

LEITHS

SCHOOL OF FOOD AND WINE



Leiths Student Handbook & School Rules, Policies and Procedures 2022-23

Part 1 – information on the School and your course

Part 2 – School Rules, Policies and Procedures

PLEASE KEEP A COPY OF THIS DOCUMENT FOR YOUR FUTURE REFERENCE



*Accredited by the British Accreditation Council and
the Independent Schools Inspectorate*



Part 1 – Student Handbook

Welcome to Leiths School of Food and Wine

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

This pack starts with the student handbook which contains general information and also useful telephone numbers that we hope will allow you to settle into the School as smoothly and quickly as possible. Obviously some of it will make better sense once the course has started, however 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.**

On the first day of term please bring a **padlock** for your locker. *(We recommend a good quality 4 barrel combination lock or a sturdy padlock with a key – a 3cm ‘loop’ ½ cm thick is required).*

We look forward to seeing you on the first day of term.

Part 1 – The student handbook	
Introduction to the School and staff	pg. 3
A day in the life of a professional student	pg. 5
Information on your course	pg. 6– 11
Course dates	pg. 11
Leiths services and Academy	pg. 12
Part 2 – School rules, policies and procedures	
School rules, policies and procedures	pg. 14 – 25
Uniform	pg. 25
Health and Safety in the Kitchens	pg. 27 – 28
Useful contact numbers and addresses	pg. 29 – 31
Appendices: Terms & Conditions	

Introduction to the School, a brief history

Leiths School of Food and Wine was established in 1975. The original concept was to train chefs for the ever expanding catering enterprise that Prue Leith had begun in 1969. The School's first Principal was Caroline Waldegrave who had been the head chef at Leith's Good Food, Prue Leith's catering business. The name Leiths became synonymous with unpretentious good food and friendly service.

In 1993 Prue Leith sold the School and catering business to Eurest who were in turn bought by Compass Group PLC. In 1994 Caroline Waldegrave and Christopher Bland bought Leiths School back from Compass.

The School began to develop in new directions, starting Leiths List, an employment agency for chefs and franchising the 'Leiths Introductory Certificate in Food and Wine' and other cookery courses to be taught by Leiths Academy in a number of secondary schools. **Any business other than the School or Leiths List using the name Leiths is owned by Compass Group PLC.**

Caroline Waldegrave continued to run the School until 2008 when Camilla Schneideman joined as Managing Director. Caroline remains a director of the company, which is now owned by Lady Jennie Bland. Prue Leith remains a good friend of the School.

Leiths adjustments for Coronavirus

We update our procedures regularly in response to current government guidelines and so will send out up-to-date information shortly before each course starts. Please see the website or contact the School for answers to specific questions.

Roles of the staff:

- **Camilla Schneideman** - Managing Director
- **Jenny Stringer** - Principal
- **Christine Miller** – Finance Director
- **Alison Cavaliero** - Academy Principal – responsible for careers guidance and runs our agency Leiths List (based in Bath) along with **Sarah Keene**.
- **Gemma Keatley** – Registrar - enrolling our professional students and providing information on our courses
- **Jo Hynes** – Operations and Student Development Director – responsible for the day to day administration of the School and working with Leiths List to give our Diploma students as many opportunities to develop outside the classroom as possible.
- **Roxy Jelly** – School Administration and Events Manager – Recording student marks, producing certificates and sharing resources throughout each student’s time at Leiths
- **Victoria Prior/ Sophie Thomas / Morgan Hayden-Kemp** – Marketing, PR and Social Media.
- **Catherine Cumper** – Finance Manager – responsible for day to day financial matters, salaries and management of bookings, assisted by **Karthiga Kirubahar** – Accounts Assistant.
- **Carolyn Jessop** - Financial Planning and Analysis Manager
- **Diggory Orr Ewing** – Buyer - purchases and organises the distribution of food within the School and organises the maintenance of the building. **Diggory is the Health and Safety Officer.**
- **Victoria Temple-Camp** – Receptionist – books students who want to work as kitchen porters and manages the accommodation list. *Manages the covid testing record.*
- **Daria Fenik**- Bookings Co-ordinator for short courses.

The Teaching Staff

Michael Cropp, Head Teacher
Hannah McLennan, Head Teacher
Jane Montgomery, Class Tutor
Mark Williams, Class Tutor
Ben Blackburn, Class Tutor
Ryan Vaughan
Louise Kissane
Caroline Lamont

Helene Backhouse, (also Saturday Manager)
Belinda Spinney
Sue Nixon
Jenny Dowling
Shauna Scales
Cee Francis
Martha Money
Angela Vescuso

A day in the life of a professional student

The Diploma is an intensive course. We have tried to describe a 'typical' day to help you plan and to know what to expect. You will be given a curriculum every Thursday for the following week. Days will vary but most will follow the pattern below:

Mornings – School opens to students from 9.00am

The morning practical classes start at 9.45am and the demonstrations at 10.15am. Your weeks will alternate; one week you will have a demonstration in the morning so students tend to arrive from 9.45am in time to stow their bags, get a cup of tea and head to the demonstration room. The next week, your day will start with a practical cooking session so students tend to arrive by 9.15am, in time to get changed into chefs' whites and to start organising ingredients. The morning practical classes last until 1.00pm and demonstrations between 12.30 and 1.00pm, although morning cooking sessions can be very busy and run into the break time.

Early Starts

There will be a few early starts which happen in the Intermediate and Advanced terms for our butchery sessions (9.00am starts) and the field trip. Also in the Advanced term there is a very early morning optional visit to Billingsgate fish market. In addition, your end of term practical assessment/exam may start early as the start times are staggered.

Later starts

Wine lectures and guest chef/external lecturers' demonstrations generally start at 10.30am. Check the weekly curriculum.

Lunchtime

You should have approximately an hour for lunch, from 1.00pm to 2.00pm although as you can imagine the class finish time does vary somewhat. Students congregate in the student dining room, stay in the demonstration room, use the library or go out at lunchtime. All the food you cook is yours, so when you are cooking in the morning you will probably want to eat what you have cooked for lunch. After morning demonstrations, you will have tasted all of the dishes shown, so students tend to bring in something small to supplement what they have tasted depending on the menu - but there are also plenty of places nearby to buy lunch if you prefer.

Afternoons

The afternoon sessions, both practical classes and demonstrations start at 2.00pm. Those with a practical session in the afternoon will get into the kitchens no earlier than 1.45pm to organise their ingredients, and you will need to allow time to get changed. The afternoon sessions will run until 5.00pm but it can be difficult to give a definite finish time as very busy classes may not finish until after 5.00pm. When making other arrangements it is a good idea to bear this in mind as it does happen occasionally.

Early finishes

Wine lectures and guest chef demonstrations generally finish at about 4.00pm. Check the weekly curriculum.

After the working day

You are very rarely required to be here after the school day has finished. However courses such as First Aid may be run in the evenings and you will be given plenty of notice. We also host a canapé evening for friends and family of students, in aid of charity at the end of the Intermediate term. Participation is optional but we find most students like to either get involved, or attend as guests.

Other days...

There will be occasional variations on the usual routine to accommodate all day practical sessions, butchery workshops, tests, wine lectures, a field trip in the Advanced term and guest lecturers.

Information on your course

Practical classes

There are up to 16 students in each practical class, and there is at least a 1:8 teacher to student ratio in the kitchens. Students generally stay in the same class for the entire duration of their course. Each student has a class tutor who will be their mentor, monitor their progress and will conduct progress reviews. Any queries a student has can be dealt with by their class tutor or the Principal.

The office at the School operates an open door policy and students may come in to discuss any queries or problems with an appropriate member of staff.

There is a Student representative body which meets each term with the Principal and Student Development Manager. Each class nominates a representative to attend the meeting and who can take concerns, requests and queries to the meeting and report back to their class.

Equipment

Students must order the equipment set out by the School from the Nisbets website before starting the course. Information and login code is available from the Registrar.

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.

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. In addition students will require a pack of professional knives.

Students will need to use their files and Leiths 'How to Cook' (handed out on the first day) every day. Students will also need the Leiths Techniques Bible which they generally leave at home to help with demonstration and class preparation. They will also need to use knives and have clean chefs' whites every day. Laundering of uniforms is the student's responsibility.

It is not recommended to carry knives to and from the school daily as they are considered, by law, to be dangerous weapons and 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 Leiths 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 available for you to collect on your first day.

Please make sure all your equipment, books and equipment is marked with your initials or in some way that you know it is yours.

Library and student areas

The library is usually available to professional students before School and during breaks. Books are to be used in the library itself and not removed. Only books written by Leiths may be photocopied. There is a Wi-Fi code available to students. It is displayed in the student dining room and the library.

The student dining room and demonstration room are also usually available to professional students during breaks.

Sometimes non-professional students will need to share these areas, for example the occasional amateur class will have lunch in the student dining room or a meeting may occur in the library, but this is kept to a minimum.

Google Classroom

Students are invited to join a Google Classroom that contains the weekly curriculum, extra recipes, information from Leiths list and pertinent dates on the curriculum. You will also be able to access films of the course skills and recordings of demonstrations there.

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.

Assessment and Examination

Students will be assessed by a variety of methods throughout the course and successful students will be awarded a grade at the end of the course.

Course marks are made up as follows:

- Daily practical class continual assessment marks 40%
- End of term practical assessment/exam 40%
- End of term theory exam 20%
- Students must also complete the required theory practice tests and coursework.
- Attendance in School is also taken into account (see page 22)

These percentages change slightly each term as 10% of the marks are carried forward each term and 5% of the advanced term mark is from coursework

Grades are as follows:

Pass	60 – 74.9
Merit	75 – 87.9
Distinction	88+

There will be an administration charge for supplying replacement certificates so please look after yours carefully.

Exams

The Head Teachers will brief students fully for all theory and practical assessments and examinations.

Students will be expected to work independently in all assessments and exams. If students are seen to copy or use another student's work or if they bring forbidden material in to the assessment and exam room; they will be disqualified and will not be awarded the Leiths qualification they were working towards.

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

If students disagree with an exam grading and wish to raise an appeal, they have to do so within one month of the exam, the process is set out on page 20.

Homework

Students are required to write a time plan independently for every practical cooking session. These should be completed and printed before arrival at the School on the day of cooking. Most students write their time plans the night before class so it is fresh in their minds. There are two computers and a printer for students use in the dining room, however it is not advisable to rely on being able to use them the morning of your class.

During the course students put together a portfolio of work in their own time. There is also coursework on costing and menu planning as well as revision for 2 theory tests each term. Coursework may be handed in as soon as it is complete.

Deadlines are made as long as possible for flexibility, but students will need to organise themselves to hand in some work earlier than the deadline to avoid a busy end of term.

Language Requirements

If your standard of English was not quite at the standard required at interview, you may have been offered a condition your standard of English improves. It is very important that you practise your written and spoken English, and that when you do your reading into the subject before demonstrations and classes, that you note any technical words you do not understand and find the meaning. In our experience this is one of the areas that students with English as a foreign language struggle with.

We ask that the students 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).

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 where a student's learning will not be affected.

Working during your time at Leiths

Some students have a part-time job while they are at Leiths. We advise you not to take on work in the first 2 - 3 weeks of your course so you can see how much spare time you have for additional employment once you have completed your Leiths commitments.

Throughout the year the School employs students in the evenings and at weekends to help and wash up for other courses. If you would like to be involved please tell the Receptionist who is in charge and sign up on the list of work dates. Only students who have a National Insurance Number or hold the relevant visa are eligible for paid work - we can offer advice on how to obtain an NI number. Students will be asked to fill in a form for new employees and read a Leiths Employees Handbook before beginning work.

Work experience

Students are required to undertake at least three days of work experience as part of the Diploma course. Most students choose to do considerably more than this. Students often take on work experience in the breaks between terms as their confidence grows. We have a list of establishments where former students have been before to assist in finding placements, or students may prefer to organise their own work experience in favourite restaurants or for chefs that they admire. Towards the end of the Advanced term the School organises individual evenings of work experience in a variety of restaurants in London. The School can also help specific students find work experience in areas other than restaurants such as on food magazines, in catering companies etc. Our agency, Leiths List, works with the in-house Student Development Manager on student work experience as well as providing a careers guidance service by appointment.

School Events

The School holds a charity canapé evening at the end of the Intermediate term (*covid protocols allowing*), before assessments, to which students are welcome to invite a limited number of guests. Students can volunteer to assist on the evening.

The School may run additional events during the year, School or student led as opportunities arise.

Health and Safety, Hygiene, First Aid and Allergen Awareness Courses

As part of your Diploma course you will need to gain certificates in Health and Safety, Food Hygiene, First Aid, Allergen Awareness and Control of Substances Hazardous to Health (COSHH). These will be organised for you as part of your course and are included in the cost of the Diploma in Food and Wine. If students fail to attend a course in part or whole they will be required to pay the fee again, for a rescheduled date. If students fail to take the courses, they will not be awarded their final Diploma or receive their grades.

Wine and Spirit Education Trust Courses

Wine and Spirit Education Trust (WSET) level 1 and 2 courses form part of the Foundation Certificate, Two and Three term Diploma. The WSET course is taught by guest lecturers and there are exams in the Foundation term and Intermediate term. A visit to a vineyard is also arranged as part of the WSET course. The WSET courses are a compulsory part of the Leiths Diploma in Food and Wine and students must attend all the

lectures to be able to sit the exam. If students opt not to take the WSET courses they can only be awarded a Certificate or Diploma in Food.

Awards

There are a variety of awards that can be won by students at the end of each year:

- The I&P Olive Oils Award: this is for the most employable student of the year as voted for in a secret ballot by the teaching staff.
- The Louis Latour award: this is won by the student who achieves the highest score in the wine exam.

There are also prizes awarded to students who have achieved the highest marks in their practical exam, theory exam and for the most impressive portfolios.

Accommodation

Leiths can provide an accommodation list of local home-stay (eg 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.

Travel

Those students on the Two or Three Term Diploma 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 Registrar). Your application must be electronically verified by the Registrar 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

You can also apply for a student railcard online. http://www.nationalrail.co.uk/times_fares/46540.aspx
The form must be stamped by a member of our administration team.

International Student Identity Card (available for Three Term Diploma students only)



International Student Identity Card

The ISIC will give you access to a network of specialist student travel offices around the world. You will also have access to the ISIC Helpline 24 hours a day from anywhere in the world which is designed to give special information to plan a trip, such as vaccination advice, and legal and visa advice when you are abroad. As an ISIC holder you will also receive a free copy of the ISIC World Travel Handbook.

The card currently costs £12 and is obtainable from Student Travel Offices around the world. The closest one to Leiths is STA travel on High Street Kensington. Leiths can supply you with a letter as proof of full-time student status so that you can obtain your ISIC.

UKCISA - UK Council for International Student Affairs

We 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. Look at their website first for answers to your questions. If you cannot find the information you need after looking at the website, you can telephone the Student Advice Line on +44 207 788 9214 between 1pm and 4pm (UK time).

Leiths School of Food and Wine Student Card

We have our own student cards which should enable you to get student discounts at some shops and cinemas. The receptionist will organise this for you. You will need to provide a passport sized photograph.

NUS – National Union of Students – TOTUM Card

TOTUM is the new name for the NUS extra card providing discounts on various brands. A 12 month cards cost £12. For further instructions on applying, please contact info@leiths.com

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 Registrar.

Deliveries

There is a limited space for safe storage in Reception, so we would request that students do not give the School address for parcels unless it has been agreed in advance with our Receptionist.

Course dates

Three Term Diploma:	Foundation Term:	Mon 26 th September 2022 – Fri 09 th December 2022
	Intermediate Term:	Mon 9 th January 2023 – Fri 24 th March 2023
	Advanced Term:	Mon 17 th April 2022 – Fri 30 th June 2023

Foundation Certificate:	<i>As above:</i>	Mon 26 th September 2022 – Fri 09 th December 2022
--------------------------------	------------------	--

Two Term Diploma:	Intermediate Term:	Induction week: Tues 3 rd – Fri 6 th January 2023 <i>As above:</i> 09 th January 2023 – 24 th March 2023
	Advanced Term:	<i>As above:</i> 17 th April 2023 – 30 th June 2022
Intermediate Certificate:		Induction week: Tues 3 rd – Fri 6 th January 2023 <i>As above:</i> 09 th January 2023 – 24 th March 2023
Advanced Certificate:		<i>As above:</i> 17 th April 2023 – 30 th June 2022

The end of term assessments and end of Diploma exams generally take place during the last week of each term with the theory assessments and exams the week before. Wine exams are taken during the term.

NB: Exact term dates may be subject to change.

Life After Leiths

Leiths List

Leiths List is the agency and career guidance service for Leiths School of Food and Wine and is run by Sarah Keene and Alison Cavaliero from their office near Bath. The aims of the agency are to provide a link between the students and possible avenues of employment and to provide help and support whilst seeking work and looking for career development opportunities.

Leiths List 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. For those looking for freelance work or short-term work, it is available throughout the year with periods of high demand. Information is displayed on the jobs board at the School (in the dining room) and on Leiths internal site www.leithsnoticeboard.com

Sarah is available for remote video meetings throughout the course and on graduation. Please feel free to send her a CV or ask for help to write one. Leiths List can be contacted the rest of the week at the Bath office 01225 722983 or e-mail info@leithslist.com. Their website is www.leithslist.com

Consultancy

Chris Barber runs a consultancy for chefs, owners and operators wanting to grow their businesses. He offers one to one business coaching, specific skill training, menu and product development, a kitchen design service, concept innovation, general consultancy and financial advice.

Diploma students are welcome to get in touch with Chris for a free initial conversation about new businesses.

For further information come to the office and we will contact Chris on your behalf with an introductory email.

Leiths Academy

The Leiths Introductory Certificate in Food and Wine is taught in about 35 secondary schools around the country. Leiths have developed a comprehensive curriculum to give young people fantastic cooking skills for life and to use to get jobs on leaving school. Leiths train the school Food Technology or Home Economics teacher in our methods, as well as sending Leiths tutors and trained Leiths graduates to lead key sessions and to carry out end of course examinations. We also run shorter fun courses in some schools where the students want to enjoy cooking delicious recipes without needing a qualification.

Do let Alison at Leiths List know if a school you are involved with or attended yourself might be interested in running a Leiths course. (info@leithslist.com).

Marketing and PR

Our Marketing team manage our social media and website, they are delighted to help spread the word about the wonderful things Leiths Graduates go on to achieve! Contact them Marketing@leiths.com if you would like information of your venture to be included in our social media, blogs or on the website.

Part 2 – School Rules, Policies and Procedures

School Rules, Policies and Procedures

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 otherwise representing the School. Please contact the Principal if you would like to discuss any of the enclosed information before you sign the form (jenny.stringer@leiths.com).

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.

Students enrolling for the Two term Diploma in Food and Wine, Intermediate Certificate in Food and Wine or Advanced Certificate in Food and Wine must fulfil the conditions of their offer. This will involve covering the skills they have omitted from earlier terms. This will usually be by taking other courses, having private coaching, work experience or a combination of these. If students start their course without having covered those 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. *See terms & conditions 5.1.* All details of compulsory skills and theory students must have covered are available from the School. The Principal or a Senior Teacher will be happy to talk this through with any prospective student

Students will be asked to check their contact details at the start of their course and to notify the School if there are any changes during their time with us.

All fees must be paid 6 weeks in advance of the course start date. Students paying by instalments must pay each instalment 6 weeks in advance of the start of the relevant term. Students will not be permitted to attend class until they have paid the required fees. Please contact the Registrar (registrar@leiths.com) if you need to discuss payment or payment dates.

Equal Treatment

Leiths is committed to creating an environment of equal opportunities regardless of race, ethnicity, religion, sexual orientation, 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 cook. 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 Principal jenny.stringer@leiths.com 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. *See Terms and Conditions 5.1.*

Language Requirements

If your spoken or written English was not quite at the standard required at interview, you may have been given a place that is conditional on this standard improving. It is very important that you practise your written and spoken English, and that when you do your reading into the subject before demonstrations and classes, that you note any technical words you do not understand and try to find out the meaning. In our experience this is one of the areas that students with English as a foreign language struggle with.

We ask that the students 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).

Hours

The School will be open to students from 9.00am until 5.00pm (or until students have changed after practical classes). When the School is open for evening classes, Diploma students may be given special permission to use the library or student dining room facilities for quiet study purposes.

Security

Students will be given security codes for the front door of the School and the relevant changing room. Students must not divulge these numbers to anyone not studying at Leiths.

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.

Chef's jackets, trousers, aprons, shoes, books, all equipment and knives must be clearly marked with the student's name.

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.

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.*

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 conducting themselves in an unreasonable manner or who may be acting erratically or out of character that might lead the teachers or Principal to believe they may be under the influence of alcohol and/drugs or whose actions may impact on the other students in class or in a demonstration will be asked to leave the class or demonstration.

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 are requested to take a walk around the block or walk to Wendell Park if they want to smoke. Students must dispose of cigarette butts properly and not drop them on the pavement or in the road outside the School.

Chewing Gum

Chewing gum is prohibited within the School.

Mobile phones

Mobile phones must be on a silent setting during all demonstrations and practical classes. They should not be used at all during class except in cases where students are awaiting important information. Should they need to be answered, students must leave the demonstration room quietly without disruption or the classroom only after telling their tutor that they are leaving to do so. Further, we advise that students who take mobile phones into the kitchens at their own risk as there is risk of damage in the commercial kitchen environment.

Areas Out of Bounds

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

Students are asked to remember that the School is in a residential area and are requested not to sit on the pavements outside the school or on walls that are private property or gather in large groups which can be inconvenient or even intimidating to passers-by. The School has a good relationship with the local residents

and we would ask that they are able to use the pavement freely without the need to ask students to move or to step around or over students sitting on the pavement.

Health

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 should 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 Principal 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	Mental Health First Aiders
Ben Blackburn	Ben Blackburn
Ryan Vaughan	Louise Kissane
Jane Montgomery	
Hannah Maclennan	
Mark Williams	
Hélène Robinson	

Social Media Rules

Students are encouraged to use technology, especially mobile phones and social media, 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 procedure and all incidences should be reported to your class tutor, the Principal or another member of staff. 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.

WhatsApp Groups

Students often find having WhatsApp groups can be a useful way of sharing information. 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.

- The group is not a political platform. No arguing, no heated opinions, no fear-mongering, no hyped-up drama, no fake news. Check your sources before you share.
- Don't spam the group. If you would like a group to share memes, adverts or deals with then set one up for that exact purpose and invite others to join.
- Members can make the choice to leave at any time. The group should not be offended.
- Try not to have long one-on-one conversations in the group. Switch to private messages.
- There is no need to reply "I don't know". Just wait for someone who knows the answer to reply. Also no need for many "thank you" messages.
- 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 EVER use a group to berate someone else or air grievances. If you have an issue address it one on one with the relevant person.
- Always ask someone if you may add them before you add them.
- Don't send data-insensitive messages. No-one wants their last 3GB used up on uninvited memes etc.

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.

Confidential Information

Leiths has the right to, and the student agrees, that it may 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 particular vulnerability the student may have.

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 of the 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 a different person to the student).

Students must pass the specified Wine and Spirit Education Trust wine examinations in order to qualify for the full Leiths Diploma in Food and Wine. Students must also complete the necessary 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 Principal 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. After approximately three weeks of each term there is an informal assessment session to discuss your progress and objectives, during class with your tutor. After a further two or three weeks there is a chance 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 term. Designated Leiths practical sessions and Leiths end of term practical assessment is used for both the Leiths and CTH qualifications. Therefore if students miss the sessions where the marks contribute to the CTH qualification they will not be eligible for the CTH qualification.

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 for 2 or 3 term diploma students.

If it is thought a student might fail their exam due to lack of progress in class or insufficient attendance, they and/or their fee payer is warned in advance.

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

- Foundation, Intermediate and Advanced **Certificate** students will be allowed to retake their exam if they have not previously received a written warning from the Principal 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 Principal that they may fail and in the case of a 2 Term Diploma student, in the previous term.
- Any other re-takes are rarely permitted and then only at the Principal's discretion.

Absences

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.

Students may have a maximum of 5 days absence from the course each term. If more than 5 days absences are taken, for whatever reason, 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. This ensures the quality of our graduates upon which Leiths reputation and the reputation of Leiths Diploma in Food and Wine depends. In occasional circumstances, students may be allowed to cover time they have missed with extra tuition at an additional cost to the student. This is rarely allowed and only at the Principal's discretion for compassionate reasons.

If a prospective student knows of a planned absence for any reason before starting the course, they must advise the Registrar of the dates they plan to miss as soon as possible.

If you miss part or all of a demonstration or practical class it is your responsibility to obtain notes and missing information from a fellow student, or from your class teacher. Ingredients are only available for the dishes to be cooked on the curriculum that day. Students arriving more than 30 minutes late for a demonstration will be marked as absent.

It is our experience that missing even a few days of class can have a great impact on a student's development and would urge all students to prevent any avoidable absences.

Covid adjustment: Student absence due to covid isolation will not count towards the 5 day limit above. Students will be able to watch the demonstrations remotely and on their return to school will be advised by their class tutor on how any missed skills will be covered. This may involve additional practical sessions (at no additional cost) depending on where in the course the absence falls.

Behaviour

Leiths School of Food and Wine is an environment in which students are encouraged to participate with enthusiasm and commitment and to behave with tolerance and understanding, respecting the needs of others. All students are adults and 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 below).
- 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 to 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. Details of the School's disciplinary procedures are below. Any student who is excluded has no right to enter the School premises without the written permission of the Managing Director.

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, (online/cyberbullying).

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.

Student Grievance and Complaints Procedure

Most of our students find their time at Leiths extremely enjoyable and fulfilling. However, when there are problems, please follow the procedure set out below. It is Leiths policy to respond to any complaints as quickly as possible and 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. Concerns about course structure, content, equipment or facilities can alternatively be discussed at the student rep meetings.

Step 1: Written Grievance

If discussion with your Class Tutor or within a student rep meeting does not resolve the problem, you should put your grievance in writing and submit it to your Class Tutor, or, if the grievance involves the Class Tutor, to the Principal. The written grievance should set out the nature of the complaint, including any relevant facts, dates and names of individuals involved so we can fully investigate it.

Step 2: Meeting

We will arrange a grievance meeting, normally within one week of receipt of your written grievance.

If you cannot attend at the time specified you should let us know as soon as possible and we will try, within reason, to agree an alternative time.

We may adjourn the meeting if we need to carry out further investigations. We will write to you within one week of the meeting to confirm our decision and notify you of any action we intend to take. We will advise you of your right to appeal

Step 3: Appeal

If the grievance has not been resolved to your satisfaction, you may appeal to the Managing Director stating your full grounds of appeal within one week of the date on which the decision was sent or given to you.

We will hold an appeal meeting, normally within two weeks of receiving the appeal. This will be dealt with by someone senior within Leiths who has not previously been involved in the matter or an external adjudicator. We will confirm our decision in writing, usually within one week of hearing the appeal. There is no further right of appeal.

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 Principal and request their marks be reviewed.
3. The Principal will request all paperwork from theory assessment/practical assessment/continual assessment as relevant.
4. The Principal will question teaching staff as necessary to ensure marking was consistent within the cohort and the mark was fair.
5. The Principal's decision is final.

BAC Complaints Procedure

For students who wish to take the complaint further, can follow the British Accreditation Council (BAC) complaints procedure available here <https://www.the-bac.org/bac-complaints-procedure/>

Student Disciplinary Policy

It is our policy at Leiths to 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 ILP (Individual Learning Plan) 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 individual learning plan (ILP). This is usually appropriate for a first act of misconduct.
2. A written warning by letter, email or on the ILP 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 Managing 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
- 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.

Procedure for unacceptable level of absence:

1. The Class Tutor will notify the student and the Principal when attendance becomes a concern. The student will be notified in writing when absences reach 4 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 Principal or Class Tutor 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 Principal may at her 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. In some compassionate situations, where not enough skills have been covered for a Certificate of Attendance to be awarded, Leiths may award a Certificate of Attendance with notes of skills not covered.
5. If a student wishes to appeal against the Principal's decision, they should request in writing a meeting with the Managing Director whose decision will be final.

Procedure where a student is not progressing fast enough to achieve the target qualification:

1. The Class Tutor will notify the student and the Principal of their concerns.
2. The Principal 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 Principal at regular intervals, making more changes as necessary. The Class Tutor will also contact 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, taking a lesser exam 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 Principal's decision, they should request in writing a meeting with the Managing Director whose decision will be final.

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 they will not be allowed to continue cooking that day. **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:

1. Clean chef's jacket.
2. Clean checked trousers.
3. Clean apron (available from School) to be worn with bibs up.
4. Blue necktie and cook's hat. Students with long hair must wear a hair net.
5. Students **must** wear safety shoes in the kitchen, (trainers are not permitted). They may either be the shoes suggested on the Nisbets on-line order form OR black leather, lace up Doc Marten type shoes (not boots www.drmartens.com) or non-slip chef's clogs with a back strap. Socks (not tights) must also be worn. Students must change into ordinary clothes and shoes when not cooking.
6. Hair must be tied or neatly pinned away from the face. Any make-up worn must be minimal.
7. **No jewellery** apart from plain wedding rings and watches should be worn. Earrings, nose rings and all bracelets must be removed.
8. Hands should be clean with short nails and no nail varnish.
9. Students may not leave the School premises wearing any part of their uniform, except to dispose of kitchen rubbish in the outside bins.

Health and Safety in the kitchens

Kitchen Safety – These are the rules that staff and students must follow.

General

1. The staff will point out the fire exits to you.
2. Please inform staff of anything that we should know about you (e.g. epileptic, pregnant etc.) before cooking.
3. The First Aid officer will be introduced to you.
4. Please note the position of the First Aid boxes.
5. Please wipe your feet thoroughly when entering the building with wet shoes.

Advice when cooking

1. Keep all Fire Doors closed.
2. Wash hands thoroughly before cooking and when changing tasks. Use alcoholic gel on a regular basis. Protective vinyl gloves are available in all kitchens.
3. Avoid touching cooked foods with your hands. Use gloves where practical.
4. Use the right coloured board:
 - Red - raw foods
 - Brown - cooked food requiring further preparation
 - Green boards – all fruit, vegetables, herbs, dairy, nuts
5. Do not turn on cookers or use sharp knives unless a teacher is in the room.
6. If anything is spilt on the floor, please alert those around you and wipe it up immediately.
7. All breakages must be given to teachers to dispose of safely.
8. No hot foods or liquids in rubbish sacks.
9. Do not use tea towels to remove hot pans from the oven. Use the oven gloves/cloths provided.
10. Never leave glasses or knives in the sinks.
11. Call out 'hot pan' when transporting hot items from the cooker.
12. Never walk around the kitchen pointing a knife at anyone. Carry knives at your side with the blade pointing down.
13. Turn pan handles away from passageways. Remember the pan handles get hot.

14. Do not lean or sit on cookers or sit on work tables or sinks.
15. Turn off gas rings and cookers when you are finished with them.
16. Do not put anything, other than saucepans, on the cookers.
17. Do not get the stools out until the end of the session - i.e. after all food has been marked.
18. Only touch plugs or plug in electrical equipment with dry hands.
19. Always turn off switches before removing or inserting plugs.
20. Please do not cook if you have an upset stomach.
21. If you notice that anything is unsafe, report it to a teacher and do not use it.
22. Only use portable electrical equipment with a coloured sticker.
23. Use electrical equipment only as instructed.
24. Please take care when stacking saucepans and plates etc.

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

First Aid

We have several qualified First Aiders on the staff, and students are also allowed access to first aid kits for minor injury supplies. All accidents attended by a member of staff are reported in writing.

Burns: Hold affected area under running cold water for no less than 10 minutes.

Cuts: Go for immediate first aid.

Thank you for reading through Leiths School Rules and Health & Safety advice.

Helplines

AIDS National Helpline/Free 24 hour service	0800 567 123
Alcoholics Anonymous Helpline	0800 917 7650
British Pregnancy Advisory Service	03457 304030
Brook Advisory Centre (Contraception, Pregnancy) under 25s	0208 478 6982
Citizens Advice Bureau 338 Uxbridge Road, W12 7LL Avonmore Library, W14 8TG	0300 330 1162
Cruse - Bereavement Care	0800 808 1677
Drugs Support Line	0300 330 1212
Eating Disorders Association Student Helpline	0808 801 0811
LGBT Switchboard	0300 330 0630
Get Connected www.getconnected.org.uk mental health, dual diagnosis and addiction treatment	0203 993 5571
Mental Illness Saneline (4.30pm to 10.30pm)	0300 304 7000
MIND (mental health) www.mind.org.uk	0300 123 3393
Rape Crisis Centre	0808 802 9999
Samaritans 24 hour service	116 123 on any phone
Smokers Quitline	0800 002 200
Tavistock Clinic Counselling Service	020 7435 7111
Terence Higgins Trust (AIDS/HIV) helpline	0808 802 1221

Other useful numbers

Late Night Chemists

Boots Chemist 020 7834 0676
Victoria Tube Station SW1V 1JT

114 Queensway, London W2 6LS 020 7229 11183

Open until midnight

Winwood Chemist 020 8743 3562
96 Askew Road
W12 9BL

Open until 7pm

Department of Social Services

Job Centres 0800 169 0190
176-180 Uxbridge Road
Armstrong Road, Shepherds Bush