

# Student Handbook

## Procedures, Policies & Rules 2024-25



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# Welcome

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Leiths is steeped in heritage but focused on the future. The school itself was formed in 1975 and today we offer a complete cookery education pathway. Leiths has nurtured some of the most talented professionals in the food industry - from top chefs, recipe developers and food stylists, to media influencers, entrepreneurs and brilliant teachers. Leiths continues to inspire and nurture the next generation of food lovers.

We look forward to welcoming you to Leiths and being part of your journey into the food world. We will be providing you with comprehensive theoretical and practical training - enabling you to develop a rewarding career in the food industry, instilling a lasting love of food and wine.

This handbook contains general information and outlines our policies and procedures. We hope it will allow you to settle into the school as smoothly and quickly as possible. We require all students to read and agree to the school rules, policies and procedures before the beginning of the course. These form part of our contract with you.

Above all, the team at Leiths are here to support you and make this the best possible learning environment and we are excited to share our passion and enthusiasm with you.

We are delighted to welcome you to Leiths and we look forward to enjoying a long and rewarding culinary journey together.

All good wishes,



Michael Cropp

*Director of Culinary Diploma*

*School Principal*

# Leiths Team

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## Director of Culinary Diploma / Principal

Michael Cropp  
[michael.cropp@leiths.com](mailto:michael.cropp@leiths.com)

## Headteacher / Designated Safeguarding Lead

Louise Kissane  
[louise.kissane@leiths.com](mailto:louise.kissane@leiths.com)

## Admissions and Recruitment Manager

Matt Beavis  
[registrar@leiths.com](mailto:registrar@leiths.com)

## Head of Wine

Marjorie Legendre  
[marjorie.legendre@leiths.com](mailto:marjorie.legendre@leiths.com)

## Events & Operations Manager

Roxanne Jelley  
[roxanne.jelley@leiths.com](mailto:roxanne.jelley@leiths.com)

## Reception & Administration Coordinator

Hannah Parry  
[reception@leiths.com](mailto:reception@leiths.com)

## Buyer

Ed Hains  
[ed.hains@leiths.com](mailto:ed.hains@leiths.com)

## Teaching Staff

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Mark Williams – Class Tutor

Jane Montgomery – Class Tutor

Caroline Firth-Jones – Class Tutor

Ryan Vaughan – Teacher

Megan Coker – Teacher

Grace Morrissey - Teacher

Belinda Spinney – Teacher

Helene Backhouse – Teacher

## Useful Contacts

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### Leiths School of Food and Wine

**Email:** [info@leiths.com](mailto:info@leiths.com)

**Telephone:** +44 (0)20 8749 6400

**Web:** [leiths.com](http://leiths.com)

**Address:** Leiths School of Food and Wine Limited,

16-20 Wendell Road, London, W12 9RT

### Finance Team

**Email:** [finance@leiths.com](mailto:finance@leiths.com)

**Telephone:** +44 (0)20 8749 6400

**Address:** Leiths School of Food and Wine Limited,

16-20 Wendell Road, London, W12 9RT

# Course Dates

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## **Three Term Culinary Diploma:**

Foundation Term: Tues 24<sup>th</sup> September 2024 - Fri 6<sup>th</sup> December 2024

Intermediate Term: Tues 14<sup>th</sup> January 2025 - Fri 28<sup>th</sup> March 2025

Advanced Term: Wed 23<sup>rd</sup> April 2025 - Fri 4<sup>th</sup> July 2025

## **Two Term Culinary Diploma:**

Induction week: Mon 6<sup>th</sup> January 2025 - Fri 10<sup>th</sup> January 2025

Intermediate Term: Tues 14<sup>th</sup> January 2025 - Fri 28<sup>th</sup> March 2025

Advanced Term: Wed 23<sup>rd</sup> April 2025 - Fri 4<sup>th</sup> July 2025

## **Foundation Certificate:**

Tues 24<sup>th</sup> September 2024 – Fri 6<sup>th</sup> December 2024

NB: Dates may be subject to change

# The Culinary Diploma Day

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## Daily Schedule

The Culinary Diploma is an intensive course. We have tried to outline a typical day's timings to help you plan and know what to expect. You will be given an outline of the full term's curriculum at the start of the term and this will be confirmed every week for the subsequent week. Days will vary but most will follow the pattern below:

### Practical sessions:

9.45am to 12.45pm / 2.00pm to 5.00pm – *please note we expect students to be in the kitchens 15 minutes before start time to be ready for the session*

### Demonstrations:

10.00am to 12.30pm / 2.00pm to 4.30pm

## Early/Later Starts

Please check the curriculum weekly for alterations to the times stated above. There will be some earlier starts for busier cooking sessions. Wine lectures and external lecturers' demonstrations generally start at 10.30am.

## Lunchtime

1.00pm to 2.00pm – this is approximate as some practical morning sessions can run slightly late on some days.

Students can use the student dining room located on the 1st floor, the library located on the 2nd floor or go out at lunchtime. All the food you cook is yours, so when you are cooking in the morning you may be able to eat what you have cooked for lunch.

## Evenings

First Aid Courses – these will run in the foundation term and are optional. Signup sheets will be put on the student notice board located on the 1st floor outside Kitchen 2 & 3.

Charity Canapé Evening – diploma students will cater and host a canapé evening for guests in the Advanced term. As this is a charity event participation is optional, but we find most students like to either get involved or attend as guests.

# General Information

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## Pastoral care

Your health and wellbeing are paramount to us here at Leiths. When you start we ask you to inform us of anything that you feel would help us to support you better in your learning. This will allow us to fully develop your potential while studying here. Your main point of contact for any issues is the Headteacher, Louise Kissane.

We have 3 members of staff who are Mental Health First Aiders:

Louise Kissane

Caroline Firth-Jones

Sarah Keene

## Student areas

The library is available to students from 9.00am. Please do not remove books from the room. Only books written by Leiths may be photocopied. Wi-Fi is available in the building. The code is displayed in the student dining room and the library.

The dining room located on the 1st floor is available for students to use between practical sessions and demonstrations. There is a microwave available for students to use as well as tea and coffee making facilities.

You will be allocated a locker at the start of term. Please bring a small padlock to keep your belongings secure.

## Student reps

Each class group will nominate one representative. There will be termly meetings with the Director of Culinary Diploma and Headteacher to discuss any issues students are having. Representatives will take concerns, requests and queries from their groups to the meeting and report back to their class.

Students will be given a full recipe pack at the start of term to use for the practical sessions. Students will also have access to the Leiths Techniques Bible as a PDF on Google Classroom.

## Practical classes

There are up to 16 students in each practical class with a dedicated lead teacher in each session. There will also be a support teacher in the kitchens during practical sessions. Each student has a class tutor who will monitor their progress and will conduct progress reviews each term.

## Equipment & Uniform

Our equipment supplier is Russums. Students must order the equipment set out by the school from the Russums website before starting the course. The Admissions Manager will send out details on how to order 8 weeks prior to the course starting. Students may buy equipment from alternative suppliers if they wish but it must be to the specification and quantities laid out on the equipment list.

To undertake a professional course of this intensity, you will need a set of knives which will form a major part of your professional tool-kit. You can order Wusthof branded knives with the Admissions Manager. Though professional knives are compulsory, some students do source elsewhere. As long as the knives are of the same

specification and are of good quality we are happy for you to use your own. Please contact the Admissions Manager for more information.

Equipment and uniform should be delivered to your home address (unless you are an international student, in which case you should have your order delivered to Leiths). You should bring your uniform and equipment with you on your first day. You will be given 3 aprons on the first day.

Laundering of uniforms is the student's responsibility and you are expected to have clean whites every day.

It is not recommended to carry knives to and from the school daily as they are considered, by law, to be dangerous weapons so when not being used they should be securely stored in a locker. Leiths will send you a letter along with your joining instructions that explains your need to bring knives on public transport on occasion. You should keep this letter on you whenever carrying your chef knives in public places, such as bringing them to School on the first day of term.

If you have purchased a set of professional knives from Leiths, these will be placed into your allocated locker on the first day.

### Google Classroom

Students will be invited to join a Google Classroom cohort. This will contain:

- The weekly curriculum
- Extra recipes
- Information from Leiths list
- Important dates for your diary
- Skills videos
- Assigned coursework

Access will be arranged for you by the Operations team when the course starts. There are also student noticeboards in the dining room and first floor corridor which are used to display lists of exam dates, courses and other student information.

### Dietary Requirements

Some students may have specific dietary requirements or allergies which we will endeavour to accommodate. This course is not suitable for anyone with allergies/intolerances triggered by airborne traces of nut or gluten.

Students do not need to taste everything they cook if they have specific dietary requirements, allergies or intolerances. However, it may be necessary to cook with some of these ingredients in order to satisfy the assessment requirements of this professional course.

Alternatives are offered where possible and only where a student's learning will not be affected.

# Coursework

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## Practical Preparation

Students are required to create and use a time plan for every practical cooking session. This plan of work will allow you to really focus on the cooking during the session. It is estimated that you will spend 2-3 hours a week preparing time plans. Students will have access to theory notes on all core subjects and skills videos to help them prepare for practical sessions.

## Foundation Term Only

Menu Planning

## 3 Term Diploma

Costing & Invoicing

Menu Planning

## CTH – Confederation of Tourism and Hospitality (CTH)

Students studying the Culinary Diploma can additionally work towards a Level 4 qualification from the Confederation of Tourism and Hospitality (CTH). Enrolment is automatic for students on a student visa and optional for everyone else.

The CTH Level 4 qualification is government accredited and therefore globally recognised and it is delivered through the Culinary Diploma course content.

The Level 4 qualification is broken down into four parts:

- Self-management in a professional kitchen
- Nutrition, allergens and sustainability
- Menu planning and costing
- Food units and recipe log

## Online Courses

Students will have to complete the following online courses to gain the Diploma qualification:

- Level 2 Food Hygiene and Safety for Catering
- Food Allergen Awareness
- Control of Substances Hazardous to Health (COSHH)

## Optional Training

- Level 2 Health & Safety
- First Aid training

The Operations team will send you an online login and password. If students fail to take the mandatory courses, they will not be awarded their final certificate or receive their grades.

## Wine Spirit & Education Trust (WSET)

WSET Level 1 is delivered in the Foundation term. WSET Level 2 is delivered in the Intermediate term.

The WSET course is led by Head of Wine, Marjorie Legendre.

There are exams in the Foundation term and Intermediate term with a visit to an English vineyard as part of the Level 2 course.

All students will be eligible to participate in the WSET courses and must attend all lectures to be able to sit the exam. Students however may opt out of the wine qualification.

For those who are interested in wine but not able to taste it, it is possible to take the WSET wine courses without tasting wine.

If you do not wish to attend the wine lectures or are unsuccessful in the WSET exams, you will be eligible to achieve 'Leiths Culinary Diploma'.

## Work Experience

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Leiths List Connect is the agency and career guidance service for Leiths Education and is run by Sarah Keene.

The aims of the agency are to provide a link between the students and possible avenues of employment, providing help and support whilst seeking work and career development opportunities.

Leiths List Connect can provide wide-ranging opportunities and information. They offer permanent positions as well as shorter placements for those wanting to use their qualification to travel the world.

Sarah is available for remote video meetings throughout the course and after graduation. Please feel free to send her a CV or ask for help to write one. Leiths List can be contacted on 01225 722983 or email [sarah.keene@leiths.com](mailto:sarah.keene@leiths.com)

Their website is [www.leithslist.com](http://www.leithslist.com)

Students are required to undertake at least three days of work experience as part of the Diploma course. Through Leiths List Connect we have contacts with many types of establishments. Students may prefer to organise their own work experience in favourite restaurants or with chefs they admire. This work experience will need to be recorded and communicated with your class tutor.

In the Intermediate term the school organises a Careers Day for students. Businesses from the hospitality industry will meet students and participate in workshops and talks to inspire students about industry career paths.

During the Advanced term the school organises individual evenings of work experience in a variety of professional kitchens in London.

Leiths List Connect will also be able to help students find work experience in other areas of the hospitality industry such as food magazines, working with food stylists, in catering companies etc.

*Please note that if you are in the country as a Standard Visitor, you cannot do paid or unpaid work. Therefore, international students who are in the country on these grounds cannot partake in any work experience in the UK or while on the course. Please contact [registrar@leiths.com](mailto:registrar@leiths.com) for more information on the rules of your stay.*

# Assessments

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Students will be assessed by 3 main methods over each term of the Diploma:

- Continuous Assessment
- Practical Assessment
- Theory Assessment

Course marks are made up as follows:

Foundation term	Intermediate term	Advanced term
Continual Assessment - 40%	Foundation term - 10%	Intermediate term - 20 %
Practical Assessment - 40%	Continual Assessment - 40 %	Continual Assessment - 35 %
Theory Assessment - 20%	Practical Assessment - 35 %	Practical Assessment - 25 %
	Theory Assessment - 15 %	Theory Assessment - 15 %
		Coursework - 5%

Grades are awarded as follows:

- Pass 60% - 74.9%
- Merit 75% - 87.9%
- Distinction - 88%+

## Continuous Assessment

Students are marked on a variety of different categories during the daily practical sessions. This can include hygiene & safety, professional organisation, fish cook, meat cook, bread & pastry, vegetable cook or presentation and is dependant on what is being cooked in each session so the categories will change daily. In some practical sessions you will be marked on several categories. Teachers will taste your food and give you feedback on what went well and what you would need to do to improve. Continual assessment mainly takes place as students start to repeat skills in class.

## Practical Assessment

Students will be briefed in advance of practical assessments. There will be a clear outline of what you are being asked to cook with guidelines on timings and methods to be used. We will not ask you to cook anything that hasn't been covered over the term.

Practical assessments are marked on both method and food. Each account for 50% of the overall practical mark. The food is blind tasted by 2 teachers. You must pass both the method and food part of the assessment to be successful.

### Extra Time

Extra time in written examinations is given to students with appropriate documentation (relating to dyslexia for example). Copies should be given to the Admissions Manager at the start of the course for extra time to be allowed.

*Note: If students disagree with an exam grading and wish to raise an appeal, they must do so within one month of the exam, the process is set out under 'Student Appealing against a Grade Decision'.*

## Extra Information

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### Accommodation

Leiths can provide an accommodation list of local homestays (e.g. a bedsit/room within a family home), as well as nearby students' halls on request. The school has not vetted the properties on the Leiths Accommodation List. This is merely an introductory service and Leiths has no financial involvement in these arrangements.

Any contract undertaken is purely between the student and the landlord. Leiths accepts no responsibility for any breach of contract, nor any responsibility for the suitability or safety of students' accommodation.

### Travel

Those students on the 2 or 3 Term Culinary Diplomas are eligible for a discount on London Transport by applying for an 18+ Student Oyster card. Fill in the appropriate form online (you will need your Leiths Student Number from the Admissions Manager).

Your application must be electronically verified by the Operations team before you are granted a card. Further details on travelling in London and Student oyster cards can be found on the Transport for London website at [www.tfl.gov.org](http://www.tfl.gov.org)

You can also apply for a student railcard online.

<https://www.nationalrail.co.uk/railcards/>

If you are a mature student you will need to get the form stamped by a member of our administration team.

### International Student Identity Card

The ISIC will give you access to a network of specialist student discounts around the world. The card currently costs £12 and is obtainable online. You will need to provide them with your Leiths student card as proof. You can apply online

<https://uk2-online.aliveplatform.com/ordering/card-type-selection>

### UKCISA – UK Council for International Student Affairs

Leiths are members of UKCISA

<https://www.ukcisa.org.uk/>

UKCISA gives information on lots of topics including visas and immigration, work during and after studies, home or overseas fee status regulations and sources of funding. You can telephone the Student Advice Line on +44 207 788 9214 between 1pm and 4pm (UK time)

### Council Tax

For those of you paying Council Tax, Leiths can provide you with a letter confirming your student status and you may be eligible for a reduction. Please ask the Receptionist or Admissions Manager.

## Insurance

Students are responsible for insuring their own personal possessions. We advise students to take out fees insurance to cover withdrawal from the course due to ill health. Search 'tuition insurance cover' – or some students will find their home or general insurer is also able to provide this.

# School Rules

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Please read the School Rules, Policies and Procedures and Terms and Conditions carefully and then sign the PROFESSIONAL COURSE ENROLMENT FORM to confirm you agree to abide by the rules whilst you study at Leiths. These rules apply whilst on the school's premises and when representing the school. Please contact the Director of Culinary Diploma if you would like to discuss any of the enclosed information before you sign the form.

## Alcohol/Drugs

Alcohol should only be consumed on the premises during wine classes or organised school events. It should be drunk in moderation and no one under the age of 18 is permitted to drink alcohol. Anyone who is drunk on the school premises will be suspended immediately and may be at risk of expulsion. Spittoons are provided for wine lectures to enable students to keep alcohol intake to a minimum during the school day.

Illegal drugs are not allowed on the premises. Anyone found with drugs will be suspended immediately and may be at risk of expulsion. Anyone suspected of being under the influence of alcohol and/or drugs whose actions may impact on the other students in class or in a demonstration will be asked to leave the school. Anyone in breach of this rule may be subject to the school's disciplinary procedures and risks exclusion.

## Smoking and Vaping

Smoking and vaping are not permitted in the school building. Students are politely requested not to smoke in the doorway of the building or in front of the school on the pavement at any time. Students must dispose of cigarette butts properly and not drop them on the pavement or in the road outside the school.

## Mobile phones

Mobile phones must be on silent setting during all demonstrations and practical classes. Students may step out of a demonstration or practical class if they are expecting a call. You are allowed to take still pictures of food while in practical sessions and demonstrations. You are not allowed to film teachers or guest demonstrators during demonstrations. Please ask the permission of other students before taking their photograph.

## Social Media Rules

Students are encouraged to use technology positively and responsibly. They are encouraged to take steps to protect themselves online and a link to some general advice for students is below: <https://www.theuniguide.co.uk/advice/student-life/prepping-for-uni-stay-safe-online>

Cyberbullying is dealt with seriously under Leiths Anti-bullying policy and all incidences should be reported to your class tutor, the Headteacher or another member of staff including the DSL. Students are advised

- Not to retaliate or reply to an online bully
- Block or remove such people from contact lists
- Consider carefully the information you have in the public domain

## Areas Out of Bounds

No students are to go into the top floor, storeroom or demonstration preparation kitchen unless invited by a member of the teaching staff.

Students are asked to be aware of the location of the school in a built-up residential area and are asked not to congregate in large groups which can be inconvenient or even intimidating to passers-by.

## WhatsApp Groups

Class groups are encouraged to create a class WhatsApp as it can be a useful way of sharing information about the Diploma. It is important that students are respectful of each other and follow some basic rules to make sure the group serves its purpose.

- Always keep to the purpose of the group, don't share irrelevant messages about other topics.
- Members can make the choice to leave at any time. The group should not be offended.
- If someone asks a question of a personal nature (like asking for advice) don't respond if someone else has already answered, or else respond in a private message.
- NEVER use a group to berate someone else or air grievances. If you have an issue address it, one on one with the relevant person.

## Uniform

You will not be permitted into the kitchen areas unless you are in the correct uniform as this can be a safety and/or hygiene risk as well as looking unprofessional. Anyone found not to be in correct or clean uniform will be asked to hire uniform from reception or purchase an apron.

Students are responsible for their own laundry. Uniforms must all be clean and ironed, as well as clearly labelled.

When cooking, the following is required:

- Clean chef's jacket, checkered trousers and clean apron.
- Blue necktie and chef's hat. Hair must be tied or neatly pinned away from the face. Students with long hair must wear a hair net.
- Students must wear safety shoes in the kitchen (trainers are not permitted). They may either be the shoes suggested on the Russums on-line order form OR black leather, lace up Doc Marten type shoes or non-slip chef's clogs with a back strap. Socks (not tights) must also be worn.
- Any make-up worn must be minimal.
- No jewellery apart from plain wedding rings and watches should be worn. All removable earrings, nose rings and bracelets must be removed.
- Hands should be clean with short nails and no nail varnish.
- Students may not leave the school premises wearing any part of their uniform, except to dispose of kitchen rubbish in the outside bins.

## Behaviour

Leiths School of Food and Wine is an environment in which students are encouraged to participate with enthusiasm and commitment, behaving with tolerance and understanding, respecting the needs of others. All students are expected to approach their studies with a serious attitude combined with some self governance.

Students will be taught in groups and may be required to adapt their manner when working with different people just as may be required in any workplace. They will be expected to integrate into the group to make the most of the learning environment.

Students agree to the following:

- To attend every session unless prevented by circumstances beyond their control.
- To be on time for each class unless prevented by circumstances beyond their control.
- To conduct themselves in a manner that does not distract or impair the learning of other students, in both demonstrations and practical class.
- To respect the right of all students to receive equal amounts of the teacher's time.
- To respect the different learning styles of other students in the class.
- To pay attention to health and safety in all areas of the building.
- To respect the property and facilities of Leiths School of Food and Wine.
- To be dressed correctly for practical classes (see Uniform section).
- To allow sufficient time to prepare for classes, writing time-plans etc.
- To plan so that outside responsibilities and commitments do not prevent them concentrating on their studies.
- To complete and hand in their coursework on time.
- To listen and respect feedback given by teachers and try to implement recommended changes.

Of course, we understand that in life there are emergencies, failures in public transport and other factors which will occasionally affect students, but every possible effort must be made to comply.

There are consequences for students who breach these rules of behaviour. They may be excluded from demonstrations, wine lectures or practical sessions. They may not be allowed to sit their examinations or to continue onto a further term or course. They may be asked to leave Leiths if their behaviour is deemed unacceptable.

Disciplinary procedures are set out under School Procedures. Any student who is excluded has no right to enter the school premises without the written permission of the Director of Culinary Diploma.

# School Policies

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## Equal Treatment

Leiths is committed to creating an environment of equal opportunities regardless of race, ethnicity, religion, sexual orientation, gender identity, political opinion or social background.

## Disability and Barriers to Learning

Leiths will do all that is reasonable to comply with the provisions of the Equality Act and Special Educational Needs and Disability Act 2001 and will comply with its duty to make reasonable adjustments to accommodate the needs of applicants.

Students are required to let the school know on enrolment of any known barriers to learning that may affect the student's ability to learn and develop and of any conditions that may distract or impair either their learning or the learning of other students. Inability to hold focus, absorption and retention of information issues, inability to process information and a lack of eye to hand co-ordination and dyspraxia are just a few conditions that may seriously affect a student's ability to develop as a chef.

Also, details should be given of any known illnesses or planned medical procedures that may prevent students from attending School. Details must be given on the enrolment form and the school advised of any additional issues or changes to existing issues during the course. Contact the Headteacher if you wish to discuss this.

Students are accepted onto the course on the condition that they have disclosed all health and learning issues that may affect their progress, their attendance and ability to work as part of a group. Failure to do so may result in a student being required to leave their course.

## Language Requirements

If your spoken or written English was not quite at the standard required at interview we would ask students to complete an IELTS. For some international students, the IELTS is a requirements of visa sponsorship. Please contact the Admissions Manager for more information.

Students must reach an IELTS (International English Language Testing System) band score (or equivalent) of 6 for the Foundation certificate and 6.5 for the Diploma course. IELTS 6.5 equates to C1 on the Council of Europe's Common European Framework (CEFR).

## Safeguarding & Health

If a student has a concern about Safeguarding, this should be reported to the Designated Safeguarding Lead (DSL), Louise Kissane or one of the deputies, Michael Cropp and Matt Beavis.

See the poster outside the changing rooms for details.

Leiths is committed to providing a learning environment where students and staff feel safe and secure, and where their mental health and physical health are valued as equal.

We recommend that prospective students check that their tetanus immunisation is up to date. Please let the school know in advance of any relevant medical conditions, such as allergies, diabetes, epilepsy, eating disorders, poor vision, pregnancy or partial hearing.

Details must be given on the application form and the school advised immediately of any additional issues or changes to existing issues during the course.

Students who take medication that may affect their behaviour at School must provide details when completing the enrolment form and inform their class tutor if such medication is started during the course.

The school has dedicated **Mental Health First Aiders**, but students are encouraged to talk to any staff member about issues that may be troubling them. For most students their Class Tutor or the Headteacher will be the first point of contact. As well as listening, staff will be able to signpost students to professional services which will be able to help further.

### First Aiders

All teachers are First Aid trained and equipped to deal with any issues.

### Mental Health First Aiders

Louise Kissane

Caroline Firth-Jones

Sarah Keene

### Confidential Information

Leiths has the right to, and if the student agrees, disclose confidential information about the student on a need-to-know basis where necessary to safeguard or promote the student's welfare or to avert a perceived risk of serious harm to the student or to another person at the school. In some cases, members of staff may need to be informed of any vulnerability the student may have.

### Social media - Prohibited use

You must not use social media to defame or disparage us, our staff or any third party; to harass, bully or unlawfully discriminate against staff or third parties; to make false or misleading statements; or to impersonate staff or third parties.

You must avoid making any social media communications that could damage our business interests or reputation, even indirectly.

You must not express opinions on our behalf via social media.

You must not post comments about sensitive business-related topics, such as our performance, or do anything to jeopardise our trade secrets, confidential information and intellectual property.

You must not include our logos or other trademarks in any social media posting or in your profile on any social media.

You are not permitted to add members of staff to your personal social networking accounts.

You are not permitted to take photographs or to film Leiths members of staff or to post such images.

### Monitoring

We reserve the right to monitor, intercept and review, without further notice, student activities using our IT resources and communications systems, including but not limited to social media postings and activities, for

legitimate business purposes which include ascertaining and demonstrating that expected standards are being met by those using the systems and for the detection and investigation of unauthorised use of the systems (including where this is necessary to prevent or detect crime).

You may be required to remove any social media content that we consider to constitute a breach of this policy.

### **Bullying**

The bullying of students or staff will not be tolerated and will be dealt with seriously and promptly. It can create a barrier to learning and have serious consequences for mental wellbeing. Bullying can include name calling, taunting, mocking, making offensive comments, kicking, hitting, taking belongings, producing offensive graffiti, gossiping, excluding people from groups and spreading hurtful and untruthful rumours. This includes the same unacceptable behaviours expressed online.

Students are encouraged to discuss any problems with their class tutor or another preferred member of staff as a first step. All incidences of potential bullying will be dealt with according to Leiths Disciplinary Procedures (see below). In some cases bullying will be a gross misdemeanour and result in immediate exclusion. (Full anti-bullying policy and procedure available on the website)

### **Sexual Harassment**

Leiths Sexual Harassment Policy outlines our commitment to comply with the Worker Protection (Amendment of Equality Act 2010) Act 2023, with particular focus on the October 2024 updates which strengthen existing protection of Leiths staff against sexual harassment. We will not tolerate any form of sexual harassment towards our staff, whether that is on Leiths property or at any other location.

Please familiarise yourself with our Sexual Harassment Policy at your earliest opportunity and raise any questions or concerns with a member of Leiths staff.

# School Procedures

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## Enrolment

Leiths must have received a completed enrolment form with photograph, the appropriate deposit and passport/visa documentation before the student can be registered and a place allocated.

## Two Term Culinary Diploma

Students enrolling for the Two Term Culinary Diploma must fulfil the conditions of their offer. It is suitable for existing food professionals or those with accredited training in the foundations of cookery, who want to gain a comprehensive accredited training for a career in food. Students need to have an existing skillset in cookery and culinary theory. To join the two term Diploma, students should have previously undertaken a professionally focused cooking course or have gained some level of industry cooking experience. If students start their course without having covered those foundational skills sufficiently, they may not be eligible to take the exam at the end of the course or may be required to leave the course if their skill level is not sufficient for the group.

All details of foundational skills and associated theory students must have covered are available from the school. The Headteacher will be happy to talk this through with any prospective student.

Students must provide up to date contact details at the start of their course including next of kin, emergency contact and details of the doctor. Students must notify the school if there are any changes during their time with us.

## Fees

All fees must be paid 6 weeks in advance of the course start date. Students paying by instalments must pay each instalment according to the plan dates agreed with the Admissions Manager. Students will not be permitted to attend class until they have paid the required fees. Please contact the Admissions Manager ([registrar@leiths.com](mailto:registrar@leiths.com)) if you need to discuss payment or payment dates.

## Security

All personal belongings must be kept safely in the lockers provided and we would advise against bringing anything of value into the school. The student is responsible for the security and safe keeping of all personal possessions.

Students should report any suspicious behaviour or people they believe to be intruders to a member of the Leiths staff.

Any guests invited to the school by a student should be asked to wait for the student at reception and then accompanied throughout their visit. Bags are not to be taken into the kitchen: they should be kept safely in a locker.

## Assessment

Students are assessed daily in their practical classes and must achieve the required standard to be eligible to take their end of term assessments or end of Diploma exams.

Students are assessed at the end of each term with a theory and a practical assessment - students are fully briefed for both. There will be a final theory and practical examination for all professional courses at Leiths which all students must pass to achieve the relevant certificate and qualification.

Students who have not met the necessary criteria during the course may not be eligible to take the final exam. This may be due to absence or not reaching the necessary level of continual assessment.

Results from previous term(s) are sometimes used as an indicator of predicted performance in the final examinations, depending on the circumstances. Students who have not reached the required level in one or both previous terms may be required to take a lesser examination at the end of the course. They may also be given a reduced curriculum where it is felt that this will aid their progress.

All such decisions will be discussed with the student and the fee payer (if this is a different person from the student).

Students studying for WSET qualifications must pass at least 1 of the assessments to qualify for the Culinary Diploma with Wine. Students who opt out of taking WSET courses will be awarded a Culinary Diploma. Students must also complete all necessary diploma coursework to achieve their qualification.

Where students have not reached the required standard, they may fail the qualification or be awarded a lesser certificate where they have achieved the required standard for one of our other professional qualifications.

In specific and exceptional circumstances, the Director may permit a student to undertake additional coaching (at their own expense) to enable them to achieve the required standard.

### **Mid-term Progress Reviews**

Students' progress is monitored daily and weekly. Students can speak with their tutor at any point during the course to discuss their progress. Midway through each term there will be an opportunity to sit down with your tutor to discuss your progress in more detail.

### **CTH Qualification Assessments**

All assessments for the Confederation of Tourism and Hospitality (CTH) Level 4 Diploma in Professional Culinary Arts take place during the Intermediate and Advanced terms.

Designated Leiths practical sessions and Leiths end of term practical assessment are used for both the Leiths and CTH qualifications. Therefore, if students miss the sessions where the marks contribute to the CTH assessment they may not be eligible for the CTH qualification.

The CTH Level 4 qualification is optional and so students will be asked whether they wish to enrol onto it to complete alongside the two or three term Diploma.

### **Re-takes**

There are no re-takes for theory exams. Re-takes for external examinations (Wine, Health & Safety, Food Hygiene, Allergens, First Aid) may be arranged by the school on behalf of the student at an additional cost to the student.

There are no re-takes for end of term practical assessments in the Foundation and Intermediate terms for 3 Term Diploma students and in the Intermediate term for 2 Term Diploma students.

Students are permitted a retake of their final practical exam only in specific and exceptional circumstances:

Foundation students will be allowed to retake their exam if they have not previously received a written warning from the Director of Culinary Diploma, Headteacher or their Class Tutor that they may fail.

Diploma students will be allowed to retake their final exam if they have not previously received a written warning from the Director of Culinary Diploma that they may fail and in the case of a 2 Term Diploma student, in the previous term.

Any other retakes are rarely permitted and then only at the Director's discretion.

### Absences

Prospective students must advise the Admissions Manager if they have any planned absences before starting the course. Students may have a maximum of 5 days absence from the course each term. If more than 5 days absences are taken, a student will become ineligible for the end of term assessments or examinations. This is to ensure that all Leiths graduates have covered the full range of subjects with the required number of repetitions.

Absences and late arrivals are recorded in the register daily. If students are late and not marked as present in the register, they must sign in the late book in accordance with fire safety regulations.

Practical skills are only assessed during daily classes and not during any 'catch up' or skills sessions after absence.

The Director may use their discretion to allow additional permitted absences for specific compassionate reasons.

If you miss all or any part of a demonstration or practical class it is your responsibility to obtain notes and missing information from the demonstrator or lead teacher.

Students arriving more than 30 minutes late for a demonstration will be marked as absent. On late arrival, please fill in the "late sheet" located at the entry of the demonstration room. This is for us to have a list of students who are within the building in case of a fire.

### Unacceptable level of absence

1. The Class Tutor will notify the student and the Director of Culinary Diploma when attendance becomes a concern. The student will be notified in writing when absences reach 3 days in a term. The student will be reminded of the minimum attendance required to be eligible to take the assessments or exams.
2. Further letters will make clear that poor attendance means the student may fail their assessments or exam and they may not be entitled to a retake. The Director may also contact the fee payer by telephone or in writing if that is a different person to the student.
3. If the student exceeds the limit of absences in a term (5 days), they will not be entitled to take the end of term assessments or examinations. They will not be eligible for a certificate of attendance. In compassionate situations only Leiths will prepare a document detailing what the student has covered

and the level they have achieved, or the Director may at their discretion permit a student to get additional coaching at their own expense, to cover specific skills to enable them to take the final exam.

4. If a student wishes to appeal against the decision of the Director of Culinary Diploma, they should request in writing a meeting with the Director of Education, Maria Dunbar whose decision will be final.

### **Student Grievance and Complaints Procedure**

Leiths will respond to any complaints as quickly as possible and endeavour to make studying and working conditions fair for staff and students alike. The office operates an open-door policy and help can be sought at any time. Most grievances can be resolved quickly and informally through discussion with your Class Tutor. However, if you feel the matter has not been dealt with to your satisfaction, please refer to the Complaints Procedure available on the website.

### **Process for a Student Appealing against a Grade Decision**

Appeals should be lodged within one month of receiving a grade

1. If a student is unhappy with the grade they have been assigned they should first contact their Class Tutor for more detail on why their grade was assigned.
2. If the explanation is not satisfactory, they should write to the Director of Culinary Diploma and request their marks be reviewed.
3. The Director will request all paperwork from Theory, practical and continuous assessment as relevant.
4. The Director will question teaching staff as necessary to ensure marking was consistent within the cohort and the mark was fair.
5. The Director's decision is final.

### **Student Disciplinary Procedure**

Leiths will ensure that any disciplinary matter is dealt with fairly and that steps are taken to establish the facts and give students the opportunity to respond before taking any formal action.

Minor concerns can often be resolved informally with the student's Class Tutor. These discussions will usually be held in private and where appropriate a note may be made on the student's internal file but will be ignored for the purpose of any future disciplinary hearings.

#### **Step 1: Investigation**

The amount of investigation will depend on the nature of the allegations.

#### **Step 2: Hearing**

Following an investigation, if the school considers there are grounds for disciplinary action, the student will be asked to attend a hearing. The school will inform the student in writing of the allegations against them, the basis of the allegations and the likely range of consequences if the allegations are found to be true. Notice of the date, time and place of the hearing will be given.

## Exclusion Steps

1. A verbal warning will be given which is recorded on the student's internal file. This is usually appropriate for a first act of misconduct.
2. A written warning by letter or email including the consequences of continuing with inappropriate behaviour. This is usually appropriate for misconduct where there is already an active warning notice on the student's record or where the school considers the misconduct sufficiently serious to warrant a written warning.
3. A written notice of suspension, exclusion from the end of term assessment or immediate exclusion. This is usually appropriate for further misconduct where there is a written warning on the student's record or any gross misconduct regardless of whether there are active warnings on the student's record.
4. The student may appeal in writing to the Director within 5 days of the date of notice of exclusion.

## Gross Misconduct

Examples of gross misconduct are as follows:

- Being drunk on School premises
- Being in possession of or taking illegal drugs on School premises
- Bullying another student
- Theft, including plagiarism and inappropriate use of Artificial Intelligence
- Criminal conduct
- Deliberate breaches of Leiths Health and Safety or Food Safety policies
- Serious disruptive behaviour that prevents other students learning safely or effectively – for example where a teacher needs to stop or evacuate a class in order to address the situation caused by a student.

### Step 3: Appeal Process

If a student feels that disciplinary action is wrong or unjust they should appeal in writing within 5 days of the date of the exclusion notice, stating their full grounds of appeal.

The school will give the student written notice of the date, time and place of the appeal hearing. This may be a complete re-hearing of the matter or a review of the fairness of the original decision in light of the procedure that was followed and any new information which may have come to light. This will be at the discretion of the school.

Where possible the appeal will be heard by a senior member of staff who has not previously been involved in the matter or an external adjudicator.

The school may adjourn the appeal hearing in light of any new points the student raises at the hearing. The student will be given a reasonable opportunity to consider any new information raised before the hearing is reconvened.

Following the appeal hearing, the school may:

- (a) Confirm the original decision
- (b) Revoke the original decision
- (c) Substitute a different penalty

The school will inform the student in writing of its final decision as soon as possible, usually within one week of the appeal hearing. Where possible this will also be explained in person. There will be no further right of appeal.

### **Under-performance**

1. The Class Tutor will notify the student and the Headteacher (cc Director) of their concerns.
2. The Headteacher and Class Tutor will formulate a plan to aid the student's learning which they will then discuss with the student. They may request information regarding any existing or potential learning difficulties the student may have, to aid their planning. The Class Tutor may also begin a dialogue with the fee payer (when not the same person as the student) to explore any potential support which can be given to the student, where appropriate.
3. The Class Tutor will then implement the plan, reporting back to the student and the Headteacher at regular intervals, making more changes as necessary. The Class Tutor will also update the fee payer if this is a different person to the student.
4. In some situations, additional private coaching at the student's expense can be suggested.
5. If the student fails to meet their targets, a reduced curriculum or a reduced practical assessment at the end of the Diploma will be discussed both with the student and the fee payer if this is a different person to the student.
6. In situations where a student's performance in class is detrimental to the rest of the class, they may be asked to leave the course. If a student is unhappy with the decision made by the Director of Culinary Diploma, they should request in writing a meeting with the Director of Education, Maria Dunbar, whose decision will be final.

# Health & Safety

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**Safety Advice - All new students and food handling staff must sign to say they have read this safety advice.**

1. In the event of a fire, we will leave by the staircase and not the lifts. We will gather on the pavement opposite the school where a register will be taken.
2. There is a First Aid Box in the kitchen and there are several trained First Aiders in the building. Please let us know if you have hurt yourself, particularly cuts or burns and we will be able to look after you.

**BURNS:** hold affected area under running cold water for a minimum of 20 minutes.

**CUTS:** ask for assistance from a trained first aider immediately

3. We have a defibrillator located in reception on the ground floor. There are clear instructions for any person to follow if needed.
4. Wash hands thoroughly before cooking, and with increased frequency to maintain cleanliness whilst cooking during the class. Protective vinyl gloves are available in all kitchens.
5. Do not turn on cookers or use sharp knives unless a teacher is in the room.
6. Use the correct coloured boards.

**Red:** Raw meat & poultry

**Green:** Salad, fruit, fresh vegetables & herbs

**Brown:** Cooked food requiring no further preparation & dairy “ready to eat”

**Blue:** Raw fish & seafood

7. If anything is spilt on the floor, please alert those around you and wipe it up immediately.
8. Never leave glasses or knives in the sinks.
9. Call out 'hot pan' when transporting hot items from the cooker.
10. Never walk around the kitchen pointing a knife at anyone. Carry knives at your side with the blade pointing down.
11. Do not lean or sit on cookers or sit on worktables or sinks.
12. Turn off gas rings and cookers when you are finished with them.
13. All breakages must be given to teachers to dispose of safely.
14. If you notice that anything is unsafe, report it to a teacher and do not use it.
15. Use dry hands with electrical equipment and use electrical equipment only as instructed.
16. Only use portable electrical equipment with a pat test sticker.
17. Please take care when stacking saucepans and plates etc.
18. No smoking in the building
19. No hot things in rubbish sacks
20. Do not use tea towels to remove hot pans from the oven.

## Useful Contact Numbers

Charing Cross Hospital A&E – 24 hrs	0203 311 1234
Hammersmith Hospital Urgent Treatment Centre	020 3313 1000
Chelsea & Westminster Hospital A&E – 24 Hrs	020 3315 8080
Western Eye Hospital 08.00-20.30, Mon-Sun	0203 312 6666
Margaret Pyke Centre Family Planning	0203 317 5252
Doctorcall 24 Hr Private GP	www.doctorcall.co.uk 0344 257 0345
Askew Dental Care	020 8743 0947 Emergency 07889837776
Sexual Health Clinic	0203 315 1010

Alcoholics Anonymous Helpline	0800 917 7650
British Pregnancy Advisory Service	03457 304030
Citizens Advice Bureau	0808 278 7832 <a href="http://cahf.org.uk/">http://cahf.org.uk/</a>
Cruse – Bereavement Care	0800 808 1677
Drugs Support Line	0300 330 1212
Eating Disorders Association – Student Helpline	0808 801 0811
Switchboard – National LGBTQIA+ support line	0800 0119 100 <a href="http://www.switchboard.lgbt">www.switchboard.lgbt</a>
Get Connected – Mental Health & Addiction	0203 993 5571 <a href="http://www.getconnected.org.uk">www.getconnected.org.uk</a>
MIND – Mental Health	0300 123 3393 <a href="http://www.mind.org.uk">www.mind.org.uk</a>
Samaritans – 24 hr helpline	116 123
Rape Crisis Centre	0808 802 9999
ADHD Foundation	<a href="http://www.adhdfoundation.org.uk">www.adhdfoundation.org.uk</a>
National Autistic Society	<a href="http://www.autism.org.uk">www.autism.org.uk</a>

# Terms & Conditions

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## Terms

These are the terms and conditions on which Leiths School of Food and Wine Limited (a private limited company registered in England and Wales under company number 02922474 whose registered office and trading address is at 16-20 Wendell Road, London W12 9RT) (“we/us/Leiths/the School”) provides educational course(s) to you.

Please read these terms carefully before you submit your booking to us.

These terms and conditions together with:

- the enrolment form
- the letter or email from Leiths to you setting out the course fees and charges for extra items (together “the Fees”) and the course start date (“Start Date”)
- the written acceptance of your application sent by email or letter by Leiths to you (“the Acceptance”)
- any instalment agreement between you and Leiths
- the current version of the School Rules and Procedures set out in the Student Handbook comprise the legally binding contract between you and Leiths (“the Contract”).
- If an instalment agreement is entered into by you and Leiths after the Contract comes into existence, such instalment agreement shall be treated as an amendment to the Contract.

## Our contract with you

All applications are subject to the Acceptance and receipt of the deposit.

Admissions are subject to availability of a place and your ability to meet the admission requirements at the time. Acceptance is at the sole discretion of the school and may be conditional. A contract will come into existence between you and us from the date of the Acceptance.

If the school is unable to accept your application, the school will process the return of any deposit paid within 7 days.

If you fail to meet any of the conditions of your offer, we have the right to withdraw your place and end the Contract at any time.

## Price and payment

Following the Acceptance, you and, if applicable, the additional person who has signed the enrolment form (“the Fee-payer”) will be contractually bound to pay all the fees. All fees must be paid not less than 6 weeks before the start date (unless we have entered into a separate instalment agreement). If you do not pay the fees in full by this date, Leiths may take action against you and/or the fee-payer to recover the fees and any reasonable costs and expenses incurred in doing so.

If we have entered into a separate instalment agreement with you, each instalment must be paid by the instalment date and using the method set out in that agreement.

We accept payment for deposits by credit card, debit card, bank transfer or cheque. Full fees must be paid by debit card or bank transfer only.

If you do not make any payment to us by the due date, we reserve the right to charge you interest on the overdue amount at the rate of 4% per annum above the base lending rate of National Westminster Bank plc. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment.

### **Our rights to end the contract**

We may end the Contract at any time by letter or email if:

- You do not make any payment to us when it is due
- You cease to attend the course (other than following your cancellation as set out above)
- You are absent from the course more than the maximum permitted by the School Rules and Procedures.
- Your progress is not sufficient for you to continue your course according to the School Rules and Procedures.
- Your behaviour does not conform with the School Rules and Procedures.
- At any time (including on application) you provide us with information, which is inaccurate, incomplete or misleading or fail to provide us with information on request which may affect your ability to complete the course
- You breach any of the terms of the School Rules and Procedures and, after following our disciplinary procedure, we decide in our discretion to end the Contract
- You do not fulfil the conditions of the course offer.

During the course you develop a medical condition or take medication which is a barrier to learning (see School Rules and Procedures) and in order to make the necessary adjustments to safely accommodate you on the course Leiths would have to incur additional time and expenses that would be unreasonable in the circumstances.

If the Contract is ended as set out above, we will not be required to refund the deposit or any additional Fees paid by you, and, if you pay by instalments, you will be required to immediately pay the balance of all Fees in full, save that, if we are able to fill any complete remaining terms, we will refund any Fees paid by you for such complete terms less our reasonable costs and expenses.

### **Our responsibility for loss or damage suffered by you**

If we fail to comply with the terms of the Contract, we are responsible for loss or damage you suffer that is a foreseeable result of such failure, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the Contract was made, both we and you knew it might happen, for example, if you discussed it with us during the application process.

We will not be liable for any failure or delay in performing any of our obligations under the Contract where that failure or delay results from any event that is beyond our reasonable control, such as power failure, third party industrial action, fire, flood and acts of terrorism.

If any such event occurs that is likely to adversely affect our performance, we will inform you, our obligations will be suspended, and, if such suspension lasts for more than a week, you can cancel the Contract by letter or email and we will refund the deposit and all additional Fees paid within 14 days of receiving your

cancellation save that the School will be entitled to charge you for the services that it has provided to you prior to your cancellation.

We do not exclude or limit in any way our liability to you for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors, for fraud or fraudulent misrepresentation, or for failure to provide our services with reasonable care and skill or in accordance with information provided by us about Leiths or our services. Nothing in these terms and conditions seeks to exclude or limit your legal rights as a consumer.

### How we may use your personal information

We will process the personal information that you provide to us in accordance with all applicable requirements of legislation in force from time to time in the UK relating to data protection and privacy and our Privacy Policy (which is available on our website).

We will use the personal information you provide to us: to provide the course to you; to process your payment for the course; if you agreed to this in the enrolment form, to give you information about similar courses that we provide (but you may stop receiving this at any time by contacting us); and in the event that it is necessary in order to avoid risk of harm to you or another person at the School.

We will only give your personal information to third parties in accordance with our Privacy Policy or where the law either requires or allows us to do so.

Photographs will occasionally be taken of students during their cooking sessions and extra-curricular events at the school. These photos may be used for our marketing materials or on our social media channels in accordance with our Privacy Policy. We will not use any photos of you without first obtaining your written consent. You may withdraw this consent at any time by contacting [marketing@leiths.com](mailto:marketing@leiths.com).

By using the #leithsdiplomalife hashtag, you agree to your photos being eligible for reposting on the official Leiths Instagram page. You will be tagged and credited for your photo and your food if photos are submitted in this way. Any food photographed by the Leiths marketing team and featured on the Leiths social media pages will be credited to the student who prepared it if the credit is requested.

### General

All course documentation, materials, recipes, logos and branding are the property of Leiths Education and may not be copied, used or distributed by you without the prior written consent of Leiths Education.

Each of the provisions of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, invalid or otherwise unenforceable, those provisions shall be deemed severed from the remaining provisions and such remaining provisions will continue in full force and effect.

Even if we delay in enforcing the Contract, we can still enforce it later. For example, if you miss a payment and we do not chase you but we continue to provide the course, we can still require you to make the payment at a later date.

The termination of the Contract will not extinguish any claim that has already arisen.

You may not transfer any of your rights under the Contract to any other person without our express written permission. These terms are governed by English law and you or we can bring legal proceedings in respect of the course in the English courts.

### Students requiring visas to study

Students requiring student visas are responsible for satisfying the necessary requirements as set out by UK Visas and Immigration (UKVI) and Leiths Education.

Up-to-date statutory requirements should be sought from

<https://www.gov.uk/student-visa>

and for Leiths requirements, please email [Registrar@leiths.com](mailto:Registrar@leiths.com)

Students will be given a visa application deadline by Leiths (which is usually 6 weeks before the Start Date). Students must pay full fees up front before Leiths can apply for a Confirmation of Acceptance of Studies to enable the student to apply for their visa. Should a visa be refused, Leiths will refund the fees in full. Should a student be required to leave their course before the end, UKVI will be informed. Refunds of fees will be given only according to our terms and conditions above.

# Feedback

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Your feedback is the most important tool we have in the continuous development of our Culinary Diploma. Anything at all, no matter how small, simply scan the QR code (or follow the link below) and fill out our online form.



<https://forms.gle/9oDSnuD3M3sTXwuB6>

At the end of each term we will schedule a feedback session.