

The Cambridge School
of
Culinary Arts

Student Handbook



The Cambridge School of Culinary Arts
2020 Massachusetts Ave.
Cambridge, MA 02140
617-354-2020
Fax: 617-576-1963
www.cambridgeculinary.com

History: Roberta L. Dowling established The Cambridge School of Culinary Arts (The CSCA) in 1974. She began the School by offering continuing education courses in European culinary arts. By 1980, more than 400 students were attending specialty courses each year. In response to the increasing number of applicants and the food industry's overwhelming need for trained professionals, Ms. Dowling developed the School's current curriculum for serious students aspiring to work in the food industry. In 1981 the program was licensed by the Commonwealth of Massachusetts, Department of Education and in 1989 it was accredited by NATTS (National Association of Trade and Technical Schools). The program is now accredited by the ACCSC (Accrediting Commission of Career Schools and Colleges).

Licensing, Accreditation, and Approvals

- Accredited by the Accrediting Commission of Career Schools and Colleges (ACCSC)
- Licensed by the Commonwealth of Massachusetts Department of Elementary & Secondary Education, Office of Proprietary Schools
- Approved by the Commonwealth of Massachusetts, Board of Regents of Higher Education for Veterans
- Approved by the US Citizenship and Immigration Services (for attendance of qualified non-immigrant students)
- Licensed and Approved by the City of Cambridge Inspectional Services and the City of Cambridge Building and Code Department

Statement on Non-Discrimination

The CSCA does not discriminate among applicants or students because of race, religion, age, sex, national origin, color, or disability. However, the School will not knowingly enroll a student who cannot benefit from the training. This policy is adhered to with respect to admissions of students, hiring faculty, and other employees.

The School reserves the right to change course curricula, schedules, prerequisites, costs, requirements and policies.

Letter from the Director

On behalf of all of us who will work with you during your course of study at The Cambridge School of Culinary Arts, I welcome you. We are proud of our established reputation and all that we have contributed to the world of culinary arts through our diligent training of chefs.

We are dedicated to offering an intensive, comprehensive curriculum that will enable you to acquire basic skills, master techniques, understand theory and principles, and become accomplished in the world of food. Our state approved Chef Instructors will guide and challenge you, help develop your strengths, and promote a professional and positive attitude toward learning.

Becoming successful requires dedication and hard work, especially in this fast-changing and demanding industry. We are excited to have the chance to participate in your education and are confident that you will be prepared to meet the challenges for a rewarding culinary career.

Roberta L. Dowling, CCP
Founder and Executive Director

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SCHOOL SERVICES

Student and Alumni Services: Elizabeth Hart x124

As you enter The CSCA, you will focus on your studies. The School's Administration is here to support your life as a student and to make your experience fruitful. The Student and Alumni Services Coordinator is here to further accomplish this goal.

Dedicated to enhancing the student experience at The CSCA, this position oversees all career placement needs, including internship opportunities, will support students through personal items, manage extracurricular activities, such as national recipe contests, and assist in communicating all opportunities for students.

Academic Services: Deb Steinfeld x112 and Martha Timke x134

The Academic Services Department is available to help students throughout the academic portion of their time at The CSCA. The two Academic Supervisors are available at all times for extra tutoring or any guidance needed during the school year. Their goal is to ensure that all students are able to do well and complete the program. They will offer any assistance needed to accomplish this goal.

The Administration is aware that starting culinary school can be exciting and challenging, both academically and on a personal level. Work and home pressures can spill into your school experience whether you are changing a career or just starting out. If you could use support handling the stress, The CSCA recommends Ted Helm, a nearby therapist and a CSCA alumnus. He offers confidential help for life changes, chronic problems, or sudden crises. Ted can be reached at 617.863.0833 or ted@thelm.net.

Job Placement and Alumni Placement: Elizabeth Hart x124

Helping students find employment in the field is an important part of the School's mission. Through our active placement department, you will have access to an array of job opportunities both during school and upon graduation. Students and alumni have access to our Student Portal, which includes our on-line career center. In addition to searching for the latest positions, you can also upload your resume and receive e-mail notifications about new opportunities. The Student Portal is accessed through the home page of the School's website. Students may also check the job board located between "A" and "B" kitchens. The Student Services and Alumni Coordinator is available to provide general job placement assistance whether you are looking to work in a restaurant or become a personal chef. The Coordinator is also available to discuss various career paths, review your resume, and answer any other career-related questions you may have as a student or alumni.

Internship Program: Elizabeth Hart x124

The CSCA offers an internship opportunity for all students enrolled in the professional programs. A voluntary internship program is now available during the second semester. The School has secured internships at numerous restaurants, hotels, catering companies, and bakeries. This opportunity will provide you with a work-related experience that applies to classroom learning. The internship must be secured during the first semester and completed prior to graduation. Upon successful completion, each student may earn 6 event credits. Please refer to the application process and full set of guidelines located in the front of your binders for more information.

Student Accounts: Doug Kosow x119

Tuition payments may be made in the Administrative Offices from 8:00am to 4:00pm. You are able to view your account ledger card on the Student Portal as well.

Library/Learning Resource Center: Located on the third floor of the Administrative Offices

The CSCA maintains a library of over 700 cookbooks and periodicals located in the School's administration office. Students are encouraged to use the library as a resource at any time. It can be used for career development searches and in research for various school projects. The Library has several electronic resources available to students such as a computer with internet access, as well as culinary DVDs available for viewing on the premises. Books and DVDs are not allowed to leave the school premises. Library hours are Monday through Thursday 7:30am to 6:00pm and Friday 7:30am to 5:00pm.

Another resource is the Schlesinger Library located in Radcliffe Yard, Harvard University, on James St., Cambridge, Massachusetts (617.495.8540). This non-lending library contains one of the largest collections of cookbooks and cooking reference materials in the United States. You will need your CSCA student I.D. in order to access the library.

Student Portal

The Student Portal is an important tool for students. You can view your calendar, e-mail your chef instructors, view your attendance record, check your student account for payment schedule, and search for jobs.

Simply go to www.cambridgeculinary.com. Click on *School Portals* in the left-hand navigation tabs and then click onto *Student Portal*. Click on *New User* and you will be prompted to fill in information. If there is a match, the email you provided the School will display, please click yes. (If you do not have an email on file or it is incorrect, you need to contact the School so we can update it in the database.)

Continue to follow the prompts to create a user name and password. The system will send you an authentication email, look for sleonard@cambridgeculinary.com, click on the link and your student account on the portal will be created. You can now log onto the Student Portal. Contact the Student and Alumni Services Coordinator for any further assistance.

ADMINISTRATIVE STAFF

Below are specific support functions to help you at the School. All staff may be reached through the main number (617.354.2020). Administration office hours are from 8:00am to 6:00pm.

Management

Roberta L. Dowling, CCP, *Executive Director* (roberta@cambridgeculinary.com)

Bill Dowling, *General Manager* (bill@cambridgeculinary.com)

Christian Dowling, *Property Manager* (chris@cambridgeculinary.com)

John Hannon, *Director of Operations* (jhannon@cambridgeculinary.com)

Lori O'Neil, *Assistant to the Director* (loneil@cambridgeculinary.com)

Academics

Deb Steinfeld, *Academic Supervisor* (dsteinfeld@cambridgeculinary.com)

Martha Timke, *Academic Supervisor* (mtimke@cambridgeculinary.com)

Gwenn Legters, *Registrar/Compliance Officer* (glegters@cambridgeculinary.com)

Elizabeth Hart, *Student and Alumni Services Coordinator* (ehart@cambridgeculinary.com)

Admissions

John Hannon, *Director of Operations* (jhannon@cambridgeculinary.com)

Lilly Ascenzo, *Admissions Representative* (lascenzo@cambridgeculinary.com)

Denise Mastrovito, *Admissions Representative/Loans* (dmastrovito@cambridgeculinary.com)

Finance/ Student Accounts

Doug Kosow, *Finance Manager* (dkosow@cambridgeculinary.com)

Pam Farnham, *Finance Supervisor* (pfarnham@cambridgeculinary.com)

Marketing

Julie Burba, CCP, *Director of Marketing & Communications* (jburba@cambridgeculinary.com)

Purchasing

Ted Villa, *Kitchen Manager/Director of Purchasing* (basement@cambridgeculinary.com)

Ralph Bryant, *Kitchen Assistant* (basement@cambridgeculinary.com)

Ever Castro, *Kitchen Assistant* (basement@cambridgeculinary.com)

Recreational Programs

Sean Leonard, *Director of Recreational Programs* (sleonard@cambridgeculinary.com)

PROFESSIONAL CHEF INSTRUCTORS

The Chef Instructors are dedicated to your education. You can find contact information for each Chef Instructor on the Student Portal.

Roberta Dowling, CCP, *Executive Director/Chef Instructor*

Delphin Gomes, *Master Pastry Chef, Director of Professional Pastry Program/Chef Instructor*

Chef Instructors:

Julia Brant, CCP

Julie Burba, CCP

Cesare Casadei

Jacqueline Cattani

Adrian Cyr

Sharon Donovan

Deb Drinker, CCP

Kim Dudek

Elise Bayard Franklin

Carol Hook, CCP

JoAnn Ignelzi, CCP

Gerard Lopez

Lisa Raffael

Louise Ritenhouse

Marie Perfetti

Jan Schiff, CCP

Deb Steinfeld

Jim Swasey

Martha Timke

Stephan Viau, CCP

Hong Xue

CCP: Certified Culinary Professional with the International Association of Culinary Professionals

PROGRAM REQUIREMENTS

The following information will help you understand the requirements you need to fulfill in order to graduate.

Professional Programs Curriculum Requirements:

Our Professional Programs consist of thirty-seven (37) weeks of classes. Each week you will attend two 8-hour lab classes and one 3-hour seminar class.

Students achieving the **graduation** requirements will receive a Diploma. The necessary requirements include:

- Successful completion of at least 648 hours of the 744 clock-hour program.
- An overall minimum combined average of 70% for all graded components of the course.
- A minimum passing grade of 65% on the final written exam: Students have one opportunity to take a make-up exam in the event they fail the first test.
- Students must participate in six (6) school-related events. Three (3) events must be completed by week eighteen.
- Successful completion of the Portfolio Project.

Certificate Programs Curriculum Requirements:

The Certificate Programs consist of sixteen (16) weeks of classes. Each week you will attend two 8-hour lab classes and one 3-hour seminar class.

Students achieving the **graduation** requirements will receive a Certificate. The necessary requirements include:

- Successful completion of at least 278 hours of the 326 clock-hour program
- An overall minimum combined average of 70% for all graded components of the course
- A minimum passing grade of 65% on the final written exam: Students have one opportunity to take a make-up exam in the event they fail the first test.
- Students must participate in three (3) school-related events. All three (3) events must be completed before graduation.
- Successful completion of the Portfolio Project

What is graded in the Professional and Certificate Programs?

Students are graded on academic (quizzes and tests) and laboratory performance (daily and practica).

In our Professional Programs, students are graded on Daily Laboratory Performance, Quizzes, Unit Exams (PCP only), Mid-term Practicum, Mid-term Written Exam, Seminar Exams/Projects (when applicable), Events, Creative Practicum, Final Practicum, Photographic Portfolio Final, and Final Written Exam.

In the Certificate Program, students are graded on Daily Laboratory Performance, Quizzes, Seminar Exams/Projects (when applicable), Events, Final Practicum, Photographic Portfolio Final, and Final Written Exam.

LAB REQUIREMENTS

Daily Lab Requirements

Lab Participation: When you move from the lecture into the kitchen for your lab, it is expected that you will fully participate in the recipe production of the day and be attentive and curious.

Laboratory performance is based on mise en place; kitchen management and cleanup; attitude and teamwork; ability to understand basic techniques; ability to follow directions; attention to detail, presentation, and finished work; speed and efficiency; organization; creativity; development of palate; and taste, texture, and doneness of the dish.

Lab performance also includes complying with the uniform and hygiene policies and adhering to the attendance and tardiness policies.

Chef Instructor critiques of your recipe: Informal critiques provide students an opportunity to develop their palates and presentation style. Dishes will be evaluated on taste, texture, doneness, presentation, and creativity. The Chef Instructor will provide constructive criticism and feedback on each dish so that all students may understand the desired outcome of the original recipe.

Kitchen Management, Cleanup, and General On-Site Kitchen Practices: To fully appreciate a professionally run kitchen, students are expected to learn the basic and proper methods of cleaning and sanitizing. As such, you will be required to participate in cleanup throughout class and general clean-up at the end of class. If you do not equally share in cleanup, your lab grade will be affected.

Tasting: All students are expected to taste each dish. If you must refrain from tasting certain preparations due to religious or other restrictions, you must notify the School in writing at the commencement of classes.

Uniform: Wearing the School uniform is mandatory at all times when at the School and at all School-related events. The uniform includes The CSCA chef's coat, The CSCA cap, white tee-shirt, black-and-white checked chef's pants, apron, and black kitchen-safe shoes or clogs. As part of the School's uniform, students must maintain neatly trimmed nails, to the base of the finger, with no nail polish. Earrings, necklaces, rings, bracelets, and watches may not be worn while participating in lab. This includes all visible piercings, facial and otherwise. Wedding bands may be worn in lab. Students do not have to wear their uniforms during the evening seminars except for any hands-on seminars such as Butchering, Knife Skills, Garnishing, and the 2nd week of Recipe Writing.

Students who are not in proper uniform for the lecture (uniform without your cap) or lab (full uniform) will receive a zero for the day. If a student does not comply with The CSCA uniform policies after the first offense, he or she will be sent home and receive a

zero for the day. Thereafter, failure to wear the uniform may lead to dismissal from the School.

Lab Practicum Exams

Practicums are cooking exams that will be given at specific points in your program. There are different types of practica based on the program in which you are enrolled.

Each student will randomly pull a card with a description of a dish. The description or dish will be pulled from anywhere in the curriculum, so Savory students could pull a savory or baking card, while Pastry will pull only a pastry card.

Certificate Final Practicum/ Professional Midterm Practicum: The student will write a recipe—ingredients and proportions are listed, which will be corrected by a Proctor before the student begins to execute his or her dish. Once the recipe is reviewed and corrected by the Proctor, the student will then produce this recipe. The Proctor will monitor the student’s progress. When finished, the Proctor will present the dish to the “blind” tasters.

The Proctor’s grade will be based on your written recipe and instructions, including mise en place, selection and use of equipment, selection and use of ingredients, techniques, and preparation. Two ‘blind’ Tasters will grade dish based on presentation, taste, texture, doneness, and creativity. The two grades are averaged together for a **final grade**.

Professional Final Practicum: The Final Practicum will be administered in the same fashion as the midterm with two exceptions: students will write a detailed recipe, *including* ingredients and proportions, and the cards tend to be more difficult to execute.

Professional Creative Practicum: The Creative Practicum tests students’ **original** recipe that they have created and prepared on their own. The dish may be prepared at home or at the School, which will then be presented before a panel of tasters. Each student must also submit a written recipe for the dish and a costing sheet for the recipe as taught in Food Management, which must be handed in at the time of the Creative Practicum. Each dish is graded individually based on the following criteria: originality, presentation, taste, texture, doneness, and creativity; and the recipe and costing. Students are required to purchase their own ingredients for the creative practicum. Written work that is handed in late will result in a grade drop of one half a grade (e.g., A- to a B+) for every day it is late.

These policies apply to all Practica:

You must complete your Practicum within eight (8) hours, or your grade will be affected.

If by chance the Proctor makes an error in the recipe, the student will have the opportunity to redo his or her dish at no penalty.

Each student will receive feedback regarding his or her dish at the end of each practicum. Students will receive their grade approximately one week after the practicums.

Events

Events are designed to give students real life experience using their burgeoning skills. All students are required to participate in School-related events. Events range from assisting Recreational Program classes, working at charity events, such as Taste of the Nation, Chef for a Night at local restaurants, or other volunteer opportunities approved by the Academic Supervisor. Students should be in complete uniform when participating in any School-related event.

Professional Program students must complete three (3) events by the end of the second quarter and six (6) total by graduation. Certificate Program students must complete (3) events by graduation. All events can be viewed on the Student Portal. Sign-up for Recreational classes can be done on-line over the student portal; while for other events, sign-up sheets will be posted on the bulletin board between Kitchens A and B or via the Assistant Portal.

If you sign up for an event (recreational class or otherwise) and cancel without cause on the day of the event or do not show up, you will receive a zero for that event credit.

Portfolio

All students are required to submit a photographic portfolio of their work while at the School. The portfolio is due on the day the final written exam is taken.

The Photographic Portfolio of your lab work is a required part of the program and will represent your work throughout the year. The portfolio should contain photographs of your dishes to best reflect your progress. You may use photos of your classmates' dishes as well. Be sure to include the title of each dish next to the photograph. Professional students must have 50 photographs and Certificate students, 20. The portfolio will be reviewed upon completion of final exams. Failure to complete the portfolio will result in a zero for the project and will be averaged in to your lab grade. A portfolio that is handed in late will result in a grade drop of one half a grade (e.g., A- to a B+) for every day it is late.

ACADEMIC REQUIREMENTS

Written quizzes, unit exams, seminars, and mid-year, and final exams will be given at various points throughout the year. All dates are listed on the student calendars in your binders. You are expected to read the text books, study your lecture notes, and prepare for the tests and exams.

GRADING SYSTEM

Each requirement (e.g., quiz or daily lab) will be graded on 100-point number scale. The letter grades associated with the scale are as follows:

98–100	A+	87–89	B+	77–79	C+	67–69	D
94–97	A	84–86	B	74–76	C	65–66	D -
90–93	A-	80–83	B-	70–73	C-	64 and below	F

Laboratory work in each program is 55% of the total grade. Academic work in each program is 45% of the total grade.

Grade-point averages are calculated based on the following weights for each program:

LAB GRADE

Type of Exam	Weight of Lab Grade			
	PCP	PPP	CCP	CPP
Daily Lab	40%	40%	50%	50%
Mid-Term Practicum	20%	20%	NA	NA
Final Practicum	20%	20%	40%	40%
Creative Practicum	10%	10%	N/A	N/A
Portfolio	5%	5%	5%	5%
Events	5%	5%	5%	5%

ACADEMIC GRADE

Type of Exam	Weight of Academic Grade			
	PCP	PPP	CCP	CPP
Quizzes	16% (11 quizzes)	26% (11 quizzes)	40% (6 quizzes)	40% (5 quizzes)
Unit Exams	20% (3 exam)	NA	NA	NA
Seminar Exams	14% (7 exams)	24% (6 exams)	20% (3 exams)	20% (3 exams)
Mid-Term Exams	25%	25%	NA	NA
Final Exams	25%	25%	40%	40%

If you question a grade:

Students will have one week after any test or quiz is returned to them to question discrepancies regarding their grade. Students will also have one week to dispute their final grades after receiving their final grade reports. Speak with your Chef Instructor first about a quiz or test. For finals exams and practica, speak with the Academic Supervisor.

When you fail an exam:

If you fail the **final** exam, you will not graduate; however, you will be given one opportunity to take a makeup exam before graduation. The re-take exam must be taken within one week of notification of failure of the final exam. If you pass the makeup exam and have previously achieved the required averages, you will receive a certificate or diploma. Retakes on quizzes, tests, and practica are not administered.

SATISFACTORY PROGRESS

What is Satisfactory Progress and how does it apply to me?

Satisfactory progress is a process of benchmarking a student's progress. Students must maintain a certain level of grades in order to continue in any of the programs. Satisfactory progress is determined, in a written report, by the student's academic and laboratory work. It is assessed on a quarterly basis in the Professional Programs and on a semester basis in the Certificate Programs (the grading period). These written progress reports will be mailed to students, and a copy will be placed in the student's permanent file.

When a student falls below the required level, they are put on probation for the following period. If the student does not meet the required level at the end of the probationary period, they will be dismissed from the program.

Professional Programs:

By the completion of each grading period, students must achieve a minimum average of 68% **in each** of the academic and lab components of the program; if not, the student is placed on probation.

By the end of the probationary grading period, a student must progress in academic and lab standings to a minimum average of 68% in each component. By the time of graduation, a student's academic and lab grade must meet a combined average of 70%.

Certificate Programs:

Satisfactory progress is assessed on a semester basis. By completion of the 1st semester, a student must achieve a minimum average of 68% in each of the academic and lab components of the program. By the time of graduation, a student's academic and lab grade must meet a combined average of 70%.

ATTENDANCE REQUIREMENTS AND POLICIES

Your attendance and participation is important to your success at the School. You should plan to attend all classes and events. A student must ask permission from the Chef Instructor prior to leaving the classroom.

Absences: A student is permitted no more than **three** unexcused absences (from the lab or seminar) per quarter for Professional students and per semester for Certificate students. Students whose absences exceed the amounts designated for their program will be placed on probation. If attendance does not improve, the student will be dismissed from the program.

Tardiness: Tardiness is defined as not being present at the scheduled class start time. Unexcused tardiness will result in a zero for that day's lab grade. Excessive tardiness (more than four per quarter) may lead to probation or dismissal from the program.

Leave of Absence: You may request a leave of absence while attending The CSCA. A student must return from a leave of absence during the next enrollment period and will start at the same point in the program as when he or she left. Students may apply for more than one leave of absence within any 12-month period, as long as the combined leaves do not exceed 180 days. Students who fail to return from a leave of absence within the appropriate length of time will be dismissed from the program. Refunds due will be determined in accordance with The CSCA refund policy.

To request a leave, or to return from a leave, you must notify the Academic Supervisor in writing. All requests must be kept on file and are subject to approval of the Executive Director.

Prior grades will carry over upon return from a leave of absence for students picking up the program at the point at which they left. If a student chooses to start the partially completed course at the beginning, he or she will be required to pay an additional pro-rated tuition fee for the classes being repeated. In addition, please note that returning students will be charged the current tuition rate at the time of re-entry. A student's course schedule, upon return, will be subject to space availability.

PROBATION OR DISMISSAL

If a student fails to meet the attendance standards, or the minimum academic or laboratory average (satisfactory progress) in any given grading period, the student will be placed on probation and notified in writing. You are required to attend tutoring when placed on academic probation for the full duration of the probation. Tutoring is arranged with the Academic Supervisor. A student will remain on probation through the following grading period. If the standards for attendance or academic or laboratory progress are not met by the end of the probationary grading period, the student will be dismissed from the School.

Other reasons for dismissal include, but are not limited to, violations of the student conduct policy; failure to meet financial obligations; and illegal, abusive, or unsafe activities.

How can you appeal your dismissal?

If you wish to appeal your dismissal from the program, submit a *written appeal* to the Academic Supervisor within five (5) business days describing any conditions that may warrant consideration.

Re-admission will be determined by the Executive Director within (5) days of your appeal. You will be notified by mail. Upon return, a student will enter the program as normally scheduled and will not repeat nor make up classes. Prior recorded grades will transfer to the student's record when he or she returns.

MAKE-UP WORK AND A CHANGE OF SCHEDULE

We expect that you will make every effort to attend **all** of your classes, seminars, tests, and practica. If you miss a lecture, you are responsible for obtaining any lecture notes and handouts from your peers.

If you miss a quiz, test, or practicum, you must arrange to take a make-up through the Academic Supervisor. All students have one week to make up a quiz or test or the resulting grade will be a zero.

Students are given every opportunity to select a schedule when they enroll that best fits their work and personal needs. Once you select a schedule you are required to maintain that schedule throughout the year. Only in extenuating circumstances may it be possible to change your schedule. Such circumstances must be approved by the Academic Supervisor. No other Chef Instructor or staff may approve a schedule change. The CSCA reserves the right to change schedules at any time.

OTHER ADMINISTRATIVE POLICIES

Inclement Weather: It is School policy to hold classes and remain open unless weather conditions are so severe that travel becomes dangerous. If the city of Cambridge declares a snow emergency or a parking ban, classes cannot be held. Decisions regarding cancellations will attempt to be made the day of class at the following times: by 6:30am for morning classes, by 2:00pm for afternoon and evening classes. You can check the home page of The CSCA website at www.cambridgeculinary.com for updates and cancellations. You can also call the School's main number (617.354.2020) and there will be a recording for that day stating whether classes will be held.

Payment and Student Accounts: Students are expected to make tuition payments on time and without default. A late payment will result in a \$50.00 fee. Students who have not met their tuition requirements will not be allowed in class. Check, credit card (minimum payment \$50.00), and cash payments will be accepted between the hours of 8:00 am and 4:00 pm, Monday through Friday, in Student Accounts located on the second floor in the Administrative Office. Returned checks from accounts with insufficient funds will be charged a \$20.00 fee. Please refer to the payment schedule you received in your Enrollment Packet for due dates of payments or look on the Student Portal.

Graduation Ceremony: Each student will be given three tickets for graduation, one for the student and two for guests. Fees for bringing additional guests will be announced several weeks prior to graduation. All children attending are required to have a ticket. Children under the age of 12 will receive a reduced rate. Guest tickets are non-refundable and will be sold by the Receptionist during specific times, announced at the end of the term. All students should come appropriately attired for the graduation ceremony. Proper dress for graduation is dressy but casual. Men do not need a suit and tie. Dress slacks and nice shirt are fine. Women should be in either a dress or skirt and blouse or dress pants. Shorts, jeans, sneakers, and T-shirts **are not appropriate**.

Transfers from Certificate Programs into the Professional Programs: Students in the Certificate Programs who wish to continue their culinary studies and receive a Professional Diploma may apply for transfer into the Professional Programs. A student who is in academic and financial good standing and passes the final written exam is able to easily transfer into the Professional Programs. By week 12, a student should make his or her request in writing to the attention of the Academic Supervisor.

Students in the Culinary Certificate Program can only transfer into the Professional Chef's Program and students in the Certificate Pastry Program can only transfer into the Professional Pastry Program.

Withdrawals: If you wish to terminate your enrollment, you are required to notify the Academic Supervisor in writing, complete the Withdrawal Form, and resolve any outstanding financial obligations. Please refer to the refund policy on your enrollment agreement.

STUDENT CONDUCT

Students are expected to conduct themselves as responsible adults, and to have respect and consideration for instructors, staff, fellow students, and property. Consequences for improper behavior will vary depending on the severity of the infraction, but may result in dismissal from the program. Specific conduct matters include, but are not limited to:

Hygiene: It is mandatory that all students comply with the School's hygiene regulations. Posters outlining hygiene regulations are located in each kitchen and are outlined below.

- Hair must be covered at all times; long hair should be tied back into a pony tail and pinned up or contained in a hair net. If a student forgets his or her CSCA cap, a disposable paper hat will be provided. Beards and mustaches must be neatly trimmed so they do not touch the upper lip.
- Proper hand washing with soap and warm water before each class, before food is handled, and after smoking, etc. Plastic gloves or finger gloves (available at School) must be worn if there is the possibility of infection, the student has a cut or wound, or if the student is wearing a Band-Aid.
- All infections must be reported immediately to the Chef Instructor.
- Fingernails must be clean and neatly trimmed to the base of the finger. Nail polish is not permitted.
- Earrings, necklaces, rings, bracelets, and watches may not be worn while participating in lab. This includes all visible piercings, facial and otherwise. Wedding bands may be worn in lab.
- Full uniforms are to be worn during all lab work; uniforms minus your cap are to be worn in the lecture. During non- lab seminars, you may wear street clothes (e.g., Wine Seminar).

Cheating will not be tolerated. If a student is caught cheating on any test, he or she will receive a zero for that test and may be dismissed from the School.

Consumption of Alcohol: Alcoholic Beverages may not be brought into the School for class. Wine, beer, and/or spirits cannot be served with any meals during or after the lab. Wine will be served for the Wine Seminars to those students who are 21 and older. However, standard wine tasting procedures will be followed and the wine will not be consumed. If, for medical, religious, or personal reasons, you cannot participate in the tasting of wines or spirits as they relate to a particular class, you must notify the School in writing. Attending class while visibly impaired by drugs and/or alcohol is cause for dismissal.

Theft of any kind will not be tolerated and will result in dismissal from the School.

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Behavior whether real or perceived, that threatens the physical or emotional safety of another student, Chef Instructor, or staff, including, but not limited to, intimidation, harassment, racial or sexual innuendoes, verbal or physical abuse will not be tolerated. The use of obscene language will not be tolerated.

Firearms: Possession of any type of firearms or weapons that could be used to cause harm, injury, or endanger any person is prohibited on School property.

Illegal Activities: All illegal activities are prohibited at the School. Use, possession, selling, or distribution of illegal or unauthorized drugs, drug paraphernalia, or alcohol on School property is prohibited. Any student conducting illegal activities on School grounds will be dismissed from the program.

Smoking on School property other than in the designated area is prohibited. Students may smoke in the parking lot behind the School only. Cigarette butts must be disposed of in the standing ash tray or extinguished completely and put into the dumpster. Under no circumstances should lit cigarette butts be thrown in the dumpster. **Smoking is not allowed in the front of the building facing Massachusetts Avenue.**

Food and Beverages: Beverages and snacks may be consumed during classes, but not at workstations in the kitchens. Coffee cups, soda cans, glasses, etc., are not permitted on window sills or woodwork in the classrooms.

Phones and Copiers: Students may not use School phones to make outgoing calls except in an emergency. Cell phones and pagers must be turned off during class. You must obtain permission before leaving the class to make a call. The School's office does not provide use of computers, copy machines, or the fax machine. The Library has a computer for student's use to perform research or complete assignments.

Visitors: Students must not bring children or friends to class. All visitors must be approved ahead of time by the Administration.

Security Procedures: To ensure the safety of all students and staff, please keep School doors locked at all times. The back door to the administrative offices will remain locked and closed at all times. Only chef instructors and staff with keys are permitted to use this access. Students must use the front door to enter the administrative offices.

Students are not to be on School premises unsupervised unless they have received prior approval from the General Manager.

Parking and Transportation: Parking is not provided by The Cambridge School of Culinary Arts. Parking spaces for students are extremely limited. The only legal spaces are along Massachusetts Avenue, which is metered from 8:00 am to 6:00 pm. There is a two-hour limit at each metered space, so you must move your car every two hours or risk being ticketed. There is no parking along any of the side streets. These spaces are reserved for Cambridge residents only.

The School is located on the red line of the MBTA. The Porter Square station is only two blocks east on Massachusetts Ave. There is also a commuter rail Train Station at Porter Square with

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service from North Station and points west (e.g., Concord). There are also bus routes along Massachusetts Avenue from Arlington, Medford, Watertown, and Harvard Square. The Alewife T Station, two stops from Porter Square, is connected to several bus routes and a parking garage.

COMPLAINT PROCEDURES

In order to address any issue or complaint, speak first with your Chef Instructor. If your Chef Instructor does not respond, or if you feel that your situation remains unresolved after seven (7) days, you may address your concern through a formal written complaint to your Academic Supervisor.

You will be contacted by your Academic Supervisor within seven (7) days of receipt of your formal written complaint to address your concerns. Your Academic Supervisor will then present a resolution to your complaint within seven (7) days. If there are any hearings or inquests at this stage, you will have the right to be present, unless it is a personnel matter.

If your Academic Supervisor does not respond within seven (7) days, or if you are not pleased with the resolution presented by your Academic Supervisor, you may address your concern through a formal written complaint to John Hannon, Director of Operations. The Director of Operations will attempt to resolve your complaint within seven (7) days. If there are any hearings or inquests, you will have the right to be present, unless it is a personnel matter.

Any student wishing to contact the Massachusetts Department of Elementary and Secondary Education may do so at:

Massachusetts Department of Elementary and Secondary Education
Office of Proprietary Schools
Phone: 781.338.6048
Email: proprietaryschools@doe.mass.edu

Schools accredited by the Accrediting Commission of Career School and Colleges must have a published procedure and an operational plan for handling student complaints. If a student feels that the School has inadequately addressed a complaint or concern, the student may consider contacting the Commission. All complaints considered by the Commission must be in written form, with permission from the complainant(s) for the Commission to forward a copy of the complaint to the School for a response. The complainant(s) will be kept informed of the status of the complaint and the final resolution by the Commission. Complaints may be directed to the Commission at the following address:

Accrediting Commission of Career School and Colleges of Technology
2101 Wilson Blvd, Suite 302
Arlington, VA 22201
Phone: 703.247.4212

A copy of the Commission Complaint Form is available at the School and may be obtained by contacting the Registrar.

ALLERGY ACTION PLAN

Student's Name _____

Allergy to _____

No Allergies _____

Asthmatic **YES** _____ **NO** _____

Please list below the symptoms you normally experience and their severity:

What, if any, medications do you use for your allergy:

Emergency contact information:

Name _____ **Relationship** _____

Phone Number(s) _____

Student Signature _____ **Date** _____



INSURANCE ACKNOWLEDGEMENT FORM

Please note that as a student at The CSCA, you are not covered by the School’s Workers’ Compensation insurance policy. Since you are classified as a student, not an employee, any personal injury you suffer—provided that is not the result of negligence on the part of the School—is covered by your own personal health insurance policy. We advise all students that enter the program to be enrolled in a health insurance plan.

If you have any questions, please contact John Hannon, Director of Operations, at jhannon@cambridgeculinary.com or 617.354.2020 x111.

I hereby acknowledge that I understand the above information regarding insurance coverage.

Name of Student: _____

Signature: _____

Date: _____