



Student Handbook

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1 ABOUT AT-SUNRICE GLOBALCHEF ACADEMY

Welcome to At-Sunrice GlobalChef Academy!

This handbook is designed to help you navigate your journey with us, providing a clear understanding of our policies and procedures.

The contents of this handbook apply to all local and international students enrolled in the Academy. It provides an overview of our guidelines, rules, and the responsibilities expected of you as a student. Any updates or revisions contained within this handbook will be communicated to you and incorporated as amendments.

For any questions or assistance, please contact the Student Services Department at +65 6416 6688 or email student_services@at-sunrice.edu.sg.

1.1 CULTURE AND PHILOSOPHY

OUR VISION

Advancing Foodpreneurship, Culinary Arts and F&B Profession with Integrity and Meaning.

OUR MISSION

We cultivate global chefs, foodpreneurs and F&B professionals with innovation, technology, and authenticity in a sustainable environment.

We nurture skills, knowledge, and values in Asian & Western, Old World & New World cuisine with Herbs & Spices through a synchronised Study & Work pedagogy.

We create culinary products and sensory experiences for wellness, education, and enterprise.

FOUNDATION

Principles: We embrace the 7 spices (RIDE-ASR) as our corporate values to guide our daily operations.

Brand Values (PIRABE)

Emotional Values: Passionate, Innovative, refreshing

Functional Values: Authentic, Best-Fit, Experiential

PERFORMANCE PIPELINE

We are committed professionals who apply the Performance Pipeline concept of the 3 areas – Skill Requirements, Time Applications and Work Values.

7 SPICES (RIDE-ASR)

Spice 1: Resilience - We persist in value-adding to the growth and success of the business.

Spice 2: Integrity - We initiate Internal, External and Outer circles of influence with a personal commitment to do the right thing.

Spice 3: Discipline - We take ownership to achieve targets with breakthrough thinking.

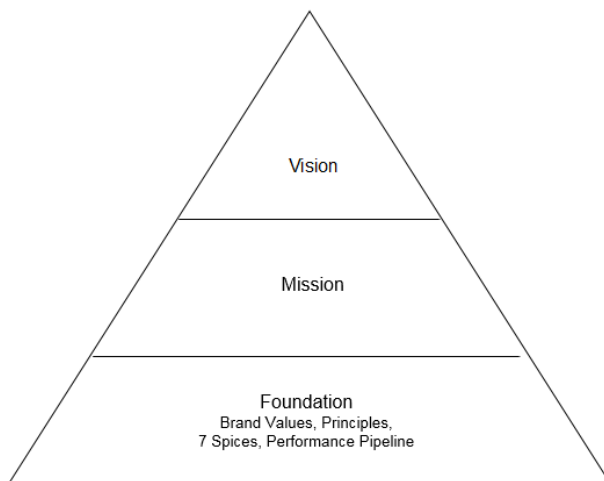
Spice 4: Excellence - We attract, train and place best-fit talents with a strong sense of personal accountability to strive from good to great.

Spice 5: Ambassador - We deliver exceptional customer experience with passion and positivity.

Spice 6: Security - We safeguard our intellectual property, assets and well-being.

Spice 7: Review - We are continuously learning for simplicity, productivity and digital savviness.

AT-SUNRICE GLOBALCHEF ACADEMY PYRAMID



1.2 IMPORTANT CONTACT DETAILS

Academy Main Line +65 6416 6688

Emergency Services

Police 999

Ambulance 995

Samaritans of Singapore 1767

Student Services

student_services@at-sunrice.edu.sg

Finance Department

finance@at-sunrice.edu.sg

Student Recruitment

recruitment@at-sunrice.edu.sg

Student Admissions

student_admissions@at-sunrice.edu.sg

1.3 ACADEMIC CALENDAR

Class Timing and Schedule

- a. Classes may be scheduled either in the morning or in the afternoon.
- b. Classes are conducted weekdays (Monday to Friday) and may also be conducted on weekends (Saturday and Sunday), if necessary.
- c. No classes will be scheduled on public holidays. Replacement classes may be conducted on weekends.
- d. For students on apprenticeship attachment, the apprenticeship site shall determine whether it is a non-training day for the student when work scheduled falls on a public holiday.

1.4 FACILITIES POLICY

Facial Recognition

Students are required to use the facial recognition upon entry into or exit from the academy.

Library Lounge

Opening Hours: 9:00am – 6:00pm (Opening hours may vary, a notice will be displayed at the door)

Closed on: Weekends and Public Holidays

All books/materials are to be read within the Academy. Food and drinks are not allowed in the library. The library must be kept clean and tidy, silence must be observed, and materials and furniture must be placed back to its original place after use.

Kitchen Labs and Classrooms

Students are not allowed to stay in the kitchen labs or classrooms unless they are in class or have authorisation from the academy. Consumption of food and drinks are prohibited inside classrooms.

Locker

Students are entitled to one locker at no cost, but it remains the property of the Academy.

If a student fails to vacate the locker and remove the lock by the specified date after receiving notice from Student Services, the lock will be cut or removed, and all contents inside will be discarded, incurring a charge of \$10.70.

Food and drinks are strictly prohibited. Lockers must be kept locked at all times, and the Academy will not be responsible for loss of valuables.

The condition of the locker will be assessed upon return to the Academy. If the locker is found to be damaged due to improper care or vandalism, a fine of \$50.00 will be imposed.

Fire Exit

The Academy complies with national fire safety requirements. Escape passageways are kept free from obstructions, and fire exit doors will be unlocked during emergencies. Fire exits should only be used in case of emergencies and not for any other purposes.

Restaurant

The Academy provides meals for students and staff as part of their experiential learning. Eating and drinking is mainly designated in the Restaurant. Eating in any other areas is prohibited unless authorised by respective staff.

2 CAREER PATHWAY

Welcome to the World of Food and F&B Profession

The At-Sunrice diploma allows you to pursue more than just a career within the kitchen.

Graduates can venture into research and development, start their own businesses, work for top hotels and restaurants, or travel around the world as culinary journalists.

We take pride in our graduate placement and exercise a best-fit approach. Many of our students are hired before they graduate, often by the chefs who have guided them in their apprenticeships and sometimes by top establishments around the world.



2.1 TALENTMATCH©

Graduating students and alumni have the opportunity to explore their career options at the TalentMatch© F&B Career Fair. As Singapore's only F&B-specific career platform, this exclusive event provides comprehensive information to assist students and alumni on their employment paths.

TalentMatch© not only gives students a jump-start to their careers but also serves as a platform for graduates and industry companies to find a 'best-fit' career track that benefits both parties. The fair attracts international recruiters and F&B employers to connect with the Academy's growing pool of industry-savvy individuals, aspiring global chefs, and F&B professionals.

The TalentMatch© Career Fair is held annually in July, following the Academy's Graduation Ceremony.

For more information, please refer to this [link](#).

2.2 INDUSTRY PARTNERS

Our rigorous Study and Work curriculum contributes more than one million man-hours annually to the local F&B industry, allowing students to enhance their classroom learning with on-the-job training and become industry-savvy.

Success is never achieved alone. At-Sunrice has always worked closely with top industry partners. The industry benefits from the flexibility of our Study and Work apprenticeships and the training we provide for their employees, both of which help to maximise business yield.

For more information, please refer to this [link](#).

3 INFORMATION AND POLICIES

3.1 ETIQUETTE AND PROTOCOL

Singapore is a diverse, multicultural, and multi-ethnic country. Students at the Academy will engage with individuals from various cultural backgrounds.

It is important for students to be aware of and respect the customs and practices of others. Behaviours acceptable in one culture may not be appropriate in Singapore.

3.2 STUDENT CODE OF CONDUCT

The Student Code of Conduct is intended to maintain a safe, healthy, and positive environment within the Academy. Every student and staff member should act in accordance with national laws and Academy policies, respecting both the Academy and the surrounding community.

The Academy considers its students and staff as ambassadors and expects them to act appropriately both on and off campus. Any behaviour or action that violates this Code of Conduct will be disciplined in compliance with Academy policies and, where necessary, with national laws.

Students are individually responsible for familiarising themselves with the Student Code of Conduct. Ignorance of the issues and violations contained in the Code will not exempt any student from liability or from any measures taken in case of a violation.

3.2.1 Violation Examples

Examples of violations include, but are not limited to:

a. Harming and endangering yourself and others.

- i. Physical force and violence, or the threat of physical force and violence.
- ii. Fighting.
- iii. Endangering the health or safety of oneself or another person.
- iv. Threatening or attempting suicide.
- v. Possession or use of a dangerous article or substance with intent to harm or threaten another person.
- vi. Possession of firearms, incendiary devices, or fireworks.
- vii. Use of kitchen facilities and equipment in an inappropriate manner that endangers oneself or others.
- viii. Initiating, circulating or otherwise instigating reports of an emergency, crime or catastrophe with the knowledge that such a report is false.
- ix. Intentionally or recklessly starting a fire on Academy premises.
- x. Tampering with or misusing any fire safety equipment, including those belonging to the Academy.

- xi. Aiding, encouraging or participating in a riot or other public gathering that disturbs the peace.

b. Bias and Harassment

The Academy follows a policy of non-discrimination and does not condone any behaviour or action committed against another person based on race, religion, colour, national origin or ancestry, age, gender, sexual orientation, or disability. This includes verbal, non-verbal, written, physical, electronic, technological, direct, or implied harassment and other discriminatory conduct.

c. Drugs

The Academy complies with national laws on narcotics and abusive substances. Any person found violating these laws in any way, including off-campus violations, will be expelled from the Academy and reported to the appropriate legal authorities.

d. Alcohol

The possession or use of alcohol on Academy property is prohibited, except for at Academy-sanctioned activities and events.

In cases of illegal use, sale, or distribution of alcohol, whether on or off campus, the Academy will take measures compliant with national law.

Students are also prohibited from entering Academy property if they are under the influence of alcohol.

e. Theft and abuse of property

- i. Unauthorised use or possession of the resources, property, or services belonging to the Academy, its staff, other students and its partners.
- ii. Unauthorised use of the At-Sunrice GlobalChef Academy name, logo, seal, stationery, documents, identification cards, equipment, or passwords.
- iii. Unauthorised use or entry to the Academy.
- iv. Vandalism, whether on or off campus.
- v. Unauthorised removal of food or other culinary items and equipment from kitchens, storage rooms, classrooms or other Academy facilities.

- vi. Inappropriate use of culinary equipment.
- vii. Misuse, intentional damage or unauthorised possession of safety and security equipment.

f. Failure to comply and interference

- i. Students must comply at all times with the Rules and Regulations and the Student Code of Conduct provided by the Academy, and students are responsible for reviewing and retaining the information contained within these documents and acting in accordance with them.
- ii. Students must comply with the instructions and directions of an Academy representative who is acting in his or her professional capacity.
- iii. Students must produce their Student Identity Card upon request from an Academy representative. Interference is defined as, but not limited to:
 - a) Any behaviour or action that prevents an Academy representative or other students of the Academy from fulfilling their respective professional or academic responsibilities.
 - b) Any behaviour or action that obstructs, disrupts or prevents the proper use of Academy equipment, premises, buildings, rooms or passages

g. Dishonesty

- i. Academic misconduct is liable for disciplinary measures under the Student Code of Conduct.
- ii. Knowingly providing false information, personal or otherwise
- iii. Forgery, alteration, damaging, vandalising or unauthorised use of student or Academy documents, records, library or computing material, equipment, intellectual property, or property.
- iv. Misrepresentation, fraud or deceit.
- v. Possession or use of falsified forms of identification, including résumés and curriculum vitae.

- vi. Knowingly bringing a false complaint against another student, staff member, faculty member or Academy partner.

h. Social Media

Students are prohibited from making discriminatory or disparaging comments about the Academy, its management and staff, instructors, students, and partners/associates. This includes posting such comments on social networking sites, blogs, and personal websites.

i. Other Prohibited Conduct

- i. Use of Academy property or resources to conduct unauthorised business on or off campus or action that violates national laws.
- ii. Any other conduct or action that violates national laws
- iii. Any other conduct or action that violates the legal rights of another individual or other individuals.
- iv. Conduct that interferes with the mission of the Academy.
- v. Conduct or action that compromises the security of the Academy, its businesses or its partners, as well as the safety and security of the surrounding community, local residents or property.
- vi. Any other conduct or action that adversely affect the name of the Academy, academic ethics or the Academy's learning environment.

3.2.2 Sexual Harassment Policy

- a. At-Sunrice GlobalChef Academy intends to provide and maintain an Academy environment that is free from all forms of intimidation, discrimination and violence. Within this aim, it does not condone any form of sexual misconduct, including sexual harassment.
- b. Sexual harassment comprises unwanted sexual advances or lewd/obscene comments and other verbal or physical conduct of a sexual nature in a professional or academic environment, usually to a woman but not excluding such behaviour towards men. This also includes terms or conditions of a sexual nature that are extended to either students or Academy authorities in order to obtain a favourable academic or professional outcome for the initiator, recipient or all persons involved in such advances.

- c. While sexual harassment is difficult to define with precision, it is any behaviour or communication (both verbal and written) of a sexual nature that creates an intimidating, hostile or offensive working or educational environment. The following examples illustrate some forms of sexual harassment:
- i. Sexual teasing, joking, suggestive looks or remarks.
 - ii. Unwelcome touching, including patting, embracing, caressing, pinching or kissing.
 - iii. Improper brushing against another's body
 - iv. Offers of money or other consideration for sexual activity
 - v. Unauthorised entry to toilets and other areas specified for use by the opposite sex.
 - vi. Improper or unwelcomed inquiries about another's personal or sexual life.
 - vii. Direct or implied propositions of a sexual nature.
- d. Any claims of sexual harassment will be investigated diligently, and appropriate disciplinary measures will be taken against the offender. In serious cases, the Academy will rely on the services of the police and other national authorities.

3.2.3 No Smoking Policy

Smoking is strictly prohibited within the premises of the Academy. Students are only permitted to smoke in the designated smoking areas.

3.3.4 Digital Student Identification Card

Enrolled students are issued digital Student Identification Cards, available on the Student Information System (SIS). Individual logins will be provided for access.

The Student Identification Card is to be used solely by the person to whom it has been issued. You may not use someone else's card nor allow someone else to use your card.

4 FEES

4.1 PROGRAMME FEE

First or full payment, (based on the relevant programme) should be made within 10 working days upon signing of the PEI's student contract or before the course commencement date, whichever is earlier. Subsequent payments (if any) are as stipulated in the student contract. Payment will not be accepted before the signing of the student contract.

4.2 APPLICATION FEE

The application fee (non-refundable) is due upon submission of the application form.

4.3 ADMINISTRATION FEE

The administration fee covers the costs associated with processing and managing student enrolment and related administrative tasks as stipulated in the PEI's student contract.

4.4 FEE PROTECTION SCHEME

The Fee Protection Scheme (FPS) serves to protect students' fees in the event that the private education institution is unable to continue operating due to insolvency, and/or regulatory closure. The FPS also protects students if the PEI fails to pay penalties or return fees to the students arising from judgment made against it by the Singapore courts.

The FPS is compulsory for all local and international students enrolled at PEIs seeking EduTrust certification. Under FPS, students are required to pay insurance fees in accordance to the programme enrolled.

FPS premium is a percentage of the course fees payable.

At-Sunrice has appointed Lonpac Insurance Bhd for students to be insured under FPS - Group (G2). For more information, please visit [CPE's website](#).

4.5 MEDICAL INSURANCE

All students are required to buy medical insurance. The Academy has an insurance package from NTUC Income that students must purchase.

Details of Compensation:**Insurance Provider:** NTUC Income Pte Ltd**Type of Coverage:** Group Hospitalisation & Surgical Insurance**Benefits Schedule:** (Maximum limit - S\$20,000)

- Daily Room & Board
- Hospital Miscellaneous Services
- Surgeon's Fee & Anaesthetist's Fee
- Pre-hospitalisation Specialist Consultation/Diagnostic Services/Treatment
- Emergency Outpatient Treatment
- Ambulance Fee
- Medical Report Fees
- Hospital confinement due to mental illness

4.6 STUDENT PASS

An international student is required to apply for a Student Pass if he/she wishes to pursue full-time studies in Singapore in an EduTrust private education institution that:

- is registered with the Ministry of Education (MOE); or
- is not required to be registered with MOE but has obtained permission from the Commissioner of Immigration & Checkpoints Authority (ICA) to submit Student Pass applications for international students intending to take up its courses.

The Student Pass issued is subject to the condition that the holder shall not be retained as a student in any other school/institution.

If the student fails to meet 90% class attendance as per the programme schedule without a valid reason or fails to attend classes for seven consecutive days or more, a report will be made to the ICA. The Student Pass may be cancelled, and no further renewal will be granted.

a. International Students: The Student Pass will be cancelled within seven days from the date of cessation or termination of their study or upon completion of the programme. Upon cancellation of the Student Pass, the international student may no longer stay in Singapore.

b. Change of Local Address: According to the Immigration Regulations 8(5)(b), international students are required to report to ICA if there is a change in their local address within 14 days after the change of residence. The student can approach the

Admissions Department for assistance in updating the change of address via ICA e-Services. Alternatively, the student can email a duly completed and signed Change of Address form with the subject title “Change of Residential Address for STP” to ICA_STP2@ica.gov.sg.

c. Replacement of Lost Student Pass:

- **To report loss within 7 days:** Student Pass (STP) cardholders who have lost their STP card and Disembarkation/Embarkation Card are required to apply for a replacement in person within 7 days from the date of loss.
- **Documents Required:**
 - Your recent passport-sized colour photograph taken within the last three months.
 - Your valid travel document (valid for at least six months).
 - A letter from At-Sunrice GlobalChef Academy, stating you are currently a registered student.
 - A statutory declaration or an original police report (not a photocopy) explaining that the card has been lost, if applicable.

d. Fees: Re-issuance fees are applicable.

e. Procedures: STP cardholders applying for the replacement card should go to:

Visitor Services Centre
ICA Building
10 Kallang Road, Level 4
Singapore 208718
(next to Lavender MRT station)

This service is available from 8:00 am to 4:00 pm from Mondays to Fridays (except Public Holidays).

For more information, visit: [ICA - Lost/Damaged Student Pass](#).

4.7 REFUND POLICY

Application Fee:

The application fee is non-refundable.

Course Fees

Diploma/Certificate Courses

Refund for Withdrawal Due to Non-Delivery of Course: The student will be informed in writing of alternative study arrangements (if any). If the student decides to withdraw, they are entitled to a refund of the full paid course fee.

Refund for Withdrawal During Cooling-Off Period: The student is entitled to a refund of 75% of the paid course fee if a written notice of withdrawal is submitted within the cooling-off period. The cooling-off period is seven (7) working days after the contract has been signed by both parties.

Refund for Withdrawal After Cooling-Off Period: Upon receipt of a written notice of withdrawal, the refund to the student is based on the following:

1. More than 45 days before course commencement: 75% refund of the paid course fee.
2. Within 45 days before course commencement: 25% refund of the paid course fee.
3. After course commencement: No refund.

4.8 RECRUITMENT AGENT COMISSION

The Academy has agreements with external recruitment agents to assist applicants with the admission process. The commission for their services is paid by At-Sunrice GlobalChef Academy, so applicants are not required to pay any fee to the agents.

5 DEFERMENT, WITHDRAWAL & TRANSFER

General Policy:

- Students who are not legal adults at the time of submitting a deferment, withdrawal, or transfer request must have written endorsement from their legal guardian.
- Students will be notified of the withdrawal and deferment outcome within seven (7) and twenty-one (21) working days, respectively.
- The Student Pass (if applicable) will be cancelled within seven (7) working days.

5.1 DEFERMENT

Diploma

Students who are facing problems that may prevent them from performing to the best of their ability and wish to complete their programme at a later time may apply for a deferment. The student must submit the Programme Deferment Application Form to the Batch Owner.

Continuing Education Modular (CEM)

- For written deferment requests received 7 working days prior to programme commencement, there will be no deferment charges.
- For requests received 4-6 working days prior to programme commencement, S\$53.50 (GST inclusive) will be charged.
- For requests received 3 working days prior to programme commencement, deferment is not allowed.
- Deferment is a one-time application. For each subsequent deferment, S\$53.50 (GST inclusive) will be charged.

5.2 WITHDRAWAL

Withdrawal Before Programme Commencement: Students who wish to withdraw before programme commencement must notify the Admissions Department in writing.

Withdrawal After Programme Commencement: Students who wish to withdraw after programme commencement must submit a Programme Withdrawal Application Form to their Batch Owner.

5.3 TRANSFER

Students who wish to transfer to another programme within the Academy must fill-out the Programme Transfer Application Form and submit this to their Batch Owner.

Students will be notified of the transfer outcome within seven (7) working days. For an approved transfer, the student will be deemed to have withdrawn from the initial programme. The initial signed contract will be terminated, and the student will have to reapply for the new programme.

6 STUDENT MISCONDUCT

The Misconduct Matrix outlines the range of disciplinary sanctions that may be imposed on students who violate the rules and regulations stated in this handbook.

It serves as a guide for both students and the administration, ensuring that disciplinary actions are applied consistently and fairly.

The matrix helps in evaluating each violation on a case-by-case basis and determining the appropriate sanctions, which may include reprimand, revocation of privileges, deferment, fines or restitution, suspension, or withdrawal of registration from the Academy.

Students issued a Final Warning Letter may have their cases escalated to the Student Disciplinary Board.

6.1 STUDENT MISCONDUCT MATRIX

		MINOR MISCONDUCT					MAJOR MISCONDUCT		
		Interview	Conduct Verbal Coaching	Conduct Documented coaching#1	Issue First written warning letter	Conduct Documented coaching#2	Issue Second written warning	Conduct Documented coaching# 3	Issue Final Warning (Case refer to SDB)
Tardiness		1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time	8th Time
Absence	a. Did not follow procedure to inform the absence, but submitted supporting Medical Certificate at a later date		1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time
	b. Follow procedure to inform the absence, but no Medical Certificate to support the absence		1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time
	c. Did not follow procedure to inform the absence, and no Medical Certificate to support the absence			1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time
Misconduct	<p>Did not adhere to the Academy's grooming standard</p> <p>Examples of Non-compliance of Academy's grooming standard:</p> <ul style="list-style-type: none"> i. Uniform <ul style="list-style-type: none"> - Creased/ stained/ torn/ discoloured ii. Face <ul style="list-style-type: none"> - Female – Heavy Make-up/ False eye-lashes/ Visible piercing/ Coloured contact lenses) - Male - Moustaches / Beards/ Make-up/ Visible piercing/ Coloured contact lenses/ not cleanly shaved iii. Hair <ul style="list-style-type: none"> - Female – Unnatural colouring/ Not tied back and confined in hair net. Unconventional hair style. 	1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time	8th Time

<ul style="list-style-type: none"> - Male – Unnatural colouring/ Long/ Back and side touching any part of the ears or collar. Unconventional hair style. iv. Fingernails <ul style="list-style-type: none"> - Nail polish/ Dirty/ Long v. Accessories <ul style="list-style-type: none"> - Colourful hair accessories (only black) vi. Unpolished safety shoes. Socks did not cover ankle. 									
Sleeping/Eating/Drinking/Misuse of mobile phone in class	1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time	8th Time	
Did not bring relevant course materials to class (such as full knife kit, textbook etc.)	1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time	8th Time	
Did not maintain locker cleanliness	1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time	8th Time	
Sitting/lying on the floor in the lockers' room	1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time	8th Time	
Smoking outside the designated areas		1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time	
Use of expletives/vulgarity in the academy		1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	7th Time	
Provide incorrect information on the attendance and apprenticeship site tracking sheet			1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	
Absence from the academy and apprenticeship site without official leave (AWOL)			1st Time	2nd Time	3rd Time	4th Time	5th Time	6th Time	
Other prohibited conduct <ul style="list-style-type: none"> i. Use of Academy property or resources to conduct unauthorized business on or off campus. ii. Any other conduct or action that violates national laws. iii. Compromises the security of the Academy, its businesses or its partners, as well as the safety and security of the surrounding community, local residents or property. iv. Any other conduct that adversely affects the name of the Academy, 				1st Time	2nd Time	3rd Time	4th Time	5th Time	

academic ethics or the Academy's learning environment								
Smoking within the academy's premises						1st Time	2nd Time	3rd Time
Display disrespect/animosity/hostility to instructors/employees/classmates/schoolmates or any other relevant parties associated with the academy						1st Time	2nd Time	3rd Time
Forgery, alteration, damaging, vandalizing or unauthorized use of student or Academy documents, records, library or computing material, equipment, intellectual property or property. i. Deliberate causing damage to school property or act of vandalism ii. Misrepresentation, fraud or deceit. iii. Possession or use of falsified forms of identification, including résumés and curriculum vitae. iv. Knowingly bringing a false complaint against another student, staff member, faculty member or Academy partner.								1st Time
Possession or/and consumption of alcoholic beverages (besides tasting sessions conducted by the academy) during class hours or while wearing academy uniform. Entering the Academy while under the influence of alcohol. Except for use at Academy-sanctioned activities and events, the possession or use of alcohol on the Academy property is prohibited. In cases of illegal use, sale or distribution of alcohol whether on or off campus, the Academy will take measures compliant with the national law.								1st Time
Caught cheating in any assessments								1st Time
Violent behaviour / physical fight during class hours and apprenticeship hours.								1st Time

Suspension/termination/expulsion from the apprenticeship site								1st Time
<p>Possession or/and consumption of illegal drugs/ weapons.</p> <p>The Academy complies with the national law on narcotics and abusive substances. Any person found to violate the narcotics law in any way, including violations conducted off campus, will be expelled from the Academy and reported to the proper legal authorities.</p>								1st Time
Use of social and print media causing damage to the Academy brand.								1st Time
<p>Bias and harassment.</p> <p>Any behaviour or action committed against another person based on race, religion, colour, national origin or ancestry, age, gender, sexual orientation, or disability. This includes verbal, on-verbal, written, physical, electronic, technological, direct or implied harassment and other discriminatory conduct.</p>								1st Time
<p>Harming or endangering oneself or others</p> <ul style="list-style-type: none"> i. Physical force or violence, or the threat of physical force of violence. ii. Fighting. iii. Endangering the health or safety of oneself or another person. iv. Threatening or attempting suicide. v. Possession or use of a dangerous article or substance with intent to harm or threaten another person. vi. Possession of firearms, incendiary devices, or fireworks. vii. Use of kitchen facilities and equipment in an inappropriate manner that endangers oneself or others. viii. Initiating, circulating or otherwise instigating reports of an 								1st Time

<p>emergency, crime or catastrophe with the knowledge that such a report is false.</p> <p>ix. Intentionally or recklessly starting a fire on Academy premises.</p> <p>x. Tampering with or misusing any fire safety equipment, including those belonging to the Academy.</p> <p>xi. Aiding, encouraging or participating in a riot or other public gathering that disturbs the peace.</p>								
<p>Theft and Abuse of Property</p> <p>i. Unauthorized use or possession of the resources, property, or services belonging to the Academy, its staff, other students and its partners.</p> <p>ii. Unauthorized use or possession of the resources, property or services belonging to another person, business or government.</p> <p>iii. Unauthorized use of At-Sunrice GlobalChef Academy name, logo, seal, stationery, documents, identification cards, equipment or passwords.</p> <p>iv. Unauthorized use or entry to the Academy or to property belonging to another person, business or government.</p> <p>v. Unauthorized removal of food or other culinary items and equipment from kitchens, storage rooms, classrooms or other Academy facilities.</p>								<p>1st Time</p>

7 ACADEMICS

7.1 APPEALS

There may be instances where students wish to request exceptions to the published Academy Rules and Regulations or appeal an academic decision based on these rules.

Common appeals concern term/rotation work such as essays, assignments, project reports, making up for missed term/rotation tests, missed final term projects, and re-marking of term tests.

Students should file an appeal with the Academic Standing and Assessment Committee (ASAC). A formal appeal must consist of:

- a. Request Letter: A formal letter stating your request and your reasons for the request.
- b. Documentation: Official documentation proving your incapacity to fulfil the conditions of the Academy Rules and Regulations must be submitted. Such documentation is needed for factual evidence that will justify both your request and the Academy's decision to make an exception to its published rules.

Examples of supporting documentation:

- a. Death certificate or other formal notice of death for a family member or relative.
- b. Medical certificate issued by a licensed medical practitioner listing the diagnosis, treatment, and period of incapacity.
- c. Police reports (for example, if the student has been involved in a traffic accident).
- d. Itinerary or boarding pass stub.
- e. Copy of court order or subpoena. vi. Notice of National Service.

Note: Letters from family members or relatives are generally not accepted.

The Academy will endeavour to deal with all appeals within 21 working days of receipt and notify the student of any decision(s) accordingly.

7.2 ATTENDANCE POLICY

The Academy has a strict attendance policy to encourage students to develop a professional attitude towards their studies and to groom students for successful employment in the culinary and F&B industry. International students are expected to fulfill a minimum attendance rate of 90% in each term of study. WSQ funded students are expected to fulfill a 100% attendance rate in each term of study. Absence from class will negatively affect a student's performance.

7.2.1 Attendance and Tardiness

- a. Student attendance is recorded via written and/or e-attendance. The Academy will not entertain other modes of attendance.
- b. Students who are tardy to class may be barred from entering the classroom at the discretion of the instructor.
- c. Students must report to class with textbooks and other required materials.
- d. Students are marked absent if they have not:
 - i. Informed the Faculty Instructor of tardiness or absence at least 15 minutes before the class commences.
 - ii. Obtained a medical certificate for any missed classes.
 - iii. Obtained an Approved Leave of Absence from the Academy.
- e. Students absent for more than 10% of total class days in a term are considered to have failed the attendance requirements for that term.
- f. International students who fail to fulfil the 90% class attendance requirement will be reported to the Immigration and Checkpoints Authority (ICA) as required by law.
- g. Students must provide official documents to the Academy within 3 (three) working days of absence.
 - i. The minimum attendance for International and local students without SSG funding is 90%.
 - ii. The minimum attendance for local students with SSG funding is 100% (excluding approved leave by the Academy and/or the apprenticeship site).

7.2.2 Leave of Absence Policy

- a. A student may be approved for a leave of absence for up to 5 class days in case of a death in the immediate family within a 12-month period. To request a Leave of Absence from class, a student must contact the Batch Owner and Student Services Department and provide supporting documents.
- b. During the official school/apprenticeship/attachment period, students are not allowed to leave Singapore.
- c. Any student who wishes to leave Singapore due to urgent matters must obtain approval from the Batch Owner and Student Services Department and provide supporting documents.
- d. The student must return to attend classes in accordance with the approved Leave of Absence. Should a student fail to return, the Academy will assume that he/she has withdrawn from the programme.
- e. If an examination takes place during this approved leave period, the student can file an appeal to the Academic Standing and Assessment Committee (ASAC) to request the scheduling of a retest.

7.2.3 Extenuating Circumstances

Circumstances that may exempt a student from the Attendance Policy include family tragedies, severe illnesses/physical incapacitation, or court appearances. Such cases will be reviewed as they arise.

7.2.4 In-Camp Training (ICT)

A student who is required to attend ICT must notify the Student Services Department and their respective batch owner immediately when they receive notification for ICT. Appropriate steps will be taken by the Academy to ensure the student's fulfilment of National Service requirements.

If an examination takes place during this approved leave period, the student can file an appeal to the Academic Standing and Assessment Committee (ASAC) to request the scheduling of a retest.

7.3 ACADEMIC CODE OF CONDUCT

The Academic Code of Conduct is designed to maintain a harmonious, ethical and positive learning environment for all students of the Academy. Violations of this code,

or academics misconduct, are those activities that prevent or interfere with the accurate assessment of any student's academic progress or that compromise academic integrity.

Academic misconduct is defined as a deliberate behaviour that has the potential to result in the student in gaining an unfair advantage in one or more components of assessment. Behaviour that may disadvantage another student may be considered as academic misconduct.

This section shows the various forms of academic misconduct. It is not meant to be exhaustive.

7.3.1 Plagiarism

- a. Passing of another student's work as one's own.
- b. Passing of a published work in whole or in part as one's own.

7.3.2 Cheating

- a. Using unauthorised references and other resources during a test, examination or other formal method of academic appraisal.
- b. Assisting another student during a test, examination or other formal method of academic appraisal, with or without the use of unauthorised references and other resources.

7.3.3 Copyright Violations

- a. Knowingly or unknowingly neglecting to acknowledge the source of published or otherwise copyrighted material used in an essay, project or other academic assignment.
- b. Knowingly or unknowingly neglecting to place within inverted quotes (“;”) material that has been extracted verbatim from copyrighted material for use in an essay, project or other academic assignment.

7.3.4 Examination Conduct

All students must abide by the following rules when sitting for an examination. Only examination candidates are allowed to sit for an exam.

- a. Students must report to the examination room at least 30 (thirty) minutes before the commencement of the exam.

- b. Students must present their Student Identification Cards and place them at a visible location throughout the exam.
- c. Students are not allowed to bring in any learning materials into the examination room, or the learning materials are kept in an area where students can't access them.
- d. Students must be seated in the chairs assigned to them by the Invigilator (Assessor), unless the Invigilator (Assessor) indicates a free seating arrangement.
- e. Students are prohibited from communicating with one another in any form throughout the examination.
- f. Students are prohibited from bringing with them any materials or equipment besides those required by the Invigilator (Assessor) at the exam.
- g. Students are prohibited from having activated personal cellular phones, pagers, Personal Digital Assistant (PDAs) and any other electronic devices with mobile technology.
- h. No student may be allowed to enter an examination room after the initial 30 minutes of an examination.
- i. Students must remain seated during the final 10 minutes of an examination.
- j. Students must at all times follow the instructions given by the Examination Presiding Officer (EPO); failure to do so may result in a penalty given at the discretion of the Examination Presiding Officer (EPO). No books or other examination materials may be removed from the examination room.

7.3.5 Illness During Examination

- a. If the student becomes ill during an examination, he/she must notify the Examination Presiding Officer (EPO) immediately.
- b. The Examination Presiding Officer (EPO) will ask the student to sign an Anomaly form and the student will be required to submit all examination materials. The examination will not be graded. The student cannot do this at the end of the examination.
- c. The student may then appeal through Academic Standing & Assessment Committee (ASAC) to re-sit the examination.
- d. The Academy identifies this type of request as a 'Deferred Exam' because the student has seen the examination and may have even written parts of it.

- e. The student must immediately seek medical attention and provide the Academy his/her medical certificate to support his/her appeal.
- f. The student will then be treated under the same guidelines as students who appeal to make up for missed term test.

7.3.6 Recording lectures

Students are prohibited from recording in video, audio or other digital format any lectures without the written consent of the instructors.

7.4 ASSESSMENT MODES

- a. Continuous formative assessment; daily grading on hands-on, in-class assignments/projects and take-home assignments.
- b. Summative Role Play / written assessment and practical examinations.
- c. Students must fulfil the training and assessment passing requirements of all relevant competency units to be awarded the SOA / Qualification.

7.5 GRADING AND EVALUATION SYSTEM

Regular evaluation of students attending courses helps the instructors to gauge the performance of students and how they have assimilated knowledge and information taught.

Therefore, as early as possible in each course or subject module, instructors will announce the methods by which student performance will be evaluated, their weight in the final mark, including any discretionary factor(s), and the due dates.

These methods shall be in accordance with the applicable grading policies.

7.6 TEAM WORK

For term work that requires usage of the classroom kitchen, no additional time beyond the extension period is allowed due to the limited kitchen availability and the short duration of each subject module.

7.7 PROJECTS & TAKE-HOME ASSIGNMENTS

Students are strongly advised to retain digital copies of their essays and assignments, as the instructor may request them. All evaluated written work should be returned with detailed feedback, as deemed appropriate by the instructor, with time allocated for discussion.

Projects constitute an important part of the programme. They are designed to help you understand the materials covered in lectures and in assigned readings. It is only by doing the project that you learn the material.

Take-home assignments not submitted on the due date will be assigned a zero (0) grade for the project. There will be NO exceptions to this policy.

7.8 PRACTICAL ASSESSMENT

All Practical Assessment will be held according to schedule.

7.9 GRADING SYSTEM

7.9.1 Diploma and Certificate Programme

Score %	Letter Grade
95 - 100	A+
90 - 94	A
85 - 89	B+
80 - 84	B
75 - 79	C+
70 - 74	C
69 - 0	Fail
Passed in Retest	P

7.9.2 Specialist Diploma Programme

Score %	Letter Grade
75 - 100	A+
70 - 74	A
65 - 69	B+
60 - 64	B
55 - 59	C+
50 - 54	C
49 - 0	Fail
Passed in Retest	P

7.9.3 Regulatory Courses

- a. 100% is the passing grade for all the courses conducted as a part of regulatory requirements such as:
 - i. Food Safety Courses (all levels)
 - ii. Singapore Fine Dining Scene
- b. Students must obtain a minimum grade of C and above to pass each skill standards.

- c. If the student scores 'zero' in any required assessment component, he/she will be declared 'not yet competent' regardless of the total being above 70%.

7.10 ASSESSMENT PASSING REQUIREMENTS

The following guidelines will govern the assessment passing requirements for Academy programmes:

- a. Students must fulfil the training and assessment passing requirements as listed in the programme summary to be awarded with a WSQ & Non WSQ qualification or 'Statement of Attainment'.
- b. A student needs to score at least 70% of the total marks (C grade) or above to be declared competent in a skill standards/module or a programme. Students scoring less than 70% will be declared Not Yet Competent (NYC).
- c. If a student scores zero in any assessment (written exam, practical assessment, take-home assignment, daily lab grading etc.) for a Skill Standards, he/she will be declared NYC regardless of the total marks being above 70%.
- d. A student declared Not Yet Competent (NYC) will get a chance to re-attempt the assessment (re-test) as explained under the next section of this handbook.
- e. For the 'integrated WSQ & Non WSQ Diploma programmes viz. WSQ & Non-WSQ Diploma in Culinary Arts / WSQ & Non-WSQ Diploma in Pastry and Bakery, Students must pass more than 50% of the total skill standards/module in a term to progress onto the next term.
- f. In the event a student is declared Not Yet Competent (NYC) for less than 50% of the skill standards/module in a term, the assessment of the Not Yet Competent (NYC) skill standards/module must be re-taken and the student must be declared 'competent' in the re-taken skill standards/module before completing the next term to get promoted to the following term. (Example: If a student is declared Not Yet Competent (NYC) in 3 out of 7 skill standards/module in Term 2, he/she will be allowed to progress into Term 3. However, he/she must be declared 'competent' in those 3 Not Yet Competent (NYC) skills standards/module before completing Term 3. If not, he/she will not be allowed to progress to Term 4.)
- g. If a student is declared Not Yet Competent (NYC) in more than 50% of the skill standards/module in a term, he/she will need to repeat the term (Re-do the training and assessment for all Skill Units) before being promoted to the next term. (Example: If a student is declared Not Yet Competent (NYC) in 4 out of 7 skill

standards/module in Term 2, he/she WILL NOT BE allowed to progress to Term 3. He/she must re-do term 2 (Training and assessment for all skill standards/module) and get declared 'Competent' in those 7 skill standards/module to progress to Term 3.)

7.11 RE-ASSESSMENT AND RE-MODULE

There are 3 main situations where a student needs to attend re-training and/or re-assessment:

- a. **Re-test:** A student is declared 'Not Yet Competent' (NYC) after the assessment and wants to take one or more required assessment on another date to pass the assessment.
- b. **Re-sit:** A student missed the scheduled assessment and wants to take it on another date.
- c. **Re-module:** A student missed training, resulting in less than 75% attendance for the module. Thus he/she is not eligible for appeal for an assessment. The student needs to attend training and then take assessment.
- d. **Re-Term:** A student is declared Not Yet Competent (NYC) in more than 50% of the skill standards/module in a term, he/she will need to repeat the term.

7.12 APPLICATION FOR RE-ASSESSMENT AND RE-MODULE

Students who need to apply for Re-Assessment or Re-module should note the following points:

- a. Apply in a prescribed format to Academic Standing and Assessment Committee (ASAC).
- b. The form can be sought from the batch owner.
- c. Students are given seven (7) working days to appeal if they are not satisfied with their assessment results by following established appeal procedures which include re-sit, re-test, re-module and re-term.
- d. The application needs to be submitted to the respective batch owners.
- e. In the absence of the batch owner the application shall be submitted to the programme leader in Student Services.

7.13 RE-ASSESSMENT FEES

- a. Prescribed fees are chargeable for Re-sit, Re-test and Re-module.

No	Training / Assessment	Fees (Excludes GST)
1	Practical assessment	SGD 200 /-
2	Administration fee for Written Examination	SGD 150 /-
3	Administration fee for In-Class Assessment	SGD 150 /-
4	Administration fee for 1 Day lesson re-module	SGD 150 /-
5	Administration fee for 2 or more Days lesson re-module	SGD 300 /-

All fees subject to change.

**Students under Fee Protection Scheme are required to pay insurance fees as required by CPE.*

- b. The fees may be waived in defined situations and or special circumstances as per Academic Standing and Assessment Committee (ASAC) decision. The following table explains the fee waiver guidelines:

Category for Absence	Eligible for Fee waiver
Reservist	Yes
Absence due to Hospitalisation	Yes
Compassionate leave (Due to death of immediate family members; Parents / siblings)	Yes
First absence in the programme of study with Medical Certificate from Singapore GP (Out Patient)**	Yes
Absence with Medical Certificate (Out Patient)	No*
Absence without valid reason	No
Other reasons	*Supported by ASAC *Approval by Finance Committee

** Fee may be waived in exceptional scenarios by ASAC based on appeal and recommendations by batch owner.*

- c. Re-term fee amount will be subject to the respective programme and modules completed.

7.14 APPEALS ON ACADEMICS AND ASSESSMENTS

An appeal is a student's formal request for an exception to the normal rules and regulations of the Academy. A student can request by writing a letter stating his/her request, explaining the reasons that support it, and attaching any relevant documentation for submission to his/her instructor for processing.

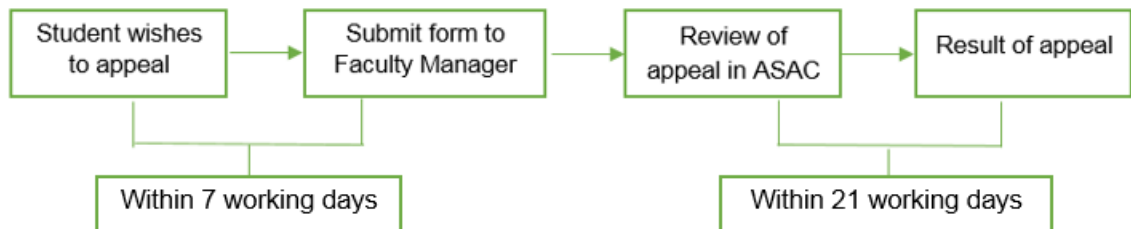
The Academy is governed by a series of Rules and Regulations that are intended to ensure that all students are treated equally and fairly in matters concerning academic

issues. There may be instances where students request exceptions to the published academic rules and regulations.

At-Sunrice GlobalChef Academy has formulated a process by which students can appeal to make up for Missed Term Tests, Missed Final Term Project/ Assignment, and Re-mark of Term Tests.

7.15 APPEAL PROCESS

- a. Students can review their assessment results at the end of each assessment.
- b. If the students have any concerns on the grades, a written appeal should be submitted to the Academy.
- c. The appeal must be submitted within 7 working days after the review of the exam grades in the class.
- d. The appeal will be raised in the earliest Academic Standing and Assessment Committee (ASAC) meeting and the student will be informed of the outcome of his or her appeal within 21 working days.



7.16 DOCUMENTATION FOR APPEALS

To lodge an appeal, the student will need to submit relevant document to confirm that he/she was unable to perform the required assessment task(s) on the assessment date(s). Letters from family members are generally not accepted.

Examples of documentation includes (but not limited to):

- a. Medical certificate
- b. Death certificate of family member
- c. Birth certificate of newborn baby
- d. Police report
- e. Copy of air ticket in the event of approved overseas leave.

7.17 PROGRAMME COMPLETION CRITERIA AWARD

Students are required to meet the following criteria in order to obtain their relevant Statement of Attainments (SOAs) / qualifications:

- a. Meet minimum attendance requirements.
- b. Pass all relevant skill standards/module.
- c. Abide by the student code of conduct.

7.18 ELECTRONIC DEVICE POLICY

At-Sunrice has a strict policy regarding uses of mobile phones, smartphones and other digital devices with mobile technology in the classroom.

All mobile phones should be switched to silent mode unless directed by class instructors for lessons while on the Academy premises. Students may not answer or make phone calls, text personal messages or emails during class times.

Audio players and other electronic devices intended solely for entertainment or leisure purposes are strictly prohibited from classes.

Any mobile phones ringing in class and other failure to adhere to the above rules will be considered a classroom disruption, and the student will be asked to leave class. Violators may be liable to the Disciplinary Procedure.

7.19 ACADEMIC STANDING & ASSESSMENT COMMITTEE (ASAC)

The ASAC is responsible for determining whether a disciplinary measure should be undertaken for a student who does not meet the minimum grade requirements. Disciplinary measures will be considered only after all other informal means of addressing the case have been exhausted. The decision of the ASAC is final.

a. Academic Probation

A student will be placed on academic probation at the discretion of the ASAC based upon the examination results of the student.

The student will be monitored on his/her academic progress by the ASAC during the probationary period.

The ASAC also recommend that the student seek regular consultations on any academic difficulties or issues that may be affecting the student's academic standing or on a progressive decline in his/her academic standing.

b. Expulsion

A student who breaches the conditions of their academic probation will be referred to the Student Disciplinary Board by the ASAC, which is authorised to expel a student after a process of investigation and review.

Violations of the Academic Code of Conduct or failure to fulfil the Attendance Policy will result in Student Disciplinary Sanctions.

7.20 PROGRAMME CHANGES

The Academy website provides the types of programmes and courses of study available according to current information.

- a. The Academy reserves the right to change or cancel a programme or course of study, instructors and instructional assignments, prerequisites and timetables without prior notice.
- b. The Academy will post on the website all possible advance notice of any changes.
- c. Students are responsible for checking the website regularly for updated information on programmes and courses of study.
- d. The Academy is not liable for any loss or other damages arising from such changes.
- e. All academic calendar and terms are subject to changes.

7.21 CLASS CANCELLATIONS

The Academy reserves the right to cancel any classes without advance notice for the following reasons:

- a. Faculty absence: Unplanned or unexpected absence by the faculty member responsible for the class and if the Academy is unable to identify an appropriate replacement before the scheduled class.
- b. Inclement weather: Sudden, unpredictable changes in weather; in such cases, the Academy will refer to the national advisory in deciding upon an appropriate course of action.
- c. Health alerts: The Academy will refer to the national health advisory in deciding upon an appropriate course of action.

7.22 RESULTS SLIPS & OFFICIAL TRANSCRIPTS

- a. A Result Slip with a student's official results for a specific term of study is issued approximately 1 month after the completion of the term. Result Slips will be emailed to the parents/guardian of student below 18 years old.
- b. An Official Transcript with a student's official results for a programme of study is issued approximately 3 months after the completion of the programme.
- c. Students are issued 1 original copy of each document.
- d. For additional copies, a formal written request must be raised to the Academy.

7.23 PROGRAMME CANCELLATION

The Academy reserves the right to cancel or postpone a programme before the programme start date. The Academy will contact affected students via phone and e-mail. It is the student's responsibility to obtain cancellation information.

7.24 GRADUATION CEREMONY

The Graduation Ceremony takes place in the month of July every year. The ceremony dates may be subject to change. Students will be informed via email of the schedule.

7.25 CURRICULUM MODIFICATIONS

In order to continuously improve and modify curricula, the content of programme lessons may be changed. These changes will not always be reflected in the current issue of the Student Handbook. Modifications and implementation of changes to the curriculum will be made at the discretion of the Academy.

7.26 DEGREE PATHWAY

Students may either choose to do an on-site degree programme or an off-site degree programme at our partner Universities through a degree pathway.

The Academy has degree pathway agreements with international universities. Students of At-Sunrice GlobalChef Academy may transfer credit toward the degree programmes in the partner Universities.

Upon successful enrolment and completion of various At-Sunrice diploma and/or specialist diploma programmes, students will be able to apply for any one of the articulated degree programmes from the partner universities, with the Academy's letter of acceptance.

The partner university will issue a Conditional Letter of Acceptance into the university after acceptance and enrolment in articulated At-Sunrice diploma programmes. Please refer to this [link](#) for the latest degree pathway programmes.

7.27 SCHOLARSHIPS

The Academy is constantly working with industry partners and government agencies to develop a pipeline of scholarships and programme fee grants for our students.

7.28 FIELD TRIPS

For diploma programme, around 2-3 field trips are organised as part of the student's learning journey. Attendance for field trips is compulsory.

7.29 HOMECOMING

A Homecoming session is conducted once every 2 months of the year at the Academy. All students are required to attend the event in their full uniform.

7.21 FOOD HANDLERS REPORTING

In order to prevent the spread of food-borne illnesses, students must report any of the following symptoms, diagnoses, or conditions to the faculty member in charge of the class:

- a. Diarrhoea.
- b. Fever.
- c. Vomiting.
- d. Jaundice.
- e. Open sores.
- f. Any food-borne illnesses (i.e. Salmonellosis, Hepatitis A, Botulism etc).

7.22 HANDLING OF FOOD

Single-use gloves are to be used when working with ready-to-eat foods. They are to be thrown away when dirty, torn, or when the task is interrupted.

Gloves are to be removed when leaving the kitchen. Hands must be thoroughly washed before donning gloves to prevent transference of germs.

7.23 MEAT HANDLING POLICY

The Academy aims to deliver a well-rounded culinary education and experience to all students. Recognising the diverse nationalities and religious backgrounds of our students, the Academy ensures a respectful and inclusive environment.

As a global academy, students are required to handle various types of meat to pass certain modules and gain a comprehensive culinary education.

If students have specific religious or cultural concerns regarding meat handling, they should inform the Academy, and appropriate accommodations will be considered to support their educational journey.

7.24 UNIFORM POLICY

7.24.1 Culinary Arts / Pastry and Bakery Student Uniform & Grooming

Students are to report to classes in the Academy in full uniform, Academy-issued safety shoes, their knife kit, notebooks and writing implements. They are required to remain in full uniform when they are at the Academy premises.

Uniform

- Black Non-slip Industry shoes* – clean and polished.
- Black socks – plain (no ankle socks, stripes or designs).
- Black pants* – clean, tailored and ironed (no jeans/cargo pants)
- Plain White T-shirt/Undershirt
- Chef's Jacket* – clean and ironed
- Chef's Hat* - clean
- Apron* – clean and ironed (Academy issued only).
- Kitchen towel* – clean and ironed (Academy issued only).
- Name-tag (if jacket embroidery is pending).

*Issued by the Academy

Grooming

- No facial jewellery (earrings, nose rings, pierced tongues, etc.).
- Gentlemen: Clean-shaven.

- Ladies: No heavy make-up.
- Hair to be neat and clean at all times.
- Unnatural hair colour not permitted.
- Short hair not touching ears and collar, and sideburns not below the ear lobe.
- Medium to long hair tied or pinned back, not touching forehead, ears and collar, and secured with a hair net if necessary.
- No bracelets or rings (wedding ring is permitted).
- Watches secured to chef's jacket during lab classes.
- No visible tattoos (All tattoos, if any, must be covered).
- Uphold excellent standards of personal hygiene.

7.24.2 Food & Beverage Student Uniform & Grooming

Uniform

- At-Sunrice Polo T-Shirt, with name plate (Academy issued only).
- Black socks – plain (no ankle socks, stripes or designs).
- Black pants – clean, hemmed and ironed (no jeans/cargo pants).
- Gentlemen: Black closed shoes - non-slip
- Ladies: Black closed court shoes - non-slip, minimum 1-inch heel.

Grooming

- No facial jewellery (earrings, nose rings, pierced tongues, etc.)
- Gentlemen: Clean shaven.
- Ladies: Light make-up.
- Gentlemen: Short and neat hair.
- Ladies: (Short) Neat and Tidy hair (Long) Tied up in a bun and neatly pulled back.
- Fingernails: Trimmed and clean.
- No visible tattoos (All tattoos, if any, must be covered).

The overall grooming of an F&B professional is vital in portraying the correct impression. Posture and gestures play a big role in creating the right image therefore standing upright without slouching or with hands in pockets makes a difference. Students who do not meet the uniform and/or grooming requirements will not be admitted to class.

7.24.3 Headgear Policy

No hat or head covering other than the Academy-approved hair net and chef's hat is to be worn inside the Academy.

These accessories, including baseball caps, nylons, scarves, or 'do-rags' are not part of the Academy's uniform and, therefore, should not be worn.

Leisure hats are not permitted within the Academy.

8 STUDENT SUPPORT SERVICES

Students and alumni are our top priority, and we are committed to providing comprehensive support services to meet their needs in At-Sunrice.

Our services extend from pre-enrolment through to their time as alumni. To ensure these services are effective and reach all students and alumni, we regularly audit and review our offerings based on collected feedback.

Below is a list of the support services we provide to our students and alumni, though additional services may also be available.

8.1 STUDENT SUCCESS AND WELL-BEING

- a. **Medical Insurance:** The Student Services Department provides information and assistance related to students' medical insurance coverage. The more information on medical insurance can be found in this [link](#).
- b. **Pastoral Counselling:** The Student Services Department offers support for issues related to attendance, administrative matters, academics, apprenticeships, and career services.

Student Services Office Hours
Monday to Friday
9pm-6pm

- c. **Mental Well-Being:** The Student Services Department provides access to external counsellors for individual sessions, covering counselling, coaching, holistic

development, mental wellness, and leadership development. Students may approach the Student Services Department to schedule an appointment.

External Counselling Schedule (by appointment)

Monday & Friday

2pm-4pm

- d. **Collaboration with Parents/Legal Guardians for Students Under 18 Years of Age:** The Academy collects contact details for parents/legal guardians during the admissions process and stores this information in the SIS. The Student Services Department contacts parents/legal guardians for major issues such as refunds, deferments, transfers, withdrawals, disciplinary matters, critical incidents, and counselling updates.
- e. **Financial Assistance Scheme:** For potential students, education loans through our banking partners for financial assistance on fee payment. For current students facing financial difficulties on resit/retest/remodule/reterm fees can submit a fee waiver request, which will be reviewed by ASAC. For current students facing financial difficulties on programme fees, a fee waiver request which will be reviewed by the Finance Committee.
- f. **Alumni Support:** We provide support to alumni requesting for academic records to assist in their career and education progression.
- g. **Ambassador Recognition Circle (ARC):** Student and Alumni can receive incentives for encouraging family and friends to enrol in programmes at the Academy. This initiative is aligned with the Academy's mission to foster culinary excellence by activating our community network. This initiative will leverage word-of-mouth and industry connections to draw new talent and recognise those supporting the academy. Please visit this [link](#) for more details.
- h. **Accommodation Advice:** The Student Services Department may assist students in finding suitable accommodation.
- i. **Bonding Activities:** Students may join group sessions with counsellors during the first few weeks of the programme to improve group dynamics.

8.2 HOLISTIC STUDENT DEVELOPMENT

8.2.1 Co-curricular Activities

- a. **SundayLuxe Dining and OJT Experience:** Hands-on dining and on-the-job training experiences to refine practical skills in a real-world setting.

- b. **Sustainability with WellSpent Upcycling Production:** Projects focused on sustainability and upcycling, teaching students to create value from waste materials.
- c. **Urban Farming at the Spice Garden:** Opportunities to learn about and participate in urban farming practices, fostering knowledge of sustainable agriculture.
- d. **Student Homecoming:** An event held every 2 months where students learn about academy updates, events, recognitions, industry talks, demos and workshops from alumni and industry partners.
- e. **Learning Journeys to Markets, Industry Partner Sites, and Expos:** Excursions that expose students to industry practices, trends, and networking opportunities.
- f. **Workshops:** Interactive sessions covering various topics to broaden students' skills and knowledge beyond the classroom.

8.2.2 Community Involvement

- a. The Student Services Department collaborates with various organizations, such as Dorcas Home Care and Food from the Heart, to provide students with opportunities to participate in community service and social responsibility projects. These activities help students develop a sense of social responsibility and community engagement.
- b. **Student Wellness:** The Academy ensures a safe environment by implementing safety protocols for hygiene and kitchen safety, and by providing counselling services. These measures are designed to support the physical and mental well-being of students.

8.2.3 Leadership Development

- a. **Lunch Presentation:** Opportunities for students to showcase their culinary creations and presentation skills.
- b. **Student Sanitarian & Sous Chef Responsibilities:** Roles that allow students to gain leadership experience and responsibility in kitchen management.
- c. **Student of the Month:** Recognition of outstanding student academic achievements and contributions.
- d. **Student Recognitions:** Awards and acknowledgments for exemplary performance and accomplishments.

- e. **Student Competitions:** Students participant in internal and external competitions fine-tune their skills and learn the values of striving to compete.
- f. **SpiceOdyssey:** The students' capstone project enhancing students' knowledge and creativity in not just creating unique dishes but also organising an event for their family, friends and the general public.
- g. **Industry & Alumni Talks:** Sessions where industry experts and alumni share insights, trends, and career advice with students.

8.2.3 Career Development

- a. **Apprenticeship; Partner Visit and Audit:** The Student Services Department coordinates regular visits and audits with apprenticeship partners to ensure the quality, relevance, and educational value of the apprenticeship experience. This process includes evaluating the training environment, mentoring quality, and the overall alignment of the apprenticeship with industry standards and academic objectives.
- b. **Apprenticeship; Placement:** The Student Services Department actively facilitates the placement of students in apprenticeship positions that match their skills, interests, and career goals. This involves collaborating with a wide network of industry partners to provide diverse opportunities that enhance students' practical skills and professional readiness.
- c. **Graduate Placement Facilitation:** The Student Services Department provides career guidance to assist graduates in securing employment by connecting students with industry partners.
- d. **TalentMatch© F&B Career Fair:** The Student Services Department organizes the annual TalentMatch© F&B Career Fair, which connects students with potential employers in the food and beverage industry. This event features a wide range of exhibitors, including top industry players, offering students the chance to explore career options, network with professionals, and gain insights into the industry.
- e. **Career Talks:** The Student Services Department invites industry partners and alumni to conduct career talks for students. These sessions cover a variety of topics, including career opportunities, industry trends, professional development, and personal career journeys. The talks aim to inspire students, provide valuable industry insights, and help them make informed career decisions.

9 APPRENTICESHIP AND INDUSTRIAL ATTACHMENT

These are the main objectives to the Work component of our Study-and-Work pedagogy:

- a. To expose the students to real industry environment.
- b. To introduce the students to the working life of a chef and F&B professional.
- c. To immerse in their apprenticeship experience with passion and strive to be best fit.

The Academy is available to provide guidance and it is the students' responsibility to make the apprenticeship programme successful through experiential learning.

9.1 RESPONSIBILITY OF STUDENTS

Students are required to follow the rules and regulations of their respective apprenticeship/industrial attachment sites with no exception.

9.2 ATTENDANCE

a. Daily Attendance

Students must record their daily attendance in the Student Logbook. The daily attendance is endorsed by the supervisor of the apprenticeship/industrial attachment site at the end of each month.

b. Leave

Students must follow the leave policies of the apprenticeship/industrial attachment site.

Medical Leave: Students are required to submit their medical certificates to their apprenticeship/industrial attachment sites. A copy of the medical certificate must also be submitted to the Batch Owner, who will then update Student Services Department.

- i. All medical certificates must be issued by a registered medical practitioner.
- ii. Students who take excessive medical leave (more than the allocated number of days) may be in danger of being terminated by their apprenticeship/ industrial attachment site.

Compassionate Leave

Compassionate leave due to the death of an immediate family member is granted. Students who suffer such a loss must submit a certified copy of the death certificate to Batch Owner, who will then update Student Services Department.

Special / Urgent Leave

This is subject to approval by the apprenticeship/industrial attachment site and the Academy on a case-by-case basis.

- c. **Tardiness:** Students must call the apprenticeship/industrial attachment site and Student Services Department at least 15 minutes before their scheduled shift if they are going to be late.

9.3 STUDENT LOGBOOK

The Student Logbook is issued to all students during the first week of their programme. Students are required to record their daily activities, tasks, observations and reflections in the logbook.

- a. Students must have the apprenticeship/industrial attachment evaluation form completed by their respective apprenticeship/industrial attachment supervisors at the end of each month.
- b. Students must submit their logbooks to their respective Batch Owner during their Study Week. Points (a) and (b) above must be completed when the logbooks are submitted to the Batch Owner.

9.4 WORK ATTACHMENT POLICIES

Apprenticeship/industrial attachment is a mandatory component of the programme.

a. Disciplinary Offences:

Disciplinary offences at apprenticeship/industrial attachment sites include, but are not limited to, the following:

- Refusal to follow instructions.
- Tardiness in reporting time.
- Absence without a valid reason.
- Failure to keep the supervisor informed of whereabouts when required.

- Insubordination.
- Substandard quality of work.
- Failure to conform to grooming standards.
- Theft.
- Breach of confidentiality.

b. Termination/Discontinuation of Training:

Students are not allowed to terminate or discontinue their training at an apprenticeship/industrial attachment site on their own volition. Students must consult with the Academy if any issues arise.

c. Consequences of Termination:

Students terminated by an apprenticeship/industrial attachment site will be subject to disciplinary action and may be deregistered from the Academy.

9.5 WORK ETIQUETTE

a. Professional Behaviour:

In addition to understanding etiquette and protocol, students at an apprenticeship/industrial attachment site must exhibit appropriate and professional behaviour.

Students are required to:

- Greet chefs and colleagues warmly and sincerely.
- Learn and remember the names of all chefs and colleagues at the apprenticeship/industrial attachment site within one week.
- Familiarise themselves with the menu items the first few weeks.
- Ask at least one question per day to demonstrate engagement and eagerness to learn.

b. Communication:

Students who do not have a strong command of oral and written English must proactively seek further explanations and clarifications from their apprenticeship/industrial attachment site supervisors.

c. **Following Instructions:**

Students must ask for clarification and confirm all instructions before beginning any preparation.

d. **Learning from Mistakes:**

Students should view mistakes as learning opportunities, using them to build a solid foundation for a successful career in the F&B industry.

e. **Resilience:**

Students must demonstrate resilience by persevering through challenges and setbacks. They should maintain a positive attitude, adapt to changing situations, and continually strive to improve their skills and knowledge. Building resilience is key to overcoming obstacles and achieving long-term success in the F&B industry.

10 FEEDBACK MANAGEMENT

The Academy aims to formally resolve student concerns as quickly as possible. The feedback management procedure is not intended to challenge Academy policy but to provide a means for individuals to seek a timely and fair review of their concerns.

Systems with built-in review or appeal processes are exempt from the Academy's internal feedback management procedures. These exempt areas include, but are not limited to:

- a. Actions by the Academic Standing & Assessment Committee.
- b. Actions relating to financial services.
- c. Actions relating to student residential life.

For issues outside these exempt areas, the following procedures should be used for resolving academic and administrative concerns:

1. **Initiation:** The process starts when a completed feedback form is submitted or received through email.
2. **Receipt and Acknowledgement:** Student Services acknowledges receipt of feedback within two (2) working days.
3. **Investigation:** The feedback is investigated by an appointed representative.

4. **Resolution Proposal:**

- Appointed representatives suggest options to resolve the feedback/complaint.
- Student Services seeks endorsement from the relevant Head of Department (HOD) on the suggested course of action.

5. **Discussion and Meeting Setup:**

- Representatives from Student Services and Faculty discuss the mutually agreed options with the student.
- If necessary, Student Services will set up a date to meet the student.

6. **Resolution Agreement:** Ensure both parties agree to the outcome.

7. **Reporting and Documentation:**

- If agreed, Student Services files the report in the Student Information System (SIS).
- Update the database with key resolutions, timeline, and resolution feedback/uniqueness.
- Present feedback reports at the Academic Heads Meeting.

8. **Escalation:**

- If the case is unresolved, it will be escalated to the Student Services HOD.
- The Student Services HOD will review the case and discuss it with the relevant HODs to make a final decision within 21 days upon receipt.

9. **Non-Agreement Procedure:**

- If unresolved internally, the feedback provider and At-Sunrice may refer the dispute to the Singapore Mediation Centre (SMC) (<https://mediation.com.sg/>) or the Singapore Institute of Arbitrators (SI Arb) (<https://www.siarb.org.sg/>) via the CPE Mediation-Arbitration Scheme.
- The Student Services HOD shall refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings.

- The student and At-Sunrice agree to such procedures and to pay any fees prescribed by the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SI Arb) for resolving their dispute.

10. **Closure:** The process concludes once the resolution is achieved or after referral to the mediation authority.

Student Services must resolve the feedback within 21 days of receipt.

11 GENERAL SAFETY

11.1 EQUIPMENT SAFETY

Before using any equipment, the student should study the operator's manual or have someone experienced with the particular equipment instruct on proper procedures for its use and cleansing. And remember, always consider safety first.

11.2 EQUIPMENT CLEANLINESS

- a. Wash all soiled crockery/cutlery thoroughly with suitable detergent under running water. They should be properly dried before using for the next customer.
- b. Clean cooking ranges and preparation tables after every preparation. Practise a 'clean-as-you-go' habit.
- c. Clean cooker hood and flue systems weekly.
- d. Clean and disinfect floors, all counter tops, display showcases and other surface, at the end of each business day. For disinfection, prepare a simple disinfecting solution by diluting household bleach (adding 1 part of bleach to 49 parts of water or as prescribed by the manufacturers on the container).
- e. Do not use disinfecting solutions on utensils & crockery.
- f. Keep the interior and exterior of the refrigerators/chillers/freezers clean at all times.
- g. Keep all food equipment (toasters, ovens, electric rice cookers, coffee grinders / makers etc.) clean and well-maintained at all times.
- h. Protect ready-to-use items such as forks, spoons, knives and chopsticks against contamination from coughs/sneezes. Wherever possible, provide these items in pre-packed form.

11.3 FIRE SAFETY

Many fires that start in the kitchen are caused by overheated grease or oil.

- a. Put out grease fires using a damp towel (also known as the smothering method).
- b. Cover the pan or fryer with a tight-fitting lid. Slide the lid over the fire from the side.
- c. Turn the appliance off.
- d. Do not pour water onto a grease fire; it will make the fire worse.
- e. Do not carry the burning pan or fryer to the kitchen sink or outdoors.
- f. Grease fires can be put out with a fire extinguisher.
- g. Provide a minimum multi-purpose fire extinguisher in the kitchen.
- h. Locate the extinguisher in a visible, accessible area. Read the instructions provided on the extinguisher on proper and safe use.
- i. If the fire spreads rapidly, call the Civil Defence at 995.

11.4 FIRE EVACUATION

- a. In the event of a fire, refrain from using the washrooms.
- b. When the 1st alarm triggers, remain calm. Do not evacuate yet, but stay alert.
- c. When the 2nd alarm triggers, evacuate the building immediately via the nearest exit. Do not run.
- d. Walk down the staircase to the ground floor. Go straight to the assembly area, which is the platform in front of the canal beside the Sakae building.



Assembly Area

- e. Students in the kitchen should ensure that the gas on all stoves are turned off before evacuating.

