



INTERNATIONAL
CULINARY
STUDIO

STUDENT HANDBOOK

Home School Programme

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About International Culinary Studio

At International Culinary Studio, we provide exceptional technology driven culinary education and bring our classroom to your kitchen!

We offer globally recognised Chef Qualifications and programmes, based on International curricula. Our specifically designed course is scheduled to accommodate students who are not able to attend a classroom education but have a passion for entering the culinary world or gaining the culinary skills used in commercial kitchen environments.

Our Values

- Excellence
- Integrity
- Innovation
- Passion
- Creativity

These values determine the way in which we conduct ourselves, both professionally and personally and are integral to how we interact with each other.

Chef's Ten Commandments



Your uniform is your Tuxedo, wear it with pride	Foods are always hot and trending, so make your career one of life-long learning!	Be a part of the team behind the scene, play your part in the Chef Brigade!	A rewarding and fun career from your creations will ensure you always exceed your customer expectations!	You need to be the authority to make hygiene and safety your top priority... always think safety first, and clean as you go!
Always prepare to be prepared... check and check again your 'mise en place'	Support local suppliers of fresh produce and products whenever able, follow the philosophy of 'from farm to table'!	To be at the top of your game, knowledge of financials and costing's will give you the fame!	To be at the top of your game, knowledge of financials and costing's will give you the fame!	Another key to your ultimate mission, always focus on healthy foods and nutrition.



Your Glossary of Terms and Role Players

Role Player / Term	Description
International Culinary Studio (ICS)	International Culinary Studio is the training provider.
Student/Learner/ Candidate	These titles are interchangeable and refer to the person who is completing the course.
Chef Instructor	Each student will be assigned to a Chef Instructor who is qualified, and an experienced lecturer.
Learner Management System	Canvas is the online student portal, the Learner Management System (LMS) through which the student will access learning material, interact with their Chef Instructor. You will also communicate via your LMS with your chef instructor and all communication is saved for future reference.
Formative Assessment/ Task	Formative Assessments are generally used to monitor a student's progress and level of understanding.

The Programmes We Offer

International Culinary Studio offers the following (Full Time and Part Time):

- Home School Culinary Programme

We'll be bringing our classroom to your kitchen with our cutting-edge technology driven learning system. These high contact points will include synchronized teaching webinars, enhanced video content and an exceptional Learning Management System where you are an active part of your own studies. You can have as much or as little interaction as you require. You are essentially in charge of your own learning.

Duration

Our flexible study options and mean you can complete the course and still achieve a life/work balance, depending on the number of hours you decide to study each week.

A maximum period of **6 months is allowed for the Home School Programme.**



Home School Course Outline:

<p>Module 1: Apply fundamental cookery skills to prepare, cook, and present a range of basic dishes employing commodities commonly used in the industry.</p> <ul style="list-style-type: none"> • Prepare food for cold presentation. 	<p>Module 2: Apply health and safety, food safety and security practices to ensure own safety and minimize potential hazards for customers:</p> <ul style="list-style-type: none"> • Safety at Work • Food Safety in Catering 	<p>Module 3: Communicate effectively and behave in a professional manner, introduction to the hospitality industry, follow standard operating procedures to deal with familiar problems in a commercial kitchen</p> <ul style="list-style-type: none"> • Communicate effectively & behave in a professional manner with colleagues, managers, and customers • Introduction to the hospitality and catering industry • Introduction to basic kitchen procedures • Introduction to basic nutrition 	<p>Module 4: Apply fundamental cookery skills to prepare, cook, and present a range of basic dishes employing commodities commonly used in the industry.</p> <ul style="list-style-type: none"> • Prepare, cook and finish foods by frying
<p>Module 5: Apply fundamental cookery skills to prepare, cook, and present a range of basic dishes employing commodities commonly used in the industry.</p> <ul style="list-style-type: none"> • Prepare, cook and finish foods by braising and stewing 	<p>Module 6: Apply fundamental cookery skills to prepare, cook, and present a range of basic dishes employing commodities commonly used in the industry.</p> <ul style="list-style-type: none"> • Prepare, cook and finish foods by boiling, poaching and steaming 	<p>Module 7: Apply fundamental cookery skills to prepare, cook, and present a range of basic dishes employing commodities commonly used in the industry.</p> <ul style="list-style-type: none"> • Prepare, cook and finish foods by baking, roasting and grilling 	<p>Module 8: Apply fundamental cookery skills to prepare, cook, and present a range of basic dishes employing commodities commonly used in the industry.</p> <ul style="list-style-type: none"> • Prepare, cook and finish foods stocks, soups and sauces.

Technical Requirements

To use the Online Learner Management Software, you will need the following system requirements:

This is a list of basic computer system requirements to use our Learner Management System (Canvas). It is always recommended to use the most up-to-date versions and better connections. Our Learner Management System will still run with the minimum specifications, but you may experience slower loading times. Our Learner Management System and its hosting infrastructure are designed for maximum compatibility and minimal requirements.

<i>System Specs</i>	<i>Minimum Requirements</i>
Operating System	Windows 7 and newer (users on Windows 10 need to download the Windows 10 Anniversary Update to submit assignments) Mac OSX 10.6 or newer Linux – Chrome OS
Tablet, Phone OS	iOS 7 and newer (versions vary by device) Android 4.2 or newer
Computer Speed & Processor	Use a computer 5 years old or newer when possible 1GB of RAM 2GHz Processor
Internet Speed	Along with the compatibility and web standards, our Learner Management System has been carefully designed to accommodate low bandwidth environments – Minimum of 512kbps
Screen Resolution	1024 x 768
Audio	Speakers / Headphones
Webcam	Good Quality webcam to take clips of your practical tasks (if not using mobile / tablet)

Supported Browsers

Internet Explorer 11 and Edge 39 and 40	Windows only – Please make sure your operating system is also current as noted in the computer specifications, you may need to download the Windows 10 Anniversary Update to submit assignments
Safari 9 and 10	Macintosh only
Chrome 58 and 59	
Firefox 53 and 54	Extended Releases are not supported
Flash 25 and 26	Used for recording or viewing audio/video and uploading files

We highly recommend updating to the most current version of your preferred browser. Your browser will notify you if there is a new version available. Some supported browsers may still produce a banner stating “Your browser does not meet the minimum requirements for Canvas”. If you have upgraded your browser but you are still seeing the warning banner, try logging out of the Learner Management System and deleting your browser cookies.

Required Components

Flash –	Is required for recording audio and video in the Learner Management System. Other than these features, Flash is not required to use in most areas of the Learner Management System. Please Note: Some browsers may no longer support Flash.
Java plug-in	Is required for screen sharing in Conferences

**JavaScript must be enabled to run the Learner Management System.

For Media File Downloads Only

Excel	2003+
Word	2003+
PowerPoint	2003+
PDF Reader	All pdf readers acceptable

Kitchen Requirements

Your Home Study Kitchen Equipment List.

This is merely a guideline of equipment that you would need over the period to prepare the required dishes (recipes) during your online course.

General Home Equipment	<ul style="list-style-type: none">• Oven – Domestic• Stove Top – Domestic• Chiller & Freezer Fridge• Microwave• Electric Beater or Food Processor• Hand Blender
Cooking Utensils	<ul style="list-style-type: none">• Pots – Any small that can take approximately 500g of products• Pan – Any that can sauté and can fry products, preferably Teflon coated /non-stick• Baking Trays/ Oven trays• Oven Gloves
Kitchen Smalls and Accessories	<ul style="list-style-type: none">• Apron• Chefs Knives – Cooks Knife & Paring Knife• Chopping Board• Thermometer• Tongs – Any type will suffice• Can Opener• Whisk• Spatula/ Egg Lifter• Serving Spoon/Cups• Ladle• Sieve/ Colander• Measuring Jug• Measuring Spoons• Scale• Grater• Seasoning Containers – (Salt & Pepper)• Crockery – (to present your dishes on)• Pastry Cutters• Cooling Rack• Piping Bag & Nozzles• Bowl Scraper – Pastry Spatula (rubber)• Rolling Pin• Pastry Brush• Plastic Containers – For keeping product sealed in the chiller
Kitchen Hygiene supplies	<ul style="list-style-type: none">• Hand Sanitiser• Hand Wash Soap• Kitchen Towel• Kitchen Swabs /Cloth• Sanitiser – Surface General All Purpose• First Aid kit – Plasters (Hygioplast – Blue waterproof and burn aid gel/spray or cream)

Online Induction

You will be required to attend an online induction session with your appointed **Chef Instructor**. Instructions on how to access this online induction will be send to you through the Learner Management System once you have registered.

During this session, your Chef Instructor will discuss health & safety, the layout of the online material with you, the order in which you need to complete it, the **Checkpoints and Quiz**.

Learning Material

Learner Material is included in your course fee, and it is essential that you have access to all Learning Material for each session. All material is provided through the Learner Management System.

You will work through this online material, including the Checkpoints & Quizzes at your **own speed, on your own time**. (Keeping in mind the time frame allowed for completing the full course.)

Uniforms

We suggest that you wear the prescribed chef's uniform, including safety shoes, while in the kitchen. This is recommended for health and safety reasons.

Uniforms should be maintained in a clean and in good condition at all times.

Should you not wear the appropriate PPE (Personal Protective Equipment) whilst in the kitchen, you are doing so at your own risk.

Uniforms should be clean and pressed, should fit correctly, and be kept free of marks and spots. Shoes should fit well and should be cleaned and polished. Black safety shoes are recommended, which should be closed, comfortable, flat, non-slip / steel tip – no high heels).

Correct clothing, footwear, and headgear should be worn at all times.

The uniform recommended for International Culinary Studio students is as follows:

- Chef pants – Black (no denim / jeans)
- Chef jacket – White
- Chef skull caps – Black
- Neckties – Black
- Aprons – White
- Safety Shoes – to be black, closed, comfortable and non-slip

(Please note that a uniform would be required if students wished to complete professional qualifications with International Culinary Studio).

A **high standard of hygiene** should be maintained at all times to prevent cross-contamination and infections, prevent accidents, maintain a clean and professional appearance, comply with food safety law, and prepare for industry).

Chefs are constantly in close proximity to food and need to be aware that poor personal hygiene can result in cross-contamination, which can lead to food poisoning.



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Bringing our Classroom to your Kitchen

Hygiene

It is essential to follow these personal hygiene guidelines:

1. Wash hands before touching food, after handling raw food, after smoking and visiting toilets.
2. Never cough or sneeze over food.
3. Fingernails should be short and clean – do not bite them, do not wear nail polish and do not rub off any nicotine stains.
4. Cover sores and cuts with a clean, waterproof plaster.
5. No jewellery should be worn when handling food.
6. Keep hair clean, tidy, and use clean headgear.
7. Bath every day and use deodorant.
8. Wear comfortable and clean shoes.
9. Brush your teeth at least twice a day.
10. Do not smoke in food and service areas.
11. Keep moustaches and beards trimmed.
12. Do not touch your ears, nose, or hair when handling food.
13. Do not lick your fingers when handling food.

Kitchen Etiquette

These etiquette guidelines must be followed:

1. Correct, full uniform should be worn at all times: Neat, clean, ironed, clean safety shoes, jacket fully buttoned, white apron only.
2. No jewellery, except watch / wedding ring.
3. Piercings removed or covered with plasters.
4. Nails short and clean, no varnish or false nails.
5. Clean-shaven.
6. Hair clean, tied back, and loose hair pinned back.
7. No sitting on tables.

Lesson Plan

Every student will receive a lesson plan at the beginning of their course, which should be referred to at all times. This is a document to guide you in terms of planning your time. You will be completing your course at your own time and speed, within the set time allowed. It is recommended that you use the Calendar in the Learner Management System to schedule your study times and due dates as set for yourself.



Practical Assignments

It is your responsibility to make sure you fully understand what is expected of you prior to commencing with a Practical Assignment.

Once you are ready to start with a Practical Assignment, the system will guide you in terms of what evidence to upload to the Learner Management System. Read all the pages relevant to the Practical Assignment carefully and make sure you upload the requested evidence to the page specified.

You have to submit all the relevant evidence pertaining to a specific Practical Assignment, at once. If you should only submit one piece of evidence and return to re-submit another, the system will delete the first evidence submitted. If you are not sure if all the relevant evidence has been submitted, contact your Chef Instructor. It is your responsibility to ensure that all relevant evidence is submitted.

Electronic Portfolio of Evidence (ePortfolio)

At International Culinary Studio, you will be able to build your ePortfolio (electronic portfolio) within our Learner Management System. This will enable you to showcase your evidence gathered during the course of your studies by allowing a prospective employer access to this ePortfolio. This evidence may be used to support applications for jobs or for entry to continuing education.



Formative Assessments

Assessments are done by means of:

- **Formative Assessments:** Checkpoints throughout the course modules. A Checkpoint will occur after a certain section of theory has been dealt with in your online material. The purpose of the Checkpoint is to benchmark your knowledge and to determine whether you are ready to move on to the next section within the module.
- **A Quiz,** which will occur at the end of the module. The Quiz will contain a selection of questions to be answered, covering all theory within the specific module.

For Formative Assessment, **you need to achieve 80% or above** to be declared “Competent” by the Assessor. This will mean that you have “achieved” the specified learning outcome / assessment criterion.



Assessment Principles

International Culinary Studio adheres to the following assessment principles:

Validity

Assessment practices and methods used are in line with the stated outcomes of the module. The assessment methods that are used are appropriate for the type of outcomes that are assessed.

Reliability

Comparable judgments are made in the same or similar contexts each time a particular assessment for specified intentions are administered. The assessment instruments are of such a nature that different assessors would obtain the same assessment results under the same circumstances.

Transparency

Information on assessment have been made known to the students. Students will receive clear information about the assessment requirements against which their performance will be measured during the different assessment opportunities.

Fairness

Assessment systems are equitable in that all students are treated fairly without prejudice and with the necessary assistance to overcome inability or handicaps.

Achievability

Costs and practical implications of the assessment process are reasonable within the context and the purpose of the assessment.

Authenticity

Evidence submitted can be attributed to the student without any doubt.

Sufficiency

The student has submitted sufficient evidence to allow the assessor to make a judgment decision regarding the student's competence.

Timely Feedback

Instructors provide timely feedback on formative and summative assessment tasks. Feedback enables students to identify the sections that have been completed satisfactorily and to clearly know which sections require further study.

Responsibilities of the student in terms of assessment

- The student needs to ensure that s/he is fully informed of the rules and regulations with regard to assessment.
- The student should ensure that s/he is fully informed of the rules and regulations with regard to the assessment in a specific module
- The student commits him/herself to making an honest and dutiful attempt during assessment tasks

Responsibilities of the Assessor / Chef Instructor

- Successfully applies the criteria for effective assessment in the practice
- Effectively applies assessment for different purposes
- In cooperation with the programme coordinator, takes responsibility for his/her own further development
- Provide timely feedback to the student. All assessment feedback to be provided to students within 5 (five) working days after being submitted by the student.

Moderation

Internal Moderation of the Chef Instructor assessment of students will be undertaken by an Internal Verifier.

Appeals Procedure

You have the right to be assessed three times to become competent. The Learner Management System stores the last submission made in terms of evidence submitted. Upon receiving feedback from the Assessor after your third attempt and you still being declared 'Not yet Achieved', you have the right to appeal against the Assessor's decision if you wish to do so.

You have the right to appeal an assessment result under the following circumstances:

- If the assessment policies and procedures were not followed during assessments.
- If not all evidence available was considered during the assessments.
- The assessor was not a subject matter expert or did not have a subject matter expert available during the assessment process.
- The assessor did not assess according to the performance criteria and range statement stipulated in the unit standard.

Should you appeal, you must complete the Students Notice of Assessment Appeal form before the appeal hearing with an internal moderator. The internal moderator will allocate another assessor to re-assess your assessment evidence. The Students Notice of Assessment Appeal form can be obtained from International Culinary Studio's Administration Department at admin@internationalculinarystudio.com

Should the appeal assessor re-affirm the first assessor's decision, you may appeal to the external moderator within two days after the appeal assessor's feedback session. If the external moderator upholds the appeal assessor's decision, the cost for the re-evaluation will be borne to you. Should the moderator's decision differ from the assessor's decision, the cost of the re-evaluation will be borne by International Culinary Studio.



Certification

Option 1: International Culinary Studio - Once you have completed both your theoretical and practical components and assessments, you will be awarded with an **International Culinary Studio Certificate of Achievement**, and a Digital Badge.

Pass Requirements:

Pass Rates

- Pass = 60% - 70%
- Merit = 71% - 82%
- Distinction = 83% - 100%

International Culinary Studio Awards

International Culinary Studio presents the following awards per annum, should the criteria requirements be met:

Top Student of the Year Award

- Over **95%** on assignments
- Over **95%** on checkpoints & quizzes
- Over **95%** on your ePortfolio
- Competent in practical's
- Instructor motivation, in writing
- No outstanding monies owed to the studio

Most Improved Student Award

- This award will only be made in cases where individuals show exceptional continuous growth on a personal level, and academic improvement
- Instructor motivation, in writing
- No outstanding monies owed to the studio

Changing Courses

If you wish to change from one course to a new course, this will be treated as a withdrawal and re-enrolment must be applied for within one month of the confirmation of your initial enrolment. An administration fee may be levied, and the course will change where applicable.

Change of Name

We are required by the Accrediting Bodies to stipulate your full legal name on our records. If for any reason, you change your name after first enrolment with International Culinary Studio, you need to provide us with the details of your name change, and a verified copy of the document to support this.

Change of Address /Contact Details

When you change your address and/or contact details, it is your responsibility to inform the Student Administrator of International Culinary Studio, by email to admin@internationalculinarystudio.com at your earliest convenience.

Fee Payments

Should you have any queries with regards to fees, please contact our Administration Department at admin@internationalculinarystudio.com

You need to make sure that all payments are up to date; else you will not be allowed to write exams / attend the Practical Assessment. Additional administrative and/or legal fees may be applied to outstanding fees and/or the recovery thereof.

Failure to pay any amounts due may have the following consequences:

- Online study material will be locked
- Assignments will not be marked

Guarantors will be held responsible for outstanding fees. All legal costs will be for the account of the student/guardian/guarantor.

Failure to attend a course, or portion thereof for any reason shall not relieve the student from any liability for payment of the balance of any fees, which may be outstanding at any time.

Cancellations and Refunds Policy

International Culinary Studio (ICS) Cancellations and Refunds policy comply with section 235 (1) of the Education Act 1989 and NZQA Student Withdrawal and Refund Rules.

Domestic Students:

Student Withdrawal and Refund Rules (Programme of more than 3 months duration):

Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per [section 235 of the Education Act 1989](#),

“A domestic student who is enrolled at a private training establishment for all or part of a programme or training scheme that is of more than 3 months’ duration and who withdraws from that programme or scheme within the refund period is entitled to a refund, without deduction, of so much of any payment, or of the sum of any payments, made by the student in respect of the programme or scheme, and, if withdrawal from the programme or scheme also constitutes complete withdrawal from the establishment, in respect of enrolment at the establishment, as exceeds \$500 or 10% of the amount of that payment or of the sum of those payments, whichever is the lesser”.

and if the withdrawal occurs up to the end of the eighth day after the start of a course.

International Culinary Studio must refund an amount equal to the sum of the amount paid less a deduction of the lesser of 10 per cent of the fees paid or \$500.

Student Withdrawal and Refund Rules (Programme of less than 3 months duration):

NZQA specifies the following withdrawal periods and refund amounts for domestic students on courses of under 3 months under section 235(1A) of the Education Act 1989^o:

Course length	Withdrawal period	Refund amount
For courses of two days or less	None	Any refund is at the PTE's discretion
For courses of more than two days but under five weeks	Up to the end of two calendar days of the course commencing	A minimum of 50% of the amount the student paid in respect of the course
For courses of five weeks or more but less than three months	Up to the end of five calendar days of the course commencing	A minimum of 75% of the amount the student paid in respect of the course

ICS Guidelines:

Programmes of two days or less:

No withdrawal period.

Refund at discretion of the Director of Studies.

Programmes of more than two days and under five weeks:

If the withdrawal occurs up to the end of two calendar days of the course commencing, International Culinary Studio will retain 50% for Administration, Cancellation Fee's and other costs.

Programmes of five weeks or more, but less than three months:

If the withdrawal occurs up to the end of five calendar days of the course commencing, International Culinary Studio will retain 25% for Administration, Cancellation Fee's and other costs.

Programmes of three months or more duration:

If the withdrawal occurs up to the end of the eighth day after the first day on which the student is required to attend the establishment or start an online course, International Culinary Studio will retain an amount of 10% of the fees paid, or \$500 whichever is the lesser amount for Administration, Cancellation Fee's and other costs.

International Students:

International students are entitled to a refund as follows.

Courses three months or more

If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which the PTE requires the student to attend the establishment:

- In such cases the PTE may deduct up to 25 per cent of the fees paid, provided the PTE incurred costs to this amount and can justify these costs.

(As per [section 235A\(1\)\(a\) and \(b\) of the Education Act](#) and as set out in the [Education \(Refund Requirements for International Students\) Notice 2012](#).)

Courses five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:

- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 25 per cent.

(As per section 235A(1)(c) and (d) of the Education Act.)

Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:

- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100 per cent of the payment

(As per section 235A(1)(c) and (d) of the Education Act.)

ICS Guidelines

International Culinary Studio will adhere to the guidelines as stated above and will comply with the following sections of the Education Act.

- [section 235A\(1\)\(a\) and \(b\) of the Education Act 1989](#) and as set out in the [Education \(Refund Requirements for International Students\) Notice 2012](#).
- section 235A(1)(c) and (d) of the Education Act 1989.
- per section 235A(1)(c) and (d) of the Education Act 1989.

Academic Freedom

Academic freedom governs your rights and responsibilities relating to academic work completed as a student. It ensures that you are not penalised for your views being different from your instructors, if your work is supported by relevant and rigorous research and information.

Academic Misconduct

There are procedures for dealing with possible dishonest and/or improper practice by students, as well as guidelines to ensure protection of your rights.

Dishonest and/or improper practice includes:

- Copying from another student
- Plagiarising a piece of work from a textbook or the internet, etc. without acknowledging the source
- Cheating in examinations

When working in study groups, discussion with other students on assessments are acceptable, but you must ensure that the final piece of work submitted is your own, independent work. Do not allow another student to copy from you. Should it be found that another student copied your work, there is no guarantee to prove that the work was either of yours, which will result in both students receiving a zero mark for the assignment or completed work. Both parties will have to resubmit their work for a remark.

Where dishonest and/or improper practice is suspected, it is referred to management, who will follow the procedures outlined in International Culinary Studio's Quality Management policies and procedures.

Access to Student Academic Records

Each student's academic records are available on the Learner Management System. These records are only available to the student, accreditation bodies and International Culinary Studio employees.

Valuables

International Culinary Studio takes no responsibility for lost, stolen, or damaged valuables and/or personal items during practical industry work and/or exams.

Students with Special Needs

Please inform your instructor of any special needs, for them to assist you, e.g. language difficulties, disabilities, ADHD, ADD, or any other medical conditions, etc.

Complaints

International Culinary Studio aims to be responsive to your needs. We provide a process by which you can raise any issues, which you believe impact your studies, or reflect any concerns you might have about our service to you.

You may raise a complaint verbally online, telephonically or written (letter or email). If deemed necessary, a formal meeting will be held with you to discuss the complaint. This meeting will be minuted and you will receive a formal written response to your issue(s) raised.

Student Grievance Policy

A grievance is a complaint relating to the terms and conditions of registration or personal interaction between a student and another student or students; between a student and a staff member, or between a student and the culinary studio.

Procedure for Logging a Grievance

If a student wishes to lodge a grievance, the Chef Instructor should be contacted, first through the Learner Management System or by sending an email to admin@internationalculinarystudio.com

The student will make submission in writing outlining the grievance with all relevant details. The employee who receives the email should acknowledge receipt of this.

The allegation / grievance will be investigated by the Employee who first receives the grievance and in the first instance try to resolve the grievance to the best of their ability and to the benefit of the student. If the grievance is not able to be resolved or is deemed serious there will be an inquiry into the relevant person(s) will be notified to attend an enquiry before the team responsible for the students programme of study which will include the Chef Instructor and the Student Administrator.

If the matter is not satisfactorily concluded the Director of Studies/Code Administrator should be contacted for resolution of the matter. The Academic Board may be contacted if the grievance is still not resolved and final recourse is with the International Student Contract Dispute Resolution Scheme (DRS)

No complaint shall be considered under the grievance procedure if it relates to an official policy of the studio or to a regulation or procedure of International Culinary Studio or if it contravenes, interferes with or prevents the studio from the implementation of a formally approved policy or procedure.

Grievance procedures may lead to disciplinary procedures against staff or students if they are upheld

Disputes

In the event of International Culinary Studio and you being in a dispute over a matter arising from the contract you have with International Culinary Studio, both parties are required to use their best endeavours to resolve any dispute, which may arise under the contract through good faith negotiations.

If the dispute arising under the contract cannot be settled by negotiation between International Culinary Studio and the student and/or his/her representative, then it shall be submitted to an independent person with relevant alternative dispute resolution qualification and/or experience to make a determination and both parties will abide by the decision. The parties will appoint the independent person jointly if they can agree to one. If they cannot agree within seven days of either party serving notice on the other advising agreement, or an agreement on an independent person cannot be reached, management and/or the Director will be invited to make an appointment.

N.B ! Before you use the above dispute procedure, we strongly urge you to contact management to try and resolve the problem informally. Often disputes can be quickly settled by provision of correct information. International Culinary Studio is committed, as far as it is able, to resolve disputes quickly and efficiently and at the appropriate level.

Please Note: Nothing in this clause detracts from International Culinary Studio's right to discipline or otherwise act against a student whose conduct has contravened the Code of Conduct outlined in this handbook. Provided International Culinary Studio acts within the procedures set out in this handbook, its right to act cannot be disputed.



Code of Conduct

A code of conduct is a written statement of rules and principles concerning discipline of students. It informs you of the kind of behaviour that is expected from each student and the standards of behaviours that the studio would like to maintain.

The purpose of the Code of Conduct is to create a well-organised and good educational environment so that effective learning and teaching can take place, to promote self-discipline, encourage good behaviour, and regulate conduct and to preserve the integrity and good name of International Culinary Studio.

The Code of Conduct refers to the general behaviour that students are expected to adhere to from day to day. It, in broad terms, describes the standard of work and conducts which are appropriate at a tertiary institution.

An offence is defined as any deviation from the expected conduct, whether expressly stated in the Code of Conduct, or not. The Code of Conduct may be amended from time to time, and students must comply with International Culinary Studio Regulations and Code of Conduct, as amended. International Culinary Studio may discipline, suspend, or expel any student for any reason considered sufficient by law, even if not specifically stipulated in the Code of Conduct and/or Regulations.

Misconduct

Before any disciplinary steps are taken against a student, International Culinary Studio must determine the severity of the misconduct and act accordingly. In cases of serious misconduct, the student may be suspended from course access, pending an investigation into the matter. Depending on the severity of the case, and the evidence gathered to support the misconduct, the student may be faced with disciplinary action or possible expulsion from International Culinary Studio.

For discipline to be maintained fairly, you must know what constitutes misconduct and the procedure that will be followed when dealing with misconducts. It is your responsibility to familiarize yourself with the Code of Conduct, and Rules and Regulations of International Culinary Studio.

Regulations

Any student, who is found guilty of breaking a rule or committing misconduct, may be subject to disciplinary procedures, which will be determined by management, and may be suspended.

In the event of illness, you must notify International Culinary Studio of the nature of your illness and the expected date of commencement of studies.

You are requested to direct all concerns through your instructor.

By registering at International Culinary Studio, you may not at the same time be registered with a similar institution, unless prior written consent from International Culinary Studio is obtained.

General

You may not:

- Advertise goods, offer goods for sale, fundraise, or collect money via our Learner Management System without the prior written consent of management.
- Slander, make a false or incorrect statement, or provide materially incorrect information about International Culinary Studio to any person.
- Behave in a manner that may prejudice the reputation and good name of International Culinary Studio, threaten the maintenance or order, discipline and security of International Culinary Studio, and prejudice the process of tuition, research, administration and general International Culinary Studio activities.

These misconducts listed are not an exhaustive list of misconducts and may be expanded and amended from time to time by International Culinary Studio, [without prior notice](#). It is not possible to list every offense, which may arise. International Culinary Studio may discipline, suspend, or expel any student, for any reason considered sufficient in law, even if not specifically stipulated.

Dishonest Academic Practice

All forms of dishonest or improper academic practice are unacceptable to International Culinary Studio.

Dishonest practice includes but is not limited to:

- Cheating in assessments.
 - Bringing materials into the assessment environment (i.e. Kitchen), unless these items are expressly permitted in the Chef Instructors instructions.
 - Communicating with another learner in any way (e.g. verbally, in writing or electronically) during the summative assessment.
 - Using a mobile phone, or other electronic device, or accessing the internet during an assessment unless explicitly permitted in the written instructions.
- Collusion:
The submission of work carried out partially or completely with another person but submitted as if it had been completed by the learner alone (or a group if this is a team assessment).
- Ghost writing:
The use of another person (with or without any form of payment) to prepare all or part of an item of work submitted by the learner for assessment.
- Plagiarism.
 - The use of material produced by another person with or without their acknowledgement, knowledge or approval and presented as the learner's own work.
 - The presentation of any material from any source without proper acknowledgement of the source of the material.

Procedures on discovery of dishonest practice:

The penalties are at the discretion of the Director of Studies. The following are guidelines only:

For a first offence:

- The learner will have a meeting with the Academic Manager and Chef Instructor to discuss the issue and this will be recorded on the learner's record.
- The Chef Instructor will present evidence of dishonest academic practice by the learner. The learner has the right to explain or refute the claim of dishonest academic practice. The learner may bring a support person to the meeting for emotional support.
- Should the learner be found to have engaged in dishonest actions, the learner will gain no credit for the assessment.
- The learner will be issued a warning letter about the consequence of further dishonest actions.
- The learner may apply for the opportunity to take a resit which will incur a resit fee (\$250).

For a second offence:

- The learner will have a meeting with the Director of Studies, Academic Manager and Chef Instructor to discuss the issues and this will be recorded on the learner's record.
- The Chef Instructor will present evidence of dishonest academic practice by the learner. The learner has the right to explain or refute the claim of dishonest academic practice. The learner may bring a support person to the meeting for emotional support.
- Should the learner be found to have engaged in dishonest actions for a second time, the learner will be suspended from the module but can apply to re-take the module the next time it is offered. This will incur a new module fee. All assessments for the module will need to be redone.
- The learner will be issued a warning letter about further dishonest actions and likely termination of enrolment.

For any subsequent offence the learner is likely to face exclusion from International Culinary Studio.

Appeals:

The learner can appeal the decision by applying in writing to the Academic Board within 2 weeks. (Refer to the appeals policy available from Student Admin.)

Education:

As part of the learner induction process the Chef Instructor will provide the learner with the policy on dishonest academic practice, discuss the policy with the learner and ensure that the learner has the opportunity to ask questions.

Disciplinary Offences

The following is a summary of (but not limited to) the disciplinary offences and recommended sanctions that will be enforced upon a student, should they transgress any of the rules of International Culinary Studio. You will be guilty of misconduct if it is proven that you committed one of the following (but not limited to) offences:

<p>Very Serious Offences</p>	<ul style="list-style-type: none"> • Dishonesty of any kind, including, but not limited to theft, bribery, corruption, forgery, making or giving false statements, blackmail and misrepresentation. • Commit any fraudulent act such as presenting false notes/documents, or knowingly misrepresenting facts about a situation. • Attempted assaults, threats of a violent nature or any kind of intended harassment, victimization to any students, instructors or persons. • Victimization, harassment, discrimination, intimidation or threatening behaviour of any kind including sexual harassment to fellow students, instructors or staff members of International Culinary Studio. • Participation in or inciting other fellow students or staff members to participate in an unprotected, illegal, un-procedural action such as riots, strikes or picketing. • Any action or behaviour that results in the relationship of trust and goodwill between fellow students, instructors or staff members being broken, or any action which jeopardises the integrity and good name of International Culinary Studio. • Being found guilty in the Court of Law of any offence that leads to a breakdown in the relationship between fellow students, instructors and staff members. • Failure to comply with safety regulations where the consequence of such action is serious or potentially serious. • Intentional damage or gross negligence when working with equipment or property. • Disrespect, disobey a lawful instruction, or be insubordinate towards any staff member, another student, office bearer or official body of International Culinary Studio • Intentionally or negligently contravene the Code of Conduct or encourage any other person to contravene the Code of Conduct. • Any action of fraternising or evidence of personal relationships with instructors or any International Culinary Studio employee during or outside of office hours.
<p>Serious Offences</p>	<ul style="list-style-type: none"> • Failure to comply with the prescribed Codes of Conduct, procedures, policies, regulations and rules which apply to the students at International Culinary Studio. • Using bad, foul or abusive language (written or spoken) towards fellow students, instructors or staff members on the premises or the immediate vicinity of International Culinary Studio. • Impertinence, rude or ill-mannered behaviour, making snide remarks towards instructors or staff. • Threaten to injure or injure another person or persons via the Learner Management System. • Unacceptable use or abuse of the Learner Management System. • Cheating – students are bound by the rules pertaining to all assessments. Rules and regulations outlined in the examinations book and on the assignment cover sheet. Any student who breaches these rules will be guilty of misconduct.
<p>Recommended Sanctions</p>	<ul style="list-style-type: none"> • Any student convicted of serious misconduct may face suspension or expulsion or other sanctions, such as a verbal or written warning, appropriate to the offence committed, and dependent on any previous sanctions. • Should a student be deemed to be a serious physical threat to other students or staff members, International Culinary Studio may summarily suspend the student as a precautionary step followed by an investigation into the alleged charges. • Repeated infringement of offences may result in suspension from classes and expulsion from the studio. • Suspension of a student may not exceed a period of five working days. • Students will be allowed the opportunity of a fair hearing and/or fair discussion to state their side of the case. • In less serious offences, students will be called into a student consultation with the instructor and/or management. • All discussions will be documented and kept on record for future reference. All persons present must sign all forms or by a witness should the student refuse to sign. • The objective of all consultations is for both parties to recognize and agree on the offence committed, and discuss corrective action, which will prevent such behavior reoccurring in the future.

Student Complaint Resolution Process (Internal)

If you are a student, and you have concerns related to your course or experiences with International Culinary Studio, it is very important that you give International Culinary Studio the opportunity to respond to your concerns. You may do this informally in the first instance (for example, discussing an academic issue with your Chef Instructor), or use International Culinary Studio's formal complaint procedure if that is not successful.

International Culinary Studio Process:

1. If a student wishes to lodge a formal complaint, they should make a submission in writing outlining the complaint with all relevant details.
2. International Culinary Studio will acknowledge receipt of this formal written complaint.
3. The formal complaint will be initially investigated by the ICS employee who first receives the complaint to determine the type of complaint and the most appropriate person to resolve the matter.
4. If the formal complaint is of an academic nature the matter will be referred to Academic Manager for resolution.
5. If the matter is not satisfactorily concluded the Director of Studies should be contacted to assist in the resolution of the matter.
6. If the formal complaint is of a non-academic nature the matter will be directly referred to the Director of Studies for resolution.

Please note: That the student may be requested to meet with the ICS representative handling their complaint to discuss any points raised in the complaint to ensure that they have all the relevant information required to make an informed decision. The student is most welcomed to bring an advocate and/or support person to all meetings with the ICS representative. All written communication and/or meetings held related to the complaint will be documented and filed for later reference.

Student Complaint Resolution Process (External)

Check this list to see whether there is a different agency that may be able to help you:

If your concerns relate to:	You could contact:
International Culinary Studio that belongs to ITENZ	Quality Commission
An international student's financial or contractual dispute with their provider	iStudent Complaints
Discrimination	Human Rights Commission
Someone's safety being at risk	WorkSafe New Zealand New Zealand Police
How information about you has been stored or used	Privacy Commissioner

Financial or contractual dispute

You should raise the issue with International Culinary Studio first and give us an opportunity to resolve it.

If at the end of International Culinary Studio's complaint process, you are not happy with the outcome, iStudent Complaints

may be able to help you. Before making a complaint, check that it's something iStudent Complaints can help you with.

Who can make a complaint with iStudent?

A New Zealand current and former international student and their parent or legal guardian may initiate a dispute against a provider by making a claim to iStudent Complaints as a student claimant.

What can I complain about?

iStudent Complaints resolves your contractual and financial disputes against your provider in New Zealand. iStudent will direct any complaints about Code breaches to NZQA.

iStudent Complaints may decline to accept a complaint for one or more of the following reasons:

- The provider has not been given an opportunity to resolve the issue raised by the dispute.
- The dispute is being addressed in another forum (such as the Disputes Tribunal or a Court).
- The dispute would be more appropriately dealt with by a court, tribunal, or other authority.
- The dispute has been previously dealt with by iStudent Complaints.
- The claim is frivolous or vexatious.
- Given the age of the dispute, it is no longer feasible to gather sufficient evidence or other information for resolution of the dispute.

How much will it cost?

Nothing. The service is fully funded by the Export Education Levy.

Accessing an interpreter

Language Line is available for iStudent Complaints student claimants to assist. iStudent can arrange an interpreter if needed.

Confidentiality of Records

International Culinary Studio has a legal obligation to protect each individual's right to privacy regarding the personal and academic information in its possession. This policy as it relates to confidentiality applied in this directive is based on both the student's right to privacy and the studio's responsibility for the judicious use of student data.

The term 'student record' refers to the data submitted in support of a student's admission to International Culinary Studio to which is added the student's academic history whilst at the studio.

The studio will regard each student record as a unique and private document, maintained in a secure, controlled environment. Access to student information held in any medium (hard copy and/or on a computerised database) must observe the principles of confidentiality to guidelines provided by International Culinary Studio.

The studio uses data for record keeping, reporting and analysis purposes only. It is updated, corrected, or amended, and/or documented upon notification from the student, as appropriate. Student record data is maintained current for a minimum of one year, following the student's last academic activity with International Culinary Studio, after which time, it will be archived.

Data on a student's record is protected by security measures, including the regulation of access to the Information System.

Data held in records, established, and held by the Administration office are subject to the principles of confidentiality applied in this directive.

The Administration office is accountable for providing the policy and procedure by which accurate data gathered from students, agencies, institutions and faculty, are maintained and disseminated appropriately to the student, or to other legitimate users as described in this document.

All requests for information regarding students will be handled in the context of this policy.



General Guidelines

The basic guideline governing the release of information is based on the belief that Administration acts with discretion upon authorisation from the student. It is understood that in providing information in support of an application and in registering at International Culinary Studio, students have consented to the release of information held on their student record, which is required for the educational, administrative, institutional planning, research activities or moderation carried out by the studio.

Normally, no information will be released to external third parties without student authorisation. This includes requests from prospective employers, police forces, credit bureau, finance and loan companies, private investigation agencies, banks, and similar organisations. *Note that parents have the right to information by appointment with management.*

External requests for mass listings or directory information will be denied. Where such listings have in-house legitimacy, such as the facilitation of employment, they may be released with discretion, and with disposition guidelines provided to the user.

The original documents on file will not leave the master file, but appropriate copies may be released to officials when requested in support of administrative or academic service on behalf of a student.

Documents from other institutions, such as high school, or university transcripts, which are submitted to support a student's application for admission and/or transfer of academic credit, may not be certified and released as part of the studio record.

Access by the Student

Students may, upon written request, release the contents of their files to a third party or request that they be held with no release allowed. Students with debts outstanding to the studio are not entitled to request information contained in their files. The studio will not produce an official transcript, certificate or diploma, or release information to third parties as requested by the student in writing, until the financial obligation with the studio is cleared.

Unless unusual circumstances prevail, no grades or certification shall be released to an individual student prior to the official release of grades and certification to all students.

Access by International Culinary Studio Personnel

Administrative staff of the studio that request information from a student's records for educational counselling and/or administrative services to the student will be permitted access to the appropriate files.

Access to Third Parties outside International Culinary Studio

Parents – Since the basis of all transactions with students assumes adult levels of responsibility, information from the student's records will be released to parents or guardians.

Sponsors – A transcript will be released on request to those sponsoring agents who provide full financial support to the student, and who supply written authorisation from the student to do so.

Government Agencies – Written authorisation from a student must accompany the request for information from any properly identified representatives of provincial or local government agencies including police. Appropriate details may be released if the denial of information could involve hardship to the student, or if the safety of the studio and/or community could be affected.

The Courts – In the event that the Court, on behalf of the student, subpoenas a student's record a certified copy of the full student record will be offered. Should the party other than that representing the student subpoena the record; a certified copy of the record will be offered to the judge alone, with an explanation of International Culinary Studio's reluctance to release a private document without written authorisation from the student. The decision will rest with the judge, as to the required response by the studio.

Researchers – Requests from researchers conducting statistical studies will be recommended for approval with stipulated conditions to protect the student's privacy.

International Culinary Studio in partnership with **The Restaurant Association** and **EAP Services LTD** offers a confidential and professional service available to all staff and students at International Culinary Studio.

All the specialists at EAP Services LTD are registered, experienced and qualified EAP specialists that have services available to anyone who that is not able to cope at work or at home. All sessions are held in the strictest confidence and EAP Services will never share information from any sessions without the authority to do so.

Support that is Offered in-person, via phone or online to all regions in New Zealand includes:

- Personal Development
- Conflict & Tension
- Health & Lifestyle
- Personal Legal Advice
- Grief & Bereavement

- Personal Relationships
- Gambling & Addictions
- Separation & Divorce
- Emotional Stress & Trauma
- Issues with Work Pressure & Problems
- Child & Family Support
- Budgeting & Financial Management
- Anxiety & Depression
- Drugs & Alcohol Problems
- Bullying & Harassment
- Career Planning
- Life Transition

All sessions are booked directly through The Restaurant Association

A full list of Support Resources and their contact details can be found below or online [here](#)



Alcohol.org.nz

Information, advice, research and resources to help prevent and reduce alcohol-related harm and inspire New Zealanders to make better decisions about drinking alcohol.

PHONENUMBER

04 917 0060

EMAILADDRESS

enquiries@hpa.org.nz

USEFULLINKS

[Website](#)



ACC

ACC helps get New Zealanders and visitors back to everyday life if they've had an accidental injury.

PHONENUMBER

0800 101 996

EMAILADDRESS

claims@acc.co.nz

USEFULLINKS

[Website](#)



Age Concern

A charitable organisation dedicated solely to people over 65 who promote dignity, wellbeing, equity and respect and provide expert information and support services in response to older people's needs.

PHONENUMBER

04 801 9338

USEFULLINKS

[Website](#)



Alcohol Drug Helpline

Information, advice and guidance to assist you in understanding and caring for someone impacted upon by alcohol or other drugs. At the same time the Helpline can provide you with advice and guidance for looking after yourself.

PHONENUMBER

0800 787 797 or text 8681

USEFULLINKS

[Website](#)



Are You Ok?

A community-driven behaviour change campaign to reduce family violence in New Zealand. Its goal is to change attitudes and behaviour that tolerate any kind of family violence.

PHONENUMBER

0800 456 450

EMAILADDRESS

areyouok@msd.govt.nz

USEFULLINKS

[Website](#)



Arthritis New Zealand

Arthritis New Zealand facilitates the provision of quality services and programmes, supporting those affected by arthritis through public awareness, information and advice, direct support, promoting the issues affecting people with arthritis and promoting research.

PHONENUMBER

0800 663 463

EMAILADDRESS

info@arthritis.org.nz

USEFULLINKS

[Website](#)



Barnardos

For more than 60 years, Barnardos have been helping children, families and whānau in need. Today, they continue to support, protect and educate thousands of New Zealand children.

PHONENUMBER

0800 005 437

USEFULLINKS

[Website](#)

Business Mentors

Business Mentors New Zealand Limited is a not-for-profit organisation dedicated to supporting the success and growth of small businesses through the knowledge and experience of their volunteer mentors.

PHONENUMBER

0800 209 209

USEFULLINKS

[Website](#)



Cancer Society

PHONENUMBER

0800 CANCER or 0800 226 237

EMAILADDRESS

admin@cancer.org.nz

USEFULLINKS

[Website](#)

Consumer Protection

Consumer Protection

Be a confident consumer. Find out what to know and do when purchasing a product or service.

PHONENUMBER

0508 4 CONSUMER or 0508 426 678

EMAILADDRESS

cpinfo@mbie.govt.nz

USEFULLINKS

[Website](#)

depression.org.nz

Depression Helpline

Talk to a trained counsellor at the Depression Helpline about how you are feeling or to ask a question.

PHONENUMBER

0800 111 757 or text 4202

USEFULLINKS

[Website](#)



Te Tari Taiwhenua Internal Affairs

The Department of Internal Affairs

Te Tari Taiwhenua. The Department of Internal Affairs serves and connects people, communities and government to build a safe, prosperous and respected nation.

PHONENUMBER

0800 25 78 87

EMAILADDRESS

info@dia.govt.nz

USEFULLINKS

[Website](#)



Employment New Zealand

Employment New Zealand is part of the Ministry of Business, Innovation and Employment; the leading source of information on employment in New Zealand.

PHONENUMBER

0800 20 90 20

USEFULLINKS

[Website](#)



Enable

Supporting disabled people to live everyday lives with choice and independence in their communities.

PHONENUMBER

0800 ENABLE or 0800 362 253

EMAILADDRESS

enable@enable.co.nz

USEFULLINKS

[Website](#)



Healthline

Healthline nurses can help you any time - 24 hours a day, 7 days a week. Phone calls are free from within New Zealand – this includes calls from a mobile phone.

PHONENUMBER

0800 611 116

USEFULLINKS

[Website](#)



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

Health & Disability Commissioner

PHONENUMBER

0800 11 22 33

EMAILADDRESS

hdc@hdc.org.nz

USEFULLINKS

[Website](#)



Housing New Zealand Corporation
Housing New Zealand Corporation

Housing New Zealand Corporation is a Crown agent that provides housing services for people in need.

PHONENUMBER

0800 801 601

EMAILADDRESS

enquiries1@hnzc.co.nz

USEFULLINKS

[Website](#)



Human Rights Commission
Te Kāhui Tika Tangata

Human Rights Commission

The Human Rights Commission was set up in 1977 and works under the Human Rights Act 1993. Their purpose is to promote and protect the human rights of all people in Aotearoa, New Zealand.

PHONENUMBER

0800 496 877

EMAILADDRESS

infoline@hrc.co.nz

USEFULLINKS

[Website](#)



IHC

IHC will advocate for the rights, inclusion and welfare of all people with intellectual disabilities and support them to live satisfying lives in the community.

PHONENUMBER

0800 442 442

USEFULLINKS

[Website](#)



Inland Revenue

Inland Revenue plays a critical role in improving the economic and social wellbeing of New Zealanders.

PHONENUMBER

0800 227 774

USEFULLINKS

[Website](#)



Kidsline

This service is for children aged 5 to 18. Those who ring between 4pm and 9pm on weekdays will speak to a Kidsline buddy. These are specially trained teenage telephone counsellors.

PHONENUMBER

0800 543 754

USEFULLINKS

[Website](#)



Lifeline

Lifeline Aotearoa's telephone counselling service provides 24 hours a day, 7 days a week counselling and support.

PHONENUMBER

0800 54 33 54

EMAILADDRESS

info@lifeline.org.nz

USEFULLINKS

[Website](#)



Mental Health Foundation

The Mental Health Foundation's vision is for a society where all people flourish.

PHONENUMBER

09 623 4812

EMAILADDRESS

info@mentalhealth.org.nz

USEFULLINKS

[Website](#)



MINISTRY OF BUSINESS, INNOVATION & EMPLOYMENT

HĪKINA WHAKATUTUKI

Ministry of Business, Innovation & Employment

MBIE's purpose is to Grow New Zealand for all.

PHONENUMBER

04 901 1499

EMAILADDRESS

info@mbie.govt.nz

USEFULLINKS

[Website](#)



MINISTRY OF EDUCATION

TE TĀHUHU O TE MĀTAURANGA

The Ministry of Education

The Ministry of Education is the Government's lead advisor on the New Zealand education system, shaping direction for sector agencies and providers.

PHONENUMBER

04 463 8000

EMAIL ADDRESS

enquiries.national@education.govt.nz

USEFULLINKS

[Website](#)



MANATŪ HAUORA

Ministry of Health NZ

The Government's principal advisor on health and disability: improving, promoting and protecting the health of all New Zealanders.

PHONENUMBER

0800 855 066

EMAILADDRESS

info@health.govt.nz

USEFULLINKS

[Website](#)



justice.govt.nz

Ministry of Justice

The Ministry of Justice delivers modern, accessible, people-centred justice services to the people of New Zealand.

PHONENUMBER

04 918 8820

USEFULLINKS

[Website](#)



MINISTRY OF SOCIAL DEVELOPMENT

TE MANATŪ WHAKAHIATO ORA

Ministry of Social Development

MSD is all about helping to build successful individuals, and in turn building strong, healthy families and communities.

PHONENUMBER

04 916 3300

USEFULLINKS

[Website](#)



Ministry for Vulnerable Children

This newly created Ministry is dedicated to supporting any child in New Zealand whose wellbeing is at significant risk of harm now, or in the future.

PHONENUMBER

0508 326 459

EMAILADDRESS

contact@mvcot.govt.nz

USEFULLINKS

[Website](#)



New Zealand Police

PHONENUMBER

In an emergency call 111 or text 111

USEFULLINKS

[Website](#)



New Zealand Law Society

The law affects nearly everything we do but it can be complex and expert advice is often needed.

PHONENUMBER

04 472 7837

EMAILADDRESS

inquiries@lawsociety.org.nz

USEFULLINKS

[Website](#)



Outline

New Zealand's only nationwide specialist 0800 telephone support and counselling service for gender identity and sexual orientation issues.

PHONENUMBER

0800 OUTLINE or 0800 688 546

EMAILADDRESS

info@outline.org.nz

USEFULLINKS

[Website](#)



Quitline

Quitline is here to support you to beat your smoking addiction.

PHONENUMBER

0800 778 778

EMAILADDRESS

quit@quit.org.nz

USEFULLINKS

[Website](#)



Rainbow Youth

Rainbow Youth is a charity that supports queer & gender diverse youth in Aotearoa, New Zealand.

PHONENUMBER

09 376 4155

EMAILADDRESS

info@ry.org.nz

USEFULLINKS

[Website](#)



Rural Support Trust

Supporting rural people through tough times

PHONENUMBER

0800 787 254

USEFULLINKS

[Website](#)



Samaritans

Samaritans offer confidential, non-religious and non-judgemental support to anyone who may be feeling depressed, lonely, or even be contemplating suicide.

PHONENUMBER

0800 726 666

USEFULLINKS

[Website](#)



SHAKTI

Shakti

Shakti provides multifarious services through its member organizations in New Zealand, Australia and Internationally.

PHONENUMBER

0800 SHAKTI or 0800 742 584

USEFULLINKS

[Website](#)



Shine

Shine's vision is Safer Homes in New Zealand Every day. Their mission is to stop domestic abuse in New Zealand

PHONENUMBER

0508 744 633

EMAILADDRESS

enquiries@2shine.org.nz

USEFULLINKS

[Website](#)

\$orted

Sorted

Sorted is for you – it's your independent lens on your finances. There are no products or services being sold – just free tools that let you see the best decisions for you.

PHONE NUMBER

USEFUL LINKS

[Website](#)



Suicide Crisis Helpline

Open 24/7. This is a service for people who may be thinking about suicide, or those who are concerned about family or friends.

PHONENUMBER

0508 828 865

USEFULLINKS

[Website](#)

Tenancy Services

Tenancy Services

Tenancy Services is a part of the Ministry of Business, Innovation and Employment.

PHONENUMBER

0800 TENANCY or 0800 836 262

USEFULLINKS

[Website](#)



WOMEN'S REFUGE

Women's Refuge

A women's organisation for women and their children, to help prevent and stop family violence in New Zealand.

PHONENUMBER

0800 733 843

EMAILADDRESS

info@refuge.org.nz

USEFULLINKS

[Website](#)

WORK AND INCOME
TE HIRANGA TANGATA

Work and Income

Work and Income provides employment services and financial assistance throughout New Zealand.

PHONENUMBER

0800 559 009

USEFULLINKS

[Website](#)



Youthline

Open 24/7. You can also text 234 for free between 8am and midnight

PHONENUMBER

0800 376 633

EMAILADDRESS

talk@youthline.co.nz

USEFULLINKS

[Website](#)



0800 WHAT'S UP?

Phone between 1pm and 10pm on weekdays and from 3pm to 10pm on weekends. Online chat is available from 7pm to 10pm every day.

PHONENUMBER

0800 WHATSUP or 0800 942 878

USEFULLINKS

[Website](#)



Welcome to our World!

Our world, offers you the lifestyle most people only dream of. You however can make it your reality. Culinary Qualified Professions are wanted all over the world for jobs, luckily everyone has to eat and most people love food, so we are already involved in an awesome career!

Where do your dreams take you...? Would you like to cook in a 5 or 6 Star Hotel situated on a beautiful beachfront or in the Serengeti? What about catering for private yacht in the Mediterranean for a few celebrity guests or cruising with 5000 passengers on a large cruise ship stopping at different islands and cities every few days? The choices are endless and they will be all yours to make.

Chefs are passionate people, they work hard and play hard, are passionate about food, about creativity and most of all love having fun in whatever they do. We hope that this programme provides you with the stepping stones to open the door of your dreams!

“Make sure your signature is on every plate!”

Chef Andy

Thank you for choosing **International Culinary Studio** to provide you with the foundation of your career in Culinary Arts!

The way to get started is to quit talking and begin doing!
-Walt Disney-