





2800 West Higgins Suite 835 Hoffman Estates, IL 60169 Toll Free (866) 798-7890

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# **Disclosure Information**

**Please note:** The information in this catalog was correct at the time of publication. Always refer to the Escoffier Student Portal (ESP) for the most current and up-to-date information.

Escoffier Online International Culinary Academy (EOICA) does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a veteran.



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#### **Mission Statement**

The mission of the Escoffier Online International Culinary Academy is to deliver a robust culinary and baking program wherein the novice cook and culinary or pastry professional can practice and acquire the techniques and methods of the Master Chef, Auguste Escoffier, to enhance their expertise through a chefled, self-paced virtual culinary program.

# **About The Escoffier Online International Culinary Academy**

The most renowned name in the history of culinary arts is now educating online—Escoffier Online International Culinary Academy showcases the methods, principles, and recipes of the man who is truly the source of modern cooking, Chef Auguste Escoffier.

Most importantly, the curriculum at the Escoffier Online International Culinary Academy provides an outstanding culinary and pastry experience that offers classical skills while incorporating contemporary and recent culinary and pastry trends from around the globe. All of these combined, produce an in-depth exploration of the source of food and sustainable practices that are increasingly relevant in today's world.

Escoffier is a name known the world over as The Master (Le Maître) and the source for many of the cooking methods and the kitchen brigade system in place today. For expert chefs everywhere, the name Auguste Escoffier is synonymous with excellence, quality, commitment, and skill in the culinary profession. Escoffier continues to be revered—and relevant—today.

The Escoffier Online International Culinary Academy is affiliated with the Auguste Escoffier Foundation and Museum in Villeneuve-Loubet, France and with Michel Escoffier, Great-grandson of Auguste Escoffier and President of the Foundation. This affiliation benefits our students with the history and context provided by the Escoffier family itself.

Learn from his legacy...first hand. Welcome to the Escoffier Experience!!!

"This has always been our belief, cookery will evolve—as society itself does—without ever ceasing to be an art." –Auguste Escoffier

#### **Endorsements and Testimonials**



# **Auguste Escoffier Foundation & Museum**

Musée Escoffier de l'Art Culinaire 3 Rue Auguste Escoffier Villeneuve-Loubet Village, 06270 France

"My Great-grandfather, Auguste Escoffier, made numerous contributions to the culinary world and insisted on the highest standards of excellence in basic cooking skills, food preparation and presentation. Escoffier Online is entirely dedicated to maintaining those standards that my Great-grandfather would have expected and indeed required. As a forward-thinking Master Chef, Auguste would have welcomed and encouraged the ground-breaking online method of teaching."—Michel Escoffier, Great-grandson of Auguste Escoffier and President of the Auguste Escoffier Foundation and Museum.



About The Auguste Escoffier Foundation and Museum...the Museum was founded in 1966 by Chef Joseph Donon and other friends and colleagues who had worked with Auguste Escoffier. The Museum is dedicated to perpetuating the memory and great achievements of Escoffier. The three main functions of the foundation are to grow and sustain the Museum of Culinary arts, to provide workshops that develop the culinary knowledge and expertise of chefs around the world, and to participate in and support historical and applied research with experts within the culinary arts and related hospitality fields. The Museum is located in the actual home where Escoffier was born, in the heart of the old village of Villeneuve-Loubet, near Nice, France.



# **American Culinary Federation Education Foundation**

180 Center Place Way St. Augustine, FL 32095

Endorsed for quality education by the American Culinary Federation Education Foundation.

About the American Culinary Federation...The American Culinary Federation, Inc., established in 1929, is the premier professional organization for culinarians in North America. With more than 20,000 members spanning more than 210 chapters nationwide, ACF is the culinary leader in offering educational resources, training, apprenticeship and programmatic accreditation. In addition, ACF operates the most comprehensive certification program for chefs in the United States, with the Certified Executive Chef® designation the only culinary credential accredited by the National Commission for Certifying Agencies.



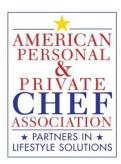
American Culinary Federation Chicago Chefs of Cuisine, Inc. 4318 River Road Schiller Park IL 60176-1626



"After reviewing the detailed online culinary academy curriculum and rich video tutorials presented by professional chefs, we can only wonder what Escoffier himself would have said. Perhaps he would have exclaimed, 'this exceptional delivery is perfect for the novice and industry professional alike.'"

—Chef Chas Boydston, President

About the Chicago Chefs of Cuisine...in 1925, the Chicago Chefs of Cuisine was founded and became a member of the American Culinary Federation in 1929. Since the very beginning, the ACF Chicago Chefs have been a part of many changes and achievements that have sculpted the landscape of Chicago as a Culinary Mecca to the Midwest and America.



# American Personal & Private Chef Association

4572 Delaware Street San Diego CA 92116

"We are pleased to endorse the Escoffier Online International Culinary Academy. This contemporary method of culinary arts instruction is an ideal avenue for learning—not only for those entering the culinary profession, but for home cooks, as well."—Candy Wallace, Executive Director & Founder

About the American Personal & Private Chef Association...APPCA is the largest professional personal and private chef trade association in the United States. They represent personal and private chefs—giving them a professional posture that allows this growing industry to sustain and flourish. Their philosophy is simple – they promote the education and advancement of their membership in the personal and private chef industry, and the betterment of the industry as a whole.



Les Dames d'Escoffier International Monterey Bay Chapter 25750 Carmel Knolls Drive Carmel CA 93923

"As members of the Les Dames d'Escoffier, an organization of professional women dedicated to the advancement of education in food, wine and hospitality, we are honored to be endorsing the Escoffier Online program using cooking techniques from the father of modern cuisine and the greatest chef who



ever lived, Auguste Escoffier. The program provides an exceptional opportunity to learn culinary arts through present-day innovative methods."—Mary Chamberlin, Founder & President Les Dames d'Escoffier International—Monterey Bay Chapter

**About Les Dames d'Escoffier International...**LDEI is the premier organization of influential professional women who are committed to the advancement of education and philanthropy in food, beverage and hospitality, for the good of the global community. The society is composed of 28 individual chapters across the United States, Canada, and the United Kingdom. Its members are highly diversified and reflect the multifaceted fields of contemporary gastronomy and hospitality.

# **EOICA Calendar and U.S. Holidays**

Enrollment for the Escoffier Online International Online Academy is open year round. Our administrative offices will be closed on the following holidays, although our Escoffier Student Portal (ESP) is available 24 hours a day, 7 days a week:

New Year's Day (Jan 1)	Labor Day	Christmas Eve (Dec 24)
Memorial Day	Thanksgiving Day	Christmas Day (Dec 25)
Independence Day (July 4)	Day after Thanksgiving	New Year's Eve (Dec 31)

#### **Admissions and Enrollment**

The Escoffier Online International Culinary Academy (EOICA) accepts new students daily upon completion of a phone interview with an Admissions Representative. Students must be at least eighteen (18) years of age to enroll, or parental permission must be received.

EOICA representatives maintain the right to deny a student admission if they feel that the student lacks the aptitude, background, ability to meet financial obligations, or commitment to complete this unique program.

Escoffier Online International Culinary Academy does not discriminate on the basis of race, color, age, religion, national origin, sexual orientation, gender identity, sex, marital status, disability, or status as a veteran.

# **Escoffier Professional Culinary & Pastry Tool Kits**

It is essential that you become comfortable with the culinary equipment and learning tools contained in the Escoffier Professional Culinary or Pastry Tool Kit after receiving it.

#### **Escoffier Student Portal (ESP)**

The Escoffier Student Portal is the starting point for your culinary educational experience at the Escoffier Online International Culinary Academy.

Upon enrollment approval, students will have access to the virtual gathering place for our students, the ESP. The ESP is a student's most valuable information source and the connection to the EOICA community. It is the place where students can access the fundamentals, attend live events, view culinary & pastry video content, access the Escoffier ePortfolio and print their learning materials that correspond with the courses, connect with students and staff, and much more!

Students are not obligated to participate in discussions or read every post. However, the more connected students are, the more students will get out of their Program.



The ESP contains copyrighted material that may only be accessed by our students. Students are expected to protect the ESP intellectual property. The ESP and its content *may not be copied*, *sold*, *or distributed*. Its use is subject to the terms agreed upon in the Escoffier Student Portal Agreement, as well as federal and international copyright laws.

Student access to the learning materials contained in the ESP will discontinue upon completion of, or dismissal from either the Culinary Fundamentals or Baking & Pastry Arts Program. ESP access may also be restricted for delinquent accounts.

#### Orientation

Upon enrollment students can request their Admissions Representative schedule a guided tour of the ESP and online experience.

#### **Student Conduct**

The ESP is a supportive, learning-focused environment. There are a few important rules that we at the Escoffier Online International Culinary Academy take very seriously.

- 1) No ranting or rudeness.
  - Do not post any rants, comments about other students, EOICA policies or requirements, complaints about others or the EOICA, foul language, insults, or threats. To maintain a positive environment, we will edit or delete posts of this nature. If there is a consistent problem, we may terminate a student's usage of the ESP or studies at the EOICA.
  - We are here to support our students throughout these unique programs. Any student issues or concerns should be addressed to support@escoffieronline.com.
- 2) We strongly encourage students to carefully review the terms of the Escoffier Student Portal Agreement for conduct expectations, guidelines, and rules.

# **Academic Integrity**

The student agrees to abide by the following standards of academic integrity. Failure to adhere to the standards of academic integrity could result in student dismissal.

All assignments, creations, recipes and other information collected and submitted as part of their program work must be prepared by the student. Any alteration(s) must be clearly documented. Data must not be falsified in any way. Violations of this standard constitute fabrication and could result in student dismissal.

Students may only collaborate within the limits prescribed by their Chef Mentor. A student may not complete any portion of an assignment for another student. Students may not claim as their own work any portion of an assignment that was completed by another student.

Students may not provide or receive information about a quiz to another student. Violations of this standard constitute collusion.

Students must adhere to the guidelines provided by their Chef Mentor for completing coursework. Violations of this standard constitute cheating.



# **Credit for Previous Education and Training**

The Escoffier Online International Culinary Academy does not grant credit for any previous education and training.

#### **Chef Mentors**

Students receive personal guidance from a Chef Mentor, a food-industry professional. Students will connect with a Chef Mentor in different ways, such as phone, email and/or chat sessions throughout their program progress.

#### **Featured Escoffier Chefs:**

**Chef Randall Sansom,** is the Chief Academic Officer and Corporate Executive Chef.

Chef Randall has over 20 years of experience as a professional chef, food and beverage director and culinary educator. He brings an innovative and entrepreneurial touch to education through curriculum development, student centered learning and educational technology. Randall holds a Bachelor's Degree in Culinary Management and an Associate's degree in Culinary Arts from The Art Institutes. Career highlights include positions as Executive Chef and Food & Beverage Director at prestigious country clubs in Texas, designing and opening multiple food service establishments and developing web applications for restaurant inventory and purchasing management. Randall's experiences have taken him into almost every facet of the culinary industry including hotels, restaurants, country clubs, retirement communities, catering and research and development.

### **Chef Susie Wolak**

Chef Wolak has over thirty years of pastry and baking experience, she brings substantial knowledge to the program. She had been Executive Pastry Chef for the famed Metropolitan Club in Chicago as well as for the Hilton Hotel in Northbrook, II. Chef Susie also taught classic gateaux work and petit fours class at the college level as the lead pastry chef instructor at a local college. She received her education at the College of DuPage, Glen Ellen, Illinois, at the Chicago Sommelier School, and at the Alliance Française-French Culture and Language.

#### **Chef Thomas Kaltenecker**

Chef Kaltenecker started his culinary education at a young age at the Bundeslehranstalten fuer Tourismus, Semmering in Austria, Europe. During his training he traveled extensively through Europe, competed and worked in many segments of the hospitality industry. In 2000, he started teaching culinary arts and hospitality here in the USA. He has taught for Elgin Community College, developed programs and facilities for Robert Morris University and chaired the culinary management program at McHenry County College. Chef Thomas also worked and consults high end restaurants, bakeries and pastry shops. During his professional career, Chef Thomas received his BBA from Northwood University and currently is enrolled in a Master degree program with Capella University; both program online. He is certified by the Illinois Department of Public Health as well as through the International Foodservice Executives Association and the American Hotel, Motel and Lodging Association Educational Institute. Chef Thomas supports sustainable culinary and hospitality management, farm to table movement and the use of local products.



### **Chef Cesar Herrera**

Chef Herrera was introduced into the restaurant industry at a very young age. He began helping out at his dad's friend's restaurant, by the time he was in High School he was a line cook at "1776 Restaurant" in Crystal Lake, IL, cooking fine dining American Cuisine. After a few years he became the Sous Chef at "Pub on the Square," another fine dining restaurant located in Woodstock, IL. After gaining great knowledge, he opened "Genovese's Café," an Italian cuisine restaurant, as the Executive Chef in Crystal Lake IL. His next project would be the Executive Chef at "Docks Bar & Grill" located on Bangs Lake in Wauconda, IL. His latest venture would be the opening of a Irish Gastro Pub, "Middleton's On Main" in Wauconda, IL, which in its first year was recognized as "Best New Restaurant in the Chicago land for 2012" and "Best Restaurant in Lake County" by the Daily Herald. After 25 years of experience as a chef, he would like to help other students achieve their goals through the Escoffier Online Culinary Program.

**Chef Michael Zema,** Chairman and Professor Emeritus, Elgin Community College Hospitality and Culinary Arts Program

Chef Zema served as the Program Director and Culinary Professor for 28 years at Elgin Community College (ECC). Chef Zema created the culinary program, developed curriculum, and taught the culinary arts. He was the recipient of the Chicago Tribune Good Eating Award, served as the Academic Ambassador for the National Restaurant Association, received the honorable Doctorate of Food Service from the North American Association of Food Equipment Manufacturers (NAFEM), and was awarded the President's Medallion from the American Culinary Federation for Outstanding Culinary Education. Chef Zema served as the President of the International Council of Hospitality, Restaurant and Institutional Educators (ICHRIE) and has won numerous medals and awards in professional culinary competitions as the advisor and manager of ECC's Student Culinary and Management Teams. In addition, Chef Zema designed the state-of-the-art culinary kitchens at ECC. He is a thoroughly experienced culinary and hospitality-industry professional specializing in education, consulting, and entrepreneurial initiatives.

#### **Escoffier Chefs:**

A complete list of Escoffier Chefs can be found at <a href="www.escoffieronline.com/chef-mentors-and-instructors">www.escoffieronline.com/chef-mentors-and-instructors</a>

# **Grading Policy/Completion Requirements**

The policy provides for consistent application of standards to all Escoffier Student Portal learners as established by the Escoffier Online International Culinary Academy.

In order to successfully complete the Culinary Fundamentals or the Baking & Pastry Arts Program to receive your Certificate of Completion, you must fulfill various requirements.

Each program shall culminate for each student with a grade of Pass or Fail.

Student progress is calculated at the completion of each Course.



# **Culinary Fundamentals Program**

The Culinary Fundamentals program contains twenty-one (21) courses which contain a total of thirty-five (35) Assignments. The thirty-five (35) Assignments consist of thirty-one (31) Academic Assessments and four (4) Quizzes.

In order to successfully complete the Culinary Fundamentals Program and receive the Certificate of Completion, students must successfully complete and Pass each Course by:

- Passing with a score of 70% or greater on each Course Assessment
- Being current on any agreed upon program payments

Quizzes are evaluated by the Chef Mentors. At any point throughout the Culinary Fundamentals Program, students may check the status of their Program progress completion requirements by logging into their personal Escoffier Student Portal (ESP).

It is the responsibility of the student to keep the information on their personal ESP current and up-to-date. If there is a discrepancy in a student's record, the student should immediately communicate the discrepancy to the Chef Mentor for review.

The Culinary Fundamentals Program is a self-paced program. Students will have access to the ESP for a period of one (1) year from their enrollment date to complete their program provided the student's account is current. If extenuating circumstances exist, the one (1) year access may be extended at the request of the student. Students that request an extension must submit documentation citing the extenuating circumstances to support@escoffieronline.com.

Students are allowed to submit two (2) additional Assessments should they receive a Fail grade on a previously submitted Assessments. Should a student Fail the 3<sup>rd</sup> retake, the student will receive Chef Mentor remediation.

Students are allowed one (1) retake of each Quiz should they receive a Fail grade after the first quiz attempt.

# **Baking & Pastry Arts Program**

The Baking & Pastry Arts Program contains seventeen (17) courses which contain a total of thirty-four (34) Assignments. The thirty-four (34) Assignments consist of thirty (30) Academic Assessments and four (4) Quizzes.

In order to successfully complete the Baking & Pastry Arts Program and receive the Certificate of Completion, students must successfully complete and Pass each Course by:

- Passing with a score of 70% or greater on each Course Assessment
- Being current on any agreed upon program payments

Quizzes are evaluated by the Chef Mentors. At any point throughout the Baking & Pastry Arts Program, students may check the status of their Program progress completion requirements by logging into their personal Escoffier Student Portal (ESP).

It is the responsibility of the student to keep the information on their personal ESP current and up-to-date. If there is a discrepancy in a student's record, the student should immediately communicate the discrepancy to the Chef Mentor for review.



The Baking & Pastry Arts Program is a self-paced program. Students will have access to the ESP for a period of one (1) year from their enrollment date to complete their program provided the student's account is current. If extenuating circumstances exist, the one (1) year access may be extended at the request of the student. Students that request an extension must submit documentation citing the extenuating circumstances to <a href="mailto:support@escoffieronline.com">support@escoffieronline.com</a>.

Students are allowed to submit two (2) additional Assessments should they receive a Fail grade on a previously submitted Assessment. Should a student Fail the 3<sup>rd</sup> retake, the student will receive Chef Mentor remediation.

Students are allowed one (1) retake of each Quiz should they receive a Fail grade after the first quiz attempt.

### Remediation

The Chef Mentor will identify the area(s) in which the student failed and customize a plan for improvement of the skill or technique.

In addition, the Chef Mentor will identify external sources that may be needed to support the student's success.

The completion of a third submittal of the Assessment is required by the student, along with the corrective actions taken. Should the third Assessment attempt result in a Fail grade, the student will receive a Fail grade for that Assessment.

# **Standards of Satisfactory Academic Progress**

Progress evaluations will occur at the completion of each Course. Students must meet specific qualitative and quantitative standards at the end of each evaluation period to remain in good academic standing. Failure to remain in good academic standing will trigger remediation with a Chef Mentor.

### **Qualitative and Quantitative Standard**

The qualitative and quantitative standard for academic progress is measured by the Pass/Fail grade for each Course's Academic Assignments. Course Assignments are defined as the Academic Assessments contained in each particular Course and the Course Quiz.

Students must complete and pass with a score of 70% or greater on each Course Assessment.

Students have one (1) year from the date of enrollment to complete the Program.

#### Leave of Absence

EOICA will recognize a valid Leave of Absence for the following reasons with the following conditions:

1) Military Leave of Absence

Active military students stationed in the United States or abroad may request to be put on Military Leave for up to 2 years. The student's commanding officer should confirm in writing the student's active duty. Supporting documentation must be dated within 30 days of the request for a Military Leave. Students may request to have their Escoffier Online scheduled payment plan continued while on Leave. If payments are not continued during Leave, then the student will not have access to the student portal during this time. The student may terminate the Leave of



Absence by making 1 monthly payment with no additional fees and enrolling in automatic payments. The student's payment plan will resume as scheduled. If the student's original 1 year period to complete the program expires during or after Military Leave, the student may request a 6 month extension with normal fees waived (see below).

#### 2) Medical Leave of Absence

A student who must interrupt study temporarily because of physical or psychological illness may request a Medical Leave for up to 1 year. A Medical Leave will only be granted for good cause such as serious medical and health-related issues, pregnancy, childbirth, child care, elder care, and other significant family issues or major personal circumstances that interfere with the ability to undertake study. The medical or mental health professional who has been providing treatment to the student must, with the student's written consent, confirm in writing that a Medical Leave is warranted due to the student's health problem. Supporting medical documentation must be dated within 30 days of the request for a Medical Leave. Students may request to have their Escoffier Online scheduled payment plan continued while on Leave. If payments are not continued during Leave, then the student will not have access to the student portal during this time. The student may terminate the Leave of Absence by making 1 monthly payment with no additional fees and enrolling in automatic payments. The student's payment plan will resume as scheduled. If the student's original 1 year period to complete the program expires during or after Medical Leave, the student may request a 6 month extension with normal fees waived (see below).

#### 3) Financial Leave of Absence

Voluntary leave may also be requested for financial reasons. A student may stay on Financial Leave for up to 90 days. During this period, the student will be denied access to the student portal, but the student may terminate the Leave of Absence by making 1 monthly payment with no additional fees and enrolling in automatic payments. The student's payment plan will resume as scheduled. After 90 days, the student will be considered suspended and must make a payment of a \$50 fee as well as 1 monthly payment to resume access, must sign a new contract, and enroll on automatic payments. A student may only take a Financial Leave of Absence once during their period of enrollment. The student's total time to complete the course without an Extension is not altered by a Financial Leave of Absence.

# 4) Other Leaves of Absence

Escoffier Online may recommend a Voluntary Leave of Absence for other compelling reasons for students who find it necessary to interrupt study temporarily. At the discretion of the institution, supporting documentation may be requested from the student to validate such a request.

# General Policies and Conditions for All Leaves

A Leave of Absence is not a form of registration. Therefore, no tuition will be charged for the period of time for which a Leave of Absence has been approved. Students who wish to withdraw from a term-in-progress should refer to the school's policies.

The process for returning from a Leave of Absence includes reviewing the individual student's contract and contacting the school for reactivation of services.

Please refer to the above information for restrictions concerning the length of time a student must contact Escoffier Online before the related account will be suspended.



# Confidentiality

Escoffier Online will maintain the confidentiality of all information regarding Voluntary Leaves in accordance with federal, state and local law, and to the greatest extent consistent with the goal of processing such Leaves. Escoffier Online reserves the right to notify a parent or guardian if deemed appropriate under the circumstances and as permitted by applicable federal, state and local law.

### **Account Suspension**

A student's access to the student portal may be suspended due to non-payment. Currently, EOICA policy is to suspend any student who is more than 30 days delinquent on any payment.

For the first 90 days of suspension, the student may regain access by making 1 monthly payment with no additional fees and enrolling in automatic payments. The student's payment plan will resume as normal starting 1 month after re-enrollment. After 90 days without payment, the student will be considered suspended and must make a payment of a \$50 fee as well as 1 monthly payment to resume access, and must sign a new contract and enroll on automatic payments. The student's total time to complete the course without an Extension is not altered by Involuntary Suspension.

#### **Extension of Studies**

For students who fail to complete their program in the scheduled time frame laid out in their enrollment agreement, extensions will be granted according to the following criteria:

# Full Programs (1-Year term)

If the student has not finished the program within 1 year of their start date, they may request an extension from their assigned Chef Mentor or from the Executive Chef Mentor. The normal fee for a 6 month extension of the program is \$250. If the student's program has not been extended in the past, the student will be offered an initial extension of up to 6 months without paying the normal fee and encouraged to complete their program in the allotted time. If the student is unable to complete the program after this 6 month extension, then the student may pay the normal fee of \$250 for an additional 6 month extension. The student may continue to extend the program indefinitely by paying a \$250 fee for each additional 6 month period.

# À la Carte Courses (3-Month term)

If the student has not finished the program within the allotted time, the student may pay a fee of \$50 for a 1 month extension. The student may continue to extend the program indefinitely by paying a \$50 fee for each additional 1 month period

### Student Dismissal

One of the primary reasons a student may be dismissed is through a violation of the Enrollment Agreement or the Escoffier Student Portal Agreement.

As of the date of the student's dismissal, any tuition paid will be subject to the refund policy as stated in the Refund Policy section of this catalog.



# **Culinary Fundamentals Program Description**

Our industry-driven curriculum is designed to give students a strong foundation in the fundamental skills necessary for entry-level positions in a professional kitchen or to enhance your personal culinary knowledge and expertise. Emphasis is placed on a student's ability to work as a functioning member of a food service team in settings such as a professional kitchen, culinary studio, caterer, and other food service operations.

### 1 - Culinary Basics

### **Course 1 – Classic Cooking Methods**

In this introductory course to the culinary arts, students will have the opportunity to observe and practice basic classic cooking techniques. Topics include culinary terminology, standards of professional cooking, and presentation. Through practice, the student will become adept at these basic cooking principles and various techniques found in western kitchens.

### **Course 2 – World Flavors: Salt, Spices, and Herbs**

This course presents indigenous ingredients from around the globe and introduces the wide variety of seasoning that can create great food when used properly. Of great importance is the understanding of how to salt before and after cooking. Next, the course provides the proper method of toasting and grinding spices and when to add fresh herbs to a dish.

#### Course 3 – Chef's Knife Skills and Classic Cuts

In this course, students will have the opportunity to study, practice, and demonstrate those knife skills which are critical to success in a professional kitchen. Since specific cuts of vegetables, fruits, and proteins are used in kitchens worldwide, this important fundamental skill provides the basis for accurate yields, portioning, and cooking of foods.

#### Course 4 – Auguste Escoffier and Professionalism

This course covers the impact of Chef Auguste Escoffier, a name synonymous with the art and science of cooking, and the impact of his life and legacy on the culinary profession. Along with the history of cuisine, the course includes those important personal traits that can create and produce professional culinarians.

#### Course 5 – The Professional Kitchen

This course is an introduction to the operation of a professional kitchen and also covers equipment use and safety. The concepts presented apply to every aspect of kitchen operations; the menu, preparation lists, equipment considerations, or staff training. The focus is on the main component of a chef's job which is directing and/or preparing all of the items on the menu, and ensuring that service is smooth and efficient by a thorough mise en place (everything in place.

### 2 - Culinary Fundamentals

#### Course 6 – Stocks and the Mother Sauces

This course provides the student guidance on the preparation and use of stocks and sauces as found in many professional kitchens. Students will learn how to classify stocks and sauces that are based on the



production method and their final appearance. Importantly, the student will prepare stocks that are the basis for great soups and sauces.

# **Course 7 – Traditional Regional Soups**

The course presents the various categories of clear soups, thickened soups, and specialty soups. The understanding of the key groups allows the student to understand the principles of soup production, e.g., thin soups such as consommé require clarification and follow a certain process. Classifying soups is also useful when planning a menu as a culinarian can choose appropriate soups to complement main course choices.

# Course 8 - Eggs, Dairy, and Cheese

This course will present the important role that eggs, dairy, and cheese have in the kitchen. All three are used in any number of recipes. Of particular concern is the beginning cook's ability to successfully prepare a variety of egg dishes with speed and accuracy. Also, the use, care, and understanding of the handling of artisanal cheeses are included in this course.

#### Course 9 – Sandwiches: Hot, Sub, and Club

The course provides the knowledge to prepare hot and cold sandwiches from a variety of ingredients and breads. Of interest to the student will be the step-by-step method of producing a traditional club sandwich and a popular deli-style hot sandwich known as a grilled Rueben. Modern trends discussed include using sandwich types from around the globe, such as, Middle-eastern Pita, Naan, Tortilla Wrap or Italian Panini.

### Course 10 – Salads: Green and Composed

This course covers the different salads that can be made from any number of ingredients. The student will learn that salads are not only lettuces and that menu examples can be found using vegetables, fruit, pasta, rice, seafood, poultry, and meat. The additional elements that go into composing a salad as a side dish (accompaniment), a buffet item when served in volume in a banquet, as an entrée or a dessert, will be presented.

# **3 - Culinary Essentials**

#### Course 11 - Introduction to Meat: Beef

This course will provide an overview of meat and beef and their use in foodservice operations. You will be introduced to primal and sub-primal cuts and their eventual market forms used in kitchens. By the conclusion of this Course students will be very familiar with the various cuts and what cooking application is appropriate for each and the traditional presentation used.

#### Course 12 - Pork: Braise and Roast

This course will cover two cooking methods as they relate to pork: braising and roasting. You will learn how some cuts of pork that may be more inexpensive can benefit from the proper braising and roasting techniques and which cuts of pork are appropriate for those cooking methods.

### Course 13 - Lamb: Grill and Broil

This course will cover lamb and two cooking techniques that work very well with this protein: grilling and broiling. Students will learn how to prepare flavorful lamb from using these direct heat methods that will result in a moist and flavorful product.



# Course 14 – Poultry: Cutting and Cooking

In this course the student will review and understand the structure and composition of poultry. Also covered are the steps to identify the various kinds and classes of poultry, and to grasp the purchase specifications appropriate for the restaurant needs. Significantly, the student will learn how to fabricate a whole chicken. Of great importance will be the safety and sanitation practices that apply to poultry.

# 4 - Culinary Excellence

#### Course 15 - Fish: Poach and Sauté

In this course will be the presentation of flat and round fish and two excellent cooking methods for preparing this delicate protein. Classic poaching fundamentals which impart great flavor will be discussed along with proper sauté techniques, as well as which fish are appropriate for both of these cooking methods.

#### Course 16 - Shellfish: Bake and Broil

During this course you will observe how to select the proper variety of shellfish for either baking or broiling. One of the keys to success in culinary arts is knowing how to use a variety of cooking methods with different food items. In this Course you will learn how to apply that knowledge when preparing clams, oysters, lobster, crab, and shrimp.

### Course 17 – Fruits and Vegetables

This course describes the processes that go into fruit and vegetable cookery and the importance of understanding the range of cooking times necessary due to the age and the size of the vegetables. Some of the key points presented in the course will be the understanding of when vegetables are properly cooked from a restaurant service point of view. Steaming, blanching, sautéing, and boiling are all covered.

#### Course 18 – Grains, Legumes, and Potatoes

This course presents the various grains, legumes, and potatoes that have become popular on restaurant menus. Important points that are covered are grains requiring pre-planning in the form of soaking or long cooking times and others that can be last-minute additions to a meal. Various potato dishes are presented and the methods used in preparing them.

### Course 19 – Health and Wellness and Specialized Diets

This course will provide the professional culinarian knowledge on how to adapt a recipe to provide a healthier result and how to select recipes that are inherently nutritionally dense, aesthetically pleasing, and delicious to eat. An important concept presented in this Course is that there are substitutes for preparing foods without heavy-handed salt, fat, and sugar, since these ingredients make it easy to cook foods that are liked by the general public.

# **Course 20 – Recipe Conversion**

This course covers some of the most important information in the kitchen when dealing with standardized recipes—effectively converting the yield to either larger or smaller amounts. Recipe conversion is useful when cooking for a function as it allows you to take a basic recipe and multiply or divide it for use in serving hundreds of people. The student in this course will practice converting recipes using a simple two-step process.



# Course 21 - Life Skills and Career Development

The ability to effectively communicate and manage interpersonal relations is central to a professional culinarian. The course will also cover the aspects of résumé writing and the Chef Mentor evaluation of your completed Escoffier ePortfolio, thereby enabling you to reach your true potential personally and professionally.

# **Baking & Pastry Arts Program Description**

The curriculum at the Escoffier Baking and Pastry Academy provides an outstanding baking and pastry experience that offers classical while incorporating contemporary baking and pastry trends from around the globe. The combination of classical and contemporary techniques provides an in-depth exploration of the source of ingredients and sustainable practices that are increasingly relevant for today's baker or pastry chef.

# 1 - Fundamentals of Baking and Pastry

#### Course 1 - The Professional Patissier

In this course the student will discover the historical timeline and important landmark events regarding the origins of baking and pastry arts. The student will also understand the skills needed to be a successful baker or pastry chef. Students will identify the organization of a professional kitchen and how to organize an efficient bake or pastry shop according to the Escoffier Brigade system. Presented are career opportunities for bakers and pastry chefs.

# **Course 2 – Bake Shop Ingredients and Staples**

Students will acquire practical and essential knowledge on specifying, receiving, handling and understanding the characteristics and functions of ingredients, the identification of different types of flours, and understanding gluten and its impact on breads and desserts. Additionally throughout the course, students will identify various types of fruits, vegetables, herbs, and spices and understand how to purchase and store them. First skill set presented will be how to properly use a pastry bag. Student will then prepare Butter Cream Icing and Ganache.

#### **Course 3 - Equipment and Small Wares**

The student will identify a variety of bakeshop equipment and specialized tools and indicate their use, and understand the proper and safe handling of each. The student will be able to determine which piece of equipment is used for a specific baking or pastry method or item. Safety is equally important and the student will be able to describe and practice the correct procedure for lifting heavy items. Additionally, understanding the importance of food safety and sanitation in keeping work stations, hands, and equipment clean, and identify practices that will minimize environmental impact.

# Course 4 - Fundamentals of Baking and Pastry Arts

Students will learn the classic methods and techniques that are used in the preparation of finished baked goods, and understand the various mixing methods that effect batters and doughs. Students will experience the importance of accurate weighing and measurement of baking ingredients, apply baker's percentage, identify standardized recipes, and explain factors that affect recipe/formula conversions. Students will also cost out recipes and understand formulae. Students will prepare Red Velvet Cupcakes, Viennese (Butter) Cookies, and describe quality indicators.



#### 2 - Breads and Patisserie

# Course 5 - Artisan and Quick Breads

Students will differentiate between yeast and chemical leavening agents, and identify the procedures in the preparation of artisan breads with emphasis placed on learning how to mix, ferment, shape, bake and store. Students will explain the contrast between breads with only a few ingredients like Artisan goods, and breads with multiple ingredients like egg breads and rolls. Explain the various methods (straight rubbing and creaming) and describe the preparation of baking powder biscuits, muffins, loaf breads, coffee cake and corn breads. Students will prepare Italian Focaccia, American style Apple Pecan Muffins, and describe quality indicators.

# **Course 6 - Enriched Yeast Doughs**

Students will describe and practice mixing, forming, proofing, baking, cooling, finishing and storage guidelines for enriched yeast breads. The student will explain the importance of proper fats for deepfrying sweet doughs and the basic principles therein. Also covered are the principles of when to add fats, sugars, eggs and milk, and how it affects the fermentation process. Students will prepare a variety of enriched yeast dough products including Cinnamon Rolls, Brioche, and describe quality indicators.

### **Course 7 - Classic Pastry Elements**

Students will describe the classification of pastry dough, meringues, and outline the procedure for making puff pastry (pate Feuillet'), Éclair paste (pate a choux), meringue, phyllo dough and crepes. Students will give examples of troubleshooting problems that may occur when preparing puff pastry, éclair paste, meringues, phyllo dough and crepes. Students will prepare examples of choux paste and puff pastry.

#### **Course 8 – Short Doughs: Cookies, Pies, and Tarts**

Students will describe the classification and exhibit an understanding of pie and tart doughs and describe and prepare for rolling pie dough, lining pans, and baking pies and filling tartlet shells. Student will give examples of troubleshooting problems that may occur when preparing pies, tarts and cookies. Students will prepare traditional American Apple Pie, Chocolate Chip Cookies, Framboise Ganache Tart, and describe quality indicators.

#### 3 - Classical and Modern Gateaux and Tortes

#### **Course 9 - Batter Based Cakes**

Students will explain the differences between a high ratio and low ratio cake. This unit will cover ingredients and their functions, applying baker's percent for high and low ratio, differentiate between blended, creamed and whipped cake methods. Students will learn and demonstrate examples of a torte and specialty cupcakes, slicing, and filling multilayered cakes, and learn when a cake is baked by sight and touch. Student will give examples of troubleshooting problems that may occur when preparing batter based cakes. Students will prepare Cheescake, Carrot Cake, and describe quality indicators.

# Course 10 - Egg Based Custards, Creams and Sauces

The students will identify what the Brix and Baume Scale is for sugar cooking and explain its use when baking. Next the student will understand the stages of sugar cooking, and describing the process and procedures for preparing simple syrup, dessert syrup, custards and puddings. Bavarians and mousses are also covered. Students will learn how to efficiently separate eggs, know the ratio of whole eggs to yolks, the importance for tempering eggs, and proper use of milk and creams in various formulae. Students will



compare and contrast pastry cream and Bavarian cream and identify different applications in using pastry creams and Bavarian creams. The student will describe the process of baking in a water bath, caramelizing sugar, its various stages, making brûlée sugar and safely using a blow torch. Common problems and troubleshooting when making egg based desserts will be presented. Students will prepare Bavarian Cream, Pastry Cream, Crème Brûlée, and describe quality indicators.

# Course 11 - A World of Chocolate

Students are introduced to the fundamental concepts, skills and techniques of chocolates. This introduction to the basic techniques used in forming simple centerpieces, will encompass identifying and describing a variety of chocolate products, comparing different flavor profiles in types of chocolate, chocolate tempering, using tempered chocolate for dipping and molding. Also hand rolling truffles, candy production and the rules that apply when creating centerpieces. Students will prepare Chocolate Meringue, Chocolate Truffles, and describe quality indicators.

# Course 12 - French, European and American Classics

Students will build on competencies previously learned and apply those skills and techniques into new products to create more elaborate tortes and cakes using complex finishing methods by applying glazes, using decorative sponges, and building multi-component cakes. Topics to be covered include comparison of classical and modern preparations, classical cakes; glazed, iced, molded, and cream filled cakes, and bombes. Students will learn French baking methods, how changing ingredient amounts can change texture and taste in cookies and brownies. Students will prepare Brownies, Passion Fruit Soufflé, and describe the quality indicators.

# 4 - International and Contemporary Desserts

# **Course 13 - Genoise and Sponge Method Cakes**

Students will learn the importance of sifting ingredients and the proper whipping technique, ensuring bowl is free from grease, and cold/warm foaming methods, and the understanding of the proper folding method to ensure proper aeration. Students will learn how to fill and roll a jelly roll, maintain oven temperature and how inconsistency's in the oven temperature can affect the end result in sponge type cakes. Students will observe and troubleshoot problems at all stages from mixing to baking. Students will prepare Chocolate Genoise and describe quality indicators.

#### Course 14 - The Art of Decorating and Plating Cakes and Desserts

The students will explore the techniques of plated desserts and the theory behind building edible art for A la Carte service, competition and banquet functions. Students will describe methods and procedures for producing high quality specialty decorated cakes, as well as the design, assembly, and structure. Students will prepare sauces for plate presentation, icing cakes, cupcakes and learn about different type of decorating tubes and their uses. Students will prepare Raspberry Coulis, Sabayon, Vanilla Anglaise, and describe quality indicators.

# **Course 15 - Cold and Frozen Desserts**

Students will compare and contrast different types of ice creams, describe the process and procedure for making sorbet, identify the different ingredients used in ices, ice cream, sorbets and mousses. Students will describe the importance of maintaining the temperature of the equipment, room and ingredients, the churning method for making ice creams and sorbets and still-freezing method for preparing frozen desserts. Important aspects of safety and sanitation concerns when using raw eggs in mousse or ice cream will be learned. Students will learn to prepare Lemon Granita and Raspberry Mousse.



# Course 16 - Healthful and Special Needs Baking

Students will identify and describe dietary conditions that affect baked goods and desserts, allergy and food intolerance concerns associated with baked goods, and suggest ingredient substitutes in recipes and formulas. The student will acquire knowledge of some common staples used in the bakeshop and give examples of substitutes and alternatives that could be used in recipes. The student will explain techniques that can reduce or eliminate fat, sugar, gluten, and dairy products. Students will prepare a Healthy Blueberry Muffins, Flourless Chocolate Cake, and describe quality indicators.

# Course 17 - Life Skills, Career Development and Entrepreneurship

The students will recognize the importance of effective communication and managing interpersonal relations and why it is important for professional bakers and pastry chefs. This unit will cover the aspects of resume writing and the pastry mentor evaluation of your completed Escoffier ePortfolio will enable you to reach your personal and professional potential. This unit will assist students in comprehending some of the skill sets needed when interviewing for a position, and to identify what employers look for regarding certain qualities in potential employees. Also, the importance of taking a personal skills inventory is and a culinary career path is presented and the soft skills that are necessary to succeed in the industry.

# À la Carte Course Descriptions

In addition to the full structured programs, most of the courses are available for individual sale. Please refer to the above course descriptions for the content of these short programs, or visit: courses.escoffieronline.com

Artisan and Quick Breads	\$269.00	Health, Wellness and	\$269.00
Baking and Decorating Cakes *	\$499.00	<b>Specialized Diets</b>	
(combines both "Genoise and Sponge		Hot, Sub and Club Sandwiches	\$269.00
Method Cakes" and "The Art of Decorating		Kitchen Math	\$269.00
and Plating Cakes" courses)		Knife Skills	\$269.00
<b>Beef: Principles and Methods of Cooking</b>	\$269.00	Lamb: Grill and Broil	\$269.00
Classic Cooking Methods	\$269.00	Pies, Tarts and Cheesecake	\$269.00
Classic Pastry Elements	\$269.00	Pork: Braise and Broil	\$269.00
Egg Based Custards	\$269.00	<b>Poultry: Cutting and Cooking</b>	\$269.00
Eggs, Dairy, and Cheese	\$269.00	Salads Green and Composed	\$269.00
<b>Enriched Yeast Doughs</b>	\$269.00	Shellfish: Bake and Broil	\$269.00
Fish: Poach and Saute	\$269.00	Stocks and Mother Sauces	\$269.00
French, European and American Classics	\$269.00	Traditional and Regional Soups	\$269.00
Fruits and Vegetables	\$269.00	World Flavors: Salts, Spices,	\$269.00
Fundamentals of Baking and Pastry Arts	\$269.00	and Herbs	
Grains, Legumes, and Potatoes	\$269.00	World of Chocolate	\$269.00

### **EOICA System Requirements**

**Internet Connection:** Cable or DSL

**Operating System:** Windows XP or greater, Mac OSX

Computer Processor: Intel Core 2 Duo, AMD Athlon X2, or similar with a minimum speed of

1 GHz or faster



**Computer Memory:** 512 MB RAM or greater **Screen Resolution:** 1024 x 768 minimum

Use <u>Chrome</u>, <u>Firefox</u>, <u>Internet Explorer</u> or <u>Safari</u> with the following settings:

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# **Technical Support**

EOICA provides technical support to assist students in accessing the Program via the ESP. This includes support in accessing EOICA websites and troubleshooting features specific to our site. However, this support does not include providing personal computer troubleshooting (i.e., computer freezes, browser problems, internet connection problems); assistance with third-party websites (i.e., correcting HTML issues for participants on our ESP Lab and/or social networking websites); or support with non-EOICA products or programs.

# **Cost of Programs**

Culinary Fundamentals Program	
Registration Fee	\$45.00
Escoffier Professional Culinary Tool Kit	\$200.00
Tuition	\$4,000.00
Total Program Cost	\$4,245.00

Baking & Pastry Arts Program	
Registration Fee	\$45.00
Escoffier Professional Pastry Tool Kit	\$200.00
Tuition	\$4,000.00
Total Program Cost	\$4,245.00



# **Program Payment Tracking**

Your financing details will be available on your Escoffier Student Portal (ESP). Any student experiencing financial difficulty should immediately submit an inquiry for reconsideration at <a href="mailto:support@escoffieronline.com">support@escoffieronline.com</a>. Students who have payment plans that are delinquent thirty (30) days, or more, may have their ESP access restricted until their account is current.

Certificates of Completion will not be issued until the student's program is fully paid.

# **Financing**

Students must pay \$245.00 to start the Escoffier Online International Culinary Program. This \$245.00 is a combination of the \$45.00 Registration Fee and the \$200.00 fee for the Escoffier Professional Tool Kit.

At this time, the Escoffier Online International Culinary Academy does not participate in Federal Financial Aid Programs, Federal Pell Grant, and Federal Direct Student Loans.

For students that need special assistance with Program tuition, EOICA has various payment plan options available. For additional information on payment options contact your Admissions Representative.

# **Corporate/Employer Partnerships**

EOICA partners with various corporations and employers that desire to upgrade staff culinary/pastry skills. Employers should contact EOICA directly at support@escoffieronline.com for arrangements.

# **Payment Options**

A monthly payment plan is available for students that agree to pay their payments monthly via the Escoffier Student Portal. A promissory note listing the terms and conditions of the payment plan must be agreed to and signed by the student.

### **Program Cancellation and Refund Policy**

The Escoffier Online International Culinary Academy (EOICA) understands that there are legitimate reasons why enrolled students may not be able to complete their Program. Accordingly, EOICA has a policy for equitable tuition adjustments or refunds in such cases.

# **Program Cancellation**

Students must notify EOICA of their intent to cancel their Program via email to: <a href="mailto:support@escoffieronline.com">support@escoffieronline.com</a>

The Program Cancellation and Refund Policy is triggered by a student's initial login to the Escoffier Student Portal. Students who never login to the Escoffier Student Portal are entitled to 100% of any tuition paid.

Students who start their Program by logging into the Escoffier Student Portal have seventy-two (72) hours to cancel from the Program for a full refund of tuition paid. The \$45.00 registration fee is NOT included in the program tuition, and the registration fee will only be refunded if the student cancels within seventy-two (72) hours of electronically signing the enrollment agreement. The \$200.00 charge for the Escoffier Professional Tool Kit is considered an administrative cost as Tool Kits are shipped to students upon enrollment. As such, the \$200.00 Escoffier Professional Tool Kit fee is non-refundable.



Cancellation date:	Up to 72 hours	Up to 72 hours	After 72 hours
	from enrollment	from first login	from first login
Refund of Registration Fee Paid:	YES	NO	NO
Refund of Tuition Paid:	YES	YES	Based on refund
			calculation
Refund of Tool Kit Fee Paid:	NO	NO	NO

When a student notifies EOICA of their intent to cancel, the following actions will occur:

- the student's access to the Escoffier Student Portal will be terminated
- a refund of the \$45.00 Registration will be processed, if applicable
- the calculated tuition refund, if any, will be processed via the student's original payment method. If the original method cannot be credited by EOICA for any reason, then the student will be sent a check by mail.
- the refund, if applicable, will be processed and issued within thirty (30) days of the notification of cancellation.
- any remaining balance is due to EOICA upon cancellation

# **Refund Policy**

When calculating a refund of the Program tuition, the % of tuition **retained** by the institution is based on the number of Courses the student has accessed at the time of withdrawal, **NOT** the tuition charged for the entire program listed on the enrollment agreement.

Students who withdraw, or are dismissed, will be refunded the pro rata portion of amounts paid towards tuition based on the number of Courses the student has accessed.

The Culinary program consists of 21 Courses:

Number of Courses accessed	Tuition due to EOICA	Tuition refunded
1-5	25% of total	Amount paid less 25% of total
6 - 10	50% of total	Amount paid less 50% of total
11 or more	100% of total	None

For example, for a student who has paid \$3000 towards a total tuition of \$4000 and has accessed 6 to 10 courses, EOICA would retain \$2000 (50% of the total) and the student would receive a refund of \$1000 (the amount paid less 50% of the total).

The Pastry program consists of 17 Courses:

Number of Courses accessed	Tuition due to EOICA	Tuition refunded
1 – 4	25% of total	Amount paid less 25% of total
5 - 8	50% of total	Amount paid less 50% of total
9 or more	100% of total	None

No refunds will be made after twelve (12) months from the date of the student's initial login to the Escoffier Student Portal, regardless of the number of Courses accessed.



À la Carte Courses may be cancelled within the first seventy-two (72) hours after enrollment. After the 72 hours has expired, the tuition fee is non-refundable. No refunds will be given after 50% of the course has been completed. If the 72 hours window has elapsed, but the student has completed 50% or less of the course, the student may transfer to another course of equal or lesser value at the discretion of EOICA.

Please contact us at <a href="mailto:support@escoffieronline.com">support@escoffieronline.com</a> if you have questions regarding the Cancellation and/or Refund policy, or, if you have extenuating circumstances, such as military deployment or illness.

### Re-enrollment Following Withdrawal

A student who has withdrawn from Escoffier Online International Culinary Academy may be allowed to re-engage in the Program by contacting an Admissions Representative at <a href="mailto:support@escoffieronline.com">support@escoffieronline.com</a>.

# Re-enrollment Following Withdrawal/Dismissal

If, following withdrawal/dismissal, the student desires to re-enroll into the same Course from which she/he was withdrawn/dismissed, the student will re-apply and must be current on any past due Program costs.

At the discretion of EOICS, a re-enrollment fee of \$395.00 may be assessed in addition to the student's outstanding tuition costs.

### **Food Safety Certification Programs**

The Escoffier Online International Culinary Academy Programs do not include a food safety component.

Students are informed that many states require workers in the food service industry to possess a food handler's license or card before handling and preparing food. A food handler's license demonstrates that the individual in question possesses proper knowledge of how to prevent food contamination and, accordingly, how to reduce food-borne illnesses. If you plan to apply for a job as a cook or chef, or any other position that requires you to work in close proximity to food, you must obtain a food handler's license if your state requires it.

A variety of safe food handling certification programs are available nationwide and internationally. The following information on food safety certification and training programs is provided for informational purposes and does not constitute a recommendation by Escoffier Online International Culinary Academy (EOICA).

Some local and state certification requirements are also available through the organization below. Check with local health departments for updated certification information as every state and many counties and cities within states maintain their own certification requirements.

# **State and Local Food Safety Requirements**

# **NRAEF: Regulatory Requirements**

The National Restaurant Association Educational Foundation (NRAEF) maintains a listing of many state and local food safety certification requirements.

# **Concern/Complaint Procedure**

The Escoffier Online International Culinary Academy takes culinary education very seriously and welcomes student feedback, questions, and concerns. Students should direct inquiries to <a href="mailto:support@escoffieronline.com">support@escoffieronline.com</a>.



Our goal is for a staff member to respond to student inquiries within 24 hours.

Formal complaints may be directed to the EOICA Director, via registered letter at:

# **EOICA Director**

2800 West Higgins Suite 835 Hoffman Estates IL 60169

We always encourage students to contact us so that we can work with them to expedite a resolution to any informal/formal complaint.