# Welcome!

Welcome to the center for culinary arts and hospitality studies of Masterminds Catering and Culinary Institute. Our programs of study aim to offer you the practical competencies required for employment in the catering and hospitality industry and further studies within this sector.

The program also seeks to provide learners with transferable skills aligning with the principles of foundation training in literacy and numeracy, further instilling work ready skills through practical training opportunities in a realistic working environment. It is very important to us that you are provided with the support you need to complete your program.

The tutors who deliver your program are well qualified in the area that they teach and have strong links with industry and community organizations.

This handbook has been designed to outline the course content, program overview and to assist you in the provision of study.

From the team, enjoy your study throughout the year!

Grand Khadee

Khadijah Abiose Fashina

Director/Rector

## About Us

Masterminds Catering and Culinary Institute is an internationally recognized Culinary, Tourism and Hospitality Management private institution that came into existence in 2013 and was incorporated, registered, certified and approved in 2018.

Our Institution has advanced and stands as one of the best in Nigeria, despite having many competitors in the market. We are proud to say that we have created a strong bond with our clients.

The policies and procedures contained in this handbook represent the basic framework of Masterminds Catering and Culinary Institute students, staff, and families of Masterminds Catering and Culinary Institute are expected to create a rich, open-minded, and exciting community in which to learn and work.

## VISION

Africa's foremost institution for excellence in the Hospitality Industry

## MISSION

We have a mandate to galvanize people from all walks of life into learning the skills set and culture that lead to a productive path in the Hospitality and Tourism Industry.

## OUR VALUE STATEMENT

"MCCI is a place where learning is an adventure, aimed at enhancing creativity while imbibing courage to bring out our most authentic self as resourceful leaders, impacting our environment positively and leaving behind a lasting and powerful legacy".

Our aim is to stimulate a new breed of students that would break the limits of the traditional methods of cookery/hospitality and reinvent a creative modern process to culinary/hospitality in the world.

MCCI prepares students for professional success in the global community and equips students with the tools to become lifelong learners by fostering the development of critical thinking and communication skills through inquiry and collaboration as they gain a strong sense of personal and social responsibility.

We encourage students to grow in their compassion for others, appreciate and respect other cultures, recognize the value of different viewpoints and work towards a more peaceful world grounded in intercultural understanding.

## OUR CORE VALUES

**Mastery:** Our curriculum is designed to help students achieve and master challenging goals. MCCI's programs are rooted in the latest cognitive and teaching methods.

**Creativity:** We are enthusiastic; we think of new ideas and see new perspectives in learning the hospitality trade, and mastering a way of culinary arts.

**Commitment:** We are committed to providing the best; we understand culinary arts and hospitality commands focus on a high level of commitment to meet high quality standards.

**Integrity:** We serve with Integrity and Excellence; we focus on putting ourselves in the shoes of others in order to serve with fairness and mutual respect.

## OUR VALUE PREPOSITION

The values we promise to deliver, communicate, and acknowledge across the entire organization for every student, customer, product and services.

**Mastery:** We offer career ready courses that are focused on professional development and self-improvement. Our Courses are designed to support students in all aspects of their professional activity.

**Certification:** We are committed to superior professionalism, upholding industry standards, and continued learning. Our certificates would boost your professional credibility and prestige within your network, offering you new business opportunities.

**Commendation:** Associate with us and benefit from our goodwill and outstanding achievement, dedication, performance, and global reputation.

**Income:** We would create pathways with our professional training and curriculum to different streams of income within the culinary and hospitality trade.

## OUR CURRICULAR GOALS

**A. Students will demonstrate proficiency in the MCCI curriculum by:**
1. Producing high-level work that prepares them for higher education or professional life;
2. Demonstrating effective problem-solving skills in various settings;
3. Integrating and applying the knowledge and experience gained in all subject areas;
4. Gathering, analyzing, and interpreting information gained from research, prior learning, and different world perspectives.

B. Students will develop and refine their intercultural thinking skills by:
1. Learning to understand the viewpoints of others and allowing this information to shape their own perspective of the world;
2. Challenging their personal biases and beliefs through the examination of other worldviews;
3. Using knowledge and critical thinking to develop educated positions on topics and issues that will improve their interactions with others.

C. Students will demonstrate their ability to communicate effectively within an intercultural setting by:
1. Improving skills in oral and written language;
2. Expressing thoughts and ideas with clarity, purpose, and cultural awareness;
3. Producing high-level work that prepares them for higher education or professional life;
4. Demonstrating effective problem-solving skills in various set Recognizing, analyzing, and evaluating various methods of verbal and nonverbal communication.
5. Developing mastery of English (or for U.S. students, another world language), to be successful in postsecondary studies.

D. Students will exhibit personal and social responsibility by: Practicing personal and academic integrity;

1.  Accepting, appreciating, and understanding human diversity as it relates to themselves and others;
2.  Developing cultural skills such as mindfulness, empathy, self-reflection, and patience in uncertain situations
3.  Understanding the impact of their actions and those of others (individuals and groups);
4.  Appreciating the value of learning and taking an active role in their education.

**RECOGNITION OF PRIOR LEARNING (RPL)**
MCCI acknowledges what you have learned from other programs and qualifications, life experiences, work experiences, training programs and workshops and measures this against the requirements of the program you are enrolled in.

# NATIONAL SKILLS QUALIFICATION (NSQ) IN HOSPITALITY TRADE – LEVEL 2

## Overview:

National Skills Qualification Framework (NSQF) formerly National Vocational Qualification Framework (NVQF) is a system for the development, classification and recognition of skills, knowledge and competences acquired by individuals, irrespective of where and how the training or skill was acquired. The system gives a clear statement of what the learner must know or be able to do whether the learning took place in a classroom, on-the-job, or less formally. The framework indicates the comparability of different qualifications and how one can progress from one level to another.

## OBJECTIVES OF THE PROGRAMME

The main objectives of the framework are;

1. To ensure the quality, status, relevance and availability of Technical Vocational Education and Training (TVET) provision. TEVT is increasingly being seen as a valuable oath to practical and achievable careers all over the world. This is because TVET provides an individual with skills required by industries.

2. To reduce the complexity and ambiguity of selecting competent persons to occupational positions by organizations/industries.

3. To provide trainings, assessment and certification opportunities for the formal, non-formal and informal TVET.

4. To establish pathways and progression from non-formal and informal short courses provided by various government agencies, NGOs and industries, to formal TVET programmes.

5. To narrow the gaps between what TVET graduates know and can do and the skills and knowledge that employers say they need.

## BENEFITS OF THE PROGRAMME FOR LEARNERS

1. The learners will gain up to date Nationally Recognized Qualification, which will prove confidence in their ability to carry out the job role they operate at that level.

2. On completion, the skills learnt and benefits gained by the individual will assist in their job role performance and understanding, which will translate into a more productive, efficient and more mobile work force bringing numerous other benefits.

**NOTE:** This programme is based on National Occupational Standard (NOS). NOS are statements of performance or competences an individual must demonstrate when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding. They set out measurable performance outcomes (skills, knowledge and understanding) required to perform competently in a given occupation.

**What are the modules covered in National Skills Qualification (NSQ) in Hospitality Trade – Level 2?**

    **a. Front Office Operation:**

This course introduces students and trainees to procedures of managing a front desk, how to lodge in visitors, address guests, take reservations, communicate with the needed authority. Front Office is an important department in a company that comes in contact with clients as well as other departments. At the end of the programme, our learners will be able to choose a career path for themselves as follows; Front Desk Operators, Receptionists, Hostess, and Customer Care Representative etc.

Taking this course will develop and hone your front office skills which include:
i) Reservations and Bookings
ii) Answering of Phone calls and channeling it to the proper authority
iii) Lodging in visitors
iv) Addressing guests
v) Managing the front desk
vi) Giving out useful information about the organization
vii) Interpersonal skills
viii) Social skills
ix) Accounting
x) Documenting
xi) Customer Service

    **b. Food and Beverage Production**

This module teaches the fundamental skills essential for managing food and beverage service in hotels, restaurants, and other catering units, in an efficient and profitable manner. It includes;
i. Kitchen Planning and Design
ii. Equipment Selection
iii. Menu Planning and Development
iv. Hygiene
v. Pricing
vi. Control
vii. Menu Engineering
viii. Staffing
ix. Health benefits of each ingredient used in food preparation with special attention to allergens etc.
x. Cookery/Mains, Entrees and Side dishes,
xi. Patisserie

## c. Food and Beverage Service

This course teaches the fundamental skills required to be kept abreast of the latest trends in the food and beverage industry which include preparing, handling and serving of food and beverage in a hospitality industry.

At the end of the programme, learners will learn:

i. The principles and procedures involved in the food process
ii. Food Safety
iii. Management of a Food & Beverage Operation.
iv. Preparing menus and beverage lists
v. Health benefits of each ingredient used in food preparation with special attention to allergens
vi. Equipment
vii. Production and Service.

## d. Food Safety

This module is about personal hygiene, environment sanitation and ensuring own contribution to Security in the Work place. It focuses on the learner's ability to work under safe and hygienic conditions, preventing cross-contamination. More so, it provides the learner with a broad understanding of reviewing hazards and hazard based procedures such that they are part of a team maintaining food safety. This unit is appropriate to a learner that directly prepares and cooks food.

At the end of the programme, learners will learn:

a. How to maintain a safe hygiene in a secure working environment
b. Provide food and beverage service
c. Promote sales of food or drink products by offering samples to customers
d. Produce cold starters and salads
e. Food Labeling in food and drinks
f. Prepare and present food for cold presentation
g. Carry out food safety in a professional kitchen
h. Ensure compliance to support achieving excellence in a food environment
i. Raise food safety awareness in food and drink
j. Ensure Organizational Compliance in a food business
k. Display of food products in a retail food environment
l. Provide food safety information for consumers in the food and drink operations
m. Food Safety in food and drink operations

> > > n. Maintain safe storage of food during warehousing
> > e. **Housekeeping Operations and Management**
> > This module examines key issues in the management of facilities used for hospitality (cleaning operations); pest management systems, maintenance of equipment and utilities, quality assurance and developing a maintenance culture. It aims to provide the needed balance between operational efficiency and customer satisfaction. Also, learners will have in-depth knowledge of basic housekeeping skills in the hospitality industry.
> > At the end of the programme, students will learn how to:
> > > i. Describe the role and responsibilities of a Housekeeper
> > > ii. The Expectations of a Housekeeper
> > > iii. Staffing
> > > iv. Delegation of duties
> > > v. Provide efficient service for guests
> > > vi. Ensure guests are properly served
> > > vii. Ensure the organization is well organized, stocked with cleaning tools and is well cleaned and groomed

## Entry requirements:

> 1. SSCE/NECO/GCE/WASC: 4 credit level passes in not more than two sittings and MCCI entrance examination.
> 2. Self-motivation to succeed within the industry
> 3. Self-discipline and enthusiasm
> 4. Showing initiative and capacity to develop organizational skills
> 5. The ability to demonstrate that you have the potential to complete the qualifications.
> 6. A willingness to learn and apply that learning in the workplace.
> 7. A willingness for teamwork and flexibility
> 8. A willingness to communicate effectively with a range of people.

## PROGRAMME EVIDENCE REQUIREMENT

In Masterminds Catering and Culinary Institute (MCCI), evidence generated for the programme (NSQ) is;

a. **Valid:** To be valid here means, the way the assessment is carried out and the nature of the evidence collected must be relevant and appropriate to what is being assessed. And this is successfully done using Direct Observation, Oral Question and Answer, Learning Journal, Peer Review, Discussion etc.

b. **Reliable:** this refers to being consistent over time.

c. **Sufficient:** Here, we ensure that the evidence presented by the candidate is enough to prove competence, and that the work covers all the requirements of the standards learnt.

d.  **Authentic:** This relates to whether the evidence produced is genuine and is a true account of what the candidate can do.

e.  **Current:** With our world class facility, we ensure that the evidence produced reflect current understanding and practices.

## NSQ EVIDENCE GENERATION

This programme requires a range of evidence to prove that the candidate is competent against the performance indicators and has the knowledge to back this up. To get some idea of the type of evidence needed, the following gives some examples;

i.  **Observation:** The assessor assigned will observe the candidate carrying out work related tasks and will create an assessment record.

ii.  **Witness Testimony:** This is a written record of a statement by a supervisor or colleague (not a learner) that the learner has carried out a task or tasks satisfactorily.

iii.  **Personal Statement:** The learner may wish to write an explanation of what he/she has been doing or why the task was carried out in that way.

iv.  **Product Evidence:** This is a piece of work carried out by the learner and corroborated as authentic.

v.  **Professional Discussion:** This will involve a recorded conversation (audio/video) with the learner and the assessor.

vi.  **Question and Answer:** This is the primary way the assessor makes sure that the learner has the knowledge they require.

# FOOD PRODUCTION AND COOKING PROCEDURES AND POLICIES

## 1.0 Student Grooming Standard

1.1 Hair must be neatly groomed

1.2 Complete uniform (trouser, jacket, black socks and chef shoes) must be worn at all times in the school.

1.3 Complete uniform with cap and apron must be worn during practical classes

1.4 Uniform must be clean and ironed on all days

1.5 Only black chef shoes and black socks are allowed

1.6 Shoes must be clean

1.7 Fragrances should be used lightly

1.8 Hands should be clean, finger nails should be trimmed and no nail polish.

1.9 No watches, finger rings or bracelets to be worn during the practical.

### LADIES

1.10 Shoulder length or longer hair must be tied away from the face and should be properly covered with a hair net during practical classes

1.11 Jewelry – one pair of small sized earrings are permitted

### GENTLEMEN

1.12 Must be clean shaven

1.13 Hair to be well trimmed (should not touch earlobes, should not touch collar)

1.14 No jewelry allowed

### ETIQUETTE AND CONDUCT

1.15 Students are expected to exercise restraint under all circumstances and not get into arguments or fights of any kind or manner.

1.16 It is important that all cultures and customs are respected and refrain from using any kind of abusive or hurtful language or gestures against fellow students

1.17 As respect and courtesy to all nationalities and cultures, students are requested to speak in a language common to all

1.18 Students are requested not to make noise or speak loudly within the premises, so as to not disturb other classes.

## 2.0 Student Classroom Entry Requirement

This information is designed to assist students' theoretical classes, to maintain proper conduct, decorum and learn in an efficient manner.

2.1 Punctuality – assemble five minutes before commencement of class.

2.2 Full uniform to be worn

2.3 Bring PCs/tablets and class notes as required by the class time table

2.4 Theory classes require full attention, students disturbing may be asked to leave the class.

2.5 Mobile phones must be turned off/put on silent in the class

2.6 No food and drink are permitted inside the classroom

2.7 Bags and belongings should be properly stored under your chair

2.8 All chairs must be arranged in proper order while leaving the class

## 3.0 Student Kitchen Entry Requirement

This information is designed to assist students in practical classes, to maintain proper hygiene and work in an efficient manner.

3.1 Punctuality – assemble five minutes before commencement of class.

3.2 Full uniform to be worn along with cap and apron

3.3 No watches or jewelries should be worn in the kitchen

3.4 Male students must be clean shaven

3.5 Hair must be covered with a hair net

3.6 Hands must be washed before entering the kitchen and whenever necessary during

3.7 Tools must be clean and in line with class requirements

3.8 Bring PCs/tablets and class notes as required by the class time table

3.9 Mobile phones must be turned off/put on silent in the class

## 4.0 Class Production Information

This information is designed to assist students in practical classes, to work in an efficient and timely manner to produce a standard of quality work

4.1 Wash and sanitize bench area, set up knives/chopping board

4.2 Read the recipe (twice), make notes, understand the technical process, ask your teachers questions

4.3 Collect all your required ingredients and refrigerate high risk items at all times until ready for use (including garnish)

4.4 Collect all equipment, service ware and turn on required appliances (e.g ovens etc)

4.5 Start to prepare ingredients and begin the cooking process starting with the items that require the most time to prepare

4.6 Work clean all times, works into a bowl or on a cutting board, not on your bench. Keep your stock vegetables, scraps and preparation separate at all times.

4.7 It is important to keep all your work covered and labelled when required

4.8 Class demonstration require full attention, students disturbing may be asked to leave the class

4.9 Work as a team, individual units in pairs of two (partners subject to change and not of choice), communicate well and work safely

4.10 All consumables such as sanitizers, paper rolls etc to be judiciously used and not to be wasted

4.11 All dirty dishes to be neatly stacked on the trolley and thereafter washed, dried and placed back into the respective shelves

4.12 All students are required to responsibly conduct all the opening and closing activities, keep kitchen thoroughly clean and properly arranged in the manner prescribed for the next class.

### Breakages, Damages and Losses

All breakages, damages and losses will be charged in actual, to the student(s)/student group concerned.

### Opening and Closing Activities

These activities are specifically designed to simulate the industry work environment, help students to develop leadership skills and become responsible and accountable, thus enabling them to seamlessly integrate and effectively deliver in the work environment.

**a. Opening activities**
1. Briefing by Student Chef of the day
2. Inventory control
3. Chiller tagging
4. Daily maintenance activities

**b. Closing activities**
1. Inventory control
2. Chiller tagging
3. Arrangement of all crockery, cutlery and small equipment
4. Thorough cleaning of all preparation and cooking tables, knives and wash area floor (sweeping and mopping)
5. Report submission by Student Chef of the day

Detailed Standard Operating Procedure guidelines are available for the above and same will be explained by the trainer in charge.

The opening and closing activities are mandatory for all professional program students.

### Product Evidencing and Food Tasting

1. All student groups are required to formally present their food products, upon full completion of the preparation process. Food presentation although a creative process should however conform to the industry techniques and norms, as advised/shown by the trainer in the class.
2. Please ensure that your final product presentation is not disturbed in any way, until the photo evidencing process is complete.
3. Students are required to taste and eat the food products prepared, so as to help get a clear understanding of the same in all respects. Efforts should be made to appreciate and emulate products that are well prepared and presented in the class.
4. Food prepared must not be taken out of the premises, unless authorized and packed under the supervision of the class trainer. This is important on account of Food Safety Compliance issues and regulations.
5. MCCI will not be responsible or held liable for any handling, storage and consumption of food products outside its premise.

### 5.0   Courseware and Uniform

MCCI provides the following kits: chef's jacket, chef's pant, ¾ aprons and chef's cap. Additional/extra pair of uniform can be purchased upon request.

## 6.0    Course Assessment

## Competency Based Training and Assessment

All trainings delivered in the qualification offered at MCCI are competency based. Competency based training refers to training which develops the skills, knowledge and attitude required for professional qualification/industry employment.

The qualifications are designed to provide students with specific competencies, which meet industry standards. Each unit of competency has a number of elements. Elements are statements which outline the competencies which the student must achieve through their studies. Elements are based on standards set by the relevant industry.

## Competency Based Assessment

Competency based assessment is the process of obtaining evidence about a student's performance and making judgments on that evidence against prescribed standards of performance.

- **Criterion based:**
  Students are not in competition with their peers but are assessed against standard criteria of benchmarks. The criteria are competency standards, learning outcomes and other performance outcomes outlined in the relevant training package.

- **Evidence based:**
  Whether a student is competent, is based upon evidence provided by him/her. The evidence may be demonstrated or produced by the student or gathered by the teacher/assessor.

- **Participatory:**
  Students are encouraged to be involved in the process of assessment. Teachers /assessors will discuss the rationale behind the outcome of the practical assessment activities.

Every student must provide evidence of competence in all units in the course qualification they are undertaking. Competence relates to the ability to perform tasks and duties to the standards expected in employment.

## Cue Card for Practical Assessment:

Students are allowed to use Cue Cards for their assessment wherein they can list all the ingredients etc for the practical assessment, but not the methods or procedure involved in preparation.

Assessment Outcomes and future options:

The following codes are used for assessment;

C or NYC

C = Competent = 60% and above.

NYC = Not Yet Competent= below 60%

Student are given feedback on their performance against competencies by their assessors, and if they have been found not competent in their assessment activity they are advised as to their future options including taking action to address skill gaps and presenting evidence of competency within a reasonable time frame.

Feedback is also given by the Assessor on where improvements can be made. Students may undertake further learning and resubmit supplementary assessment tasks and assignments until such time as they receive a result of C (Competent). This means that it may not be necessary for them to repeat lectures.

## Reassessment:

If a student receives a Not Yet Competent in a specific unit, he/she will have to contact the assessor (teacher)/front office and make arrangements to re-sit the assessment.

## Assessment Redressal Procedure:

If for any reason a candidate doesn't agree with an assessors or internal verifier decision on assessment then they have the right to appeal.

## Procedure

The procedure for making an appeal against an assessment or verification decision is detailed below

## The Candidate

Stage 1

1. Must discuss the issue with the concerned assessor at MCCI within two days of being notified of the assessment decision

2. The Internal Assessors are listed below

Chief Instructor- Mrs Khadijat Abiose Fashina

Chief Instructor- Mr.Ola Katto Emmanuel

If one of the Assessors assesses the candidate the candidate may select another assessor from the list above.

4. The assessor will accept the receipt of an appeal within two working days of receiving the appeal.

## If unresolved:

1. The candidate's appeal must be sent to the assessment manager. This appeal must be in writing and be within 2 working days of the assessors response to the appeal/

The Assessment Manager:

i.      Will attempt to find a solution with the candidate and the assessor.

## If still unresolved:

The Assessment Manager:

Stage 3

1. Will set a date for the appeal to be considered by an appeals panel.
2. Convene an objective and independent appeals panel of at least 2 people not involved in the original assessment or verification decisions.

3. Inform the candidates in writing of the decision of the appeals Panel within 2 working days of the panel meeting.

## 7.0 Course Attendance and Class Timing:

A minimum attendance of 80% is mandatory and attendance is marked for all class sessions

Fridays is the weekly off. However, the same may be subject to change to another day of the course program, if necessary.

The normal class timings for the professional program is 10:00am – 4:00pm Monday to Thursday.

## 8.0 Industry Exposure

Industry exposure is an essential part of the intensive on-campus guided learning.

The industrial exposure provides Student Chefs with valuable "hands-on" involvement in the industry working environment during the course program. Here, the Student Chef can apply their knowledge and skills gained in the training. Such industrial work experiences help in the professional qualification and also increase a Student Chef's future skilled employment/work placement.

1. Participating in the industry exposure opportunities is an essential part of the program and is compulsory for students opting for WEP.
2. Punctuality – assemble minimum 30 minutes before assigned time of event
3. All prescribed grooming standards to be strictly adhered to.
4. Bags and personal belongings, if any to be properly stored in the area provided.
5. Follow all the rules and regulations of the event organizer/hotel venue
6. Maintain proper language, dignity, decorum and conduct at all times and work safely.
7. Work as a team, communicate well and work safely

## 9.0 Course Certification

Certificate is obtained upon successful completion of all internal theoretical and practical examinations, conducted by MCCI.

## Collection of Certificates and Transcript:

Students are required to pre-confirm the availability of the certificates for collection by phone or email.

### a. In Person:
    i. The original of all certificates and transcripts can be collected in person by the student from the front office.

### b. Collection of Certificate in Absentia
    i. An authorized representative of the student can be nominated to collect the certificates.

    ii. Certificate can also be couriered upon receipt of written request and payment of courier charges in actual. MCCI will not be responsible for any kind of loss or damage in courier/mail handling.

## 10.0 Work Experience Placement

The Work experience Placement follows the intensive on-campus guided learning and training.

This program provides students chefs with valuable hands-on exposure in the industry working environment by way of a paid work experience placement. Here the student chefs can apply their knowledge and skills gained in the training. Such industrial work experiences help increase a student chef's further skilled employment and other international opportunities.

## Skilled Employment and other opportunities

MCCI directs students with adequate work experience to further skilled employment and other opportunities as part of its student support initiatives. It is for the student to qualify and comply to the procedural formalities required and personally fund all costs associated. MCCI bears no consequences or liabilities for any failures on the part of the student or the liaising companies thereof.

## 11.0   Grievance Resolution

MCCI has policies and procedures in place for the hearing of student difficulties and grievances.

11.1    all student batches are assigned with an instructor in charge of class, who is responsible for smooth operations and will also be the first point of contact for redressal.

11.2    The student refers the complaint/grievance in writing to the designated class instructor in charge, who will make all efforts to address the issue.

11.3    If redressal is beyond the authority of the instructor in charge, the compliant is then forwarded to the Head of Department, who in turn offers the student an opportunity to personally present his/her case.

11.4    The HOD in consultation with the Registrar and the Rector will process a written statement of the resolution including the reasons for the decision.

11.5    This statement of resolution will be presented to the student

11.6    Emphasis will be given to timely intervention and constructive resolution of grievances

11.7    MCCI as a matter of policy will at all times work towards impartial resolution of grievances keeping the students best interest in mind.

If you are not satisfied with the outcome, an independent dispute resolution can be made available.

## 12.0   Student Facilities

### Library:

12.1    Use of the library is for reading and reference purposes and books must be handled with care.

12.2    Students are not permitted to take any books out from the library, unless authorized.

## 13.0   First Aid, Fire Safety and Evacuation:
13.1    In case of minor injuries use the First Aid Facility in the wash area

13.2    In case of major injuries, accidents or serious health issues, inform the nearest trainer/staff member

13.3    In case of strong smell of gas, immediately Switch Off the gas supply using the Emergency Gas Knob, inform others and if necessary vacate the area. Under NO circumstances, put on any switch or electrical appliances.

13.4    In the case of Fire, immediately raise an alarm, inform others and evacuate in an orderly manner and assemble outside the building.

## 14.0   Photography
14.1    Students are free to take photographs of the products made for evidencing purposes and personal use.

14.2    Photographs of the class and events can be taken with individuals or groups prior consent

14.3    The photographs of the class activities and events etc are all regularly posted on MCCI social media pages

14.4    Students are encouraged to use the official MCCI social media to share the class photos and videos etc.

## 15.0   Privacy Policy
15.1    MCCI acknowledges and respects the privacy of individuals

15.2    We collect personal information from you for the purpose of processing your application to enroll in our course and provide services to you.

15.3    We may have obligations to provide information to certain government departments

15.4    Provision of personal information is voluntary, but if it is not provided we will be unable to process your application

15.5    You have the right to access and alter your personal information

## 16.0   Class Conduct, Compliance, Termination and Right
16.1    Students must diligently attend the course program, complete all course assessments and follow the Professional Program- Procedure and Policies

16.2    Students are expected to exercise restraint under all circumstances and not get into arguments or fights of any kind or manner

It is important that all cultures and customs are respected; refrain from using any kind of abusive or hurtful language/gestures against fellow students.

As respect and courtesy to all nationalities and cultures, students are requested to speak in a language common to all.

16.3    MCCI reserves the right to expel a student for serious breach of discipline. Upon which the course fee will not be refunded.

16.4    As part of continuous development and quality delivery, MCCI reserves all rights to amend the course content, course cost, schedules and procedures and policies.

# UNIFORM AND DRESS CODE

Students are required to maintain a clean, neat and smart appearance at all times. Students in school uniform must adhere to proper dress code at all times whether they are within or outside of school premises.
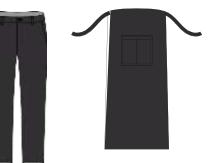
## Dress Code for Classroom-Based Learning

Food & Beverage Studies / Hospitality and Business Studies Students

### For Male Students

a)    Long sleeved white top with charcoal black trimmings andcharcoal black long pants. Shirt to be tucked in at all times.

b)    Charcoal black tie to be worn with top and school collar pinaffixed on the left collar.

### For Female Students

a)    Long sleeved white top with charcoal black trimmings and charcoal black long pants or charcoal black knee-length skirt (within 1 inch above the knees). Blouse to be tucked in at alltimes.

b)    Charcoal black clasp-on ribbon to be worn with top and schoolcollar pin affixed on the left collar.

### For Male and Female Students

**c)** MCCI black polo-T-shirt with white-and-black checkered long pants.

**d)** All aprons, caps and hair nets should be removed.



**1.2** Dress Code for Kitchen / Training Restaurant-Based Learning

**6.2.1 Food & Beverage Studies / Hospitality and Business Studies Students**

### For Male Students

**a)** Long sleeved white top with charcoal black trimmings and charcoal black long pants*. Shirt to be tucked in at all times.

**b)** Charcoal black bow-tie to be worn with top and school collarpin affixed on the left collar.

**c)** The MCCI nametag must be worn with the uniform at all times.

**d)** A student who loses his name tag must report the loss

immediately to the Student Administration Department and obtain a replacement on payment.
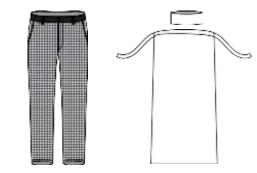
black long apron to be tied at waist level.

Students are to ensure their uniform pants are of appropriate length with the hem ending half to two-thirds of the way down the shoe. Socks should not be visible when standing.

## CULINARY STUDIES STUDENTS

### For Male and Female Students

a)  Long sleeved white chef jacket with black-and-white checkered long pants.

b)  White cap and hair net (if necessary) to be worn with uniform.

c)  Long white apron to be tied at waist level.

Appropriate Footwear

**6.3.1** Food & Beverage Studies / Hospitality and Business Studies

Students

### For Male Students

a) Plain black full-covered leather shoes with plain black business socks.

a) Plain black full-covered flat or low heel shoes (not more than 2 inches).

### For Male and Female Students

b) Standard school-issued safety shoes with steel-toe cap and rubber soles.

c) Dark colored socks should be worn. Ankle socks are not permitted.

**1.3** Appropriate Grooming Standards

**6.4.1** Hair Style

### For Male Students

a) Hair must be neatly trimmed. Highlighting and streaking are not permitted. If hair coloring is required, it is limited to

shades of dark brown, black or natural birth color.

**b)**    Face must be clean-shaven.

### For Female Students

**a)**    Hair must be neatly trimmed. Highlighting and streaking are not permitted. If hair coloring is required, it is limited to shades of dark brown, black or natural birth color.

**b)**    Female students with long hair should bun up their hair during training restaurant-based learning.

**c)**    Light make up is required (except for students during kitchen practical). Eyeliner in black and brown is recommended. Lip-gloss can be applied.

**d)**    Female students should have their hair tucked into hair nets under their caps during kitchen-based learning.

**e)**    Fancy hair accessories are not allowed.

### Accessories

For Male and Female Students

a.    Facial and visible body piercings of any kind are not allowed.

b.    Small studded and non-dangling earrings are allowed for female students during classroom-based and training

#### Restaurant-based learning

a.    Male students are not allowed to put on any type of earrings.

b.    For safety reasons, strictly no accessories and contact lenses are allowed during kitchen-based learning.

### 1.4 Appropriate Students' Attire Within and Outside of School Premises

**a)**    As a general rule, students must comply with the standard dress code

as set out under item 6.1 – 6.4 while on school premises (including campus and any operating outlets under the ownership of MCCI).

b) Students may opt to change into uniform before classes but must do so immediately upon arrival in school. Students who do so must ensure self-responsibility in donning appropriate casual attire whichreflects well on their image as a MCCI student. Attire such as shorts and slippers are not allowed.

c) Students found in casual attire deemed inappropriate by any staff of MCCI may be disallowed from entering and/or remaining on school premises.

d) For hygiene reasons, students should not wear their chef jackets outside of school premises.

e) Students not attired according to the standard dress code are not permitted to attend classes unless otherwise advised.

1.5 Special Exceptions and Allowances to Students' Dress Code Students with visible body art on their arms are required to exercise discretion by wearing black full arm sleeves when attired in short sleeved uniforms (i.e. MCCI polo T-shirt).

Female students with religious obligations may be allowed to don a white head cloth neatly tucked in (if applicable) with uniform.

### 1.6 Management of Non-Compliant Cases

The dress code and grooming standards are set out under items 6.1 – 6. 6 is a mandatory set of guidelines for compliance by all full-time students.

In the event of ambiguities or where the regulation of a particular form of attire and/or grooming is not explicitly covered within the guidelines, theschool will adopt the standards required by majority of hospitality-based establishments. Student(s) sporting such attire and/or grooming will be referred to appointed staff and/or

respective head of department foradvice.

Students who are found to be non-compliant with the mandatory dress code and/or grooming standards,  may be issued demerit points (refer to Section B for more information) by any staff of MCCI followed by acounselling session with the Course Tutor.

Students who repeatedly fail to adhere to dress code and/or groomingstandards will be referred to appointed staff and/or respective head of department for further disciplinary actions.

Students who persistently refuse to adhere to dress code and/or groomingstandards despite counselling and warnings may be suspended from schooluntil they are able to comply with dress code and/or grooming regulations.

## 1.7  Dress Code for Non Full-Time (CET) Students

Short Programmes (Duration lasting less than 7 days)

### Classroom-Based Learning

    a) Adult participants are to be in casual smart attire. Long pants and polo T-shirts are strongly recommended.

    b) Covered footwear are strongly recommended and no slippers should be worn.

### Kitchen-Based Learning

a) All participants should be attired in short/long sleeved top with long pants and covered shoes with rubber soles.

### Full Qualification Programmes
### Classroom-Based Learning

    c. Participants are advised to be attired in MCCI black poloT-shirt with long pants
    d. Covered footwear are mandatory and no slippers should beworn.

### Kitchen-Based Learning

a) Participants should don the MCCI chef jacket with long

pants, apron and white cap.

b) Safety shoes with rubber soles are compulsory.