



LIAISON
COLLEGE



Brampton Campus

A Message from the Director

Congratulations on your decision to enter the dynamic field of culinary arts! This career path continues to have a high demand for skilled labour and great growth potential.

Our goal at Liaison College is to prepare you for a position in this exciting field. We will train you in our classrooms and kitchens with the guidance of caring and professional staff. Our programs were developed with the help and contribution of some of Canada's top-ranking chefs and experts in the field of hospitality. They are enhanced through partnerships with industry leaders such as the Canadian Culinary Federation, Cuisine Canada, WFIM, and the Canadian Chef Education Association.

At Liaison College we offer 4 diploma programs focused solely on the culinary arts. These courses are available at campuses across Ontario and are offered as either full or part time study to fit your current schedule. If you are a cook looking to improve your skills or a new-comer to the culinary arts, we trust that our diploma programs will provide you with an opportunity for personal growth and the training you need for career advancement.

So, WELCOME to Liaison College as you take your first steps toward a successful career. We wish you every success and look forward to seeing you at graduation!

FEED YOUR PASSION!

Sincerely,



Campus Director

Liaison College is proud to be affiliated with some of the top-ranking chefs and culinary organizations in Canada. These relationships help us to build and maintain one of the finest culinary arts programs in the world:



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Introduction Diploma Requirements

INTRODUCTION

During your studies you will encounter many practical situations where you are expected to work efficiently and effectively. Such skills are evidence of your proficiency. As well, professional chefs and cooks must follow established rules and regulations. Our regulations, as set out below, are similar to any you would find in a business environment. You are expected to abide by all of these rules and regulations.

If you have questions or concerns regarding any of these rules or your ability to follow them, please speak to a member of our staff. If the concern centers on a classroom situation, see your instructor, as they are your first contact. If the situation cannot be resolved, the Director is available to help you. It is our desire to resolve any appeals, complaints or concerns in a prompt and courteous manner. The Brampton Campus Director is Tania Dubelsten.

DIPLOMA REQUIREMENTS

In order to qualify for a diploma you must complete all of the modules in your program of study with an average of 70% or more with no module score of less than 50%. Students who achieve a 90% average will pass with honours. Those who successfully complete all of the required courses in their program will be issued their diploma within 90 days of completion.

Hours of Operation

ADMINISTRATIVE HOURS

Liaison College Brampton administrative offices are open from 8:00 AM to 6:00 PM.

CLASS SCHEDULES

Morning classes meet from 8:00 AM to 12:00 PM

Afternoon classes meet from 12:00 PM to 4:00 PM

Evening classes meet from 6:00 PM to 10:00 PM

For recreational class schedules please contact the college

AFTER HOURS USE

Any student wishing to remain after class to utilize any equipment may do so at the discretion of the instructor provided the campus is open. Such use will be for course related work only.

HOLIDAYS

A list of this year's holiday schedule is contained in Appendix 1 on page 11.

PROFESSIONAL DEVELOPMENT DAYS

From time to time the college may be closed for professional development days. Students are given sufficient notice and instructors will determine how the class time, homework and exams will be made up. Professional development days are designed to keep Instructors current with changes/advances in curriculum and are a benefit to instructors and students.

CANCELLATIONS AND SCHEDULE CHANGES

The college reserves the right to cancel programs where the enrolment is insufficient and to revise courses and hours where necessary. Due to unforeseen circumstances it is sometimes necessary to reschedule classes. The college will attempt to notify students at least one week in advance of any scheduling change or cancellation.

INCLEMENT WEATHER

In the event of inclement weather the college may close. Information is available on the college website, by telephone and by listening to radio station 680 NEWS on your AM dial. In most cases cancellation information is available by 8:00 AM. Students are advised to use their own discretion about whether to proceed to school when inclement weather is forecast. Any missed exams or assignments will be made-up at the instructor's discretion.

Tuition & Payments

TUITION

Please speak with the Director if you have questions or concerns regarding your tuition payment plan and notify her of any change in your financial situation. Also please be sure the college has your correct contact information.

SPONSORED STUDENTS

Students being sponsored while attending college must notify the Campus Director. Progress reports, including classroom attendance and marks for each module will be submitted on a monthly basis to the appropriate agencies.

ADDITIONAL COSTS

TEXTBOOKS & MATERIALS: Textbooks and materials are the responsibility of the student and are to be purchased prior to the start of each module.

UNIFORMS: Students are required to wear a “chef’s” uniform during all classes. Uniforms and their upkeep are the student’s responsibility. Poly-cotton uniforms should only be washed in warm water with a cold rinse. Do not use chlorine bleach. Dry on low to medium heat. Please ensure that you personalize your belongings. The school is not responsible for lost or stolen articles. **NOTE:** The school cannot lend uniforms or supplies.

PAYMENT

Payment for tuition, uniforms, books, and/or supplies may be made by cash, credit card or cheques.

INCOME TAX RECEIPTS

T2202A receipts are issued with your Certificate or Diploma after graduation or by February 28 of every year, whichever comes first.

Attendance / Withdrawal

ATTENDANCE

Absenteeism can result in serious consequences. Students are expected to attend classes regularly and attendance constitutes a portion of the final grade in each course. If a student is planning to miss school he/she must advise the college before the day of absence stating the reason for and duration of the expected absence. If a student is absent for three consecutive days or if a student is absent for a graded assignment, test, exam or presentation a doctor's certificate must be provided. Failure to do so will result in a grade of zero. Any student absent more than 25% of scheduled classes must obtain written permission from the Director to write the final exam. Approval to write a final exam with absenteeism over 25% may be granted only after a personal interview.

PUNCTUALITY

Students are expected to be punctual. Tardiness will not be tolerated as this demonstrates a lack of professionalism. Classroom doors may be shut at an instructor's discretion. A student who arrives after the door has been closed must wait until a suitable break in the class so as not to disrupt other students. NOTE: If a student is late for an exam or test, no extra time will be allowed.

LEAVE OF ABSENCE

Re-scheduling, rebooking or postponements of modules or courses is a privilege and should not be taken for granted. Students are allowed ONE postponement to the next time the module or course is offered. There will be a \$75.00 administrative fee charged to any student who postpones or takes a leave of absence for any reason other than with a medical statement.

WITHDRAWAL

Any student who decides not to continue their contracted program must notify the school in writing. Non-attendance or verbal notice does not constitute official notification. The student is responsible for all charges up to the time the school receives official notice of withdrawal. Please refer to the Private Career Colleges Act for further explanation.

Evaluation Procedures

CHEATING

Any student caught cheating will be faced with the following:

1st Offence - zero on the test or exam.

2nd Offence - zero on the module.

3rd Offence - expulsion

REPEATING EXAMS / MODULES

Repeating an exam or a module is a privilege not a right. Under certain circumstances a student may be allowed to repeat an exam or module. Students should not assume that they will automatically be allowed to repeat an exam or module, and should discuss the situation with their instructor and Campus Director. Should a student fail a final exam or a module, he/she may be allowed to repeat the module provided the following conditions are met:

- a) The student attended 90% of the classes.
- b) The student was late no more than twice.
- c) The student demonstrated significant effort.

Students may also be eligible to repeat/rewrite an exam or module based on the following criteria:

- a) The student is sufficiently close to honours (90%) that the successful rewrite would give him/her honours standing.
- b) The student earned a credit for every module but did not meet the overall graduation criteria (70%) aggregate average.

Under such circumstances, only one module may be repeated. This is solely at the discretion of the Campus Director.

TRANSCRIPTS

All students who have successfully met the requirements for graduation will be provided an official transcript and a diploma (or certificate if applicable). The replacement cost of a diploma and/or transcript is \$50.00. Students are advised to take special care of diplomas and transcripts when received. For job search purposes a photocopy of the diploma and transcript is generally sufficient.

COURSE EVALUATIONS

We value our students' opinions. At the end of each module students are given an opportunity to evaluate the module, instructor and administration. All evaluations are examined so that student concerns can be promptly addressed. If you are experiencing difficulties prior to the end of the module please speak to your instructor or Campus Director. For further information see the Policy section of this handbook.

Student Rules & Regulations

COMPORTMENT

ATTIRE: It is the school's policy to simulate a work environment and students are expected to dress accordingly. Although business dress is not required, students are expected to be neat and well-groomed at all times. While in class students are required to wear their "cooking whites". Your instructor will advise the class regarding proper dress on field trips.

SMOKING: Smoking is not allowed on campus. Students desiring to smoke during breaks may do so outside but not directly in the vicinity of the main entrance.

THEFT AND VANDALISM: Any student caught stealing, vandalizing or defacing school property will be immediately dismissed from the college. The matter will be reported to the police who will take whatever measures they feel are appropriate.

DRUGS & ALCOHOL: Any students found under the influence of alcohol or drugs will be suspended for one day. A second offence will result in dismissal. A student taking medication under doctors orders that may affect their school performance should report the details to their instructor or the Director.

PROFANE LANGUAGE: The use of profane language in the school is extremely rude and will not be tolerated. Any student found using profanity to their instructor or fellow students will be subject to disciplinary action.

UNPROFESSIONAL BEHAVIOR: Rowdiness, shouting, fighting or other unprofessional behavior is not allowed. All unsafe practices including the foregoing may be cause for dismissal.

PHONES AND MESSAGES: Messages will be relayed only in the case of emergency. Please relay this information to your family and friends to avoid unnecessary frustration. Please advise the office of anyone with whom you specifically do not wish to communicate. The office will attempt to cooperate with your wishes and will not acknowledge your presence in class to callers unless it is an emergency. Outgoing calls from college phones is allowed only in the event of an emergency.

FIELD TRIPS: From time to time students will have the opportunity for field trips related to their course of study. These trips are arranged in advance and students are responsible for their own transportation as well as any out-of-pocket expenses that may be incurred. Each student must sign a liability waiver prior to any off campus activity.

DRESSING FOR FOOD PREPARATION LABS: Footwear must be safe and comfortable. Shoes and boots should be of firm construction, non-porous and made of leather with non-slip soles. Footwear must cover the entire foot, heels must be the full width of the shoe and not more than one inch in height. Hair ornaments, earrings, facial jewelry, watches and rings are not permitted in any lab with the exception of a plain wedding band. Hair must be clean, neat and under control at all times. Men should shave daily. Hair and beard nets will be required in most laboratory settings. Hands are the major transmitters of contamination and should be washed frequently when in contact with food. Nails must be trimmed, clean and free of polish.

Policies

PRIVACY

The release of any information to any company, agency or individual requires the written consent of the student. Should you know that someone will be requesting information about you, please inform the Director and provide her with appropriate written authorization to release your information.

COMPLAINTS AND APPEALS

Liaison College has established specific procedures for lodging a complaint or appealing a decision. These procedures and the appropriate forms may be found in appendix 4 of this handbook.

SEXUAL HARASSMENT

Any person (employee, student or other) has the right to be free from:

- Sexual solicitation or advance by a person in authority who knows that it is unwelcome.
- Sexual solicitation or advance by any other person when such conduct is known to be unwelcome.
- Reprisal or threat of reprisal by a person in authority for rejection of a sexual advance.
- Overt audio and visual expressions of an offensive and demeaning nature to either sex.
- Any other act that includes overt, unwelcome and unwanted attention including but not limited to verbal remarks, suggestions, gestures or physical contact taken as interference to that person's rights, dignity & privacy.

It is strongly advised that the complainant make every attempt to inform the offending party of the distress experienced at the time of the occurrence so that a remedy may be affected immediately. Any person (employee, student or other) may register a formal complaint, either verbally or in writing, to the Campus Director or any other staff member they feel comfortable approaching.

HELP AND ADVICE

Regardless of the nature of your questions both your instructor and the Director are happy speak with you and help find answers to your questions or solutions to your problems. For college information on programs, academic policies and other published information please visit the college website at <http://www.liaisonbrampton.ca>

Appendix 1 – Holiday Schedule

HOLIDAY SCHEDULE - 2012

Liaison College will be closed on the following dates:

Christmas Break 2011-12	December 19– January 1
Family Day	February 20
Good Friday	April 6
Easter Monday	April 9
Victoria Day	May 21
Summer Break	August 6 - 10
Canada Day	July 2
Labour Day	September 3
Thanksgiving Day	October 8
Christmas Break 2012-13	December 24 – January 4

Professional Development Days for our Instructors are scheduled periodically throughout the year. Students will be notified in advance of these days.

Appendix 2 - Certification

STUDENT CERTIFICATION

I hereby certify that I have read and fully understand the Liaison College Brampton Student Handbook and agree to abide by its content. I understand that if I fail to abide by and adhere to these policies, rules and regulations that I may be subject to disciplinary action or sanctions at the discretion of the Director

Student Name: _____

Signature: _____ Date: _____

(copy to be filed in student file)

Appendix 3 – Replacement Costs

REPLACEMENT COSTS

Chef Jacket	\$75.00
Chef Pant	\$60.00
Chef Hat	\$20.00
Scarf	\$10.00
Apron	\$10.00
Side Towel	\$10.00
Official Transcript	\$50.00
Official Certificate	\$50.00
Official Diploma	\$50.00
T2202	\$20.00

Appendix 4 – Complaints & Appeals

The appropriate forms for filing complaints or appeals follow this page.



LIAISON
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Student Complaint Form

[Print Form](#)

Please fill out this form completely.

Date:

Complainant:

Mailing Address:

Student No.:

City:

Telephone:

Province:

E-mail Address:

Postal Code:

Respondent:

(i.e.: Campus, Faculty, Student)

Mailing Address:

Student No.:

(if applicable)

City:

Telephone:

Province:

E-mail Address:

Postal Code:

Please provide a concise description of the complaint. Be sure to indicate witnesses and all steps already taken to date, by the Complainant.

Student Complaint Form Procedure

It is the desire of Liaison College to resolve any appeals, complaints or concerns in a prompt and courteous manner. It is the expectation of the College that most issues will be resolved informally by way of discussion between the student and the appropriate staff member.

General Guidelines:

- Appeals regarding grades or dismissals are subject to the academic Appeal Policy. Please use the Student Petition for Appeal Form to file an appeal.
- Complaints are subject to the relevant policies established by the College such as harassment/discrimination, unsafe work conditions, breach of privacy or confidentiality. Please use this Student Complaint Form to file your grievance.
- Statements of complaint must be made in writing.
- All complaints are confidential.
- The procedure outlined below must be followed.
- A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.
- The Administrator will also ask for a copy of any written response(s) from those already contacted by the student in accordance with the procedure.
- Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
- Records of Complaints will be maintained at the location where they originated for a period of at least three years.

Procedure for Complaints about the College or Another Student

Step 1.

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally. If not resolved at this level, the student will proceed to Step 2.

Step 2.

The student will submit a completed written complaint to the Administrator, using the following contact information:

Insert: Administrator's name, title, contact address, phone number and email address

The Administrator will arrange a meeting with the student within 7 days of receipt of the written complaint. The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting discussion will be minuted.

The Administrator will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to Step 3.

Step 3.

The student will submit a completed written complaint to the Executive Director, using the contact information:

**Liaison College Head Office
1047 Main St. East,
Hamilton, ON L8M 1N5**

The Executive Director will arrange a meeting with the student within 7 days of receipt of the written complaint (which should include the Administrator's response with recommended solutions and the student's objections or comments regarding these solutions). The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. This meeting will be minuted.

The Executive Director will provide a written response to the student, outlining the discussion and any proposed and/or agreed upon solution(s) within 7 days of the meeting. This response will include a decision statement, together with the reasons on which the decision is based and minutes of meetings held.

If not resolved at this level, the student will proceed to contact the Superintendent of Private Career Colleges, Ministry of Training, Colleges and Universities using the following contact information:

**Allan Scott, Superintendent of Private Career Colleges
Ministry of Training, Colleges and Universities
Private Institutions Branch
9th Floor Mowat Block, 900 Bay Street
Toronto, ON M7A 1L2**



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Student Petition for Appeal

Please fill out this form completely.

Date:

Student:

Mailing Address:

Student No.:

City:

Telephone:

Province:

E-mail Address:

Postal Code:

Course:

Instructor:

Please explain the reason for your appeal and any documentation in support of your appeal, such as doctor's certificates. The College will review the Student Petition for Appeal and respond in writing, usually within one month.

Please list all supporting documents attached to this Petition to Appeal.

Student Petition for Appeal Procedure

It is the desire of Liaison College to resolve any appeals, complaints or concerns in a prompt and courteous manner. It is the expectation of the College that most issues will be resolved informally by way of discussion between the student and the appropriate staff member.

Liaison College has established specific procedures for lodging a complaint or appeal.

- Appeals regarding grades or dismissals are subject to the academic Appeal Policy. Please use this Student Petition for Appeal Form to file an appeal.
- Complaints are subject to the relevant policies established by the College such as harassment/discrimination, unsafe work conditions, breach of privacy or confidentiality. Please use the Student Complaint Form to file your grievance.

Procedure for Appeals Regarding Dismissal, Grades or Assessments

Step 1: In an effort to resolve the issue informally, the student will bring the issue to the course instructor.

Step 2: If the problem remains unresolved, the student may present the complaint or concern in writing, using the **Student Petition to Appeal Form**, to the Director of the campus at which the student is registered. The written submission must include details related to the Step 1 process. The Director will initiate an individual or joint discussion with the student(s) and staff member(s) involved. If resolved, the Director will notify all concerned parties, in writing, of the decision and the reasons upon which the decision is based. The student will receive a copy of the Appeal, the decision, and all submissions filed in regards to the decision.

Step 3: If the problem remains unresolved, the student may refer the matter, in writing, to the President of Liaison College (Head Office). Step 3 must be completed within six (6) weeks from the end of the course. The President will review the materials submitted and may convene a meeting between all parties. The President will then render a **final** decision and notify all parties concerned, in writing, of the decision and the reasons upon which the decision is based. The student will receive a copy of the Appeal, the decision, and all submissions filed in regards to the decision.

As a guideline, steps 1 to 3 should not normally exceed one month.

A copy of the decision and all related documents will be kept at the campus and another copy kept by the Head Office of Liaison College at their location on 1047 Main Street East, Hamilton, ON L8M 1N5, for a period of not less than three years from the date of the final decision.