusual class outside the traditional classroom experience.

## Academic Catalogue

### 7.6 ACCOMODATION

The Royal Academy may offer accommodation in a residential building near the Academy for international students or students from governorates outside Amman.

### 7.7 HEALTH SERVICES

Many health services are provided to students that include: having a clinic with an experienced resident nurse available to deal with urgent cases of cuts, burns, etc. Moreover, students are provided with health insurance and compulsory medical insurance against accidents.

### 7.8 CAREER COUNSELING AND COACHING

Students are encouraged to approach the Career specialist at RACA for any guidance related to: their employability documents such as review or improvement, or career choices and job offers.

### 7.9 INFORMATION TECHNOLOGY EQUIPMENT POLICY

The Information Technology Department (IT) at the Academy is 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 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. Students are expected to use their RACA email address to communicate to any faculty members, administration departments or business related to their study.

Emails sent from personal email addresses will not be entertained.



Students are responsible to maintain the iPad received from the Academy in good working condition. Any damages to the cord, screen or any other part of the device will be repaired or/and replaced by the students.


## Academic Catalogue



Are students allowed to bring their laptop to do course research, for example?

- Computers at the Academy 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 an exceptional clearance and authorization for the IT Manager.

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.



What should a student do if s/he forgets their password?

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) and assistance will be provided or through the landline by calling 320.



## Academic Catalogue

### 8 ACADEMIC REGULATIONS

#### 8.1 CLASS 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.



**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!**

#### 8.2 ABSENCES

- During the semester, students are requested to check their attendance record via the registration system installed on their iPad.
- It is essential that students are not absent more than the recommended number 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.
- A single period counts as one absence, a double period counts as two absences, and so on.
- 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.
- 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.
- It is the students' responsibility to manage the maximum allowed absence periods.

## Academic Catalogue

What should a student do if s/he was marked absent by mistake?



- Absences will be recorded by facilitators and reported to the Registration Department on daily basis for each period a student is absent.
- Any error must be reported to the concerned facilitator within 5 (five) working days of the absence being recorded.

What is the consequence of being absent in terms of assignment or assessment grading?



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

## Academic Catalogue

### Maximum Absence per Course

- Students are allowed to be absent for a maximum of 20% of the contact hours for any academic (theory) or practical course.
- 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 or a re-sit exam and will have to retake the course the following semester.
- The Management may also suspend or expel a student in the event of repeated absences that exceed forty (40) periods.



The period is considered late if at the start of the period, the student is not present. Facilitators may decide not to accept students to class for the entire period and mark it as an absence.

### 8.2.1 General cleaning

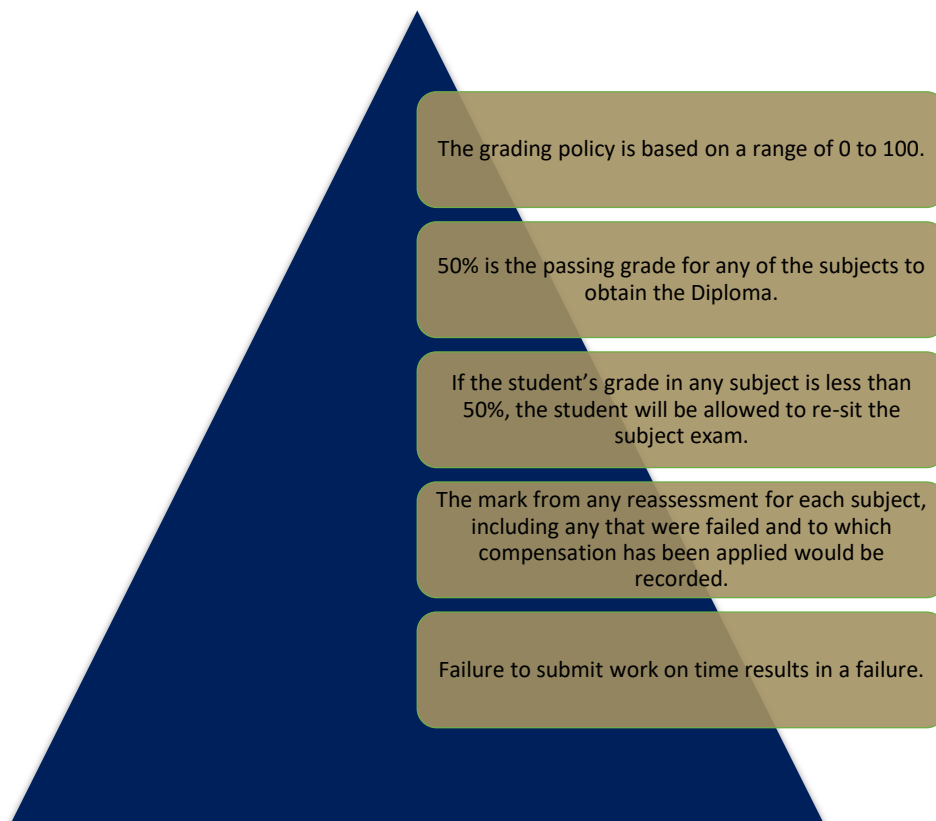
At the end of each semester, students may be required to participate in the general cleaning of the Academy, mainly kitchen labs and classrooms. This activity is compulsory for all students, and students are required to follow RACA rules and regulations. Absence and disciplinary point increment may apply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

Schedule is usually communicated by the Registration Department 10 to 15 days prior the end of the semester.

## Academic Catalogue

### 8.3 GRADING

Throughout the semester students will receive an update on their grades' achievements. However, the final course assessment mark will be kept hidden and the overall mark of each course will be shared only by the end of each semester.



### 8.4 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 JOD. 5.00 each.

A final transcript original copy placed in a sealed envelope will be charged JOD. 10.00 each;

Additional charges may occur if the Academy is required to send transcripts/ diploma by courier.

### 8.5 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.

## Academic Catalogue

### 8.6 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.



What should students do if they wish to review their progress and assessments?

- Students who need to review their progress and assessments are required to notify the Registration Department in writing with evidence of the problem before the assessment grades are disclosed.

### 8.7 EARNING DIFFERENCES

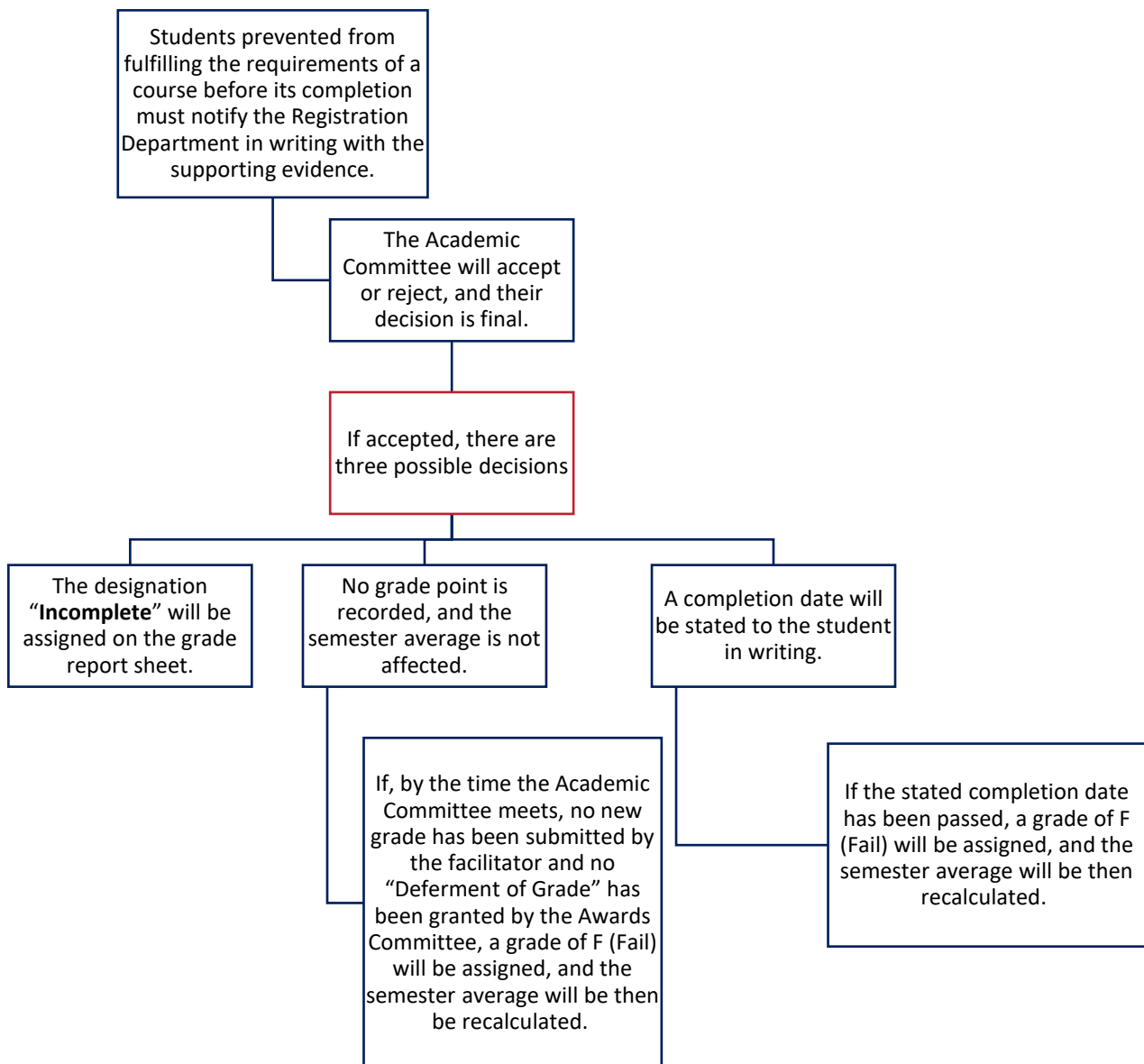


What should students do if they have a learning difficulty, and need a special arrangement for an exam?

- Students are required to inform about any medical problem they have which may affect their ability to progress.
- An official report highlighting learning difficulty may be asked by the Academy before accepting a student.
- 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 of the student or parent/ guardian to bring the matter to the attention of the Academy to accommodate the student's case and help improve the performance.**

## Academic Catalogue

### 8.8 INCOMPLETE WORK

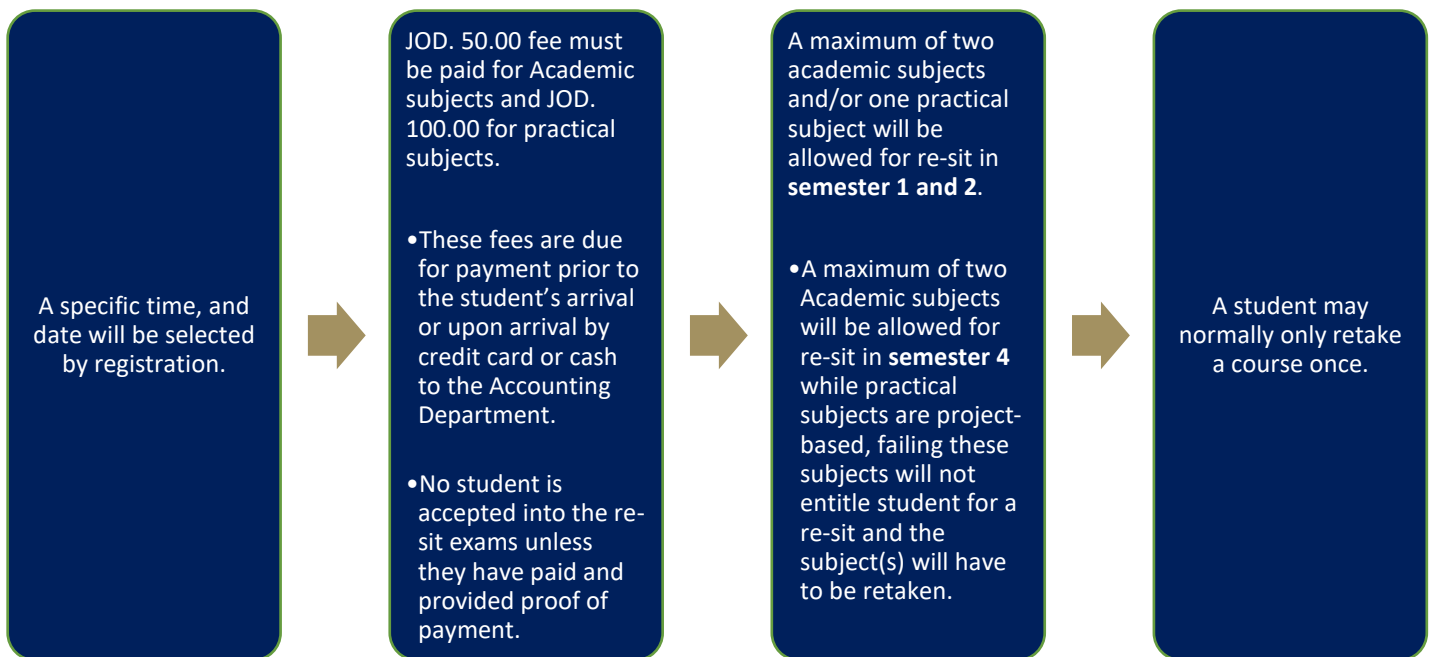


## Academic Catalogue

### 8.9 COMPENSATION RANGE

Students who score less than **50%** in specific courses will be eligible for a re-sit exam.

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.



- 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.

## Academic Catalogue

### 8.10 PROGRESSION



How can a student progress from one semester to the other?

- A student must achieve a pass grade of 50% for all the courses registered in that semester and a Cumulative Grade Point Average (CGPA) of at least 50%. **A student will be automatically dismissed from the Academy if his/ her CGPA is below 50%.**
- If CGPA drops below 60%, the student will receive a warning letter to raise CGPA to 60% within two consecutive semesters. **If the student fails to do so, he/she will be dismissed from the Academy.**
- **Degrees are only awarded if CGPA is 60% or above.**

The Awards Committee is the final arbiter in these matters.

Students have the opportunity to retake courses in order to raise their CGPA, subject to the approval of the Academic Committee. A written request must be forwarded to the Registration Department.

### 8.11 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 behaviour is described in the 'Unfair Practice Policy' available from the Registration Department.



## Academic Catalogue

### 8.12 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 Department 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 JOD. 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.

### 8.13 INDISPOSITION DURING AN EXAM

When a student feels unwell or is unable to attend an exam, the Registration Department 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 Registration Department. 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 Registration Department. there will be a fee of JOD. 25.00 for each make-up examination (unless specified otherwise).

## Academic Catalogue

### 8.14 MAINTENANCE OF ACADEMIC STANDING

Students, who are in the provision 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.

### 8.15 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 Registration Department by the student, parents, or sponsor.

### 8.16 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.

### 8.17 VALIDITY OF REGISTRATION

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

## Academic Catalogue

### 8.18 GRADUATION

To graduate, a student must:

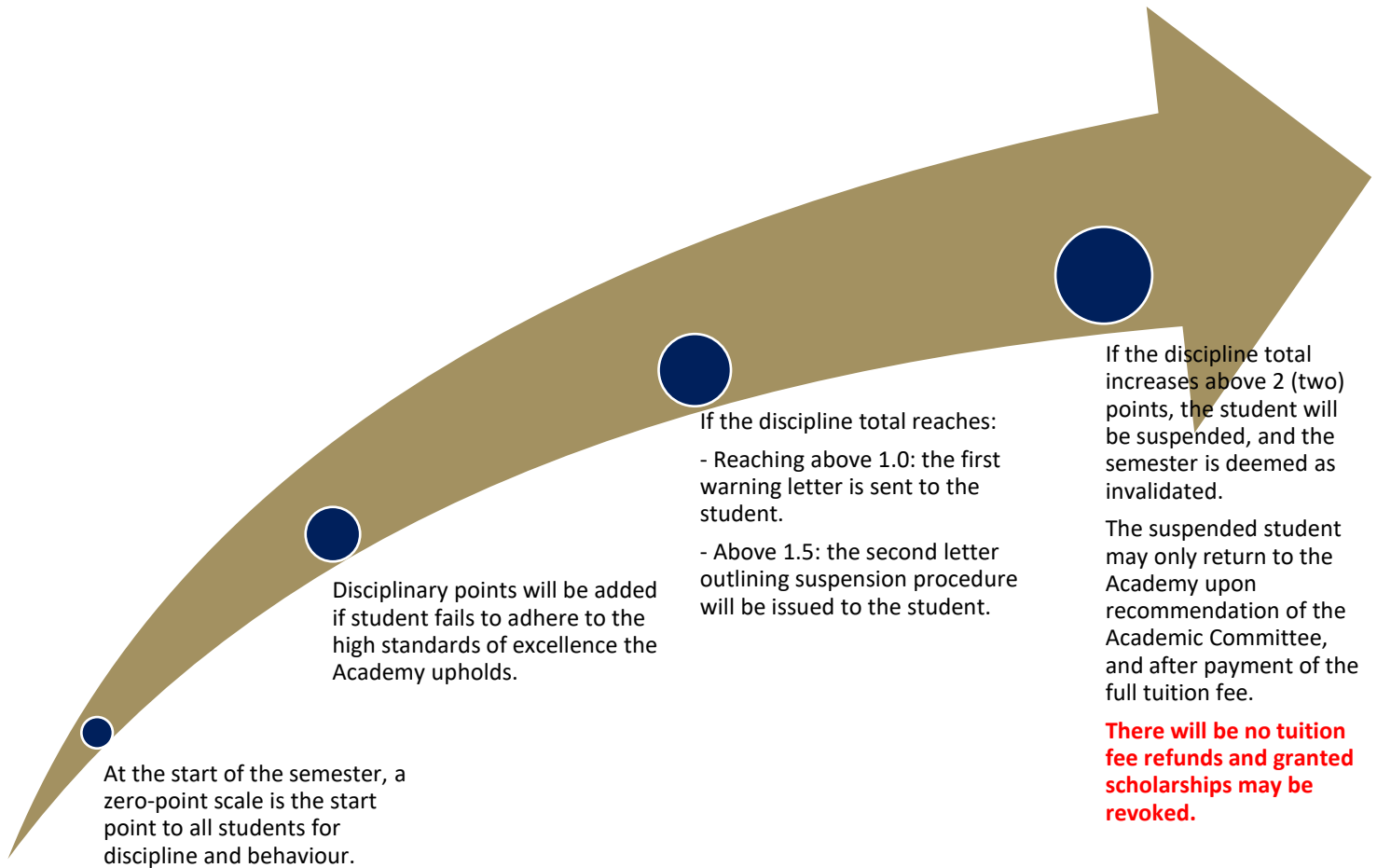
Achieve a CGPA of at least 60%	Successfully complete each of the requirements of the chosen program (including the English requirement).	Meet the progression requirements for each semester.
Complete and pass the internship(s) with all the required assessments.	Satisfy all financial obligations to the Academy.	Earn the full credit for RACA to be eligible to transfer to another degree program , when applicable.

The CGPA range of percent is equivalent to:

- 84.0% - 100% **Excellent**
- 76.0% - 83.9% **Very Good**
- 68.0% - 75.9% **Good**
- 60.0% - 67.9% **Satisfactory**

## Academic Catalogue

### 8.19 DISCIPLINARY POINTS



## Academic Catalogue

### 8.19.1 Scale of Points Increment (SPI)

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

#### 0.1

- Not Shaved
- Long nails/ use of nail polish for practical class
- Long/ untidy hair or hair not conformed to RACA's standards
- Not following uniform standards
- Talking in/ disturbing class
- Misuse of the computer/ iPad during class
- Missing iPad/ iPad not charged
- Sleeping during class
- No nametag or wearing another student's nametag
- Using elevator without prior permission
- Littering within the Academy's premises
- Entering or exiting the Academy not using the students' entrance
- Not attending the Class Representatives' meeting

#### 0.2

- Unexcused lateness
- Absent from lunch without prior permission
- Lack of respect/ arrogance
- Bad personal hygiene (practical classes)
- Untidy Locker
- Exchanging/ missing duty without permission
- Wasting resources unnecessarily (cleaning supply, wrapping material, etc.)
- Wasting food/ disrespecting food
- Eating in an unauthorized area
- Smoking in an area other than the area assigned for smoking
- Late payment/ missing registration date without prior approval
- Not following facilitator's request/ instruction

#### 0.3

- Using mobile in an unauthorized area
- Entering or exiting campus wearing the entire Academy's uniform (unless having prior permission)

#### 0.4

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

#### 0.5

- Acting in a way that might jeopardize the Academy's reputation
- Seriously breached safety or security regulations
- Found in an area on campus not permitted for students
- Falsifying statements or documents/ lying
- Verbally fighting/ using abusive language toward an employee of the Academy
- Gossiping about an employee to another staff or faculty member

#### 1.0

- Not participating in the general cleaning (unless having prior written permission)
- Management's deduction – based on the severity of the act

## Academic Catalogue

### Important

- The above guidelines are to achieve some uniformity. All faculty members have the right to apply the penalties using a fair and professional judgement.
- The Director reserves the right to apply heavier penalties where it is entailed appropriate.
- The disciplinary point system is indented to correct student's behaviour. It is important that with any increment, the correct behaviour and the reasons are discussed with the student.
- Any error must be reported to the concerned facilitator within five (5) working days of the disciplinary increment being recorded.
- Any of the above that are repeated or ignored may be sanctioned with a further 0.2 increment.
- An increment of 0.5 or above will be reported to the Director.
- A copy of all the warning letters is sent to the sponsors if required. A copy is also placed in the student's file.
- There will be no tuition fee refunds and granted scholarships may be revoked.

### 8.19.2 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.

### 8.19.3 Dismissal

**The Management can expel a student if either the student's work and/ or conduct is unsatisfactory, both in and outside the Academy.**

## Academic Catalogue

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.

### 8.20 ACADEMIC AND NON-ACADEMIC APPEALS

#### 8.20.1 ACADEMIC APPEALS

Students may lodge an appeal to the Registration Office within 10 (ten) 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.

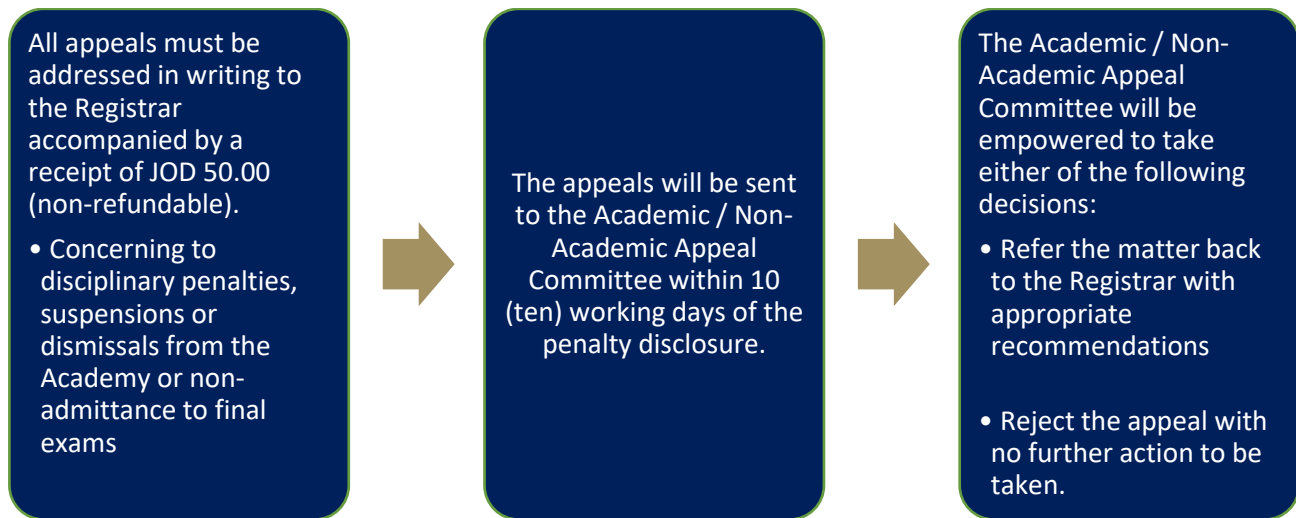


- Appeals which are based on facts and are already known to the Awards Committee before they made its recommendation for the conferment of awards will not be admissible.
- Appeals which question the academic judgment of examinations will not be admissible.
- Appeals which are based on factors already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

## Academic Catalogue

### 8.20.2 APPEALS POLICY



### 8.20.3 Academic Counselling

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

### 8.21 INTERNSHIP

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 (approved hotels or approved restaurants) of high standards 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. The duration of the internship cannot exceed the allocated number of weeks required by the Academy. If students decide to pursue his/ her internship outside Jordan, a special authorization application form must be obtained from the Career and Placement Office.



## Academic Catalogue

### 8.21.1 Career and Placement Office Responsibilities

The Career and Placement Office provides full support and guidance to each student, including supporting them in finding an internship and sending their Curriculum Vitae to establishments in the regions of their choice. 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.

It is the student's responsibility to approach the Career and Placement Office for support.

#### The Academy is also responsible for:

- Conducting regular meetings during Semester 2 and Semester 6 to prepare the students for their internship.
- Extending necessary advice and assistance to students in all aspects of their applications to achieve a successful career path.
- Allocating students to suitable internship locations within Jordan – Amman, Dead Sea, Aqaba, or Wadi Musa.
- Giving students access to the offers received each semester from employers and assisting them in their potential job search.
- Checking that employers apply the remuneration laws, which are customary in the specific area.
- Keeping in contact with the students and/ or the employer during the internship period.

#### The student is responsible for:

- Being active in his or her research process and keeping the 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** 800 hours of training period at a single establishment, which under no circumstances maybe managed or owned by a member of the student's family, according to the schedule given by the internship provider.
- 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 internship.

## Academic Catalogue

### 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 policies of the internship provider.
- The starting and finishing dates of the internship are set each semester and are non-negotiable. It is the responsibility of the student to organize themselves to attend their internship within the set dates.
- It is strongly discouraged to extend an internship beyond the set dates as it might jeopardize the study plan of the student.
- 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 internship provider due to not adhering to the rules and regulations, lack of respect or unprofessional behaviour, the internship will be invalidated, and student may not be considered for continuing his or her study at the Academy.

However, if the student feels 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.

All communication must be made in writing to [internship@raca.edu.jo](mailto:internship@raca.edu.jo) for future references.

The training period is considered as part of the institution's program. The Academy can only issue the corresponding degree to students who have successfully achieved the academic and practical requirements of the internship.

## Academic Catalogue

### 9 STANDARDS OF EXCELLENCE

#### 9.1 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 behaviour required, both as an employee and later as an employer in the hotel industry.

The desire to excel in the standard of excellence reflects what will be expected in the hospitality industry. These Standards of Excellence apply to all students while they are at the Academy and during their internship.

#### 9.2 GENERAL APPEARANCE

##### 9.3 Uniform

Professional uniforms will be the official uniform at the Royal Academy of Culinary Arts. It is similar to those worn in international hotels and restaurant companies.

Whenever and wherever the Royal Academy of Culinary Arts uniform is worn, it must be worn correctly and with pride, to maintain the Academy's reputation.

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 business-oriented clothing.

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

## Academic Catalogue

### 9.4 Academic Uniform

The Royal Academy of Culinary Arts will provide the students with a uniform below to be worn properly according to the guidelines while attending the theory classes:



In case of not receiving the academic uniform, the students may attend classes wearing the below:

- Business suit – conservative colour scheme with a tie for gentlemen
- Long-sleeved business shirts (no open collars or rolled-up sleeves)
- Short-sleeved shirts are acceptable in summer months

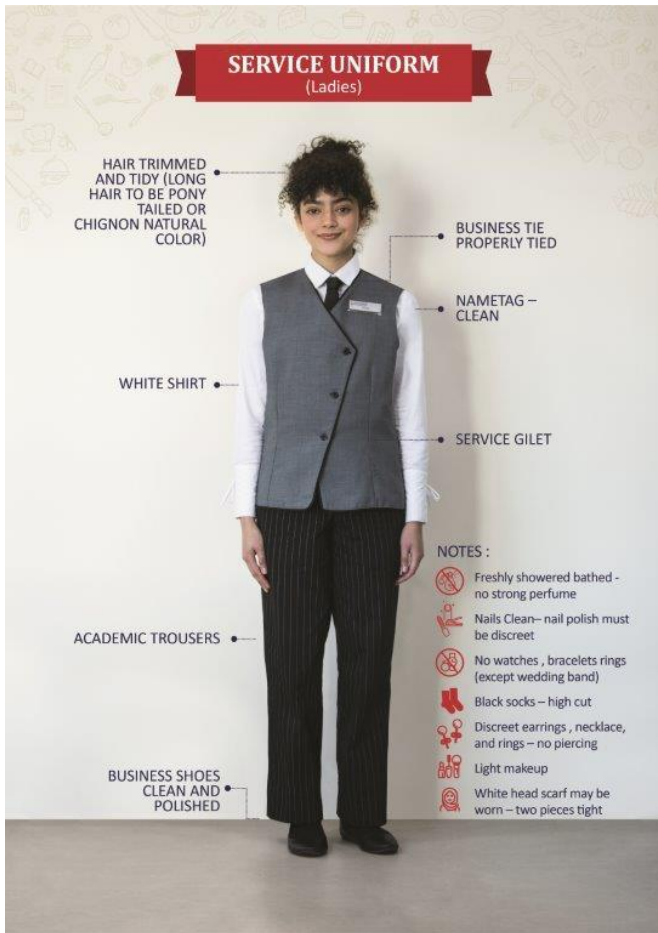
## Academic Catalogue

### 9.5 Practical Uniform

The Royal Academy of Culinary Arts will provide the students with the uniform below to be worn properly according to the guidelines while attending the practical classes. Part of the uniform is special non-slip safety shoes provided by the Academy. To comply with our strict hygiene standards, the professional shoes must never be worn outside the Academy premises.



## Academic Catalogue



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

## Academic Catalogue

### 9.5.1 Grooming Standards – Male Students

- Exaggerated unnatural hair colourings are not acceptable in the Academy. Students 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. Plain wedding bands are acceptable.
- Rings, watches, and bracelets may not be worn while on practical kitchen or stewarding duty.

### 9.5.2 Grooming Standards – Female Students

- For safety reason, only Hijab Amira (white) is acceptable during practical classes. Students may wear a headscarf hijab (white) when not in practical classes.
- Nail polish is not permitted during practical classes; however, can be used during academic classes, but must be discrete.
- Gel, extreme styles, visible piercing including earrings, tongue or nose pins or rings, etc. are not acceptable. Plain wedding bands are acceptable.
- Discreet earrings may be only worn during academic classes.

### 9.5.3 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 practical or theoretical classes.

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.

For safety reason, it is strongly discouraged to use mobiles while walking the corridor or going up and down staircases.

Any student caught with or using his/ her mobile devices in a non-authorized area will have an increment of **0.3** from his/ her disciplinary points. The authorized areas are the students' lobby and the smoking area only.

### 9.5.4 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.

## Academic Catalogue



**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.**

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 should 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, point increment may apply.

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

### 9.5.5 Classrooms

Classrooms, laboratories, and study rooms are places of work. Silence is therefore required to enable students to concentrate on work. Eating is 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.**



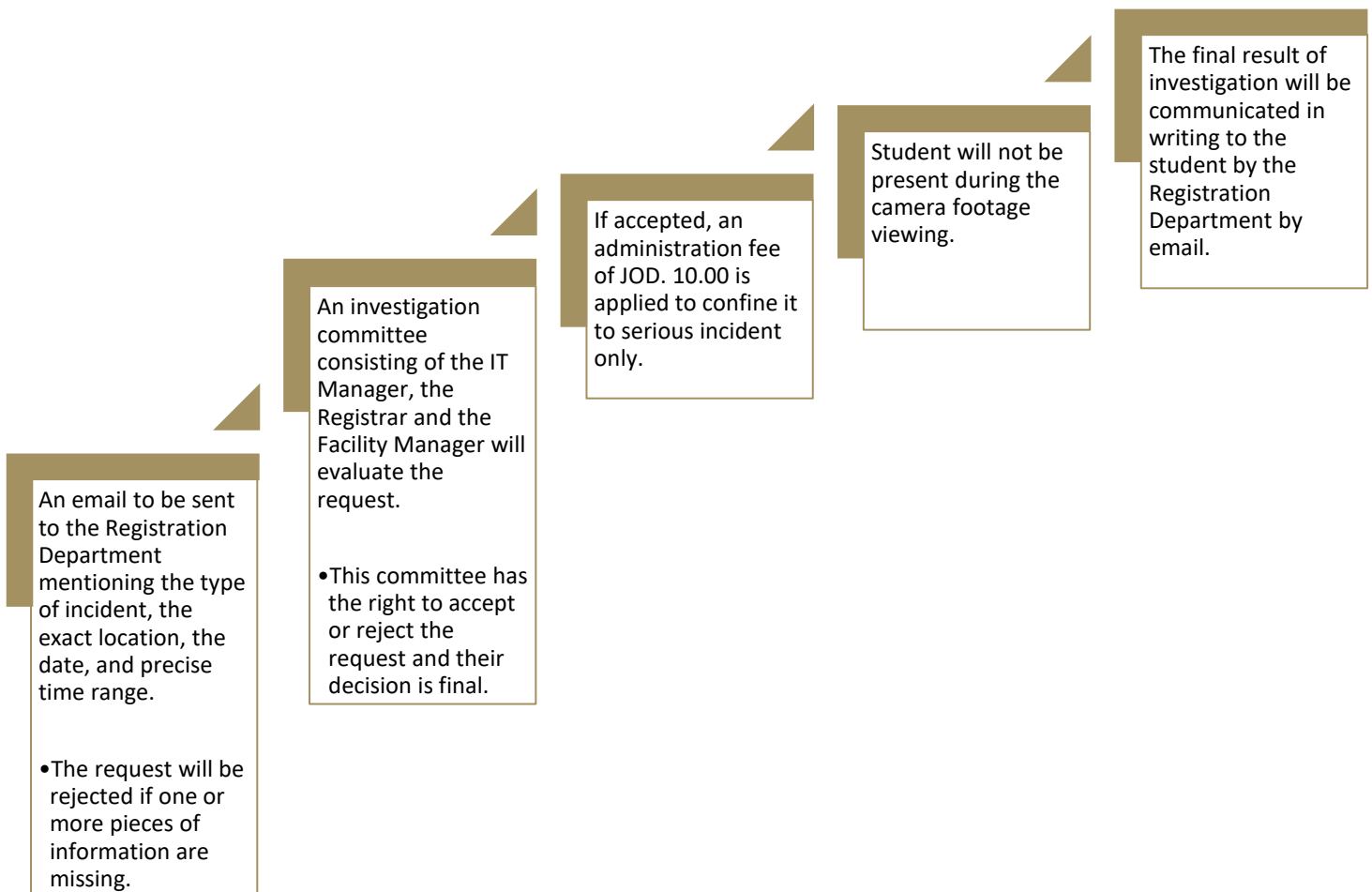
## Academic Catalogue

### 9.5.6 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 areas, 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:



## Academic Catalogue

### 9.5.7 Dining Rooms and Meals Regulations

As part of the curriculum and the educational experience, the Academy provides meals for students. 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 may participate in this learning process.

What are the items that should not be brought to lunch time?

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

- Printed documents
- Books
- Laptops/ iPads
- Bags/ briefcases
- Coats/ jackets
- Mobile phones, phablets



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 not following personal grooming and uniform standards may be requested to leave the dining room.
- Students are expected to behave in a mature, orderly, and dignified manner in the dining rooms, as is expected of a future leader.
- Students who are not present or who have not been formally excused by informing the Registration Department may be considered absent and disciplinary points will be increased as explained under the attendance to practical courses.
- All lateness will be subject to an increment from the student's total number of points. However, students can still attend the lunch.
- In the instance, a student is being late for a valid reason within the campus, s/he will be given a written note excusing his/ her lateness.

## Academic Catalogue

### 9.5.8 Public Areas

Any student's belongings should not be left unattended in any public areas, including: classrooms, corridors, restaurants, students lounge and other areas of the Academy at any time.

The public cabinets in the students' lounge are placed to put knife sets or iPad during break times only and are expected to be vacated every time the student leaves the area.

**The Academy declines any 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 upon proving that it belongs to him/her. The second time, it will be returned against a fine of JOD 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 increase the disciplinary points of the student for repeated incidents.

### 9.5.9 Laundry Facilities

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

All clothes to be laundered need to be marked with the student's number and/ or name. Unidentified chef's jackets cannot be washed.

Lost or damaged uniforms must be replaced at the student's expense.

Only two kitchen jackets are washed per students and per week. Dirty jackets can be dropped in the allocated buckets placed in the lockers to that effect.

Dirty jackets are sent for cleaning every Sunday and Wednesday; cleaned jackets can be received on Mondays and Thursdays.

## Academic Catalogue

### 9.5.10 Smoking

Smoking and vaping are strictly prohibited in any area 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. The designated smoking area needs to be kept clean and tidy.



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

### 9.5.11 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 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.

### 9.5.12 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

## Academic Catalogue

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 analyse 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.

### 9.5.13 BULLYING, HARRASSMENT AND INTIMIDATION

The Royal Academy of Culinary Arts is committed to an environment that is free of bullying and sexual violence, harassment, and intimidation. On our campus, we have different cultures and backgrounds. It is very important to know that what is considered as an acceptable behaviour 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.

#### 9.5.13.1 Sexual Harassment

Sexual violence, including rape, sexual assault, domestic and dating violence, is a form of sexual harassment. In addition, the following behaviours 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 will 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.



**Bullying, harassment, and intimidation will result of an immediate expulsion of the campus.**

## Academic Catalogue

### 9.6 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.**

### 9.7 VEHICLES

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.

The security guard has the right to direct the traffic within the Academy premises to ensure the smooth flow of vehicles. His recommendations are expected to be respectfully followed by all at any time.

### 9.8 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 any member of the Management and staff. In this case, the student may take an appointment with the concerned person for an "Open Door" meeting through the receptionist or the Registration Office. The meeting is usually scheduled as soon as possible.

For academic matters, students can request a meeting with their respective Academic Counsellor. Counsellors have been appointed to advise students about their studies and/ or academic challenges 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 Counsellor, an appointment should be taken via email.

### 9.9 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.

## Academic Catalogue

