RRC POLYTECH

School of Hospitality
and Culinary Arts

Student Handbook

- **Culinary Arts**
- **Culinary Skills**
- **Hospitality & Tourism Management**
- **Professional Baking & Pastry**
- **Apprentice Cook**

2023 – 2024

Table of Contents

Message from the Dean

Dear Students:

Welcome to Red River College Polytechnic! As a student in the School of Hospitality and Culinary Arts, you will learn, explore, research and experiment. Your experience here will help you to grow as a person and as a professional.

Work hard and embrace your creative side. Learn all you can about the science of your chosen profession, then excel at the art.

Red River College Polytechnic instructors comprise some of the most experienced and highly regarded professionals in the industry. Your instructors are committed to your success and work extremely hard to deliver courses and curriculum that will prepare you to excel in your industry. Here you will learn to be an innovator, a communicator, a contributor and a leader within your profession and your community.

As you will see in the following pages, there are many policies and procedures in play. If anything is unclear, or you experience any difficulties, please make sure you contact us immediately – we are here to help you succeed. The dedicated faculty and staff at the college are ready to help you achieve your career aspirations.

I wish you much success in your studies!

Kirk Johnson
Dean, School of Hospitality & Culinary Arts
Dean, School of Business, Information Technology & Creative Arts
Red River College Polytechnic

Message from the Chair

Welcome to the School of Hospitality and Culinary Arts,

I am honoured to welcome you to the Hospitality and Tourism Programs at Red River College Polytechnic. Our School of Hospitality and Culinary Arts is recognized for its high-quality hands-on learning that will help propel you into a career you will love.

Get ready to embark on a journey that will blend your passion for service, business, and exploring a world of opportunities that exist in the Hospitality and Tourism industries. Our classes are a dynamic community with a diversity of ages, cultures, and experiences. You will face many opportunities and challenges in your time with us.

The faculty and staff are passionate leaders in their fields of expertise and are committed to your success and will provide you with the opportunity to gain invaluable experiences as you learn, grow, and hone your skills. Your unique perspective adds to the learning environment, where together we create an active community of learning, connection, and a global understanding of hospitality and tourism.

We look forward to inspiring in you a love of life-long learning that begins today.

Sincerely,

Shelly Chlan
Chair, Hospitality and Tourism Management
Paterson Global Foods Institute
Red River College Polytechnic

Message from the Chair

Welcome to the School of Hospitality and Culinary Arts,

We're thrilled to welcome you to the Culinary Arts and Professional Baking and Pastry Programs at RRC Polytech. Thank you for choosing us as your preferred school for training in these exciting fields.

We are committed to supporting you throughout your learning journey here. Our experienced faculty are dedicated to helping you succeed and excel in your chosen career path in our state-of-the-art facility, using modern equipment, and quality ingredients. There is no limit to what you can accomplish.

The Culinary and Baking professions offer a variety of exciting career opportunities. Your training here will open doors to a world of possibilities. Our programs are designed to equip you with the skills and knowledge needed to excel. Your success is our priority, and we are committed to providing you with the tools, resources, and encouragement you need to thrive.

Once again, we welcome you. We're here to guide you, and help you reach your Culinary and Baking aspirations.

Sincerely,

Lylah Erkau
Chair, Culinary Arts and Professional Baking
Paterson Global Foods Institute
Red River College Polytechnic

Culinary Arts Program Overview

The program is divided into six semesters, each 16 or 17 weeks in duration. The sequence is as follows: (see Program Map)

First and Second Semesters
These semesters will be spent in the College. During this period, students will study several core culinary courses and some related courses.

Third and Fifth Semesters
These two semesters will be spent off-campus in the kitchen of an established restaurant, hotel, or private club. Students will find this part of the program profitable in that they have an opportunity to simultaneously learn and earn. Experts say that co-op education students return to the College following job placements with heightened interest in their studies and in most cases, academic achievement improves.

Fourth and Sixth Semesters
These semesters differ somewhat from the preceding on-campus terms. Students will be learning advanced culinary skills and will be expected to work more independently. In both semesters they will spend time in Jane's Restaurant kitchen and dining room. The courses will include lunch and evening dining preparation and service.

In Semester Six, students will be revising their résumés and considering after-graduation employment opportunities.

Culinary Arts Program Map

Year One	Semester One	Semester Two	Semester Three
	Introduction to Culinary Arts Communications Garde Manger Culinary Computer Applications Patisserie 1	Co-op education Preparation Leadership in Culinary Organizations Nutrition for Culinary Professionals Short Order Cooking Basic Food Preparation Inventory Management	Co-op education Work Placement 1
Year Two	**Semester Four**	**Semester Five**	**Semester Six**
	Canadian Regional Cuisine Meatcutting Global Cuisine and Buffets Menu Development	Co-op education Work Placement 2	Advanced Culinary Skills Human Resource Management Kitchen Layout and Design Patisserie 2 Charcuterie Restaurant Service Theory Restaurant Service

First Year Workshops / Seminars – WHMIS, Fire Safety, Food Handler's Exam and Emergency First Aid
Second Year Workshop / Seminar– Serving It Safe (pre-requisite for Restaurant Service course)

Culinary Arts - Courses and Descriptions :: RRC Polytech Program & Course Catalogue

Hospitality and Tourism Management Program Overview

The program is divided into six semesters, each 16 or 17 weeks in duration. The sequence is as follows: (see Program Map)

First and Second Semesters

Courses in the first year will be a combination of general business and industry-specific programming providing exposure to the various aspects of the hospitality and tourism sectors.

Third and Sixth Semesters

These two semesters are spent off-campus in a co-op education placement. Students will be away from the classroom, but the learning process continues, and often intensifies.

Experts say students return to the College from work assignments with heightened interest in academic studies and, in most cases, their academic achievement improves. In the sixth semester, students will be placed in organizations reflecting their choice of Major for the second year (fourth and fifth semesters). Successful co-op placements may lead to full-time employment after completing the program.

Fourth and Fifth Semesters

For the second year of the program, students will choose a Major area of study in either:

Hotel and Restaurant Management

Students will continue with advanced food and beverage courses, as well as evening dining service in Jane's Restaurant. Accommodation courses, business courses and a final hospitality simulation group project will complete the final year.

Hospitality and Tourism Management Program Map

Year One	Semester One	Semester Two	Semester Three
	Financial Accounting A Business Communications 1 Customer Service Introduction to Tourism Hospitality Computer Applications 1 Professional Development 1 Restaurant Theory Front Office	Financial Accounting B Business Communications 2 Co-op educations Preparation Hospitality Computer Applications 2 Human Behaviour Meetings & Conventions Restaurant Service Practical	Co-op education Work Placement 1

First Year Workshops / Seminars – Serving it Safe; Emergency First Aid

Students will select a major area of study in either Hotel and Restaurant Management in the second year of the program.

Hospitality and Tourism Management - Courses and Descriptions :: RRC Polytech Program & Course Catalogue

Hotel and Restaurant Management Program Map

Year Two	Semester Four	Semester Five	Semester Six
	Hospitality Management Accounting Hospitality and Tourism Marketing Wine, Spirits and Beers Inventory Management Menu Development Professional Development 2 Restaurant Design & Layout Human Resources Management	Risk Management Workplace Diversity Awareness Rooms Management Hospitality Simulation Hospitality Sales Mixology Advanced Restaurant Service Basic Food Preparation	Co-op education Work Placement 2 specific to HRM

Second Year Workshops / Seminars –WHMIS; Certified Food Handler Training Program Level 1

Hotel & Restaurant Management - Courses and Descriptions :: RRC Polytech Program & Course Catalogue

Professional Baking and Pastry Program Overview

The program is divided into three semesters, up to 17 weeks in length. The sequence as follows: (see Program Map)

First Semester

The first part of the semester will be spent in the college studying several core baking courses and some related courses.

Second Semester

The second semester will differ somewhat from the preceding on-campus term. Students will be learning advanced baking skills and will be expected to work more independently. Students will learn to produce product through an order system that is student-managed and operated under instructor supervision. Students will also be revising or updating their résumés and considering after-graduation employment opportunities.

Third Semester

The final semester will be spent in the industry, in a co-op education work placement. This is a good opportunity to apply the theory and knowledge gained at the college during the previous two semesters and initiate long-term career plans.

Professional Baking and Pastry Program Map

Semester One	Semester Two	Semester Three
Baking Essentials 1 Breads I Quick Breads and Viennoisserie Pastry I Cookies Communications Professional Baking Computer Applications	Baking Essentials 2 Cakes Breads 2 Pastry 2 Plated Desserts Retail Bakery Simulation Professional Skills for Bakers Co-op education Preparation	Co-op education Work Placement

Workshops / Seminars – Fire Safety, WHMIS, Food Handler's Exam, Emergency First Aid

Professional Baking and Pastry - Courses and Descriptions :: RRC Polytech Program & Course Catalogue

Important Dates

Holidays and Breaks (September 2023 – August 2024)	
First Day of Classes	Monday, August 28, 2023
Labour Day	Monday, September 4, 2023
National Day of Truth and Reconciliation (Observed)	Monday, October 2, 2023
Fall Break	Friday, October 6, 2023
Thanksgiving Day	Monday, October 9, 2023
Remembrance Day (Observed)	Monday, November 13, 2023
Christmas Break	Monday, December 18, 2023 – Tuesday, January 1, 2024
Winter Term Begins	Tuesday, January 2, 2024
Louis Riel Day	Monday, February 19, 2024
Reading Week	Monday, February 19 – Friday, February 23, 2024
Good Friday	Friday, March 29, 2024
Easter Monday	Monday, April 1, 2024
Spring Term Begins	Monday, April 29, 2024
Victoria Day	Monday, May 20, 2024
Canada Day Holiday	Monday, July 1, 2024
Terry Fox Day	Monday, August 5, 2024

Term Dates (September 2023 – August 2025)	
Fall 2023	August 28 to December 15, 2023
Winter 2024	January 2 to April 26, 2024
Spring 2024	April 29 to August 16, 2024
Fall 2024	August 26 to December 13, 2024
Winter 2025	January 6 to May 2, 2025
Spring 2025	May 5 to August 15, 2025

Academic Standards

Academic Assessment Standards

Eligibility to progress in Hospitality, Culinary Arts and Professional Baking programs will be determined by the Chair at the end of each semester based on each student's individual academic achievement. In accordance with RRC Polytech policy, students are required to achieve a minimum 50% final mark to obtain a passing grade for a course. Final marks are calculated by weighing marks from a variety of tests, assignments, projects and/or a final exam. Final marks in practical labs will also include practical exams, as well as daily practical performance evaluations.

Additionally, Program standards require students to maintain the following:

1. A 70% mark (or better) in laboratory classes, practical exams, and daily performance evaluations. One supplemental exam will be allowed for practical exams. Students will not be eligible for co-op or graduation without meeting this requirement.
2. A grade point average (GPA) of 2.0. Any student who does not achieve the required GPA of 2.0 by the end of any semester will be suspended from the program.

The process for increasing GPA and/or meeting the 70% practical mark will be determined through consultation on an individual basis and may include repeating courses to improve marks. The program reserves the right to ask the student to exit the program for at least one semester before re-entry.

As this is a general guideline for program courses, students must be aware that individual courses may require additional standards to be achieved to receive credit. Instructors will usually review their Course Outline and expectations in the first class. Students must fulfill requirements for each course as stated in the Course Outline to receive credit, to progress through the program; and to meet all graduation requirements to receive a diploma. Progression through the program is subject to approval by the Chair, based on each student's successful completion of previous courses.

Letter Grade Distribution

A letter grade is assigned to the final grade in each course. This is the grade that will appear on the official transcript. Grade Point Average is a combination of the points assigned to the letter grade and the credit hours assigned to each course.

A+	4.5	90 to 100%
A	4.0	80 to 89%
B+	3.5	75 to 79%
B	3.0	70 to 74%
C+	2.5	65 to 69%
C	2.0	60 to 64%
D	1.0	50 to 59%
F	0.0	0 to 49%

Honour Roll

To receive Honours status on your grade report for a semester, you must achieve an overall term grade point average of 3.8, be enrolled in a minimum of 60% of the full course load, have passed every course, and not have taken voluntary withdrawal in any course.

To be an Honour Roll graduate, you must achieve a cumulative grade point average of 3.8 in the program, have passed every course in the program, and not have taken voluntary withdrawal in any course.

Attendance

Students who are absent from a lab situation without an excused absence (without proper documentation) may be subject to the following penalties:

- One missed day – 2 marks deducted from the final course mark.
- Two missed days – 5 marks deducted from the final course mark.
- Three missed days – 10 marks deducted from the final course mark.

An additional 5 marks will be deducted per day for any additional absence. (Deductions are based on a total course value of 100 marks.)

If a student arrives late or leaves early, including breaks, the student will be penalized for an unexcused absence, as stated above. Two late arrivals, or two early departures, or a combination thereof, equals the penalty of one unexcused absence.

If a student misses 20% or more of lab class time (excused or otherwise) the student will fail that course.

Absenteeism

Students are responsible for all information and assignments given in class. Should a student be absent, for whatever reason, the student is not relieved of this responsibility. Please note personal vacation dates are not considered an excused absence. Students who have been absent from classes for five scheduled school days in a row without notification or documentation may be withdrawn from the program by faculty.

Late Assignments

Assignments are to be submitted to the instructor on the due date and time specified by the instructor. Assignments submitted after this time are considered late and will be penalized 10% per day and will not be accepted after three days. (Weekends count as two days late.) Due dates will only be extended if students provide proper documentation. Students who miss an assignment due date are responsible for contacting their instructor within 48 hours from the assignment due date. Students who do not contact their instructor will forfeit their mark on the assignment.

Missed Exams/Tests

A student who misses a test or practical exam will not be allowed to take the test unless the absence can be justified with proper documentation. A student who misses a test is responsible for contacting the instructor within 48 hours from the test date. The student must schedule the test re-write within 5 days of the test date or the student's return. If a student does not contact the instructor regarding a missed test, they will forfeit the mark for the test.

One supplemental will be permitted on any final practical cooking/baking lab exam (where applicable). The instructor will determine the timing of the supplemental and an alternative instructor will mark it. The highest grade a student can achieve on a supplemental practical exam is 70%.

To be eligible for graduation, a student who does not obtain a passing mark in a Hospitality, Culinary Arts or Professional Baking course will be required to repeat the course when it is next offered. This may result in graduation being delayed.

Academic Appeals

If a student is dissatisfied with a grade or an evaluation, he or she must first contact the instructor to discuss the disputed grade/evaluation and, with the instructor, attempt to resolve the matter. The student must complete the informal appeal within **five (5) working days** of receiving the grade/evaluation in question.

Informal resolution of the matter must be attempted *before* a formal grade appeal will be permitted.

The Grade/Evaluation Appeal Forms are available from the Student Service Centre or the Students' Association Office. Appeal forms are also available on the College website: Complaints and Concerns : RRC Polytech

For more information, please consult the College's Student Appeals Policy (Policy S3) online at S3 – Student Appeals : Red River College Polytechnic: Policies and Corporate Legal (rrc.ca) And for a step-by-step process please use this link Student Appeal Guide : RRC Polytech

The Students' Association also has an Appeal Consulting Service at P110 Roblin Centre, Exchange District Campus or at CM20, Notre Dame Campus.

Academic Integrity Policy (Policy S4)
An academic integrity violation will disqualify the student from any College scholarships or competitions. The link for penalties and violations is:
A17 – Academic Integrity Procedures : Red River College Polytechnic: Policies and Corporate Legal (rrc.ca)

Plagiarism and Cheating – leave in
Significant academic penalties are imposed for these offences as stated in the College Policy and Procedure Manual under "Student Academic Misconduct." The policy is as follows: "Academic standards and the reputation of students and the College are based on, among other things, academic honesty. The unacknowledged use of ideas or published material of others constitutes plagiarism. Other forms of dishonesty include cheating on exams; aiding and abetting cheating; use of work prepared by others; accessing unauthorized computer accounts/files and/or software; falsification of laboratory results; falsification of academic records; violation of copyright laws; and the like. Any of these activities are unacceptable and will minimally result in a failing grade in the assignment or course and may include disciplinary action up to and including expulsion from the program."

Course Voluntary Withdrawal
Students enrolled in a full-time program who wish to withdraw from a course or change sections in a course for the term must first meet with the Program Chair. Upon completion of the Course Add/Drop & Section Change Request Form for Full-Time Programs, the request may be processed. This process must be complete before the voluntary withdrawal date (published in the course outline), or a mark will be processed.

If a student withdraws from a course within the first five days of the term, the course will not appear on their transcript and fees may be adjusted. Voluntary withdrawal from a course is limited to one course per semester. By voluntarily withdrawing from any lab course (5 or 6 credit hours) in any semester preceding a co-op education placement, a student would be considered ineligible for placement.

For more information on Voluntary Withdrawal, refer to the Academic Standards Policy (Policy A22) on the Red River College website: A22 – Academic Standards : Red River College Polytechnic: Policies and Corporate Legal (rrc.ca)

If a student drops/withdraws from a course after the five-day period, the course will be listed on his/her transcript with a grade of VW and no adjustment will be made to fees.

NOTE: If a student withdraws from a course after the course Voluntary Withdrawal date; after a failed practical exam; or after missing a total of five (5) days in a lab, it will be listed on the transcript with a grade of "F".

Program Withdrawal

Students withdrawing from their program of study are ***strongly encouraged*** to meet with the Program Chair prior to doing so. Once the meeting is complete, students can fill out the following form to withdraw from the program:
Full-Time Program Withdrawal : RRC Polytech
Part-Time Course Withdrawal : RRC Polytech

The effective withdrawal date will be the date the Student Withdrawal Form is received by Enrolment Services. Students who do not follow this process will be responsible for all fees owing and will not be eligible for any refund of fees. **NOTE:** Sponsored students should consult with their agency prior to withdrawing from the program.

Refund Policy

For detailed information regarding eligibility for refund, refer to the college web site at:
Fees : RRC Polytech

Application for Re-admission

An application for re-admission must be completed by RRC Polytech students who have withdrawn or have been terminated and who wish to apply for re-entry into the full-time program in which they had previously been enrolled. An application fee must accompany the application for Re-admission form. Applications for re-admission can be obtained from the Student Service Centre or can be completed online here: Full-Time Program Withdrawal : RRC Polytech

Transfer of Credit

Credit may be granted for some courses completed at another educational institution. Credit will not be granted for academic courses taken at high school and other non-post-secondary institutions (e.g., Communications and Accounting). A written request for credit must be submitted to the Program Chair at the beginning of the term. The request must include a subject outline and an official transcript indicating the grade received in each subject. Forms are available from the Student Services Centre or can be downloaded from the College website. Please refer to the College Recognition of Prior Learning (RPL) Policy Credit for Education, Work and Life Learning : RRC Polytech

Students are strongly advised to continue attending classes until the credit request has been approved.

Graduation Requirements

To graduate from the School of Hospitality and Culinary Arts, the following requirements must be met:
- Successful completion of all academic courses, workshops, and professional development
- Successful completion of both co-op education work placements
- Payment in full of student account

Graduating students must complete the Graduate Application on HUB to participate in the convocation and receive their diploma/certificate. To complete the Graduate Application:
1. Visit HUB
2. Select Payments and Profile
3. Select Graduation Overview

To graduate with a certificate after year one, students will need to withdraw from the program after their co-op term is complete. This can be done online here: Full-Time Program Withdrawal : RRC Polytech. Once withdrawn, students must complete the Graduation Application on HUB as outlined above.

Once a students' academic record has been reviewed and the College has confirmed they have met the graduation requirements for the program, students will receive their official Transcript of Academic Record and Parchment by mail.

NOTE: It is the responsibility of each student to verify completion of all course work prior to attending graduation ceremonies. The department will not notify potential non-graduates of their status. Check the HUB and with your final semester instructors for your posted grades.

Dress Codes

General Grooming and Appropriate Attire Guidelines
Good grooming and appropriate dress are essential factors in a hospitality or culinary arts industry career. Students are asked to observe the following guidelines:

Personal Hygiene: Fresh breath, daily bathing and use of deodorant are essential. ***Please do not use perfume, cologne, or other scented products.***

Hair: Neat, clean, tied back with proper restraint (rubber band, no pins) if touching shoulder. In food and beverage labs, hair must be tied back, completely off the face and in a hair net.

Facial Hair: Well-trimmed mustaches or beards are allowed but must not be grown while enrolled in lab classes. Otherwise, student must be clean-shaven at the beginning of each shift or class. Sideburns must be neatly trimmed and should not extend below the middle of ear.

Fingernails: Trimmed, clean, no nail polish allowed.

Makeup: Minimal and conservative.

Jewelry: One watch, wedding/engagement rings and one set of earrings allowed. Earrings may be no larger than a dime, in the lower ear only, and only one earring in each ear. The following are not allowed: chokers, pins, loose fitting and dangling bracelets. **Currently under review.**

Body Piercing: No visible piercing, including tongue piercing, eyebrows, nose, etc. (other than lower earlobes). Clear spacers may be used. See your instructor if you have any questions. **Currently under review.**

Shoes: For safety and sanitation reasons, closed-toed shoes and socks which cover at least two inches above the ankle must be worn in all Food Service areas and Labs.

For College Sponsored Events, Tours, Guest Speakers, and Job Interviews

Appropriate dress is a business suit or dress pants, skirt blouse and jacket, shirt and tie. Hair, beards, and moustaches should be neatly trimmed.

Inappropriate behavior or attire will result in the student being excluded from the event and may result in the student being excluded from any future industry presentations. Should the student be excluded from industry presentations, it will be the student's responsibility to obtain any information or certification on their own.

General Uniform Guidelines

To ensure uniform cleanliness and prevent contamination of food and equipment, students must refrain from sitting on the floor in hallways and other public areas while dressed in uniform or regular street clothing as per HACCP regulations. Uniform may not be worn while in transit to and from school/work.

Students must change from their street clothes into a clean uniform in allocated change rooms only. (The second-floor change rooms are for staff and faculty only.) Changing in hallways, toilet stalls, storerooms etc. is strictly prohibited for sanitation reasons.

Professional uniforms are required and must be a proper fit, including pant length. Pants must be neatly hemmed with thread only (no staples, tape, paper clips, etc.). Students are responsible for supplying their own uniforms, available in the RRC Exchange District Campus Store unless otherwise noted.

Smoking (cigarettes, e-cigarettes, cannabis) is not permitted while in uniform or on College property.

Dress Code for Jane's Restaurant Service

Uniforms/Supplies
Uniform should be neat, clean, pressed and in good repair. Students are responsible for supplying the following for Restaurant Service in Jane's, which are available for purchase at the RRC Exchange District Campus Store, except where otherwise noted:

- Red River College Polytechnic black dress shirt
- Black 3-pocket apron
- Also required, *but not* available from RRC Campus Store:
  - Black dress pants or black skirt (no more than 2" above or below the knee)
  - Black, low heeled, closed-toed shoes, and black socks which cover at least two inches above the ankle
  - Personal supply of adhesive bandages as necessary

NOTE: Each second-year student must have their own corkscrew (purchased from RRC Exchange District Campus Store).

Other: No gum chewing during set-up or service.

Dress Code for Food Preparation Labs
Appropriate clothing is mandatory for all students attending classes in food preparation labs. In addition to the grooming guidelines mentioned above, health regulations stipulate a clean uniform, pressed, and in good repair, and hairnet or hat.

Facial Hair: A beard net must be worn by any student with facial hair longer than 1cm.

Body Piercing: No new piercings may be acquired during the program due to the healing process. **Currently under review.**

Jewelry: No rings or loose fitting and dangling bracelets may be worn in Food Preparation Labs. **Currently under review.**

Undergarments/T-shirts: Must be a neutral color or white.

The following uniforms are required for participation in the Food Preparation Labs, and are available at the RRC Exchange District Campus Store, except where noted otherwise.

Hospitality Uniform for Food Labs
- One blue trim chef's jacket with RRC Polytechnic Logo
- One white apron
- White chef's hat with RRC Polytechnic Logo and hairnet as outlined in above guidelines
- Beard net, if required

- Basic Knife set (see booklist and instructor before purchasing)
- Also required, *but not* available from RRC Campus Store:
    - Black pants (not jeans or athletic pants)
    - Shoes must be black, closed-toed, with non-slip soles. Only work shoes are acceptable (no runners, high heels, sandals etc.)
    - Student must wear socks which cover at least two inches above the ankle.
    - Personal supply of adhesive bandages as necessary

Culinary Arts Uniform
- Blue trim chef's jacket with RRC Polytechnic Logo
- 2 pairs of black with white stripe pants (elastic waist)
- 3 white aprons (minimum)
- White chef's hat with RRC Polytechnic Logo and hair nets as outlined in previous guidelines
- Beard net, if required.
- Knife set (see booklist for requirements and instructor before purchasing)
- Also required, *but not* available from RRC Campus Store:
    - Kitchen shoes must be black, closed-toed, with non-slip soles. Only work shoes are acceptable (no runners, high heels, sandals etc.)
    - Students must wear socks which cover at least two inches above the ankle.
    - Personal supply of adhesive bandages as necessary
    - Sharpie Marker for labelling
    - Box cutter
    - Digital scale (in 1-gram increments)
    - Digital timer
    - Plastic envelopes for recipes storage

Professional Baking and Pastry Uniform
- 2 Blue trim chef's jackets with RRC Polytechnic Logo
- 2 pairs of checkered pants (elastic waist)
- 3 white aprons (minimum)
- White baker's pillbox cloth hat with RRC Polytechnic Logo and hair nets as outlined in previous guidelines
- Beard net, if required
- Professional Baking Tool Kit (see booklist for requirements and instructor before purchasing)
- Also required, *but not* available from RRC Campus Store:
    - Kitchen shoes must be black, closed-toed, with non-slip soles. Only work shoes are acceptable (no runners, high heels, sandals, etc.)
    - Students must wear socks which cover at least two inches above the ankle.
    - Personal supply of adhesive bandages as necessary

- Sharpie Marker for labelling
- Box cutter
- Digital scale (in 1-gram increments)
- Digital timer
- Plastic envelopes for recipes storage

Hair nets, beard nets and chef's hats may be purchased from the cashiers in the Culinary Exchange at PGI.

NOTE: Individual instructors may have additional guidelines for their labs, which must also be respected. If a student does not adhere to the above grooming and appropriate attire guidelines they will not be allowed in the lab and will be marked absent.

Cell Phone Guidelines

While it is recognized that a cell phone can be an asset to the learning process, it also has the potential for being a major distraction in a classroom setting. Accordingly, students are encouraged to ensure cell phones are set to "silent" prior to the beginning of class and are kept out of sight while class is in session. Students will **not** make or accept calls during class.

Cell Phones in Restaurant Labs: While students are permitted to bring a cell phone to the restaurant lab classroom, the phone must be stored upon arrival in a lockable cabinet. Phones may be checked if a student is on a break that has been instructor approved. Hands must be washed after touching the cell phone.

Cell Phones in Public Labs: During public labs, student cell phones must always remain out of sight. Hands must be washed following any cell phone use, even "just checking" the time or messages.

Cell phone usage in labs is at the discretion of the instructor. Please be aware that a cell phone is unsanitary, and hands must be washed after touching the phone for any reason.

Co-op education Work Placements

Co-op education Overview
Co-op education is an educational strategy which integrates classroom learning with on-the-job experience by alternating semesters of academic study with semesters of paid employment. During co-op placements, students will be employed in positions related to their fields of study.

Co-op education extends the learning process beyond the College and into the world of employment by blending theory and practical work into a partnership between the student, the employer, and the College.

Co-op education Accessibility Statement
RRC Polytech is committed to providing persons with documented disabilities fair and equal access to educational programs, services, and facilities. If you are a student with a disability* and require reasonable accommodations within the classroom setting and/or for Work Integrated Learning activities, you must connect with Student Accessibility Services (SAS) who will assist in developing and implementing your accommodation plan. Refer to the Student Accessibility Services webpage for information about SAS locations and how to book an appointment.

*RRC Polytech's definition of "disability" is consistent with the Manitoba Human Rights Code. In the educational setting, "disability" refers to a permanent or temporary medical, physical, sensory, mental health (e.g., anxiety, depression), learning, or neurological (e.g., ADHD, Autism Spectrum Disorder) condition that interferes with a student's ability to fully participate in their studies and/or other associated activities.

Student Benefits
In co-op education the student is required to play an active role and assume responsibility in the learning process. Co-op education enables students to relate classroom study to real-life work settings. It provides opportunities to experience the practical aspects of a chosen field and to gain a clearer understanding of the requirements of employment and the expectations of employers. Employers will pay at least minimum wage to students on their co-op work term.

In the process of finding a co-op work placement, students will have opportunities to learn and practice important job-search and interview skills. While obtaining valuable on-the-job experience, students gain knowledge that will help to realistically evaluate their individual choices of study and career.

The work experience students receive will enhance personal development in oral and written communication skills, responsibility, self-confidence, independence, and the ability to relate to and work well with others. Co-op education provides opportunities to establish relationships with potential long-term employers.

Today, many employers are demanding more than just the academic and technical skills required for graduation from an academic program. Because of keen competition amongst available employees, relevant work experience and communication skills often become key factors in hiring decisions. By combining practical work experience with academic study, the co-op education student is a good candidate for full-time employment upon graduation.

The Role of the WIL Coordinator
To optimize the benefits of co-op education for students and employers, a co-operative partnership must be established between the student, the employer, and the College. The WIL Coordinators' responsibilities include the development of co-op education work placements, the management of the job procurement process, the preparation of students for their employment experience and the monitoring and evaluation of students' work experience.

The WIL Coordinators are responsible for maintaining and developing relationships with current and potential employers to market the program, evaluating work placement positions for students, assisting in arranging job interviews, and providing a liaison between the College and the employer during and following the work experience.

The WIL Coordinators' responsibilities also include communicating information about the co-op program and specific employment opportunities to students, assisting and supporting students in the application and interview process, counselling students on career goals, and monitoring and evaluating the work experience in consultation with students and their employers.

Recruiting Ethics and Relationship with Industry Co-op Partners
Successful co-op work terms are a **collaboration** between:
- Co-op partner employers
- Red River College Polytechnic
- Co-op students.

CO-OP PARTNERSHIPS

o Student
o Employer
o College

The successful recruitment of co-op education students depends upon the **collective activities of three parties**, the interested co-op partner employer, the co-op student, and Red River College. All participants must adhere to Provincial and Federal legislation in their recruitment and employment practices. However, there are additional guidelines concerning recruiting ethics that support the development of co-op partnerships and a fair co-op process for all concerned.

Co-op Partner Employer Ethics
- Respects Red River College Polytechnic's schedule regarding job postings, interview arrangements, job offers, etc., and heed the co-op education policies and procedures of an institution.
- Provides employment for a minimum of 16-week work terms **and** minimum of 400 hours. *(Note that this is the ideal situation, however due to the effects of pandemic on business, currently co-op work terms can be more flexible to suit the business needs and student schedules)*
- Co-op partner employers commit to professional growth of future industry leaders.
- Co-op partner employers provides supervision, mentorship, and feedback to student.
- Co-op partner employers provides job description outlining expectations of student.
- Hours are scheduled to suit the co-op partner business needs.
- Co-op partner employers participate in a mid-term site visit with the student and College.
- Co-op partner employers provides evaluations of student performance for final assessment.

Student Ethics

- Abide by the co-op policies set by Red River College Polytech based on CEWIL guidelines.
- Ensure that co-op partner employers have accurate information regarding their application.
- Notify the co-op office, well in advance, if interviews must be rescheduled or cancelled.
- Honor their acceptance of employment as a contractual agreement with the Co-op partner employers.
- Clearly communicate with the co-op office and co-op partner employers to confirm acceptance of co-op employment within 24 hours of offer.

Institution's Ethics

- Inform students, co-op partner employers and other interested parties of institutional policies and procedures.
- Provide equal services to all students and Co-op partner employers and manages the applications so the co-op recruitment process is fair to all students.
- Accommodate Co-op partner employer's reasonable requests for job postings, interview space, and presentation facilities.
- Provide students with accurate information on all recruiting employers.
- Notify the Co-op partner employer of any hiring limitations prior to them conducting interviews.

Co-op Education Prep Classes

To support the application and interview process there will be a minimum of six classes in which the coordinators will update students on possible co-op placements and discuss issues relevant to applying for jobs, performing well during interviews, and preparing to enter the workplace. Attendance and completion of assignments are mandatory to qualify for a co-op work placement.

Credit for Prior Co-op Work Placements

Credit will be considered for a Co-op education work placement if the following criteria are met:

1. The work placement has met and follows the CEWIL definition for co-op education best practice in Canada. Follow this link for more information: Work Integrated Learning (cewilcanada.ca)
2. The student has been given credit for a co-op work placement in the same discipline at another post-secondary institution.

The documentation necessary to accompany a request for credit must include the following:

- A copy of the completed assignments necessary for the co-op work placement.
- A copy of the job description or job offer for the work placement.
- Proof of the duration of the work placement, the number of hours worked, and the wage paid (e.g. pay stub, letter from employer, severance documents).
- A copy of the employer's evaluation of the student's performance during the work

placement.
- A copy of the student's transcript with the mark obtained for the co-op placement.

Although credit will be considered, it is strongly recommended that all students take advantage of the co-op work placement through Red River College Polytechnic to further their industry experience and gain new contacts in industry.

Criteria for Co-op Education Participation
Because co-op education is an essential component of programs within the School of Hospitality and Culinary Arts, all students enrolled in the School are required to participate.
Academic Requirements and Eligibility for Co-op Education Placements
To be eligible for a co-op education placement a student must do/have the following:
- Have a Social Insurance Number **AND** have a valid work permit.
- Maintain a Cumulative and Term Grade Point Average of 2.0 or better.
- Attain 70% in all practical lab courses.
- Attain 70% in all practical lab exams.
- Complete all requirements for Co-op Prep Classes.
- Not Voluntarily Withdraw from more than one course per term.
- Only apply for jobs the student is prepared to accept.
- Secure a job within 30 days of the term start date.

Grade point averages will be calculated at the mid-point of each semester. Students meeting these criteria will have equal access to positions developed by the Co-op Coordinators.

Delayed Placements due to GPA Eligibility

A student preparing for a co-op placement who does not have the required average at the mid-point of the semester will be placed on probation and encouraged to improve grades over the balance of the semester. If a student on probation meets the co-op eligibility requirements before the end of the semester, they will have access to interviews for any unfilled positions. The program cannot guarantee a job for a student under these circumstances; however, Co-op Coordinators are obligated to work with the student to find employment. It will be necessary, under these circumstances, for the student to play an active role in the job search and be flexible regarding the position and type of work.

Any student who does not achieve the required GPA of 2.0 by the end of any semester will be suspended from the program for a minimum of one semester, with an option to return in the next appropriate semester pending course availability. The student may choose to take related courses through General Studies or Continuing Education to explore other career options.

It should be noted that as an applicant from a college program, a student's academic standing may be of interest to employers who may ask for transcripts or grade point averages if they judge this information to be important to their hiring decision. Conversely, a student with a high-grade point average is encouraged to use this information in the application process. From

either perspective, it is in the student's best interest to maintain the highest academic standing possible.

To ensure a student is adequately prepared for employment in industry, voluntary withdrawal from a course is limited to one course per semester. A student who voluntarily withdraws from any lab course in any semester preceding a co-op education placement is considered ineligible for placement. For more information on Voluntary Withdrawal refer to the Academic Standards Policy (Policy A22): A22 – Academic Standards : Red River College Polytechnic: Policies and Corporate Legal (rrc.ca). Please refer to item 18, "Withdrawals from Courses and Programs".

Voluntary Withdrawal from Co-op Term
Students who are unable to secure a job within 30 days of the term start date may withdraw without penalty. After 30 days, full fees will be assessed. Should a student not be able to secure a job for co-op placement, and they have not withdrawn, they will receive a failure for the term and all fees will be forfeited.

Eligibility for Employment
Students who have Canadian citizenship, landed-immigrant status or a student visa are eligible for participation in the program.

International Student Requirements for Co-op Education

Work Permit
Many college programs offer off-campus paid work experience as part of the program of studies. If you are in a Co-op education Program at RRC Polytech, the work experience placement will be a paid position with an employer that will provide practical skills training in your field of studies. As an international student, Citizenship & Immigration Canada regulations require you to have a Co-Op Work Permit for this purpose. See Citizenship and Immigration Canada link for more information. Work as a co-op student or intern - Canada.ca

Application instructions are also available at the International Education Webpage: Co-Op Work Permit : International Education at RRC Polytech. This type of Work Permit is free of charge. ***The application process should begin immediately upon beginning classes in Term One.***

The Work Permit a student receives will be restricted. The Work Permit may be used only to participate in the work experience (co-op placement) as it relates to the student's academic program. It cannot be used for any other employment purpose. The Letter of Acceptance will indicate that work experience is an integral part of the program of study and a requirement for graduation. This letter must be submitted to Citizenship & Immigration Canada as a required Co-Op Letter a must be valid at the time of submission. Please contact International Admission Officers at International@rrc.ca if your LOA is expired.

Social Insurance Number (SIN)
Once the Work Permit has been received, a Social Insurance Number (SIN) will be required to give to the Employer. A Social Insurance Number (SIN) is a nine-digit number used in the administration of various Canadian government programs. You will require a SIN to work in Canada or to receive government benefits.

Students must apply for a Social Insurance Number in person at the federal government office called Service Canada Centre. There is a Centre located downtown at 391 York Avenue, Winnipeg, Manitoba, R3C 0P4. Passport and the Work Permit are required as identification documents for the application. For further information on Social Insurance Numbers view the following website link: Social Insurance Number – Overview - Canada.ca

NOTE: Students *MUST* have a Work Permit and a Social Insurance Number to provide to an employer to be eligible to work in Canada.

Post-Graduation Work Permits for International Students in Canada
For further information please visit the website link: Post-Graduation Work Permit : International Education at RRC Polytech

General Work Placement Requirements
To qualify for a co-op education work placement, the job in which the student is placed must provide a minimum of 400 hours over the duration of the placement (16 weeks) and pay the student at least minimum wage. Due to the nature of the hospitality/tourism industry, the School of Hospitality and Culinary Arts defines full-time work as 25 to 40 hours per week.

It is essential that the work experience provides learning relevant to the student's program of study and quality supervision. The Co-op Coordinators will monitor that each position meets these criteria.

It is expected that students will work full-time for the duration of the co-op placement dates. Students may not quit a co-op position when the minimum hours or weeks have been achieved unless there are extenuating circumstances approved by the Co-op Coordinators. Leaving the job before the minimum hours or weeks are complete will result in a failed co-op term.

Work Placement Procurement Procedures
To receive a certificate, a student at the School of Hospitality and Culinary Arts is required to complete one co-op education work placement. Two co-op education work placements are required for a diploma.

The following guidelines are to be followed to ensure that co-op education work placements are obtained in a fair and equitable way.

The student will pay all co-op education fees as set by the College prior to the beginning of the work term placement. These fees are used to partially offset the administration costs involved

in the delivery of Cop education. These fees are subject to the same regulations as regular tuition fees, and if they are not paid, a student will not be permitted to begin work. If the payment of fees in advance presents a serious problem, it is imperative to contact Student Services before the beginning of the co-op work term.

The student will check with the appropriate Co-op Coordinator or Career Bridge (on the HUB) **RRC Polytech Career Bridge** for available positions and job descriptions.

The student will apply only for jobs sincerely interested in as it will be expected to accept a job if it is offered. A student who declines a job may receive a failed co-op term.

A student will participate in co-op prep classes and meet with their respective WIL Coordinator for a mandatory 1:1 co-op session. During this session, students are to be prepared to discuss their learning and career goals. To arrange a 1:1 co-op session, students should refer to the course outline for the co-op prep course.

Students apply for a maximum of 2 co-op positions advertised in Career Bridge. Applications should match the student's goals and skill level. If the WIL Coordinator contacts the student to let the student know the student has not been selected for interview, the student may apply for another co-op position.

Students will apply for the positions as described by the posting in Career Bridge. Contacting employers outside of their requested method of application is not permitted. Failure to follow instructions may result in a student's application being revoked.

Interviews may be either set up by the WIL Coordinator, initiated by the employer directly, or through Career Bridge with applicable students. Employers may choose to interview the students at their place of business or on the College campus. When going to an interview, the student will take a copy of his/her résumé and a list of references.

Students interested in continuing employment with a current employer, should communicate with the WIL Coordinator the term prior to the Co-op work placement. Approval of existing employment for Co-op work placement is determined on a case-by-case basis. This is determined based on: length of employment, new learning opportunities, and employer willingness to meet co-op requirements.

The second work term placement should be a different company, position, and supervisor from the first term, in order to broaden the student's experience as much as possible. If the student makes a request in writing to the WIL Coordinator, specifying how an opportunity with the same company will provide new responsibilities for them in a second work term, the Coordinator will evaluate the opportunity with the employer to determine if it will be eligible for Co-op.

Out-of-Province Co-op Positions

On approval and confirmation of an out-of-province placement, the student is responsible for making appropriate travel and accommodation arrangements and are responsible for obtaining coverage for medical and accident insurance where applicable. Students are advised to obtain additional medical and tenants insurance prior to relocating for Co-op/WIL placement.

Exam dates will not be changed to accommodate early start dates or travel arrangements.

Medical Coverage for Out-of-Province Co-op Positions

A student planning an out-of-province placement must complete a form (found at this link and [Request for Benefits by Students Attending Out-of-Province Educational Institutions (gov.mb.ca)](gov.mb.ca) submit it to Manitoba Health along with a Letter from Red River College confirming that they are taking a co-op term with an employer located outside Manitoba. The WIL Coordinator can assist with providing the necessary letter. **NOTE:** Extra insurance coverage may be required for out-of-province/international work placements.

The Student at Work

The WIL Coordinators will maintain contact with the employer and the student on the job site. The Coordinators will monitor each student's progress and performance. If there is a problem with a work placement that the student is unable to resolve on their own, it is **STRONGLY** recommended the student contact the ~~Co-op~~ WIL Coordinator. The student must not wait for a WIL Coordinator to make contact first. It is the student's responsibility to ensure the WIL Coordinators are aware of any problems or conflicts.

Students participating in a co-op education work placement are representing Red River College Polytech. The performance and behaviours exhibited by the student will reflect on the College, the program, and future students.

Failure to Report: Once a co-op education position is accepted, the student is expected to report to the job site as required by the employer. Failure to report for work will result in serious repercussions, including a failure of the co-op term.

On the Job: A co-op education student should expect to be treated like any other employee and is expected to observe all rules and regulations of the employer. A student is encouraged to ask questions and be accountable (i.e., not covering up mistakes). Students are reminded to be friendly, considerate, and tactful with co-workers, supervisors, and customers.

Transportation and Accommodation: A student is responsible for their own transportation to and from the workplace, as well as any accommodations required, unless other arrangements have been made.

Holiday and Time Off: Time off from work must be approved by the employer in advance, normally prior to the start of the work placement. WIL Coordinators must also be notified of requested absences longer than two consecutive days. Please note that restricting hours may hinder the ability to complete the minimum hours requirement.

Restriction of Hours: If a student restricts their hours (making oneself unavailable to the employer to schedule as necessary) that student may not be able to complete the required hours. If this situation occurs, a student could receive a FAIL grade and will have to repeat the co-op education work placement at a later date, incurring additional fees. Each case will be reviewed separately, and a consequence may include suspension from the program.

Labour Issues: Decisions regarding workplace issues and concerns will be made in consultation with the WIL Coordinator and the ~~Program~~ Academic Chair. The consequences of the decision will be carefully considered. In the event of a strike, co-op students will be removed from the work placement and other arrangements will be made to complete the semester.

Injuries: If a student is injured on the job, they should notify the employer immediately and follow all required safety reporting procedures of the host site/employer. The student must contact a Co-op Coordinator to report the incident. The student must also go to the website [Report an Incident : Red River College Polytechnic: Safety, Health, and Security Services (rrc.ca)](#) and fill out the form and click "Submit" at the bottom of the page to submit an official report which will be forwarded to the Workers Compensation Board. ***All injuries must be reported to the WIL Coordinator as soon as possible.***

Resignation: Students are expected to finish the co-op placement by the dates predetermined by the ~~Co-op~~ WIL Coordinator and the employers. Premature resignation from a co-op education placement may result in a failed co-op placement. The WIL Coordinator must be notified and consulted with before a student decides to resign from a work placement.

Terminations: If a student is terminated from a position, the student is required to notify a WIL Coordinator immediately. If employment is terminated by an employer for "just cause," the student will receive a failing grade, may be suspended from the program for one semester, will have to apply to repeat the co-op work term at a later date, and will be required to pay all applicable course fees. "Just cause" will be determined through consultation with all parties involved.

How to Handle Problems: During the work placement, a student is first and foremost, an employee of the company for which they work and is expected to deal with many work-related problems independent of the WIL Coordinators. For the most part, this will be done through discussion with a supervisor at the workplace. However, if situations and issues arise which make the student uncomfortable in approaching management or if the problem is specifically related to co-op education, the student will contact the WIIL Coordinator ***immediately***.

Evaluation of the Co-op Work Placement

Work placement assignments are due the first day of the next academic semester or as determined by the WIL Coordinators. The co-op education work placement is graded on a PASS/FAIL basis. To receive a PASS grade a student must complete all the following requirements:

- Successful completion of training based on the employer's job description which is acceptable to the specific program and monitored by the WIL Coordinator.
- Completion of 16 weeks with an average of at least 25 hours per week over the placement (minimum of 400 hours).
- An employer evaluation of the student of at least a "satisfactory" or "meets expectations" rating.
- Satisfactory written completion of the co-operative education assignments, as follows:
  Co-op Placement 1:
  - Student self-evaluation.
  - Student evaluation of the co-op education work placement.
  - Co-op portfolio (including Goals & Skills statements).

  Co-op Placement 2:
  - Student self-evaluation.
  - Student evaluation of the co-op education work placement.
  - Updated co-op portfolio outlining co-op placement 2 (including goals and skills statements, as well as an updated résumé).

The WIL Coordinators will assign a PASS or FAIL grade after reviewing the above requirements.

If any of the assignments are not completed to a satisfactory standard, the student will have one week to re-submit these items for evaluation. Where conditions are beyond the control of the student, the Program Chair may use their discretionary powers, in consultation with the WIL Coordinator, in determining the student's grade.

Some General Co-op Advice

The above section on Co-op education has been developed to ensure that all students in the School of Hospitality and Culinary Arts have access to the information they require to participate fully in securing and maintaining co-op education work placements. It is the responsibility of the student to become familiar with the contents of this handbook. It is also strongly recommended that students stay in close communication with the WIL Coordinator in the semester prior to the co-op education placement and during the placement. If there are any questions or concerns, students are encouraged to contact the ~~Co-op~~ WIL Coordinator immediately.

Jon Royal
Culinary Arts & Professional Baking and Pastry
(204) 330-3295
jroyal@rrc.ca

Georgette Rochon
Hospitality & Tourism Management
(204) 632-2334
grochon@rrc.ca

Computer Requirements and Usage

Each student must have a personal laptop for participation in the programs at the School of Hospitality and Culinary Arts and must bring it to class every day. Students are required to have functioning laptops for all testing within their program. *If you already own a laptop, and it meets the minimum hardware specifications, it can be used; however, we recommend you re-image or do a fresh re-install of your operating system.* Help Desk support is available for approved laptops only.

The use of tablets, phones or any other device besides the approved laptop will not be allowed for testing.

Inappropriate use of the Internet and e-mail accounts

Inappropriate use of computers and other digital devices will not be tolerated. Examples of inappropriate use include visiting pornographic sites, any type of cyber-bullying, or any other illegal behavior.

Charging Stations

To ensure the safety of staff and students, proper use of the charging stations in the classrooms will fall under the direction of the instructor. Each student is responsible to come to class with a fully charged computer. During class, sitting on the floor to plug in the computer will not be allowed. For the safety of instructors and students, power cords may not extend to the front or back of the room, across aisles, or in areas that could cause a tripping hazard. Each student must have a fully charged computer when writing a test.

Laptop Considerations

- Laptop must be either a Windows-based or Mac system. *Windows-based system is recommended for compatibility with our back end which runs on a Microsoft platform.*
- Productivity tools such as Microsoft Office 365 will be provided to students by RRC.
- An optical drive is optional but not required for your program.
- Consider investing in a quality laptop that will last you years beyond the duration of your program.
- **RRC does not assist with or support physical hardware repair on computers. It is the student's responsibility to make arrangements with a third-party vendor.**
- The following devices are *NOT ADEQUATE* or acceptable for the technological requirements of our program and will not be supported: *Chromebooks and/or tablets (such as Apple iPad, Samsung Galaxy, Google Pixelbook, etc.), cannot be used as your primary device.*
- RRC does not offer recommendations on where or which brand of laptop to purchase. Laptops may be purchased online or through any retail store/outlet, if the minimum specifications are met.

Minimum Hardware Specification for Windows PC

Component	Minimum	Recommended	Notes
Operating System	Windows 8.1 (English Version) Properly Licensed	Windows 10/11 Home Ed. (English Version)	Anything prior to Win8 is **NOT** acceptable.
Processor	PC Laptop w/ Intel Core i3 – 2.1+ GHz Processor OR higher	PC Laptop w/ Intel Core i5 – 1.9+ GHz	AMD Dual-Core processor is acceptable.
Memory	8+ GB Ram	16 GB Ram	More is better.
Hard Disk Drive OR Solid-State Drive	500 GB 120 GB	750 GB 240 GB	Supplement external, cloud storage is sufficient.
Display	12"+	13"+	12.5" – 14" offers best balance between usability and portability.
Wi-Fi	IEEE 802.11n Specification	IEEE 802.11ax	There are minimal LAN connections. Your Wi-Fi needs to meet standards.
Ports	1 USB 2.0 Headphone VGA or HDMI	2 USB 2.0+ HDMI 1.4b RJ45 connection	The more ports available, the more options you have.
Battery	Lithium ion or battery life of 3+ hours	Lithium polymer or battery life of 4.5+ hours	Minimal electrical outlets. Battery condition is important
Other Software	Only 1 antivirus program is needed if installed on the computer. Remove all expired trial version software from laptop. Preferably only have academic related apps installed.		

Minimum Hardware Specification for Macbook

Component	Minimum
Operating System	Mac OS X v10.12+
Processor	1.6 GHz Core i5 or higher
Memory	4+ GB Ram
Solid State Drive OR Hard Disk Drive	128 GB 320 GB
Display	12"+
Wi-Fi	IEEE 802.11n Specification
Ports	USB 3.0, Thunderbolt 2, Headphone

Contact: **Danny Lam**   Room PGI 300
Monday – Friday   7:30am – 3:30pm
Phone: (204) 632-3994   E-mail: dlam@rrc.ca

For service after hours or weekends, please e-mail Danny Lam at dlam@rrc.ca, leave a voicemail message or open a Case Log by clicking on the Case Log System link on Red River College HUB.

Student Competitions and Awards

Several competitions and awards are available to students in the School of Hospitality and Culinary Arts during their program. The Program Chair presents the awards available to each class each term. A list of current awards (updated at the beginning of each term) can be found on the Hospitality Home page under the link: School Awards and Bursaries - All Documents rrc.ca)

A complete list of awards and bursaries available to all Red River College Polytech students can be found in this link Awards, Scholarships and Bursaries : RRC Polytech. Select the option "Hospitality" to view a complete list of all awards and bursaries available to students enrolled in the School of Hospitality and Culinary Arts.

General Guidelines and Policies

Red River College Polytechnic Student Handbook
Students are encouraged to familiarize themselves with the Red River College Polytechnic Student Information documents which can be found at Future Students : Red River College Polytechnic: Advising (rrc.ca)

Alcohol on College Premises – Policy U4
Consumption of alcohol in the workplace or anywhere on campus, except during functions specifically authorized by the College in accordance with The Liquor Control Act, is prohibited. The consumption of alcohol during authorized events shall conform to this policy and the stipulations of the license or Occasional Permit. It is the responsibility of all employees and students to be aware of and abide by this policy. Employees and students found to be in violation of this policy may be subject to disciplinary action.

Instructors and staff have the responsibility and authority to deny access to class to any student whom they have reason to believe has consumed alcohol. Management has the authority to deny access to the College to any individual whom they have reason to believe is under the influence of alcohol. Outside organizations and third parties are subject to the provisions of this policy. The full policy can be found here: U4 – Alcohol on College Premises : Red River College Polytechnic: Policies and Corporate Legal (rrc.ca)

Smoking – Policy E5
Smoking (cigarettes, e-cigarettes, and cannabis) is prohibited on all College owned, leased and/or occupied buildings, property and grounds under its control. This smoking prohibition covers, but is not limited to, all enclosed public places and outdoor public places. Leased and/or occupied buildings and grounds may be subject to lessor or third-party smoking policies. The College Smoking Policy Shall govern all College-controlled spaces. The full policy can be found here: E5 – Smoking : Red River College Polytechnic: Policies and Corporate Legal (rrc.ca)

Respectful Workplace and Learning Environment Policy – Policy H1
The Respectful Workplace and Learning Environment Policy requires that RRC Polytech has a learning and working environment for students and staff that is free from Bullying, Discrimination, Harassment and associated violence. The full Respectful Workplace and Learning Environment Policy (Policy H1) can be found on the RRC Polytech website:
H1 – Respectful Workplace and Learning Environment : Red River College Polytechnic: Policies and Corporate Legal (rrc.ca)

Complaints and concerns can be discussed with Faculty members, the Resource and Resolution Advisor, (204) 632-2946, and any other trusted member of the RRC Polytech community.

HUB
Each student will be issued a College Web account and password, which can be used to access student records such as class marks and the T2202A Tuition and Education Tax Credit Certificate.

The HUB supplies the student with all the links to courses in which they are registered, including class dates, times and location.

Change of Address
College correspondence and student records are sent to the address given on the student's application form. If a student changes address prior to graduation, an Address Change Request Form must be completed and submitted to Student Services. Changes can be made through the Student Services Centre in P104.

Student Service Centre Hours and Contact Information
Exchange District Campus located at Room 104 – 160 Princess Street known as the **Roblin Centre.** *The Centre is closed for all statutory holidays.*
Hours: Monday to Thursday   8:30 AM to 4:00 PM
               Friday   9:00 AM to 4:00 PM
Phone Number: 204-632-2327 **OR** 1-800-903-7707
Email studentservices@rrc.ca

Campus Store
Exchange District Campus Store
Phone Number: 204-632-2351
Avoid lineups, purchase your books online and have them delivered to your door or packaged for pickup. It is convenient and secure. Visit the Campus Store website to place an order.

Injury Reporting Procedure
All College-related injuries, regardless how minor they appear, must be promptly reported to the Red River College Polytechnic Safety and Health Services Team via the link provided:
Report an Incident : Red River College Polytechnic: Safety, Health, and Security Services (rrc.ca)

Red River College Polytechnic Security personnel provide first-aid treatment for minor injuries, document the necessary information, and report it accordingly.

College-related injuries include any injury to a student that is or may be in any way associated with a College activity whether on campus or not (i.e. co-op placement).

Workers Compensation Board (WCB) Claims

WCB claims are initiated when an injury is reported (as noted in the section above) through the Red River College Polytechnic Safety and Health Services Team.

An injury results in a WCB claim when:
- An injured student consults a medical practitioner about the injury
- Time-loss results from an injury (other than the day of the injury)

Late or non-reporting of an injury may jeopardize an individual's claim for related compensation.

Workplace Safety

If students have a safety concern about their surroundings, they can submit a report which will be reviewed by the Red River College Polytechnic Safety and Health Services team at
Report a Hazard : Red River College Polytechnic: Safety, Health, and Security Services (rrc.ca)

Academic Success Centre (ASC) for Students

Information about the Academic Success Centre for Students (i.e. Tutoring & Help Desks, Writing Centre, Academic Coaching & Study Skills, etc.) can be found at Home - Academic Success Centre (ASC) Supports for Students - Library and Academic Services at RRC Polytech

Other Student Support Services
Indigenous Student Support & Community Relations
F209 Notre Dame Campus 204-632-2178
P407 Roblin Centre Exchange District Campus 204-632-2177
Indigenous Student Supports and Community Relations : Red River College Polytechnic: Indigenous Education (rrc.ca)

Counseling and Accessibility Services
D102 Notre Dame Campus 204-632-3966
P210 Roblin Centre Exchange District Campus 204-949-8375
Red River College Polytechnic: Counselling (rrc.ca)
Red River College Polytechnic: Accessibility for Students (rrc.ca)

Equity, Diversity and Inclusion on Campus
D206 Notre Dame Campus 204-632-2016
Elgin Building, Exchange District Campus 204-632-2404
Red River College Polytechnic: Equity, Diversity and Inclusion on Campus (rrc.ca)

Use of Personal Information
Red River College Polytechnic complies with The Manitoba Freedom of Information and Protection of Privacy Act (FIPPA) in the collection and use of student information, as outlined in the Freedom of Information and Protection of Privacy Policy (Policy G3):
G3 – Freedom of Information and Protection of Privacy : Red River College Polytechnic: Policies and Corporate Legal (rrc.ca)

Red River College Polytechnic will not divulge any information about your academic progress, student records, the location of your classes, or any personal information. You may sign a release authorizing Red River College Polytechnic to discuss academic standing or permit contact while on campus with specifically identified individuals. A Release of Personal Student Information form can be downloaded from the College website at Consent-to-Release-Student-Information.pdf (rrc.ca) or acquired from the Student Services Centre.

Frequently Asked Questions

Where do I apply for residence on campus?
Visit the Campus Living Office at Room 400–504 Main Street in the Paterson GlobalFoods building for all your residence inquiries. Office hours are 8:30 am until 4:30 pm Monday through Friday, closed between 12:00 pm and 1:00 pm daily. For more information call, 204-631-3371, email residence@rrc.ca or visit the website at Red River College Polytechnic: Campus Living (rrc.ca)

Where are my classrooms? Where do I go to eat?
As part of your orientation, you will be given a campus tour to help answer all of these questions and more. Food outlets are in the Culinary Exchange at PGI main level. The Culinary Exchange is closed on all statutory holidays. Visit Red River College Polytechnic: Culinary Exchange (rrc.ca)

Food may be eaten in the Annex in the Culinary Exchange, or in the student lounges. Please ***do not*** bring meals into the classrooms. *Beverages brought into the classroom **must** be in drink containers with tight-fitting lids.*

Where do I rent a locker?
You may arrange to rent a locker at the Exchange District Campus Store. Locks are issued with the locker rental. The Exchange District Campus Store will assign a locker based on availability. Access cards are required for some locker areas. Lockers are available to rent online at Lockers and Bike Lockers : Red River College Polytechnic: Campus Store (rrc.ca)

***Only one student is assigned per locker and assignment cannot be transferred. ***

NOTE: It is the student's responsibility to remember their locker's expiry date, and to renew their rental, or vacate the locker on or before the expiry date. Please ensure that you remove your belongings; if you leave the program, when you are employed on a work term during the summer months, and when you graduate. ***The lock must be left on the locker after it is cleaned out.*** Contents retrieved from expired or vacated lockers will be disposed of by the Campus Store.

Where do I get a photo ID?
Your photo ID is free and is available from the Student Services Centre. You require one to use any of the facilities on campus, including the library, labs, or even the gym. Avoid the lineups. Get it as soon as possible.

Where can I purchase new or used books, uniforms, other supplies?
Limited quantities of used books are available at the Exchange District Campus Store. Check with your instructors to make sure you are buying the correct edition. For information on new or used books and uniforms, go to Red River College Polytechnic: Campus Store (rrc.ca) . You can also "Rent and Save" at the Campus Store.

If I lose something, what should I do?

Report your loss to RRC Polytech Security. The Security Office serves as the campus Lost and Found. Found items will be held at Security for 60 days. PGI has its own Security personnel, and you can reach them at 204-631-3381.

What are my options for getting to school?

Taking the bus

Monthly transit passes may be purchased at The Mercantile - Main Level, Roblin Centre at a 25% discount. Students must show their valid student ID when purchasing the pass and boarding the bus. Monthly bus riders may also receive a non-refundable tax credit at income tax time. Hold on to monthly bus passes for auditing purposes. If you need information on bus routes, schedules, etc., follow this link: [Winnipeg Transit](#)

Driving

Students must contact downtown parking companies directly to inquire about daily or monthly parking.

- Impark: [Find Winnipeg Parking | Impark](#) or phone at 204-943-3578
  Monday – Friday 8am-4:30pm
- [Winnipeg parking - free or cheap lots, garages and street meter spots (parkopedia.ca)](#)

Biking

PGI has 35 indoor bike parking spots located in the basement. PGI residents receive bike parking priority, but all remaining spots will be available to other students and staff. To register to keep your bike in one of the spots, please contact Campus Living by email at residence@rrc.ca.

Printing at the College

How much will it cost to print?
The cost to print is $0.10 per page.

Can I print double sided?
No. Classroom printers are not configured for double sided printing. The cost to print is per page not per sheet.

How do I pay for printing?
Each student will have a user account automatically set up. Students can deposit funds into their user accounts at the Campus Store, by phone at 204-949-8470, or by clicking on the Print Account widget on their HUB, which will take them to a login page where they will have to enter their RRC username and password. Once logged in, they can add money to their account.

How do I know how much money is left in my user account?
Like viewing the details of a bank account online, the user account will allow students to always view their balance. This account is accessed by clicking on the Print Account widget on the HUB and logging in with the RRC Polytech username and password.

If there is a problem with my printout or with the printer, who should I contact?
Any concerns or issues regarding printing should be directed to our Computer Program/IT Expert, Danny Lam at dlam@rrc.ca or at 204-632-3994.

May I e-mail my assignment to my instructor instead of printing it?
Students should check with their instructors to find out how assignments should be submitted.

May I bring my own printer?
When printing at the College, students will only be able to use the printers connected to the College's internal server.

If I bring my own paper, will I still have to pay for printing?
You will still be charged $0.10 per page even if you use your own paper. The cost of printing does not only include the use of paper, but also the use ink and the use and maintenance of the College's printing equipment.

Will I be able to print in color?
Students can print in color using the library printers, the cost for color printout is $.50 per page.

Appendices

Appendix A – Hospitality and Tourism Management Certificate Graduate Profile

Program Outcomes

The Hospitality and Tourism Certificate graduate:

A. Demonstrates effective verbal, non-verbal, and written communication skills to achieve personal and business goals.

B. Demonstrates professionalism through positive attitude, ethical behaviour, adaptability, and a commitment to personal and professional growth.

C. Identifies leadership skills to work within a team to support the culture and vision of the organization.

D. Provides efficient and personalized customer service and solves problems.

E. Applies industry practices and standards in food and beverage service.

F. Applies industry specific skills used in the accommodations sector.

I. Uses a variety of technology and information systems to improve productivity, communication, and effectiveness.

J. Defines basic marketing terminology used in the tourism industry.

K. Plans and executes all logistical components of catered events to satisfy client and business expectations.

L. Complies with tourism industry systems, policies, standards, and regulations.

M. Applies basic accounting and financial knowledge to manage cash and interpret financial statements.

Appendix B – Hotel & Restaurant Management Program Graduate Profile

Program Outcomes

The Hotel & Restaurant Management Program graduate:

A. Demonstrates effective verbal, non-verbal, and written communication skills to achieve personal and business goals.

B. Demonstrates professionalism through positive attitude, ethical behaviour, adaptability, and a commitment to personal and professional growth.

C. Demonstrates leadership skills to effectively inspire staff and maintain the culture and vision of the organization.

D. Provides efficient and personalized customer service to exceed expectations, solve problems, and create memorable experiences.

E. Exceeds expectations in serving and preparing food and beverages while applying industry practices and standards.

F. Demonstrates industry specific skills to successfully manage and operate accommodations, ancillary, and food and beverage outlets.

G. Creates and maintains a business concept through applying the vision and brand standards to create memorable experiences.

H. Manages human resources by complying with legislation and regulations in accordance with industry standards and practices.

I. Uses a variety of technology and information systems to improve productivity, communication, and effectiveness.

J. Demonstrates marketing and sales skills to effectively qualify and service specific market segments.

K. Plans and executes all logistical components of catered events to satisfy client and business expectations.

L. Complies with systems, policies, standards, legal obligations, and regulations while applying risk management principles.

M. Applies basic accounting and financial knowledge to plan, administrate, analyze, and make decisions to achieve organizational goals.

N. Manages expenses to maximize profitability by forecasting and controlling inventory, labour, and other costs.

O. Manages revenue to maximize profitability by using industry revenue management practices.

P. Maintains facilities and equipment to successfully complete required functions to the highest industry standards and government regulations.

D – Professional Baking and Pastry Certificate Graduate Profile

Program Outcomes

The Professional Baking and Pastry Certificate graduate:

A. Works safely, following government and industry guidelines, regulations, and sanitation standards.

B. Selects and uses professional hand tools and bake shop equipment efficiently.

C. Demonstrates effective verbal, non-verbal, and written communication skills to achieve personal and business goals.

D. Demonstrates professionalism, independently and as a team member, in a diverse workplace to foster a respectful, positive and productive working environment.

E. Prepares and presents a variety of yeast raised goods and quick breads for retail sale.

F. Prepares and presents a variety of pastries, cookies and cakes for retail sale.

G. Assembles and presents plated desserts for fine dining service.

H. Prepares and uses creams, custards, fillings, icings, sauces, glazes and garnishes for assembly, finishing and decorating bakery products.

I. Executes a retail sale applying knowledge of nutrition, scheduling, inventory control and customer service.

J. Applies a variety of math skills to convert and calculate formulas, measurements, and temperatures.

K. Uses technology and information systems to improve productivity, communication and effectiveness.

Appendix E – Culinary Arts Certificate Graduate Profile

Program Outcomes

The Culinary Arts Certificate graduate:

A. Works safely, following government and industry guidelines, regulations, and sanitation standards.

B. Selects and uses professional hand tools and kitchen equipment efficiently.

C. Identifies, prepares, and fabricates basic food classifications in accordance with current industry practices.

D   Demonstrates short-order cooking techniques.

E. Prepares a variety of breads, doughs, batters, pastries, and desserts.

G. Demonstrates flavour building and seasoning techniques.

H. Demonstrates effective verbal, non-verbal, and written communication skills to achieve personal and business goals.

I. Demonstrates professionalism, independently and as a team member, to foster a positive and productive working environment.

J. Creates and modifies recipes for the preparation and presentation of food.

K. Practices environmental sustainability and identifies ethical policies in the use of products and services.

L. Applies a variety of math skills to convert and calculate recipes, measurements, and temperatures.

M. Demonstrates inventory management using portion control, requisitioning, receiving, and rotation to control quality and profitability.

N. Identifies customer service principles to provide a positive guest experience.

Q. Calculates food, labour, and operational costs to ensure profitability.

R. Uses a variety of technology and information systems to improve productivity, communication, and effectiveness.

Appendix F – Culinary Skills International Certificate Graduate Profile

Program Outcomes

The Culinary Skills International Certificate graduate:

A. Works safely, following government and industry guidelines, regulations, and sanitation standards.

B. Selects and uses professional hand tools and kitchen equipment efficiently.

C. Identifies, prepares, and fabricates basic food classifications in accordance with current industry practices.

D. Demonstrates short-order cooking techniques.

E. Prepares a variety of breads, doughs, batters, pastries, and desserts.

G. Demonstrates flavour building and seasoning techniques.

H. Demonstrates effective verbal, non-verbal, and written communication skills to achieve personal and business goals in a Canadian workplace.

I. Demonstrates professionalism, independently and as a team member, in a cross-cultural workplace to foster a positive and productive working environment.

K. Practices environmental sustainability in the use of products and services.

L. Applies a variety of math skills to convert and calculate recipes, measurements, and temperatures.

R. Uses a variety of technology and information systems to improve productivity, communication, and effectiveness.

Appendix G – Culinary Arts Program Graduate Profile

Program Outcomes

The Culinary Arts Program graduate:

A. Works safely, following government and industry guidelines, regulations and sanitation standards.

B. Selects and uses professional hand tools and kitchen equipment efficiently.

C. Identifies, prepares and fabricates all food classifications in accordance with current industry practices.

D. Applies modern and classical cooking techniques in the processing, preparation and cooking of food in an a la carte kitchen.

E. Prepares and executes a variety of breads, pastries, and plated desserts.

F. Recognizes and interprets global culinary cooking terminology.

G. Uses senses and food knowledge to create flavour profiles and pairings.

H. Demonstrates effective verbal, non-verbal, and written communication skills to achieve personal and business goals.

I. Demonstrates professionalism, independently and as a team member, to foster a positive and productive working environment.

J. Applies creativity and critical thinking in the design, preparation and presentation of food and beverage.

K. Differentiates sustainable and ethical practices in the use of products and services.

L. Applies a variety of math skills to convert and calculate recipes, measurements, and temperatures.

M. Maintains inventory using portion control, requisitioning, receiving, and rotation to control quality and profitability.

N. Demonstrates customer service to provide a positive guest experience.

O. Executes a restaurant concept involving the planning of a kitchen layout and menu content.

P. Applies human resources practices in accordance with industry and employment standards.

Q. Calculates food, labour, and operational costs to ensure profitability.

R. Uses a variety of technology and information systems to improve productivity, communication and effectiveness.

S. Practices French and American service techniques.