



STUDENT GUIDELINES

Student Punctuation and Personal Hygiene

1. Students are required to arrive punctually at their classes properly attired in uniform which clean uniform trousers, jackets & cap.
2. Teachers will allow a maximum of 15 minutes to enter the class; otherwise students cannot enter the classroom.
3. Maximum of 6 tardiness and excused absences are allowed. For catch up, we will not be able to provide more than 6 unless orgniased with director beforehand.
4. Students will be removed from class if they appear unkempt and dirty.
5. Hair must be groomed and out of the way. Hairnets are mandatory for all students with long hair underneath their chef hat.
6. Beards must be trimmed and men are expected to be properly shaved.
7. Students who are involved in kitchen activity must shower on a daily basis.
8. Rings and other items of jewelry are not permitted at all.
9. Students are evaluated on their daily personal presentation and appearance.
10. Long nails are not allowed and only nude nail colours can be applied.

Conduct Policy

All students are expected to respect the rights of others and are held responsible for conforming to the laws of the Pakistan Govt, and for conducting themselves in a correct manner with the best interests of SCAFA Lahore and of the student body.



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Deferring the Program

Students who defer the program must pay a freezing fee.

Students can only defer once; multiple deferments are not permitted.

Deferments can be for a program within a 6 month period.

Any deferment must be approved in writing between the school, the candidate and a possible 3rd party form/document.

Reasons approved for deferment are health reasons and family emergencies only.

Complaints and grievance operating procedures

Complaints must be brought to the attention of the teacher or admin team at the time of the complaint and not at the end of the programme. The approach towards student complaints and grievances is to address problems promptly and without delay. Many problems can be resolved through discussion with the appropriate member of staff. The student will not be bound by any resolution unless the student agrees to accept it. Both the student and SCAFA agree to participate in the following grievance policy in good faith.

School Emergency & School Official Closings/Scheduling

In the event of an emergency in which the school would be closed, students, faculty, and staff will be notified by Whatsapp message.



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Refund Policy

Programme fees at SCAFA are non-refundable except in the following circumstances:

1. The programme is cancelled by SCAFA; if the programme has already commenced the fee refund will be pro-rata to the amount of the programme remaining incomplete. The refund will take place within 90 days of the date of cancellation.

SCAFA may retain up to 50% of the advance fee against administrative and other costs when making this refund.

2. Programme fees may be refunded where a student notifies the School, in writing one month prior to the course commencement date. Please note that course deferment does not constitute an extension of this notice period.

3. Refunds will only be paid to the person who made the initial payment for the programme, even when this is not the student themselves (e.g. a financial sponsor, parent, guardian etc).

For the purposes of clarity it should be noted that the following are not refundable events:

1. Booking fees and advances are not refundable under any circumstances.

2. Where a student cancels with less than one month to programme commencement, or if a student leave during a programme regardless of the reason for cancellation or leaving the programme.

3. Where a student is removed from a programme due to unethical/poor behaviour or misconduct, no refund will be made.



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Drug-Free Environment

As a matter of policy SCAFA prohibits the unlawful manufacture, possession, use, sale, dispensation, or distribution of controlled substances and the possession or use of alcohol by students and employees on its property and at any School activity. Any violation of these policies will result in appropriate disciplinary actions up to and including expulsion in the case of students and termination in the case of employees, even for a first offense. Violations of the law will also be referred to the appropriate law enforcement authorities.

All updated guidelines are in effect
from 5 May, 2021