

STUDENT GUIDELINES

THE SCHOOL OF
CULINARY AND
FINISHING ARTS



Student Punctuation and Personal Hygiene

Students are required to arrive punctually at their classes 15 minutes, before class starts. Uniform should be clean and properly attired (trousers, jackets & cap). The student will be removed from class if they appear unkempt and dirty. Hair must be groomed and out of the way. Beards must be trimmed and men are expected to be properly shaved. Long hair for men and women in a tight bun. Students who are involved in kitchen activity must shower on a daily basis. Students are evaluated on their daily personal presentation and appearance. This is part of their final grade 25%.

Conduct Policy

All students are expected to respect the rights of others and are held responsible for conforming to the rules governed at SCAFA Lahore, and for conducting themselves in a manner consistent with the best interests of SCAFA Lahore and of the student body.

Tardiness and Absences

All students are expected to arrive 15 minutes before class time unless class time is delayed. If students show up more than 5 times late (late is considered 15 minutes after class start time), students will be automatically graded as a PASS student (no right to MERIT or DISTINCTION).

We can issue a total of 5 Catch Up classes subject to prior communication of absence (doctors note or official email). Non communication of absence automatically means that class is void; no catch up class will be permitted.

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School property damage/misplacement/theft

If students break items at school, they will be asked to pay a fine for these broken items.

For crockery, the breakage fine is PKR 2500 (this includes glasses, plates, bowls)

For equipment, the breakage fine is PKR 50% of equipment fee (this includes parts of machines or inductions)

For infrastructure damage, there will be a fine of PKR 5000 (wall, chair, pipe, washroom, floor damage etc.)

For replacing recipes lost, there is a fee of PKR 250 per recipe week.

If a student is caught stealing, we will have to bring in the authorities and handover all video recordings.

No Refund Policy

1. Program fees at SCAFA are non-refundable EXCEPT if the program is cancelled by SCAFA. The refund will take place within 180 days of the date of cancellation. SCAFA may retain up to 25% of the advance fee against administrative and other costs when making this refund.

2. Program fees (APART from booking deposits) may be refunded where a student notifies the school in writing at least 1 MONTH (30 days) 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 program, 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 program commencement

3. If a student leaves during a program regardless of the reason for cancellation or leaving the program.

3. Where a student is removed from a program due to misconduct

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Deferring a Program

If a student defers prior to course commencement, the first installment and PKR 50,000 will be required as a blocking/freezing fee for the next batch date.

If a student defers during the course, the deferring fee will be 10,000 PKR **per remainder week** they need to recover.

A student cannot defer further than the next term (maximum 3 month deferral only).

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.

Complaints and grievance operating procedures

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.

SIGNATURE _____

**All updated guidelines are in effect
from 25 Feb 2023**