



# Student Handbook

CULINARY · PASTRY · LIQUIDS · F&B MANAGEMENT · CULINARY WELLBEING / FRIENDS / CERTIFICATE · DIPLOMA PATHWAY · DEGREE PATHWAY

SINGAPORE · USA · UK · HONG KONG · CANADA · AUSTRALIA

At-Sunrice GlobalChef Academy 28 Tai Seng Street, Level 5, Singapore 534106  
Tel: (65) 6416 6688 Fax: (65) 6416 6689 www.at-sunrice.edu.sg

Volume Number: 20200428v9.3

20200428\_v9.3

Copyright © 2020 At-Sunrice GlobalChef Academy. All rights reserved

Section 1:	<b>Introduction</b>	6
1.1	Culture and Philosophy	7
1.2	Department Contacts	9
1.3	Academic Calendar	10
1.4	Facilities Policy	11
Section 2:	<b>Career Pathway</b>	12
Section 3:	<b>Overview of Programmes:</b>	14
	WSQ Diplomas, Certificates, CEMs	14
Section 4:	<b>Information and Policy</b>	15
4.1	General	15
1	Etiquette and Protocol	15
2	Student Code of Conduct	15
3	Sexual Harassment Policy	17
4	Smoking	18
5	Student Identification Cards	18
6	Fees	18
7	Fee Protection Scheme	19
8	Student Pass Management	19
9	Refund Policy	20
10	Deferment / Withdrawal / Transfer	20
11	Representative Commission	21
12	Social Media Policy	21
13	Any Other Information	21
14	Student Disciplinary Sanctions	21
4.2	Academic	22
1	Academic Decisions	22
a.	Request Letter	22
b.	Documentation	22
2	Attendance Policy	22
a.	Attendance and Tardiness	22
b.	Leave of Absence Policy	23
c.	Extenuating Circumstances	23
3	Academic Code of Conduct	23
a.	Plagiarism	23
b.	Cheating	23
c.	Copyright Violations	23
d.	Examination Conduct	23
e.	Illness During an Examination	24
f.	Recording Lectures	24
4	Assessment Strategy	24
5	Grading and Evaluation System	24
6	Team Work	25
7	Projects (Take-home Assignments)	25
8	Practical Assessment	25
9	Grading System	25
10	Assessment Passing Requirements	25
11	Re-assessment and Re-module	26
12	Application for Re-assessment and Re-module	26
13	Re-assessment and Re-module Fees	26

14	Appeals on Academic & Assessment	27
15	Appeal Process	27
16	What is an Appeal?	27
17	Documentation for Appeals	27
18	Programme Completion Criteria and Award	28
19	Mobile Phone/Electronic Device Policy	28
20	Academic Standing & Assessment Committee (ASAC)	28
21	Programme Changes	29
22	Class Cancellations	29
23	Result Slips & Official Transcripts	29
24	Programme Cancellation Policy	29
25	Graduation	29
26	Curriculum Modifications	29
27	Degree Pathway	29
28	Scholarships	30
29	Field Trips	30
30	Homecoming	30
31	Eating & Drinking	30
32	Food Handlers' Reporting	30
33	Hand Washing Policy	31
34	Handling of Food	31
35	Meat Handling Policy	31
36	Uniform Policy	31
	a. Culinary Arts / Pastry and Bakery Students	31
	b. Food & Beverage Students	32
37	Student Support Services	32
	a. Pre-Enrolment	32
	b. Enrolled	33
	c. Graduating Students / Alumni	34
<b>4.3</b>	Apprenticeship	36
	1 Responsibility of Students at their Apprenticeship Site	36
	2 Attendance	36
	a. Daily Attendance	36
	b. Leave	36
	c. Tardiness	36
	3 Student Logbook	36
	4 Apprenticeship Policies	36
	5 Etiquette	37
<b>4.4</b>	Complaints and Grievances	38
<b>4.5</b>	Dispute Resolution and Disciplinary Procedures	39
	1 Dispute Resolution	39
	2 Formal Procedure for Student Discipline	40
Section 5:	General Safety	41
	1 Equipment Safety and Cleanliness	41
	2 Fire Safety	41
	3 Fire Evacuation	41
	4 First Aid	42

## **Section 1**

### **Introduction**

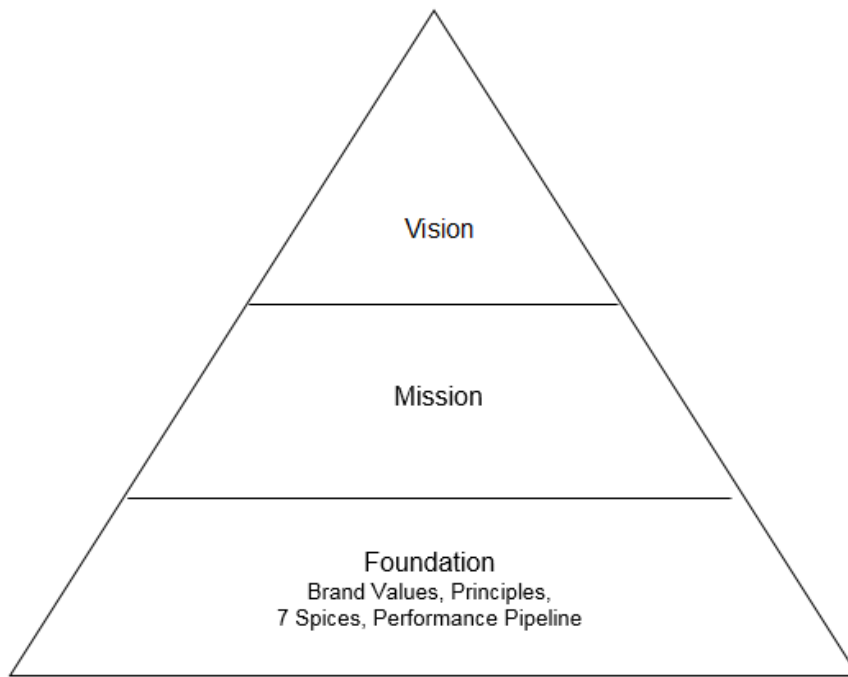
The handbook outlines the partnership shared by students, faculty and staff at the At-Sunrice GlobalChef Academy. We have designed and compiled the policies and procedures in this handbook, establishing clear expectations of all involved in our vision of advancing Foodpreneurship, Culinary Arts and F&B Profession with Integrity and Meaning.

Employers value students from At-Sunrice GlobalChef Academy because they possess the professionalism, commitment, culinary and F&B skills to be successful in the food and beverage industry. At-Sunrice education includes a rigorous study and work curriculum, comprising of experiential learning incorporating flipped classroom methodology, field visits, intuitive e-learning and apprenticeship training at our exclusive industry partners championing the students' success'.

As a student of At-Sunrice GlobalChef Academy, we encourage you to take ownership of your own success. Immerse yourself in your culinary and F&B pursuits and give it your best shot. We are here to support you along the way.

<b>Section 1.1</b>	<b>Culture and Philosophy</b>
<b>Vision</b>	Advancing Foodpreneurship, Culinary Arts and F&B Profession with Integrity and Meaning.
<b>Mission</b>	<p>We cultivate Foodpreneurs, global chefs and F&amp;B professionals in a living environment of authenticity and disruptive collaboration.</p> <p>We nurture skills and knowledge in East &amp; West, Old World &amp; New World cuisine, Herbs &amp; Spices and Foodnovations driven by technology for Momentum Effect.</p> <p>We practice synchronised Study &amp; Work pedagogy and supported by partners who champion our students and alumni's success.</p> <p>We create culinary products and sensory experiences for enrichment, education and enterprise.</p>
<b>Foundation 7 spices</b>	<p><b>At-Sunrice Pyramid</b> We embrace the Academy Vision, Mission and Foundation in all that we do.</p> <p><b>Spice 1: Resilience</b> We contribute to a sustainable progressive business for continuous success and growth.</p> <p><b>Spice 2: Integrity</b> We initiate communication and seek clarification in our Internal, External and Outer circles of influence with uncompromising ethics and a commitment to do the right thing.</p> <p><b>Spice 3: Discipline</b> We take ownership through systematic planning, measurements and best practises to achieve our targets with breakthrough thinking.</p> <p><b>Spice 4: Excellence</b> We attract and place best-fit talents in the right place and activate Train The Trainer commitment to uplift our organisation from good to great.</p> <p><b>Spice 5: Ambassador</b> We deliver exceptional customer experience with passion and advocate positively our corporate responsibility on our community and stakeholders.</p> <p><b>Spice 6: Security</b> We secure our workplace, documents and practices to safeguard our intellectual property, assets and well-being.</p> <p><b>Spice 7: Continuous Learning</b> We leverage technology to accelerate our work with simplicity, productivity and well-being. We embrace our training and daily line-up to acquire new skills and become our best selves.</p>
<b>Principles</b>	We are guided in our decision-making and our way of life with our principles of Resilience, Integrity, Discipline and Excellence. (RIDE).
<b>Brand Values</b>	<p>Emotional Values: Passionate, Innovative, Refreshing</p> <p>Functional Values: Authentic, Best-Fit and Experiential (PIRABE).</p>
<b>Performance Pipeline</b>	We are committed professionals who apply the Performance Pipeline concept of the 3 areas – Skill Requirements, Time Applications and Work Values.

**At-Sunrice GlobalChef  
Academy Pyramid**



**Section 1.2****Department Contacts**

Department	Contact Number
Main Line	+65 6416 6688
Faculty	+65 6416 6627/6628
Finance	+65 6416 6671/6672
Human Resources	+65 6416 6634
Marketing	+65 6416 6620/6623
Operations	+65 6416 6688
Recruitment	+65 6416 6633/6695
Student Services	+65 64166688/ 6625 student_services@at-sunrice.edu.sg

## **Section 1.3**

## **Academic Calendar**

### **Class Timing and Schedule**

- a. All classes are scheduled either in the morning or in the afternoon.
- b. Classes are conducted from Mondays to Saturdays.
- c. When the class schedule falls on a public holiday, no classes shall be held. Classes might be conducted on Saturdays if public holidays fall on weekdays. However when the work schedule falls on a public holiday, the apprenticeship site shall determine whether it is a non-training day for the student.



## Section 1.4

## Facilities Policy

- 1. Finger Print Registration**

Students are advised to come 15 minutes before the class to do their finger print registration.

Registration marks attendance and punctuality.

The Academy will not entertain other marks of attendance (excuses).
- 2. Entry/Exit**

Students are allowed a maximum of 2 entries and 2 exits per day.
- 3. Library/Shop**

Photo-copying of library books is not allowed.

Students are required to maintain a quiet and harmonious environment.

Loitering is not allowed.
- 4. Multi-purpose Hall**

Multi-purpose Hall is designed as a learning laboratory and for the Academy's related events.

Loitering is not allowed.
- 5. Locker**

The Locker is a property of the Academy.

No writing on the locker (inside or out with any markers, stickers, Personal marks, etc.)

Lockers will be inspected periodically by the Academy.

Student has to pay for the cost of any damage done.

Only books, Academy supplies and clothes are allowed – no food or drinks.

Student is entitled to only one locker.

Student is required to adhere to locker policy.
- 6. Fire Exit**

The Academy complies with the national fire safety requirements: Escape passageways are free from obstruction and fire exit doors are kept unlocked for use during emergencies.

Do not use fire exits for any other purposes (cigarette break etc.)



Graduating students and alumni have the opportunity to explore their options at the At-Sunrice TalentMatch© fair. As Singapore's only F&B - specific career platform, it is an exclusive event with comprehensive information to assist students and alumni on their employment path.

Besides giving students a jump-start to their careers, TalentMatch© is also a platform for both graduates and industry companies to find a 'best-fit' career tract to mutually benefit the futures on both sides. It attracts international recruiters and F&B employers to the academy's growing pool of industry savvy, aspiring global chefs and F&B professionals

Talent Match is held in June annually, immediately after At-Sunrice's graduation ceremony



"TalentMatch is a great opportunity for Resorts World Sentosa to find F&B Talent. Here we get first-hand experience to meet industry savvy and passionate individuals who want to succeed in the Food and Beverage industry."

Edmund Toh  
President  
Singapore Chefs Association



**Welcome to the World of Food and F&B Profession**

The At-Sunrice diploma allows one to pursue more than just a career within the kitchen. Graduates can venture into research and development, start their own business, work for top hotels and restaurants, and travel around the world.

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 apprenticeship, and some by top establishments around the world.

At-Sunrice was inducted into the World Gourmet Summit - Awards of Excellence Hall of Fame 2014 for receiving “Culinary Institution of the Year” for 3 years - 2008, 2011 and 2013.

The academy won the Best Private Education Institution (PEI) in Culinary Arts 2017 and the recipient of the Gold Standard Award in the Food & Beverage at the JobsCentral Learning Training, Education and Development (T.E.D) Awards from 2017.

Years	JobsCentral Learning Training, Education and Development (T.E.D) - Awards
2019	<ul style="list-style-type: none"> <li>- JobsCentral Learning Training, Education and Development (T.E.D) Awards 2019, Winner of Higher Education in Food &amp; Beverages.</li> <li>- JobsCentral Learning Training, Education and Development (T.E.D) Awards 2019, Winner of Higher Education in Culinary Arts</li> <li>- JobsCentral Learning Training, Education and Development (T.E.D) Awards 2019, Winner of Higher Education in Management</li> <li>- JobsCentral Learning Training, Education and Development (T.E.D) Awards 2019, Winner of Short Term Training Courses in Food &amp; Beverages</li> <li>- JobsCentral Learning Training, Education and Development (T.E.D) Awards 2019, Winner of Short Term Training Courses in Culinary Arts</li> </ul>
2018	<ul style="list-style-type: none"> <li>- JobsCentral Learning Training, Education and Development (T.E.D) Awards 2018, Best Private Education Institution for Culinary Arts.</li> <li>- JobsCentral Learning Training, Education and Development (T.E.D) Awards 2018, Best Private Education Institution for Food and Beverage.</li> </ul>

**In Partnership with the Industry**

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

Success is never achieved alone. At-Sunrice has always worked very 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 contribute towards maximising business yield.

## Section 3

### Overview of Programmes WSQ Diplomas, WSQ Specialist Diploma, Certificates, CEMs

#### Diplomas

WSQ-Diploma in Food Services (Culinary Arts)  
WSQ-Diploma in Food Services (Pastry and Baking)

#### Specialist Diploma

WSQ-Specialist Diploma in Food Entrepreneurship (WSQ-SDFE)

#### Higher Certificates

WSQ Higher Certificate in Food Services (Food & Beverage Service).

#### Continuing Education Modular Programmes (CEM)

Certificate, Higher Certificate and Advanced Certificate Level CEMs

WSQ Conduct Food & Beverage Hygiene Audit.  
WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures.  
WSQ Follow Food and Beverage Safety and Hygiene Policies and Procedures.  
(Refresher).  
WSQ Innovate with New Culinary Ingredients.(Note-by-Note Cooking (Foundation)).  
WSQ Prepare Cook and Chill Dishes. (Modernist Cook & Chill Production).  
WSQ Prepare Agemono.  
WSQ Prepare Sushi.  
Liquids 101 - WSQ Provide Specialty Coffee Service.  
Baking 101 – Basic Breads.  
Baking 101 – Café Style Breads.  
Baking 101 – Basic Cakes.  
Baking 101 – Advanced Cakes.  
Baking 101 – Macarons.  
Baking 101 – Tarts and Short-Crust Pastry.

#### Non WSQ Programme

Bake Healthy With Reduced Sugar Recipes.  
Traditional Chinese Hawker Fare.  
Traditional Malay Hawker Fare.  
Gelato Programmes.

For more information on our programmes, visit [www.at-sunrice.edu.sg](http://www.at-sunrice.edu.sg).

**Section 4**  
**4.1**

**Information and Policy**  
**General**

**1. Etiquette and Protocol**

Singapore is a multi-cultural and multi-ethnic country. Though Singapore exhibits evidence of 'Westernisation', the different ethnic groups in Singapore conform to traditional customs, etiquette and protocol. Students of the Academy interact with individuals from many different cultures. It is advisable that students be informed of and be sensitive to the customs and practices of others. Some behaviour that is appropriate in one country may be viewed as inappropriate in Singapore.

**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 working individual should act in accordance with national laws and Academy policies to respect both the Academy and the surrounding community. The Academy considers its students and staff as ambassadors of the Academy and they are expected 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 their familiarisation with the Student Code of Conduct. A student's ignorance of the issues and violations contained in the Code will not exempt him or her from their liabilities or any measures taken in the case of a violation.

**Examples of violations include, but are not limited to:**

**a. Harming, Endangering yourself to others**

- i. Physical force or violence, or the threat of physical force or violence.
- ii. Fighting.
- i. Endangering the health or safety of oneself or another person.
- ii. Threatening or attempting suicide.
- iii. Possession or use of a dangerous article or substance with intent to harm or threaten another person.
- iv. Possession of firearms, incendiary devices, or fireworks.
- v. Use of kitchen facilities and equipment in an inappropriate manner that endangers oneself or others.
- vi. Initiating, circulating or otherwise instigating reports of an emergency, crime or catastrophe with the knowledge that such a report is false.
- vii. Intentionally or recklessly starting a fire on Academy premises.
- viii. Tampering with or misusing any fire safety equipment, including those belonging to the Academy.
- ix. 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 the national law on narcotics and abusive substances. Any person found to violate the narcotics law in anyway, including violations conducted off campus, will be expelled from the Academy and reported to the proper legal authorities.

## Section 4.1

### General

#### d. 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. Students are prohibited from entering the 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 of the At-Sunrice GlobalChef Academy name, logo, seal, stationery, documents, identification cards, equipment or passwords.
- iv. Unauthorised use or entry to the Academy or to property belonging to another person, Business or government.
- v. Vandalism, whether on or off campus.
- vi. Unauthorised removal of food or other culinary items and equipment from kitchens, storage rooms, classrooms or other Academy facilities.
- vii. Inappropriate use of culinary equipment.
- viii. 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 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:
  - Any behaviour or action that prevents an Academy representative or other students of the Academy from fulfilling their respective professional or academic responsibilities.
  - 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 – 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.

## Section 4.1

### General

#### h. 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. Sexual Harassment Policy

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.

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.

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:

- a. Sexual teasing, joking, suggestive looks or remarks.
- b. Unwelcome touching, including patting, embracing, caressing, pinching or kissing.
- c. Improper brushing against another's body
- d. Offers of money or other consideration for sexual activity
- e. Unauthorised entry to toilets and other areas specified for use by the opposite sex.
- f. Improper or unwelcomed inquiries about another's personal or sexual life.
- g. Direct or implied propositions of a sexual nature. 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.

## Section 4.1 General

### 4. Smoking

Students are not permitted to smoke within the premises of the Academy. Students should smoke at the designated smoking area only.

### 5. Student Identification Cards

Enrolled students are issued Student Identification Cards, which must be carried at all times while on Academy premises and presented to Academy authorities when requested. Of campus, the Student Identification Cards can be used to take advantage of discounts and other facilities provided by the partners of the Academy.

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 or allow someone else to use your card. Such actions will result in disciplinary measures.

### 6. Fees

#### a. Programme Fees

**Diploma Programme:** 66.67% of the programme fees may be collected any time by the Academy after the contract has been signed. The balance of 33.33% of the programme fees is payable 9 months after programme commencement.

**Certificate programmes:** 100% payable upon signing of Letter of Acceptance (LOA).

#### b. Application fee

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

#### c. Administration fee

Administration fee is to be made as stipulated in the PEI's student contract.

#### d. Fee Protection Scheme

Students under the Fee Protection Scheme (FPS) are required to pay insurances fees as stipulated in the PEI's student contract.

#### e. Medical Insurance

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

Details of compensation:

Insurance provider	: NTUC Income
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

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.



## Section 4.1

## General

### 7. 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, unless waived by CPE. Under FPS, students are required to pay insurance fees in accordance to the programme enrolled.

The FPS activation: Within seven (7) working days upon payment of programme fees.

At-Sunrice has appointed Lonpac Insurance Bhd for you to be insured

<https://www.ssg.gov.sg/cpe/pei.html>

### 8. Student Pass Management

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

- is registered with Ministry of Education (MOE); or
- is not required to be registered with MOE but had obtained permission from the Commissioner, 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 thereof shall not be retained as a student in any other school/institution.

If the student fails to meet 90% class attendance as per programme schedule without valid reason or fails to attend classes for continuous 7 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** - Student Pass will be cancelled within 7 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), foreign 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 is required to complete a Change of Address Form.

The student or proxy can deposit the Change of Address Form duly completed and signed by the student into the drop box located at:

**Visitor Services Centre ICA Building**, 10 Kallang Road, Level 4 (next to Lavender MRT station), Singapore 208718. Operating hours from 8.00 am to 4.30 pm on Mondays to Fridays, and 8.00 am to 12.30 pm on Saturdays.

Once the address is updated, the student will be notified (by post) within 2 weeks.

**c. Replacement of Lost Student Pass**

- a.** To report loss within 7 days

Student Pass (STP) card holders 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.

**b. Documents Required**

- i.** Valid travel document and a recent photograph.
- ii.** A letter from the school stating that the applicant is currently a registered student (if applicable).
- iii.** A Statutory Declaration signed by the holder or a police report (original copy).

### **c. Fees**

Re-issuance fees is applicable.

### **d. Procedures**

STP card holder applying for the replacement card should proceed to the self-service Ticketing Kiosk located beside Counter 11, Information Counter at Visitor Services Centre (4<sup>th</sup> Storey), ICA Building to obtain a Miscellaneous Service queue ticket. This service is available from 8.00am to 4.30pm from Mondays to Fridays and 8.00am to 12.30pm on Saturdays (except Public Holidays).

## **9. Refund Policy**

Application fee:

The Application fee is non-refundable.

### **Course fees:**

#### **WSQ Diploma / WSQ 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, the student is 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 the student submits a written notice of withdrawal within the cooling-off period. Cooling-off period is a period of seven (7) working days after the Contract has been signed by both parties.

#### **Refund for Withdrawal After Cooling-Off Period**

Upon receipt of written notice of withdrawal, refund to the student is based on the following:

- i. More than 45 days before the course commencement, a 75% refund of the paid course fee.
- ii. Within 45 days before the course commencement, a 25% refund of the paid course fee.
- iii. After the course commencement, no refund.

#### **Continuing Education Modular (CEM)**

Upon receipt of written notice of withdrawal, refund to the student is based on the following:

- i. 7 working days prior to course commencement, a full refund of course fee.
- ii. 4-6 working days prior to course commencement, a 50% refund of the paid course fee.
- iii. 3 working days prior to course commencement, no refund.

Refunds (if any) will be processed within 7 working days upon receipt of notice of withdrawals.

## **10. Deferment / Withdrawal / Transfer**

Students who are not legal adults at the time of submitting deferment / withdrawal / transfer request must have written endorsement from their legal guardian.

Students will be notified of the withdrawal and deferment outcome by seven (7) and twenty one (21) working days, accordingly.

The Student Pass (if applicable) will be cancelled within seven (7) working days.

### **Deferment**

#### **WSQ Diploma / WSQ Certificate Courses**

Students who are facing problems that may prevent them from performing to the best of their ability and wish to complete their course at a later time may apply for a deferment. The student must submit a deferment application to Student Services Department who will obtain approval from Director of Academics, who will then table deferment and its conditions to Academic Standing and Assessment Committee.

### **Continuing Education Modular (CEM)**

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

### **Withdrawal**

#### **WSQ Diploma / WSQ Certificate Courses**

Withdrawal before Course Commencement

Students who wish to withdraw before the course commencement will have to notify the Admissions Department and complete "Student's Right to Cancel Agreement" form.

#### **Withdrawal after Course Commencement**

Students who wish to withdraw after course commencement will have to inform Student Services Department and complete Withdrawal Form.

### **Transfer**

Students who wish to transfer to another course within the Academy will have to submit a written request. Students will be notified of the transfer outcome by seven (7) working days. For an approved transfer, the student will be deemed to have withdrawn from the initial course. The initial signed contract will be terminated and the student will have to reapply for the new course.

## **11. Representative Commission**

The Academy has an agreement with our Recruitment's representative offices to assist applicants with the admission process. Commission is payable to them by At-Sunrice GlobalChef Academy therefore, applicants are not required to pay any fee.

## **12. Social Media Policy**

Students are prohibited from making discriminatory or disparaging comments about the Academy, its Management and Staff, Teachers, Students and/or Partners / Associates, including by posting such comments on social networking sites, blogs and /or personal websites.

## **13. Any Other Information**

International applicants are encouraged to visit Committee for Private Education (CPE) website: [www.ssg.gov.sg/cpe/pei.html](http://www.ssg.gov.sg/cpe/pei.html) to find out more about studying in Singapore.

## **14. Student Disciplinary Sanctions**

Disciplinary sanctions which may be imposed on a student found to be in violation of the rules and regulations which is stated in this handbook include, but are not limited to reprimand, revocation of certain privileges, deferred, suspension, fine or restitution loss, suspension or withdrawal of registration from the Academy.

## Section 4.2 Academic

### 1. Academic Decisions

There may be instances where students may wish to request exceptions to the published Academy Rules and Regulations, or to appeal an academic decision based on the Rules and Regulations. Common appeals concern term/rotation work such as essays, assignments and project reports and 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. 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 are:

- i. Death certificate or other formal notice of death for a family member or relative.
- ii. Medical certificate issued by a licensed medical practitioner listing the diagnosis, treatment and period of incapacity.
- iii. Police reports (for example, if the student has been involved in a traffic accident).
- iv. Itinerary or boarding pass stub.
- v. 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.

### 2. Attendance Policy

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

#### a. Attendance and Tardiness

- i. Students attendance are recorded via a fingerprint registration system. The Academy will not entertain other marks of attendance (excuses).
- ii. Students who are tardy to class may or may not be allowed to enter the classroom at the discretion of the Instructor.
- iii. Students must report to class with textbooks and other required material.
- iv. Students are marked absent if they have not:
  - Informed Faculty Instructor of tardiness or absence at least 15 minutes before the class commences.
  - Obtained a medical certificate for any missed classes.
  - Obtained an Approved Leave of Absence from the Academy.
- v. Students absent for more than 10% of total class days in a term are considered to have failed the attendance requirements for that term.
- vi. Foreign students who fail to fulfil the 90% class attendance requirement will be reported to the Immigration and Checkpoints Authority (ICA) as required by law.
- vii. Students must provide official documents to the Academy within 3 (three) working days of absence.
- viii. The minimum attendance for International and local students without SSG funding is 90%.

- ix. The minimum attendance for local students with SSG funding is 100% (excluding approved leave by the Academy and/or the apprenticeship site).

**b. Leave of Absence Policy**

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 12 months period. To request a Leave of Absence from class, a student must contact Batch Owner and Student Services Department and provide any supporting documents.

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.

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

**c. 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. However, Reservist is understood to be an extenuating circumstance. A student must notify the Student Services Department and/or their respective batch owner immediately when they receive notification for Reservist, and 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.

**3. Academic Code of Conduct**

**a. Plagiarism**

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

**b. Cheating**

- i. Using unauthorised references and other resources during a test, examination or other formal method of academic appraisal.
- ii. 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.
- iii. 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.

**c. Copyright Violations**

- i. Knowingly or unknowingly neglecting to acknowledge the source of published or otherwise copyrighted material used in an essay, project or other academic assignment.
- ii. 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.
- iii. 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.

**d. 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.

- i. Students must report to the examination room at least 30 (thirty) minutes before the commencement of the exam.
- ii. Students must present their Student Identification Cards and place them at a visible location throughout the exam.
- iii. Bags and books are deposited in the designated area and are not permitted at the examination desk or table; students may place their wallets on the floor underneath their chairs.

- iv. Students must be seated in the chairs assigned to them by the Examination Presiding Officer (EPO), unless the EPO indicates a free seating arrangement.
- v. Students are prohibited from communicating to one another in any form throughout the examination.
- vi. Students are prohibited from bringing with them any materials or equipment besides those required by the EPO in sitting the exam.
- vii. Students are prohibited from having on their personal cellular phones, pagers, Personal Digital Assistant (PDAs) and any other electronic devices with mobile technology.
- viii. No student may be allowed to enter an examination room after the initial 30 minutes of an examination.
- ix. Students must remain seated during the final 10 minutes of an examination.
- x. Students must at all times follow the instructions given by the EPO; failure to do so may result in a penalty given at the discretion of the EPO.  
No books or other examination materials may be removed from the examination room.

**c. Illness during Examination**

- i. If the student becomes ill during an examination, he/she must notify the Exam Presiding Officer (EPO) immediately.
- ii. The 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.
- iii. The student cannot do this at the end of the examination.
- iv. The student may then appeal through Academic Standing & Assessment Committee (ASAC) to re-sit the examination.
- v. 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.
- vi. The student must immediately seek medical attention and provide the Academy his/her medical certificate to support his/her appeal.
- vii. The student will then be treated under the same guidelines as students who appeal to make up for missed term test.

**d. Recording lectures**

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

**4. Assessment Strategy**

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

**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 accord with the applicable grading policies.

## 6. Team Work

Students who for reasons beyond their control are unable to submit an assignment by its due date must obtain written approval from their instructor for an extension of the deadline. The extension should be requested 2 days before the deadline. The deadline extension may not be longer than the end date of the subject module.

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. Projects (Take-home Assignments)

Students are strongly advised to keep soft copies of their essays and assignments, as the instructor may require them. All written work that has been evaluated should be returned with detailed commentary as the instructor deems appropriate, and time made available for discussion of it.

Projects constitute an important part of the program. 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 really learn the material.

Take-Home assignment if it is not submitted on the due date and the student will be assigned a zero (0) grade for this project.

There will be NO exceptions to this policy.

## 8. Practical Assessment

All Practical Assessment will be held according to schedule.

## 9. Grading System

- a. Diploma in Food Services (Culinary Arts)  
Diploma in Food Services (Pastry and Bakery)

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

- b. Specialist Diploma in Food Entrepreneurship (WSQ-SDFE)

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

- c. Follow Food and Beverage Safety and Hygiene Policies and Procedures and Singapore Fine Dining Scene - 100% passing rate
- d. Conduct Food & Beverage Hygiene Audit - C (Competent) or NYC (Not Yet Competent).
- e. Students must obtain a minimum grade of C and above to pass each skill standards. If the student scores 'zero' in any assessment methods he/she will be declared 'not yet competent' regardless the total being above 70%.

## 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 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 methods (written exam, practical assessment, take home assignment, daily lab grading etc.) for a Skill Standards, he/she will be declared NYC regardless the total marks being above 70%.
- d. A candidate declared 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 Diploma programmes viz. WSQ-Diploma in Food Services (Culinary Arts) / WSQ-Diploma in Food Services (Pastry and Bakery), Student must pass more than 50% of the total Skill Units in a term to progress into the next term.
- f. In the event a student is declared NYC for less than 50% of the Skill Units in a term, the assessment of the NYC Skill Standards must be re-taken and the student must be declared 'competent' in the re-taken Skill Units before completing the next term to get promoted to the following term. (Example: If a student is declared NYC in 3 out of 7 Skill Units in Term 2, he/she will be allowed to progress into term 3. However he/she must be declared 'competent' in those 3 NYC Skill Units before completing Term 3. If not, he/she will not be allowed to progress to Term 4.)
- g. If a student is declared NYC in more than 50% of the Skill Units 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 NYC in 4 out of 7 Skill Units 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 Units) and get declared 'Competent' in those 7 Skill Units to progress to Term 3.)

## 11. Re-assessment and Re-module

There are 3 main situations where the students need to attend re-training and (or) re-assessments:

- a. **Re-test:** A student was declared 'Not Yet Competent' (NYC) after the assessment and wants to re-appear (for one or more assessment methods) on another date to pass the assessment.
- b. **Re-sit:** A student missed the scheduled assessment and wants to appear for it on another date.
- c. **Re-module:** A student missed training, resulting in less than 75% attendance for the Skills Standards / module making him/ her ineligible to appear for assessment. Student needs to appear for training and then take assessment.

## 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 ASAC.
- b. The form can be sought from the batch owner.
- c. Students are given 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 and re-module.
- 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.

## 13. Re-assessment and Re-module Fees

- a. Prescribed fees are chargeable for Re-sit, Re-test and Re-module in order to deter students from missing training and assessment and also to prevent them from misusing the re-assessment option. The following table explains the fee structure:



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 on defined situations and on special circumstances as decided by ASAC. 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 Board

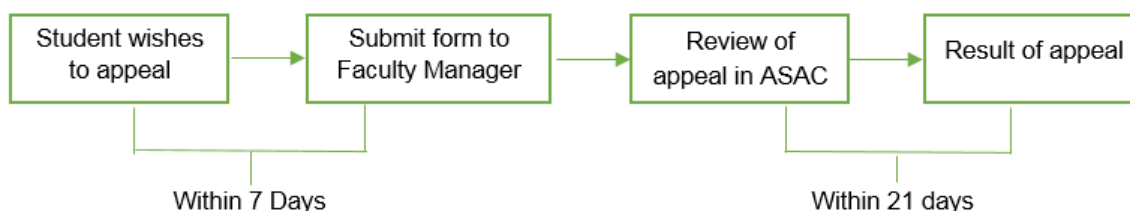
\* Fee may be waived in exceptional scenarios by ASAC based on appeal and recommendations by batch owner.

#### 14. Appeals on Academic & Assessment

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.

#### 15. Appeals Process

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



## **16. What is an Appeal?**

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 and submit to his/her Instructor for processing.

## **17. Documentation for Appeals**

The student will need a special documentation that confirms he/she was unable to do what he/she was supposed to do on the dates he/she was supposed to do it (i.e. documentation must indicate incapacity, and give the dates or period affected).

Generally speaking, when a student submits comprehensive and valid supporting documentation, it will provide a strong case for herself/ himself. Proper documentation is both a formal requirement for an appeal and a necessary tool to ascertain the facts. The student should not take it personally that the academy requires, for example, evidence of a relative's death. Such documentation simply must accompany an appeal request to justify formally an exception being made to the academy's published rules.

The most common documentation is a medical certificate given by a Singapore Medical doctor. The Medical Certificate must indicate that the doctor diagnosed and treated him/her when he/she was ill; it cannot just report that the student told the doctor after-the-fact that she/he was ill previously.

Other documentation can certainly be relevant. If the student has had a traffic accident, a copy of the police report; if someone dies, a copy of the death certificate or a funeral notice, if the student's request involves travel, a copy of his/her ticket or itinerary.

Letters from family members are generally not accepted.

## **18. Programme Completion Criteria and Award**

Students are required to meet the following criteria in order to obtain their relevant SOAs / qualification

- a. Meet minimum attendance requirements.
- b. Pass all relevant Skill Units.
- c. Abide by the student code of conduct.

## **19. Mobile Phone/Electronic Device Policy**

At-Sunrice has a strict policy prohibiting all uses of mobile phones, Smartphones and other Personal Digital Assistant (PDA) devices with mobile technology in the classroom. All mobile phones should be switched to silent mode while on the Academy premises. Students may not answer or make phone calls, text messages or emails during class times.

MP3s, 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.

## **20. 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 may 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. (Refer to Section 4.5). Violations of the Academic Code of Conduct or the failure of a student to fulfil the Attendance Policy will follow the Student Disciplinary Sanctions.

**21. 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.

**22. 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.

**23. Result 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 aforementioned term.
- 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 aforementioned programme.
- c. Students are issued 1 original copy of each document. A formal written request must be raised to the Academy for an official copy of Result Slips and/or Official Transcripts.

**24. Programme Cancellation Policy**

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.

**25. Graduation**

The Graduation Ceremony takes place in the month of June every year.

**26. 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.

## 27. Degree Pathway

The Academy has degree pathway agreements with the following institutions:

Johnson & Wales University (USA), University of West London (UK), Technological and Higher Education Institute (Hong Kong), International College of Hotel Management (Australia), and George Brown College (Canada).

Students of At-Sunrice GlobalChef Academy may transfer credit toward the following degree programmes:

SN	Programme	Name of Degree Programme	Name of University/ Institution
1	WSQ Diploma in Food Services (Culinary Arts)	1. Bachelor of Science in Culinary Arts and Food Service Management	Johnson and Wales University - United States
		2. Bachelor of Science (Hons.) in Culinary Arts Management	University of West London – United Kingdom
		3. Bachelor of Arts (Hons) in Culinary Arts and Management	Technological and Higher Education Institute of Hong Kong
		4. Bachelor of Commerce (Culinary Management)	George Brown College - Canada
		5. Bachelor of Business (Hospitality Management).	International College of Hotel Management (ICHM) - Australia
2	WSQ Diploma in Food Services (Pastry & Baking)	6. Bachelor of Science in Baking & Pastry Arts and Food Service Management	Johnson and Wales University - United States

Upon successful enrolment into and completion of various At-Sunrice diploma programs, students will be able to apply for any one of the articulated degree programmes from Johnson & Wales University (USA), University of West London (UK), Technological and Higher Education Institute (Hong Kong), International College of Hotel Management (Australia), and George Brown College (Canada) immediately using At-Sunrice's letter of acceptance. The partner university will issue a Conditional Letter of Acceptance into the university shortly after acceptance and enrolling in an articulated At-Sunrice diploma programme.

Partner University	Website
Johnson & Wales University – United States	<a href="http://www.jwu.edu">http://www.jwu.edu</a>
Technological and Higher Education Institute of Hong Kong	<a href="https://www.thei.edu.hk">https://www.thei.edu.hk</a>
University of West London	<a href="http://www.uwlac.uk">http://www.uwlac.uk</a>
George Brown College - Canada	<a href="https://www.georgebrown.ca">https://www.georgebrown.ca</a>
International College of Hotel Management (ICHM) - Australia	<a href="https://www.ichm.edu.au">https://www.ichm.edu.au</a>

## 28. 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.

## 29. Field Trips

At least 1 field trip is organised for each term of study in all diploma programmes. Attendance for field trips is compulsory.

## 30. Homecoming

A Homecoming session is conducted on Mondays every 5 weeks of the year (unless specified) at the Academy. Students are required to attend the event in their full uniform.

### **31. Eating & Drinking**

Food and beverage consumption is limited to the restaurant of the Academy. Under no circumstances may students consume food and beverage in the classrooms or hallways of the Academy. Tasting of food prepared in class is permitted.

### **32. 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)

### **33. Hand Washing Policy**

All students of the Academy are required to wash their hands at the following times:

- a. After using the washroom
- b. After sneezing, coughing or discharging nasal excretions to a handkerchief or tissue
- c. After eating or drinking.
- d. After smoking.
- e. Immediately before starting food preparation.
- f. During food preparation as needed to prevent cross- contamination.
- g. After any other activities that may contaminate hands.

### **34. 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.

### **35. Meat Handling Policy**

The Academy aims to deliver a well-rounded culinary education and experience to all students. Students from various nationality and religious background are pursuing WSQ Certificates, WSQ-Diploma in Pastry and Bakery, WSQ-Diploma in Food & Beverage Management and WSQ-Diploma in Culinary Arts. In the course of the programme, students are obliged to handle all types of meat.

### **36. Uniform Policy**

#### **a. Culinary Arts / Pastry and Bakery Student Uniform & Grooming**

Students are to report to classes in the Academy in full uniform with their knife kit, notebooks and writing implements. They are required to remain in full uniform as long as they are on the Academy premises.

#### **i. Uniform**

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

ii. **Grooming**

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

b. **Food & Beverage Student Uniform & Grooming**

i. **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 (Academy issued only)
- Ladies: Black closed court shoes - non-slip, minimum 1-inch heel

ii. **Grooming**

- No facial jewellery (earrings, nose rings, pierced tongues, etc.)
- Gentlemen: Clean shaven
- Ladies: Light make-up
- Gentlemen: Short and neat
- Ladies: (Short) Neat and Tidy (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.

c. **Hat 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.

**37. Student Support Services**

Students and alumni are our vital objectives and we ensure that they are all well taken care of by providing comprehensive student support services to support their needs in At-Sunrice. Our services extend from pre-enrolment to the day they become our alumni. To ensure that our services reach well to all of our students and alumni and meet their needs, we regularly audit and review our support services based on the feedback collected. Below is a list of student support services we provide to our students and alumni.

a. **Pre-Enrolment**

**Programming Counselling**

We provide detailed programme counselling to potential applicants to ensure that they understand well the programme they are keen to apply and ensure the programme caters well to the applicant's needs and is suitable for the applicant.

**Admission Preparation**

We ensure that all the documents needed for the admission are all prepared and ready to

facilitate the admission process. All necessary documents (Student contract, Letter of Acceptance etc.) are thoroughly checked before we get the students to sign.

The Admissions department will explain the details of the documents to the students before they sign.

Prior to the start of the students' first day in school, the Admissions department will contact the students to inform them of the reporting details.

### **Student Pass Application**

At-Sunrice will apply for the student pass on behalf of international students. Students must submit the required documents directly to At-Sunrice.

### **Medical Check-up**

We ensure that our international students complete their medical check-up in line with the ICA requirement prior to starting school.

## **b. Enrolled**

### **Student Orientation**

We conduct a thorough and friendly student orientation programme for our new students during the first two days of their programme. The students will be introduced to all the departments in At-Sunrice, the respective Head of Department (HOD) and to their classmates. The students will also be taught At-Sunrice's culture and philosophy which will be practiced on a daily basis.

### **Day 21**

We believe that habits are formed after 21 days of continual practice. On the 21st Day of their enrolment to the programme, we conduct a Day 21 certification test to assess on the student's knowledge of the Academy's vision, mission, culture & philosophy.

### **Buddy System**

We implement programmes such as Buddy System which aim to assist the international students in coping to the new lifestyle in Singapore and the Academy. Buddy system also aims to create an environment of care, trust and friendliness that would foster the bond between the students.

### **Student Administration**

We ensure that all our students' P-files are properly documented and filed.

### **Daily Line-Up**

We do our sharing of knowledge and views daily prior to the start of a lesson. The topics in the daily line up will be related to our company's culture, vision, mission, 7 spices, etc.

### **Homecoming**

We require all of our students and invite our alumni to attend our monthly Homecoming which is conducted on Mondays every 5 weeks of the year. If there are changes to the date, we would notify the students and alumni. During Homecoming, the students are informed of the school's updates, industry's updates, and guest speakers from the industry.

### **Recognition Programme**

We acknowledge our students for a job well done by giving recognitions such as Student of the Month, and First Class Cards that are announced during the Homecoming session.

### **Apprenticeship Partner Visit and Audit**

We pay our study and work partners regular visits to audit the condition and safety of the working place. We ensure that our students are working in a hazard free environment.

### **Apprenticeship Student Log book**

We also collect regular feedback using the student logbook from both the chefs-in-charge and the students to ensure the students are performing and learning well from their apprenticeship. At such, any issues brought out can be rectified at first hand as well.

### **Round table session**

We have a round table session with the students after every Homecoming. During the round table, we have a verbal feedback session with the students on their apprenticeship site, studies or any concerns raised.

### **Counselling**

We provide pastoral counselling services to students which includes providing emotional support for students to help them cope with mental stress relating to a new environment or course demands.

### **Field Trips**

We ensure that our students' learning is refreshing and experiential by taking them on a fieldtrip each term and in different environment settings (e.g. wet markets, food factories etc.).

### **Lunch/Dinner Presentation**

We have lunch/dinner presentations by the students periodically within our campus. During the lunch/dinner presentation, the students will share & demonstrate the dishes, cooking methods which they have learnt during the lesson. There is a question and answer session after the lunch/ dinner presentation to ensure that it is interactive and through the Q&A, the students would learn more as well.

### **Library; Study Areas**

We have an in-house library and several facilities for the students to do their self-study.

### **Lunch gathering**

We gather with our students during lunch hour to eat together. Casual conversations are being carried out to maintain the relationship between the students and the staff. The students may make use of the opportunity to speak to an Academy representative should they have concerns relating to their school or apprenticeship site.

### **Student Activities**

We build the bond between the students by encouraging the participation of various activities organized for them (e.g. Food photography, Dance workshop etc.)

### **Update of Student Grading**

We maintain our students' profile by regularly updating and auditing the information in our Student Information System (SIS). Documents such as the student's placement, results grading etc. can be easily retrieved if requested.

## **c. Graduating Students/ Alumni**

### **Career Services Seminar**

We organize a Career Services Seminar for all the graduating students 3 months prior graduation for Diploma students and 2 weeks prior to graduation for Certificate students to provide them with a clearer understanding of what graduate facilitation is, and the responsibilities of a graduating student.



**Graduate Placement Facilitation**

We assist our students' job search by facilitating their profiles to the employers in the industry, matching as closely as possible on their industry preferences (i.e. Hotels/Restaurants/Resorts etc.)

**Graduation Ceremony**

We hold our annual Graduation Ceremony to commemorate and celebrate the graduation of our students. The overall best student of each diploma would be recognized during the ceremony as well.

**TalentMatch©**

We hold our annual TalentMatch together with our Graduation Ceremony. We invite our partners from the various industries and our students as well as alumni to have a face to face interview opportunity.

**Alumni Network**

We maintain a close network with our alumni. We conduct regular surveys to gain alumni updates. We share news of good hiring opportunities in the industry with our alumni.

## **Section 4.3 Apprenticeship**

**There are 2 main objectives to the Work component of our Study and Work pedagogy:**

- i. To expose the students to real industry environment.
- ii. To introduce the students to the working life of a chef and F&B professional.

In order to achieve the objectives above, students need to engage their apprenticeships with passion and strive to be best fit. The Academy is available to provide guidance but it is the students' responsibility to make the apprenticeship programme experiential with successful outcome.

### **1. Responsibility of Students at their Apprenticeship Site**

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

### **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 site at the end of each month. Minimum attendance policy applies.

#### **b. Leave**

Students must follow the leave policies of the apprenticeship site.

#### **Medical Leave**

- i. Students are required to submit their medical certificates to their apprenticeship sites. A copy of the medical certificate must also be submitted to the Batch Owner and Student Services Department.
- ii. All medical certificates must be issued by a registered medical practitioner.
- iii. Students who take excessive medical leave (more than the allocated number of days) may be in danger of being terminated by their apprenticeship 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 and Student Services Department.

#### **Special / Urgent Leave**

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

#### **c. Tardiness**

Students must call the apprenticeship site and Student Services Department at least 15 minutes before their scheduled shift if they are going to be late.

### **3. Student Logbook**

The student logbook is issued to diploma students during the first week of their programme.

- a. Students are required to record their daily activities, tasks, observations and reflections in the logbook.
- b. Students must have the monthly apprenticeship comments page completed by their respective apprenticeship supervisors at the end of each month.
- c. Students must submit their logbooks to the Academy every month as requested by the faculty. Points (a) and (b) above must be completed when the logbooks are submitted to the faculty.

#### **4. Apprenticeship Policies**

Apprenticeship is a mandatory component of the Diploma Programme.

- a. Disciplinary offences at apprenticeship sites include, but are not limited to, the following:
  - i. Refusal to follow instructions.
  - ii. Tardiness in reporting time.
  - iii. Absence without valid reason.
  - iv. Failure to keep supervisor informed of whereabouts when required Insubordination.
  - v. Substandard quality of work.
  - vi. Failure to conform to grooming standards.
  - vii. Theft.
  - viii. Breach of confidentiality.
- b. Students are not allowed to terminate/discontinue their training at an apprenticeship site of their own volition. Students are to consult with the Academy should there be any issues.
- c. Student on work rotation is integral to the At-Sunrice GlobalChef Academy Pte Ltd education. If student's apprenticeship is terminated for cause by the apprenticeship site under the work programme, student will also be terminated by the Academy from the study programme. Programme fee will not be refunded and student pass will be cancelled.
- d. On case to case basis, students who are terminated by an apprenticeship site will be summoned to Student Disciplinary Board (SDB) and while pending for SDB, student will be reporting to the Academy until the students' hearing has been concluded.

#### **5. Etiquette**

- a. Besides knowing and understanding etiquette and protocol, students at an apprenticeship site must exhibit correct behaviour. Students are required to do the following:
  - i. Greet chefs and colleagues warmly and sincerely.
  - ii. Know all the names of chefs and colleagues at the apprenticeship site within 1 week.
  - iii. Know the menu items within 1 week.
  - iv. Ask at least 1 question per day.
- b. Students who do not have a good command of oral and written English must request further explanation from his / her apprenticeship site supervisor.
- c. Students are required to ask and confirm all instructions before starting preparation.
- d. Learning from mistakes and moving forward is vital to creating a solid foundation from which to build a career.

## **Section 4.4                      Complaints and Grievances**

It is the intention of the Academy to resolve concerns of students as quickly, formally and as close to the point of origin as possible. The grievance procedure is not intended to be a forum to challenge the academy's policy, but rather a means by which an individual can seek a timely and fair review of their concerns.

Those systems which have an inbuilt review or appeal processes, are presently exempted from the Academy's internal grievance procedures.

These exempt areas include but not limited to

1. Actions by Academic Standing & Assessment Committee.
2. Actions relating to finance services.
3. Actions relating to students' residential life.

Outside of these exempted areas, the following procedures should be used for the resolution of academic and administrative issues.

The Student is required to fill-out the Feedback/Complaints Form and submit this to the Student Services Department.

The case will be endorsed to the appropriate Head of Department (HOD) within 1 working day. At this level, the HOD would process the complaint via investigation and review. An initial response will be provided within 2 working days.

If the case is unresolved, it will be escalated to the Chief Executive (CE) / Dean / QA Manager. The CE / Dean / QA Manager will review the case and discuss with the relevant HOD's for a final decision within 21 days upon receipt.

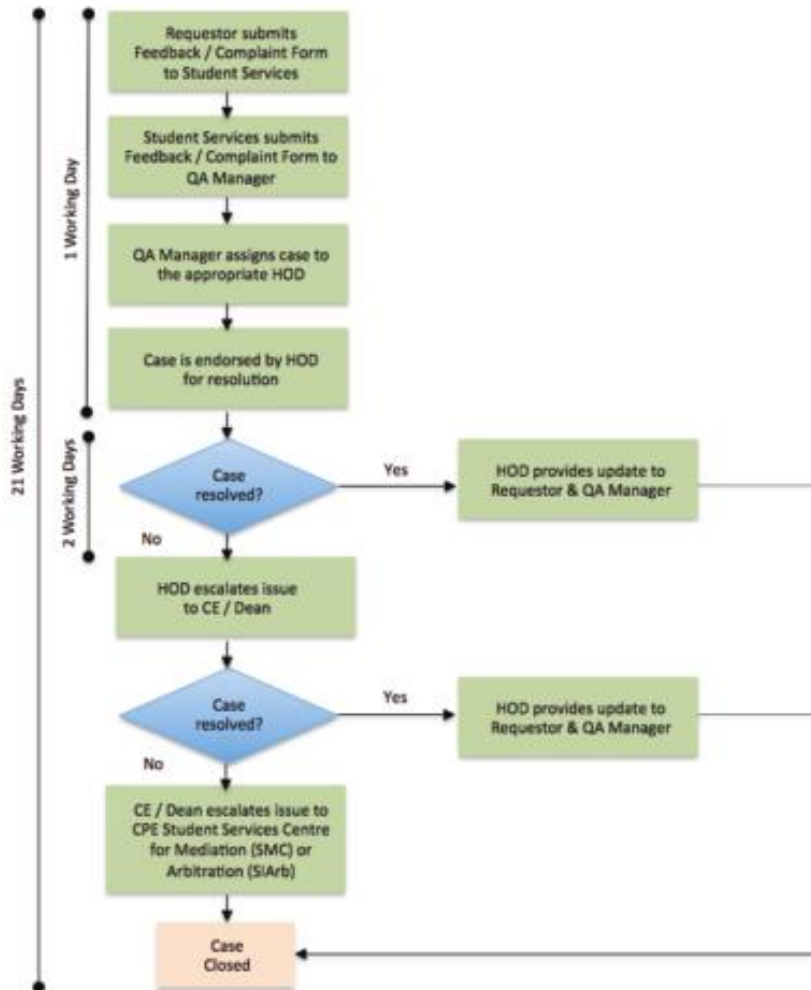
In the event that the Student and At-Sunrice are unable to resolve the dispute in accordance with the grievance procedure above, the CE / Dean / QA Manager shall refer the dispute to the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) through the CPE Student Services Centre for mediation prior to instituting any legal action or proceedings.

The Student and At-Sunrice hereby agree to such procedures and to pay such fees as the Singapore Mediation Centre (SMC) or Singapore Institute of Arbitrators (SIArb) may prescribe from time to time for the purpose of resolving their dispute.

## Section 4.5

## Dispute Resolution and Disciplinary Procedures

### 1. Dispute Resolution

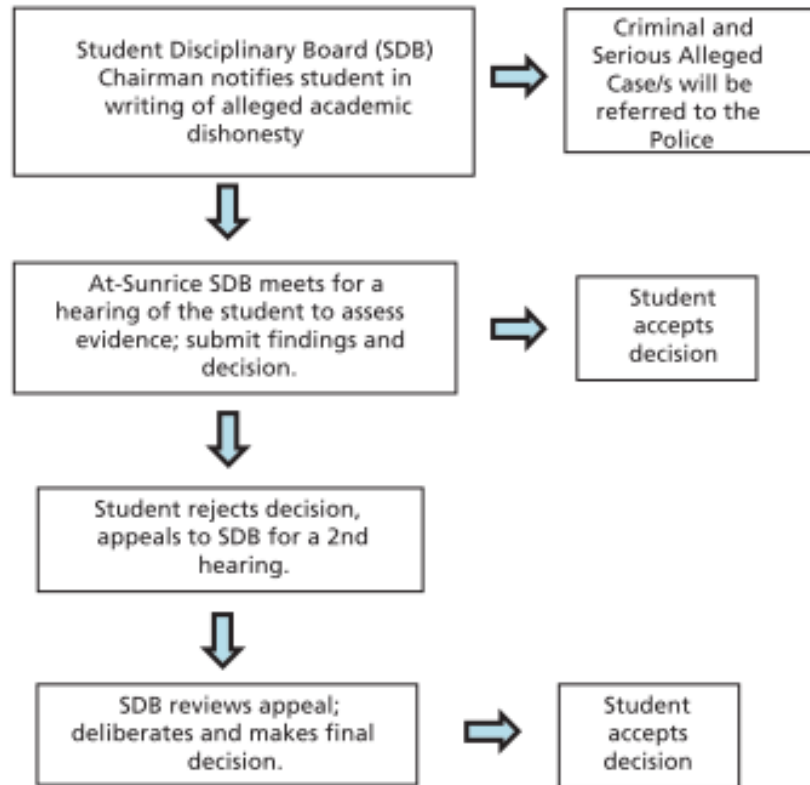


**Section 4.5**

**Dispute Resolution and Disciplinary Procedures**

**2. Formal Procedure for Student Discipline**

For alleged Academics dishonesty or Student misconduct in relation to items listed in Section 4'



## Section 5

## General Safety

### 1. Equipment Safety and Cleanliness

#### Equipment Safety

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

#### 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 the pre-packed form.

### 2. 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. Turn the appliance off.
- c. Do not pour water onto a grease fire; it will make the fire worse.
- d. Do not carry the burning pan or fryer to the kitchen sink or outdoors.
- e. Grease fires can be put out with a fire extinguisher.
- f. Provide a minimum multi-purpose fire extinguisher in the kitchen.
- g. Locate the extinguisher in a visible, accessible area. Read the instructions provided on the extinguisher on proper and safe use.
- h. If the fire spreads rapidly, call the Civil Defence at 995.

### 3. Fire Evacuation

- a. In the event of 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 besides the Sakae building.



Assembly Area

- e. Students in the kitchen should ensure that the gas on all stoves are turned off before evacuating.
- f. There are 4 fire exits:
  - Exit 1 - Main Door
  - Exit 2 - Next to the Server Room
  - Exit 3 - Between the Corporate and Admin Office
  - Exit 4 - Next to the Recruitment Office

#### 4. First Aid

##### **Burns, Scalds**

To treat a burn:

- a. Cool a burn/scald with cool running water.
- b. Get medical attention immediately if burn area is charred, red and blistered. Do not put butter, ointments or other types of creams or liquids on the burn. These can cause infection.

##### **Cuts:**

- a. If you cut yourself, immediately wash the area with antiseptic and apply pressure to the area with a clean towel.
- b. If the cut is not too deep and the bleeding stops, apply an antiseptic cream and water-proof bandage.
- c. However, if the cut is deep and there is heavy bleeding, apply direct pressure and seek medical help.
- d. Please take note and familiarise yourself on the evacuation escape route as well as safety equipment (fire extinguisher, fire blanket, first aid kit etc.).

##### **Emergency Numbers to note:**

**Ambulance: 995**

**Civil Defence: 995**

**Police Force: 999**

**Samaritans of Singapore (SOS): 1800-221-4444**