

STUDENT HANDBOOK



INTERIOR ACADEMY
school . spa . salon

www.interioracademy.com

"DESIGNATED B.C. PRIVATE TRAINING INSTITUTIONS BRANCH & Shield Design mark is a certification mark owned by the Government of British Columbia and used under license."

Table of Contents

Welcome Letter.....	2
Mission Statement.....	2
Definitions.....	3
Code of Conduct.....	4
Respectful and Fair Treatment of Students.....	4
Disciplinary Measures.....	7
Academic Misconduct.....	9
Grade Appeal Policy.....	9
Sexual Misconduct.....	10
Admission Policy.....	11
Withdrawal.....	12
Course Continuance Policy.....	13
Course Deferral Policy.....	14
Attendance Policy.....	14
Model Policy	16
Examination Policy.....	16
Work Experience/Practicum.....	17
Privacy Policy	18
Dispute Resolution Policy.....	20
Professional Hair/Makeup Students Dress Code.....	21
Professional Spa/Nail Students Dress Code.....	23
Reception Training.....	24
General Policies & Procedures.....	25
Cell Phone Policy.....	26
Student Services Policy.....	27
Locker Policy.....	27
Health and Hygiene Policy.....	28
Safety Policy	29
Floor Plan/Evacuation route	30
Declaration	31

WELCOME!

Dear Students,

On behalf of the staff and faculty at INTERIOR ACADEMY, we would like to welcome you.

You have made a commitment to follow your dreams and pursue a career in the beauty industry. We at INTERIOR ACADEMY are committed to helping you achieve your full potential while you are here.

Over the years, the Academy has established itself as an educational leader in the beauty and cosmetology industry. Our students, faculty, and academy have gone on to win numerous and prestigious awards.

We have developed and educated the finest fully qualified graduate's in British Columbia, many of whom have gone on to work, own and operate some of the premier salons and spas in the region. This is achieved by taking serious pride in providing the highest standard of instructors, professional student kits, and a practical based curriculum.

Our faculty brings over 75 years of combined industry experience having formally trained at some of the finest institutions in North America.

We encourage you to take part in all our academy has to offer; from workshops, tradeshow, conventions, competitions, and initiatives.

INTERIOR ACADEMY is dedicated to instilling each student with an understanding of professionalism, development, art, and a responsibility for your own learning.

Our faculty and support team are all eager to assist you at any stage of your experience here.

Once again – Welcome!

Sincerely,

Mrs. Rammy Hans
Director

Mission Statement

“Committed to teaching the power of positively making a difference in how people look and feel about themselves and to inspire and encourage students to be the best that they can be.”

DEFINITIONS:

- “Academy” is defined as Interior Academy.
- “Student(s)” is defined as including those currently registered in or attending any programs or activities offered by the Academy.
- “Instructor(s)” is defined as the Academy staff member(s) responsible for delivering program instruction, and compliance with school policy and procedures.
- “Administrator(s)” is defined as the Academy staff(s) responsible for bookings, payments, reception, and administration.
- “Senior Educational Administrator (SEA)” is defined as the person responsible to oversee school curriculum, dispute resolutions, and instructor evaluations.
- “Director(s)” is defined as the individual(s) who oversees the Academy, its admissions department, and human resources.

STUDENT CODE OF CONDUCT

1. General

- 1.1** The Academy is a community of students, instructors, staff and clients involved in learning, teaching, and other activities. All members of this community are expected to conduct themselves in a manner that contributes positively to an environment in which respect, civility, diversity, opportunity, and inclusiveness are valued, to assure the success of both the individual and the community.
- 1.2** The purpose of this Student Code of Conduct is to define the general standard of conduct expected of students, provide examples of conduct that may be subject to disciplinary action by the Academy, provide examples of disciplinary measures that may be imposed, and set out the process and procedures that the Academy will follow when an allegation of misconduct is made. Students are expected to be aware of, and to conduct themselves in accordance with, this Code.
- 1.3** The Academy respects the right of students to conduct their own personal lives. This Code governs conduct only to the extent necessary to protect the integrity and proper functioning activities of the Academy, the peaceful and safe enjoyment of Academy facilities by other members of the Academy and the public, the freedom of members of the Academy to participate reasonably in the programs of the Academy and in activities in or on the Academy's premises, or to protect the property of the Academy or its members.

2. Application

- 2.1** This Code applies to conduct that:
- (a) occurs on or near the premises of the Academy;
 - (b) occurs elsewhere during activities sponsored by the Academy such as, but not limited to practicums and extracurricular events;
 - (c) is alleged to adversely affect, disrupt, or interfere with another person's reasonable participation in Academy programs or activities.
- 2.2** Any student found responsible for misconduct is subject to the disciplinary provisions of this Code, regardless of the action or inaction of civil authorities. Nothing in this Code precludes the Academy from referring an individual matter to the appropriate law enforcement agency before, during, or after disciplinary action is taken by the Academy under this Code. A student may be subject to criminal prosecution and/or civil proceedings notwithstanding, and in addition to, disciplinary action taken by the Academy against the student under this Code.
- 2.3** The Academy may also define standards of professional conduct for students in programs where these are appropriate, and this Code does not replace or supersede such standards.

3. Respectful and Fair Treatment of Students

Interior Academy is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students. Any student receiving misconduct are asked to complete a report

with the Operations Manager, SEA or Director.

4. Prohibited Conduct

4.1 Any conduct on the part of a student that has, or might reasonably be seen to have, an adverse effect on the integrity or the proper functioning of the Academy, or the health, safety, rights, or property of the Academy or its members and clients, is subject to discipline under this Code.

The following list sets out specific examples of prohibited conduct. It is intended to help students understand the type of conduct that will be subject to discipline: it is not an exhaustive list and students should be aware that their conduct may still be considered prohibited conduct under this Code even if it does not appear in the list below.

4.2 Prohibited conduct that is subject to disciplinary measures includes, but is not limited to, engaging in, attempting to engage in, or assisting others to engage in any of the actions described below:

4.2.1 Misconduct against persons, which includes:

- (a) physically aggressive behavior, assault, harassment, intimidation, threats or coercion;
- (b) conduct that threatens or endangers the health, safety or property of any person;
- (c) conduct that creates conditions that endanger the health, safety, and property of any person;
- (d) engaging in a course of vexatious conduct, harassment, or discrimination that is directed at one or more persons and that is based on any of the protected grounds under the BC Human Rights Code which includes but is not limited to
- (e) engaging in unwelcome or persistent conduct that the student knows, or ought to reasonably know, would cause another person to feel demeaned, intimidated, or harassed.

4.2.2 Misconduct against property, which includes:

- (a) taking without authorization, or misusing, destroying, defacing, or damaging Academy property or property that is not their own, or information or intellectual property owned by the Academy or by any of its members;
- (b) possessing Academy property or property that is not their own, if the student knows, or ought to reasonably know, that property to have been taken without authorization; or
- (c) creating a condition that unnecessarily endangers or threatens destruction of Academy property or property that is not their own.

4.2.3 Disruption

No student shall, by action, threat, or otherwise, disrupt any activity organized by the Academy or by any of its faculties, schools, or departments, or the right of other persons to carry on their legitimate activities, to speak or to associate with others.

4.2.4 Unauthorized Use of Academy Facilities, Equipment, or Services:

- (a) No student shall use any facility, equipment, or service of the Academy, or enter or remain on any premises, to which they do not have legitimate access, or contrary to the expressed instruction of authorized persons.
- (b) No student shall use any Academy computing equipment, facility, network, or system for any disruptive or unauthorized purpose, or in a manner that violates any law, Academy regulation, policy or procedure.
- (c) No student shall destroy, misplace, misfile, or render inoperable any stored information such as books, film, data files, or programs from a computer, or other information storage, processing or retrieval system such as LAB.

4.2.5 False Charges

No student shall bring a false charge against any member of the Academy under this Code.

4.2.6 False Information and Identification

No student shall knowingly furnish false information to any person or office acting on behalf of the Academy, or forge, alter or misuse any Academy document, record or instrument of identification, or knowingly furnish false information to any person regarding their standing, status, or academic record at the Academy.

4.2.7 Aiding the Commission of Prohibited Conduct

No student shall encourage, aid, or conspire with another student in the commission of prohibited conduct, or encourage or aid behavior by a non-student which, if committed by a student, would be prohibited conduct under this Code.

4.2.8 Refusal to Comply with a Direction of an Academy Representative

No student shall refuse to comply with a reasonable direction to do, or not to do, something that is made by an Academy representative authorized to make such a direction.

4.2.9 Refusal to Comply with Disciplinary Measures or the Terms of an Agreement Made Under Section 4

No student found to have committed prohibited conduct under this Code shall fail to comply with a disciplinary measure or disciplinary measures imposed under the procedures of this Code. No student who has agreed to take steps to correct or resolve a matter under section 4 of this Code shall fail to comply with the terms of that agreement.

4.2.10 Unauthorized Possession or Use of Dangerous Objects

No student shall store, possess, or use real or replica firearms or other weapons, explosives (including fireworks), ammunition, or toxic or otherwise dangerous materials on Academy premises.

4.2.11 Alcohol or Drug Use

No student shall use, possess, or distribute a controlled or restricted substance or contravene provincial liquor laws or the policies of the Academy governing the possession, distribution, and/or consumption of alcoholic beverages. Students under the influence of illegal drugs and/or alcohol during school hours is a serious offense and is grounds for permanent dismissal. Use before school or during lunch is not allowed. Be aware of any prescription drugs that may affect your judgment, please confer with your physician. If use of illegal drugs or alcohol is in question the student will be confronted, and may be asked to take a drug test. Refusal to do so may result in termination or expulsion.

4.2.12 Contravention of Academy Regulations

When a rule, regulation, or policy of the Academy prohibits or proscribes certain conduct but does not provide any penalty for breaches of the rule, regulation, or policy, breaches shall be dealt with under this Code.

4.2.13 Contravention of Other Laws

No student shall contravene any provision of the Criminal Code or any other federal, provincial, or municipal statute or regulation.

4.2.14 Refusal to Perform any Service on Clients

No student shall refuse to perform a service on clients based on race, color, religion, sex, marital status, sexual orientation, age, or national origin. Refusal to perform services on clients based on any of the above will result in the student being asked to remove themselves immediately from the Academy's premises and the student will be subject to disciplinary action.

5. Disciplinary Measures

5.1 Disciplinary measures which may be imposed, individually or in combination, for misconduct include, but are not limited to, the following:

- (a) **Warning or reprimand** – A written warning or reprimand to the student.
- (b) **Probation** – A written reprimand and order for a designated probationary period in which a student must fulfill certain conditions and have good conduct or otherwise be subject to the imposition of further or more severe disciplinary sanctions.
- (c) **Restitution** – Payment of costs, or compensation for loss, damage, or injury that may be monetary or in the form of appropriate service or material replacement.
- (d) **Apology** - Issuance of a statement, apology, or retraction in an appropriate form in public or in private.

- (e) **Loss of privileges** – A denial of specified privileges for a specified period of time. Privileges are those that if restricted may affect full participation in campus life but not make it impossible to complete academic requirements.
- (f) **Restriction or prohibition of access or use** – A denial for a specified period of time of, or conditions imposed on, a student's right to access to or use of any part or all of the Academy's equipment, facilities, services, activities, programs, meetings, or events or those held by, on, or in association with the Academy.
- (g) **Discretionary sanctions** – Imposition of work assignments, service to the Academy or other such discretionary assignments that are considered appropriate and punitive, compensatory, restorative, educational, or deterrent in nature.
- (h) **Termination** – Should the misconduct occur during an Academy sponsored practicum/job shadow/extracurricular activity, the student will be terminated from any future opportunity with the loss of hours attained during the current opportunity.
- (i) **Suspension** – Suspension of the student from the Academy for a specified period after which the student is eligible to return. Conditions for students return may be imposed.
- (j) **Dismissal** – Dismissal of the student from the Academy.

5.2 Refusal to comply with a disciplinary measure or disciplinary measures imposed under this Code is itself a serious offence and may result in suspension for up to two years.

4.3 Where the misconduct resulted in property damage, the disciplinary measures should include restitution or rectification.

6. Process and Procedure for Misconduct:

- 1)** All concerns relating to student misconduct shall be forwarded to the Senior Educational Administrator (SEA) or Director. Concerns will be accepted from staff, student(s) and the public.
- 2)** The Director or SEA will arrange to speak with the student to discuss the concerns within five school days of receiving the complaint or sooner. If this conduct is of a serious nature, an immediate dismissal from the Academy may be warranted.
- 3)** After speaking with the student, the Director or SEA will conduct whatever further inquiry or investigation deemed necessary to substantiate concerns. Any necessary inquiries or investigations shall be completed within five school days of the first meeting with the student of concern.
- 4)** Once Director or SEA have completed the inquires or investigation. They will determine one of the following:
 - a)** Determine that the concern(s) were not substantiated
 - b)** Determine that the concern(s) were substantiated, in whole or in part.

- 5) The Director or SEA will prepare a written summary of the determination. If the concern was substantiated, the determination letter will include disciplinary actions to be enforced. A copy signed by the student will be given to the student and the original document signed by the student will be placed in the student file.
- 6) If dismissal from the school is the course of action, the Director will meet the student with a letter of dismissal. If applicable, a calculation of refund on tuition will be included with this letter. This will be dependent on the student's financial standing with the school.
- 7) If a refund is awarded, a cheque will be forwarded to the student within 30 days of dismissal.
- 8) If the student owes tuition or fees, the Academy will collect by legal means if necessary.

ACADEMIC MISCONDUCT

Students are responsible for informing themselves of the guidelines of acceptable and non-acceptable conduct for graded assignments established by their instructors. Academic misconduct that is subject to disciplinary measures includes, but is not limited to, engaging in, attempting to engage in, or assisting others to engage in, any of the actions described below.

- 1) Cheating, which may include, but is not limited to:
 - (a) falsification of any material subject to academic evaluation;
 - (b) use of or participation in unauthorized collaborative work;
 - (c) use or possession in an examination of any materials (including devices) other than those permitted by the instructor;
 - (d) use, possession, or facilitation of unauthorized means to complete an examination (e.g., receiving unauthorized assistance from another person, or providing that assistance)
- 2) Plagiarism, which is intellectual theft, occurs where an individual submits or presents the oral or written work of another person as his or her own. A student must ensure that the work submitted is the student's own. Students are responsible for ensuring that any work submitted does not constitute plagiarism. Students who are in any doubt as to what constitutes plagiarism should consult their instructor before handing in any assignments.
- 3) Falsifying or submitting false documents, transcripts, or other academic credentials.
- 4) Failing to comply with any disciplinary measure imposed for academic misconduct.

GRADE APPEAL POLICY

- 1) If a student is dissatisfied with the grade received for an exam and can provide evidence that a higher grade is warranted, he/she should discuss this with their instructor. The instructor will reconsider and adjust if warranted.

- 2) If the student is not satisfied with the outcome with the instructor, they would then submit an appeal to the Director.
- 3) The Director will obtain a copy of the exam and have it re marked by another instructor.
- 4) If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the lower grade will be assigned to the student.
- 5) If a grade appeal is reviewed by the Director and deemed final, it cannot be appealed any further.

SEXUAL MISCONDUCT POLICY

Interior Academy is committed to the prevention of and appropriate response to sexual misconduct.

1. Sexual misconduct refers to a spectrum of non-consensual sexual contact and behavior including the following:
 - sexual assault;
 - sexual exploitation;
 - sexual harassment;
 - stalking;
 - indecent exposure;
 - voyeurism;
 - the distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
 - the attempt to commit an act of sexual misconduct; and
 - the threat to commit an act of sexual misconduct.
2. A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct. A person may choose to disclose or complain of sexual misconduct without making a formal report. A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action.
3. A student making a **Complaint** will be provided with resolution options and, if appropriate, accommodation, and will not be required or pressured to make a **Report**.
4. The process for making a **Complaint** about sexual misconduct involving a student is as follows:
 - Contact the Academy Operations Manager, Mrs. Kristin Loeck, beauty@interioracademy.com
5. The process for responding to a **Complaint** of sexual misconduct involving a student is as follows:
 - The Academy Operations Manager will issue receipt within 5 days
6. The process for making a **Report** of sexual misconduct involving a student is as follows:
 - A written statement and request for action to Mrs. Kristin Loeck. This can be handwritten or emailed.
 - Alternate contacts; Academy Director, Mrs. Rammy Hans, rammyhans@gmail.com or Academy SEA, Mr. Grant Sheinin, gsheinin123@gmail.com in circumstances where the primary individual is absent and/or named in the Report.
7. The process for responding to a **Report** of sexual misconduct involving a student is as follows:

- The institution will review the Report within a reasonable timeframe and confirm next steps in writing
9. It is contrary to this policy for an institution to retaliate, engage in reprisals or threaten to retaliate in relation to a Complaint or a Report.
 10. Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.
 11. All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:
 - If an individual is at imminent risk of severe or life-threatening self-harm.
 - If an individual is at imminent risk of harming another.
 - There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
 - Where reporting is required by law.
 - Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

ADMISSION POLICY

The Academy is committed to enrolling students who meet our program admission criteria and requirements ensuring success in their education and furthermore success in their careers.

- 1) The Director meets or speaks with the prospective student to discuss the program of interest. If the student is undecided about a program of study, the director gives the student information about several programs so that the student can make an informed decision.
- 2) Once the student has decided on the appropriate program of study, the Director reviews the admission criteria with the student to ensure that he/she meets all requirements. The Director also obtains evidence (e.g. Transcripts or proof of age, etc.) from the student and this is all compiled in the students administrative file. *The admission criteria cannot be waived by either the school or the applicant.*
- 3) The Director will administer a color blindness test. The procedure involves successfully identifying objects within 3 images, and helps in determining successfulness in practical applications. A student that does not pass will need to obtain a doctor's note to be able to start any program.
- 4) It is the responsibility of the student to inform the Academy of any disabilities, physical and/or mental, which might in any way affect the student's academic progress. The Academy must be informed prior to the signing of the enrollment contract. Nondisclosure may result in immediate dismissal from the program.
- 5) Once the student meets all admission criteria, the Director prepares a program enrolment contract, course outline, and school policies. This will be reviewed with the student as well as tuition obligations affecting the student during the completion of the program.

- 6) Once the Director and the prospective student have reviewed the enrolment contract, school policies, course outlines, financial arrangement and rights and responsibilities, they sign the contract. A copy of this contract, school policies and course outline will then be provided to the student before the first day of class.
- 7) Registration fees are valid for a period of 6 months total and transferable to other programs during those 6 months.

WITHDRAWAL POLICY

If a student decides to withdraw from a program, the individual must submit a dated written notice of intent to withdraw to the Academy Director. The date on the notice of intent to withdraw will be used to determine refund eligibility. If there is a refund due to the student, a cheque will be issued within thirty days of the withdrawal date.

Provincial Student Aid or other Provincial Funding Withdrawal Policies

For the purposes of **British Columbia** Student Aid funding, the Academy must consider a student as withdrawn under any of the following circumstances:

1. The student does not attend any instructional hours for two consecutive calendar weeks
2. The student attends less than 12 hours per week (60 percent of 20 hours) or, for students with a disability, the student attends less than 8 hours per week (40 percent of 20 hours), for three consecutive calendar weeks (Sunday to Saturday); and/or
3. The student missed sufficient hours/days that the post-secondary institution determines that the student cannot successfully complete the program.

For the purposes of **Alberta** Student Aid funding, the Academy must consider a student as withdrawn under any of the following circumstances:

1. When a student has missed five consecutive class days without contacting the institution, before or during the absence, to provide a reasonable excuse. In this case, the effective date of the student's withdrawal is the first of the five days the student was absent.
2. When a student with a reasonable excuse is absent more than 30 consecutive days. In this case, the effective date of the withdrawal is the first day during this period that the student was absent.
3. When a student has excessive absences that will prevent them from successfully completing their program within the scheduled study period. In this case, the effective date of the student's withdrawal is the last day that the student was in attendance.

Withdrawal policies vary for each provincial student aid body and other funding agencies. If the student requires further clarification on their provincial student aid or other funding agency policies, they can contact their specific funding agency or ask to meet with the Director.

COURSE CONTINUANCE POLICY

Interior Academy is committed to providing a structured environment where students can complete their programs within the allotted amount of time. All Academy Diploma Programs are hours based trade and vocational in nature. The Academy monitors student hours closely. Policies are in place to ensure hours are logged accurately and to provide an avenue for students to resolve any discrepancy with their hours if necessary. The Academy also provides ample opportunity for students to accrue extra hours by way of voluntary sign up, extracurricular activities, and various Academy initiatives. The Academy is an adult learning institution where students are strongly encouraged to take responsibility of their own academic development. Students are advised to closely track and monitor their hours at all times. Failure to obtain required hours by your program end date could result in program failure.

Policy and Procedures:

- 1) Students must accrue the following number of hours by their end date to graduate:
 - a) Professional Hairstylist Diploma Program: 1500 hours.
 - b) Professional Spa Technician Diploma Program: 1030 hours.
 - c) Professional Nail Technology Diploma Program: 456 hours.
 - d) Make Up Artistry Diploma Program: 90 hours.

- 2) The following will apply to students who did not complete required hours by contract end date:
 - a) \$70 dollars per day for up to 10 school days beyond completion will be charged.
 - b) \$1600 monthly rate applies if 11 or more days are required to graduate.
 - c) For shorter courses i.e. Makeup Artistry, an hourly rate of \$60.00 will apply.
 - d) Course continuance rates must be projected, calculated and paid in advance prior to a student continuing with his or her program. Continuance application approval is based on student's overall academic standing, professionalism, and reason for application.
 - e) A separate Course Continuance Agreement is to be signed and attached as an addendum to the original Student Enrolment Contract. If Continuance is approved, it may be resumed right after program end date or may be delayed due to new students

- 3) Transcripts and program credentials will not be issued without meeting all graduation requirements mandated by Interior Academy. This includes all financial obligations to the school, minimum required hours, minimum passing grade of 80%, completion of tests, exams, and projects.

- 4) The total program costs are based on total instructional hours. If a student completes the program in less than the allotted time tuition amount will be prorated.

- 5) Students are responsible for removing all personal belongings, equipment, tools, supplies, and materials within 14 days of graduation, withdrawal, or dismissal. After 14 days any personal belongings, equipment, tools, supplies and materials unclaimed will become the property of the school.

- 6) Interior academy reserves the right to terminate the enrolment contract at the conclusion of the program as stated by the end date.

COURSE DEFERMENT POLICY

1. Deferment will be considered for circumstances such as:
 - a. Serious student illness requiring a substantial recovery period.
 - b. Serious student accidents requiring a substantial recovery period.
 - c. Bereavement of a child, spouse, parent, and grandparent.
 - d. All other circumstances will be dealt with on a case to case basis. The Director of the Academy will decide whether deferment may be granted for each case.
2. A student request for deferment must be submitted in writing and accompanied by supporting medical or court documents and authorized by the Director in writing.
3. An authorized deferment period will be limited to:
 - a) A single concurrent period of 12 weeks maximum or
 - b) Two periods of 6 concurrent weeks maximum each.
4. No other deferment will be issued under any circumstances.
5. Under the authorized deferment agreement, total time deferred will be calculated and added to the original program completion date in accordance with the enrolment contract.
6. Authorization of deferment will not change, restructure, modify, or affect the payment plan or financial agreement drafted and enforceable under the original student enrolment contract.
7. Course Continuation Policy will apply if a student does not have the required number of hours at the revised course completion date.
8. Unauthorized deferment or deferment beyond the maximum 12 weeks is considered a breach of contract and school policy which will result in immediate dismissal from the program without requiring written notice from the institution.

ATTENDANCE POLICY

The Academy requires students to adhere to a schedule in order to meet the minimum number of hours required to graduate in the allotted duration of the program. The Academy delivers its programs at an average of 37.5 hours per week and student hours are tracked by the instructor(s).

The list below outlines the policies and procedures that are required. This is not an exhaustive list, and students should request clarification from their instructor or the Director if they have any questions.

- 1) If the student is to be tardy or absent on any given school day they are to inform the Academy prior to 8:30 am on the day of a tardiness or absence. Students must speak with an instructor, staff, or leave a voice message detailing circumstances and time of arrival if tardy. Students will be subject to disciplinary measures if they do not contact the Academy prior to 8:30 am on the day of the absence or tardiness. Part of your training includes being booked with Salon and Spa clients, for this reason, students are expected to call the Academy so that your clients will not be inconvenienced.

- 2) Students are required to submit a Doctor's note or other acceptable documents to their instructor for any absence or tardiness to be considered excused. It is the responsibility of the student to recoup instructional hours missed; whether, the absence or tardiness was excused or unexcused.
- 3) Listed below are examples of absences or tardiness that are considered excused;
 - (a) personal illness or injury;
 - (b) family emergency such as serious injury or death of immediate family member;
 - (c) personal medical, dental, optometric, chiropractic appointments;
 - (d) personal court appearance;
 - (e) jury duty;
 - (f) religious holidays;
 - (g) drivers test;
 - (h) job interviews related to program of enrollment

Listed below are examples of absences or tardiness that are considered unexcused;

- (a) oversleeping/alarm failure;
 - (b) personal grooming appointments (hair, nails, tanning, etc.);
 - (c) job interview not related to program of enrollment;
 - (d) shopping/errands;
 - (e) leaving campus without following proper procedure;
 - (f) family vacations;
 - (g) needed at home/babysitting;
 - (h) car trouble;
 - (i) missing the bus/ride;
 - (j) needing sleep or rest;
 - (k) weather;
- 4) If a student is to be absent for five or more consecutive days, then the student must apply for a program deferral. Please refer to the program deferral policy.
- 5) Any combination of three unexcused absences or tardiness within one calendar month will result in disciplinary measures being enforced.
- 6) Tardiness to class after break time may result in disciplinary measures being enforced.
- 7) Credit towards attendance hours may be achieved through tradeshow, evening/weekend hours, conferences, workshops, advanced classes or various community advocacy initiatives. Credit will be granted for actual hours attended during these opportunities. Interior Academy reserves the right to implement, cancel, refuse, modify, extend, and shorten extra hours available. Any student that has signed up for these extracurricular activities and is then absent, may face disciplinary measures.
- 8) Students are permitted one 30-minute break during the school day. Students will take breaks at designated times unless with a client providing a service during the designated time.

- 9) Students must take a meal break daily. If a student has missed a meal break during the day and there is only an hour and half left in the school day; then there will be no meal break. Students can receive credit because of the missed break.
- 10) Student attendance hours are tracked for record keeping. It is strongly advised that students track their own hours as well. Discrepancies in hours may be discussed with the Director within two weeks of the occurrence. If the discrepancy is from beyond two weeks, it will not be reviewed.
- 11) Students must arrive on time for attendance at off-site events and practicum placements. They must display professional behavior at all external/third party events to ensure future sign-up privileges. The Academy has a right to deny future placements and/or hours in the event that a student is late or absent.

MODEL POLICY

The Academy provides students with clients to complete their practical training. The following applies if a student needs live models for practical training purposes:

- 1) Instructor approval is required for practical training models.
- 2) A practical drill assessment will be completed at multiple points during the program. The instructor will use this assessment to determine if models are required for practical training.
- 3) A student who is on track to complete their practical drills within the allotted time will not be approved for practical training models.
- 4) Practical training models will be approved, if the instructor finds that the student will not be able to complete their practical drills within the allotted time.
- 5) If practical training models are required, first; the Academy will try to arrange practical training models for the student. If the Academy is not able to find a model, then the student will be allowed to provide their own model. Maximum 2 models per day and 2 services.
- 6) All models must fill in and sign model release forms.

EXAMINATION POLICY

- 1) An unexcused absence for a theory or practical exam will result in the exam being rescheduled time permitting and the student will receive a 20% deduction on the final mark for that specific exam.
- 2) An excused absence for a theory or practical exam will result in the exam being rescheduled and the student will receive a 10% deduction on the final mark for that specific exam.

- 3) Tardiness for a theory or practical exam will result in a 10% deduction in the final mark of the exam.
- 4) Students may be required to have models for their practical exams. The student must ask their instructor how many models they require for their exams. If the student is not able to arrange a model for an exam, they must promptly notify their instructor.

WORK EXPERIENCE POLICY (PRACTICUM)

The Academy helps provide work experience placements for students who are enrolled in the ***Professional Hairstylist Diploma Program***. The Academy will help ensure that your work experience provides you the opportunity to enhance the skills you learned throughout program.

The Academy works in conjunction with a network of salons that are committed to introducing students to a real world practical experience in their field of study. We continue to seek diversified work experience partners on an ongoing basis and also encourage students to engage the Director with any practicum host they might find or prefer as well.

Placement Procedure:

- 1) Once a training site is approved to accept practicum students, they are entered into the Academy network as work experience placement sites.
- 2) When a student has completed all requirements of their program and wishes to be placed into a work experience environment, the Academy contacts the host business and
- 3) discusses a placement and training program. The student will then attend an interview process with the potential practicum site.
- 4) Once the student successfully makes it through the interview process, the Academy meets with the student to sign a work experience and training plan document. A copy is placed on file and a copy is given to the student to take to the practicum host upon the first day. The student's instructor is informed of the process and dates.
- 5) The Instructor will create a contact schedule to record contact, no less than once a week, with the practicum site for follow up. The instructor also will speak to the host either in person or by phone at the end of the practicum to assess the performance and skills achieved by the student. The completed assessment is signed by the instructor, training host and student. Each party will receive a copy of the signed document; one goes into the students file.

Eligibility and Requirements:

- 1) Students enrolled in the Professional Hairstylist Diploma Program are eligible to participate in two practicum experiences during their program.
 - a) First practicum can be achieved after 800 hours are accrued. Practicum cannot exceed 40 hours.

- b) If eligible, a second practicum may be taken with a different practicum host after completion of 1200 hours. Practicum cannot exceed 40 hours.
- 2) Students cannot participate in a practicum during the last two weeks of their program.
- 3) A student is ineligible to participate in a practicum experience if his/her academic standing is below 80% at the time of practicum.
- 4) A student is ineligible to participate in a practicum experience if he/she has a suspension on file due to breach of academy policies.
- 5) The Academy reserves the right to deny or delay start of practicum if three (3) or more students are on practicum at the same time.
- 6) The Academy will ensure that all eligible students are scheduled to complete a practicum within the contracted period specified in the enrolment contract.
- 7) Students must arrive on time for attendance at their practicum location. They must display professional behavior. The Academy has a right to deny future placements and/or hours in the event that a student is in breach of any of the Academy's policies during their practicum.

PRIVACY POLICY

The Academy collects personal information from students for the following reasons:

- 1) To maintain student records as required by PTIB
- 2) To maintain student records as required by Student Funding Agencies
- 3) To keep students/graduates informed of activities of the school.
- 4) To issue T2202A in accordance with Canada Revenue Agency.

Student's personal information is not used for any other purpose.

The Academy retains the student file for a period of eight (8) years following the student's withdrawal, dismissal or graduation. After this period, the student records are destroyed using a secure destruction method.

Interior Academy uploads a copy of the student's contract, transcripts and credential (if any) to a PTIB approved third party archiving vendor. These records are retained for a period of twenty- five (25) years by the third-party vendor.

Procedure for maintaining student files:

- 1) Student personal information is collected throughout the duration of the program. All required information regarding the student is placed into the student file.
- 2) Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff, faculty, and the Director.

- 3) When a student leaves the school either by withdrawal, dismissal, or graduation; a transcript is prepared showing the marks achieved in the course. If the student has successfully completed all requirements of a program and has fulfilled all tuition obligations; a program credential is also prepared. These documents are signed by an instructor and/or Director. Copies of the signed documents are placed in the student file.
- 4) Copies of the Enrolment Contract, Transcript and Credential (if issued) are sent to the third party vendor for long term storage within 30 days of the student leaving the Academy.
- 5) After documents are sent for long term storage, the full student file is placed in “inactive” student storage for one year.
- 6) At the end of one year, the student file is placed in “closed” storage for a further seven years.
- 7) At the end of eight years the full student file may be destroyed using a secure destruction method.

Procedure for student access to their information on file:

- 1) Students wishing to access information in their student file must make the request in writing.
- 2) The Director will meet the student to review the file and will provide copies of any document the student requests.
- 3) There is a mandatory \$1.00 charge per page of document required

Procedure for authorized release of information:

- 1) If a student wishes to authorize a third party to access information in his/her student file, they must do so in writing.
- 2) The Academy will not release information to any person other than the individual authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.
- 3) The Academy reserves the exclusive rights to use a student’s likeness in various media formats including but not limited to photographs and video. All media formats produced by the Interior Academy will become the property and copyright of the Academy and may be used, reused, published, and republished without restriction. Any third party uses must be authorized and given explicit permission by the Academy. Students who wish to opt out must do so in writing.
- 4) The school will hold exclusive rights to all student text and artistic and scholastic work performed or produced under the care, watch, supervision, and or due diligence of Academy

staff, faculty, and/or Director. This includes student text and artistic and scholastic work performed on Academy premises and Academy sponsored activities and events off premises.

DISPUTE RESOLUTION POLICY

Interior Academy provides an opportunity for students to resolve disputes of a serious nature and grades appeals in a fair and equitable manner.

Procedure for Student Disputes:

- 1) When a concern arises, the student will address the subject with the staff member or instructor directly involved. If not satisfied with the outcome, the student needs to put their concern in writing and deliver it (via email or mail) to the Senior Education Administrator (SEA).
- 2) The SEA will arrange to meet in person or communicate through email or phone with the student to discuss the concern and desired resolution within five (5) school days of receipt of the written concern, or as soon as feasible.
- 3) Following the meeting with the student, the SEA will conduct whatever enquiries and/or investigations necessary and appropriate to determine whether the concerns are substantiated in whole or in part. Further discussion with the students and faculty may be deemed necessary.
- 4) The investigations shall be completed no later than 10 school days following the receipt of the written concerns. During that time, one of the following will have occurred:
 - a) Determined by the SEA that the concern(s) of the student are not substantiated.
 - b) Determined by the SEA that the concern(s) of the student are substantiated in whole or in part.

In the case that the SEA is absent or is named in the complaint; the Director will be responsible for the determinations mentioned above in clause 4(a) and 4(b). Written reasons for the determination will be provided to the student within 30 days after the date on which the student raised the concern(s) in writing.

- 5) If the concern(s) of the student are found to be substantiated in whole or part, the SEA will include a proposed resolution of the substantiated concern(s).
- 6) If the student is not satisfied with the determination, they must advise the SEA within 48 hours of the determination. The matter will immediately be referred to the Director of the institution. The matter will be reviewed, and a meeting will be set with the student within 5 school days or as soon as feasible.
- 7) The Director shall confirm or vary the determination of the Senior Education Administrator. It is at this juncture that the Academy's dispute resolution process will be considered exhausted.
- 8) If the issue is of a serious nature, the Director may engage the services of an agent or lawyer to represent the Academy. The student is also authorized to be represented by their own agent or lawyer.

- 9) Students may contact Private Training Institutions Branch if a resolution is not reached via the Academy's Dispute Resolution Policy.

DRESS CODE AND GROOMING POLICY

Interior Academy provides an opportunity for students to express their personality and creativity through personal appearance while maintaining the highest level of professionalism, safety, and hygiene in their attire.

You have chosen a people industry as your profession. First impressions include your appearance. Your hair, makeup, attire and personal hygiene are the key elements to your success in client building. Remember, you are here to impress your clients and others in this industry.

Professional appearance is expected throughout your time at the Academy. From this day forward you should never walk out of your house not looking polished. You are your own best walking advertisement both in and out of the salon and spa. Students must have styled hair, makeup applied, and manicured nails. Hair and makeup is a major requirement in all of our programs.

Students need to be prepared for the day and in dress code before beginning of class. If a student is not in dress code an instructor will ask them to leave until the issue(s) have been resolved. It is the student's responsibility to make up any hour missed due to dress code infractions. If the student does not resolve the issue, or does not return in the allowable time, he/she will receive an unexcused absence.

Professional Hairstylist and Makeup Artistry Dress Code & Grooming Policy

- 1) Students must maintain a high level of professionalism in their appearance whether in class studying theory or on the salon floor during a practical component.
- 2) Professionalism in appearance as defined by the Academy and industry as a standard benchmark is predominantly black; black top and bottom.
- 3) Students are to arrive to class every day with hair and makeup ready.
- 4) Top Half
 - a) Professional black tops are required.
 - b) Sleeveless shirts and/or tank tops are not allowed
 - c) Spaghetti strap dresses and tops are not allowed.
 - d) Shirts that go off the shoulder must have a tank top under them with at least a 1" strap to cover the bra strap.
 - e) No exposed armpits.
 - f) Shirts must cover your midriff and back if you raise your arms.
 - g) No low cut tops or cleavage can be showing at any time.
 - h) Neither T-shirts nor sweatshirts are allowed.
 - i) Jackets and hoodies are not allowed at any time. Nothing with a hood is allowed.
 - j) No hats of any kind are allowed.

- 5) Bottom Half**
- a) Pants, dresses, dress shorts and skirts must be black.
 - b) Professional dress slacks must be clean, neat and pressed. Make sure they fit properly and there is no skin or undergarments showing when sitting or bending over.
 - c) The following are methods of measuring skirts, skorts, dress shorts and dresses;
 - i. No shorter than 4" above the knee or,
 - ii. No shorter than your middle finger when arms are down at your sides. This method of measurement is at the discretion of the floor instructor and/or administrative staff.
 - d) Leggings are not pants. You may not wear hip length tops with any leggings. Leggings with see-through patterns or fish netting must be accompanied with skirts or shirts abiding by the top half rules above.
 - e) Jeggings can be worn, with stipulations. Jeggings are a form of thicker fabric, very stretchy and come in a variety of colors. These pants are firmer than leggings but softer than denim. You cannot see through jeggings. Jeggings MUST have visible pockets, a visible front zipper and back pockets in order to be worn during school hours.
 - f) Jeans are only allowed on designated days. Jeans must be neat and clean. Fashionable jeans with "distressed" fabric may be worn as long as there are no holes larger than 1" measured in any direction. If frayed fabric is larger than 1" leggings or solid patches must be behind the distress so no visible skin is showing.
- 6) Shoes should be chosen for comfort, support and toe safety. Shoes must be clean and polished. You may be asked on an individual basis not to wear a certain pair of shoes if they do not meet Academy standards. Outdoor winter style boots including Mukluk's and Ugg's may not be worn on the salon floor. Tennis or gym shoes are not allowed under any circumstances. Solid black tennis shoes are permitted as long as they are in good condition. If in doubt, check with your instructor.**
- 7) Athletic, fitness, gym, or active wear is not permitted at the Academy.**
- 8) No pictures, sayings, words or excessive logos can be present on any of your clothing.**
- 9) We ask that you not wear fragrances due to possible sensitivity to scents by fellow students, faculty, staff, and the public.**
- 10) Students should avoid excessive jewelry that may dangle or get caught in equipment and that may interfere with services for example rings can offset hair cutting and spa service precision.**
- 11) Protect your attire by wearing aprons at all times. (Hairstylists)**
- 12) Name tags must be worn at all times. This ensures the highest level of customer service. Arriving without one may result in being sent home to retrieve your name tag or result in further disciplinary action. Replacement name tags are \$10.**
- 13) Tattoos are permitted if they are tasteful and not offensive. Please ask at your admissions interview if they need to be covered up.**

- 14) Piercings: You may only have 2 facial piercings. If a student has more than 2 facial piercings the remaining piercings must be clear studs. Lip and eyebrow piercings must be studs only. Nose rings/hoops are allowed as long as they are tasteful. Tongue piercings are allowed as long as it is not showing or played with. Septum piercings are not allowed and must be hidden at all times.
- 15) Faculty, staff and management reserve the right to enforce policies based on their own individual or collective judgment.
- 16) Breach of policy will result in student dismissal from class to make changes. Missed hours will not be logged.

Professional Spa Technician and Nail Technology Dress code and Grooming Policy:

- 1) Spa Technician and Nail Technology students study in a clinical environment and the dress code policy reflects this industry principle.
- 2) Students must maintain a high level of professionalism in their appearance whether in class studying theory or in the spa during a practical component.
- 3) Students are to arrive to class every day with hair and makeup ready.
- 4) Students must wear black scrubs at all times. Any other colored scrubs must be approved by administration.
- 5) Cuffs and pants must be hemmed so they do not touch or drag on the floor. This ensures proper fit and is the sole responsibility of the student.
- 6) Long hair must be pulled back or tied back away from the face
- 7) Shoes should be chosen for comfort, support and toe safety. Shoes must be clean and polished. You may be asked on an individual basis not to wear a certain pair of shoes if they do not meet Academy standards. Shoes must be black and flat soled at all times. Open toed shoes, sneakers, high heels, or sandals are not permitted.
- 8) We ask that you not wear fragrances due to possible sensitivity to scents by fellow students, faculty, staff, and the public.
- 9) Students should avoid excessive jewelry that may dangle or get caught in equipment and that may interfere with services for example rings can offset hair cutting and spa service precision.
- 10) Piercings: You may only have 2 facial piercings. If a student has more than 2 facial piercings the remaining piercings must be clear studs. Lip and eyebrow piercings must be studs only. Nose and septum rings/hoops are allowed as long as they are tasteful. Tongue piercings are allowed as long as it is not showing or played with.
- 11) Tattoos are permitted if they are tasteful and not offensive. Please ask at your admissions interview if they need to be covered up.

- 12) Name tags must be worn at all times. This ensures the highest level of customer service. Arriving without one may result in being sent home to retrieve your name tag or result in further disciplinary action. Replacement name tags are \$10.
- 13) Faculty, staff and management reserve the right to enforce policies based on their own individual or collective judgment.
- 14) Breach of policy will result in student dismissal from class to change. Missed hours will not be logged.

RECEPTION TRAINING POLICIES & PROCEDURES

Hairstylists, Spa Technicians and Nail Technology students will have the opportunity to learn reception training. The following policies and procedures apply to students during reception training:

- 1) Students must remove their aprons or other coverings and wear a name tag.
- 2) Students must greet all clients walking in the door and have them sign in by signing the release form.
- 3) Students assigned to the desk must answer the phone and take messages or forward the call to the appropriate person.
- 4) Students will be responsible for taking, booking, re-booking, moving and canceling service appointments.
- 5) Students will be responsible for correctly distributing student tips via tip envelopes.
- 6) Students will be responsible for cleaning inventory and stocking shelves.
- 7) Students should suggest retail or other services for clients checking in and checking out.
- 8) No cell phones allowed at reception desk.
- 9) Students will be provided their lunch and breaks.
- 10) In the event of an emergency call, please report the call to any faculty member or staff immediately.
- 11) In the event of an emergency situation, please provide details to a faculty, staff or Director immediately.
- 12) Students selected to do reception will be responsible for correctly charging clients, or will obtain approval from the Administrator, Instructor, or Director.
- 13) Students in breach of reception training policies will lose all privileges for further reception training.

GENERAL POICIES AND PROCEDURES

This is not an exhaustive list but a general guideline. Breach of these policies and procedures will result in disciplinary measures being enforced. Repeated infractions will result in suspension and possible dismissal from the program.

- 1) Students are expected to possess and display professionalism at all times.
- 2) There will be no loitering on salon or spa floor, front desk, front entrance, or waiting area unless the student is expecting or assisting a client.
- 3) There will be no loitering in another program classroom or practical floor area during class time.
- 4) Students are responsible for greeting a client at the designated time. Failure to do so may result in reassignment of the client and or loss of client booking privileges.
- 5) Personal visitation must be arranged on personal time. (Breaks & Lunch)
- 6) Name tags must be worn and be clearly visible.
- 7) Students must refrain from chewing gum or eating on the salon or spa floor.
- 8) Students are to comply with dress code as outlined.
- 9) Students are not to discuss topics such as sex, religion or politics with clients, students, staff or faculty while on salon or spa floor.
- 10) Students are to refrain from discussing personal matters and maintaining a level of confidentiality when speaking with a client.
- 11) Students who smoke must thoroughly wash hands and freshen breath before interaction with peers, faculty and clients at any time.
- 12) Students are to maintain a positive and professional attitude when dealing with clients and guest, fellow students, staff and faculty at all times.
- 13) Personal laptops and tablets are NOT permitted on the salon or spa floor. These items are however permitted in the classrooms or student lunch room as learning tools. There may be some exceptions made on a case to case basis.
- 14) Interior Academy telephone and fax staff and faculty only. Access to school telephone is permitted to students in any emergency situation.

CELL PHONE POLICY

Cell phone usage is a matter of program disruption and overall professional integrity.

- 1) The Academy allows limited use of cell phones in the classroom and on the spa and salon floor.
- 2) In the event of an emergency, please provide school contact information to any third party that needs to contact you during school hours.
- 3) The academy encourages students to use their cell phones in a way that enhances their education and helps build their business.

Cell phones may be used for the following:

- a) Taking before and after photos of work
- b) Showing guests prior work & researching ideas during consultation
- c) Advertising availability on social media sites
- d) Research for homework assignments
- e) Other activities as instructed by staff

Cell phones may NOT be used for the following:

- a) Phone calls in the classroom or on the salon and spa floor
 - b) Personal text messaging
 - c) Use of social media sites for personal purposes
 - d) Games
 - e) Any other activity not deemed educational by an Instructor
- 4) During all Academy hours student cell phones must be on silent (not vibrate), as to not distract others and be rude to clients.
 - 5) The Instructor leading the class for the day will dictate whether or not a cell phone needs to be put away during certain times.
 - 6) As part of this policy, ANY instructor or staff member has the right to ask a student to show their cell phone to check for activity.
 - 7) All instructors & staff have the right to implement the following loss of privileges for either refusal to show improper use:
 - a) 1st Offense – Student loses cell phone privileges for 1 week
 - b) 2nd Offense – Student loses cell phone privileges for 1 month
 - c) 3rd Offense – Student loses cell phone privileges for remainder of time at the Academy
 - 8) If a student abuses the cell phone policy, the Academy has the right to revoke privileges on an individual basis.

STUDENT SERVICES POLICY

Academy students are eligible to receive certain salon and spa services at a discount.

- 1) Students must complete the service authorization form and have it signed by the two instructors who are directly responsible for the students involved for the requested service.
- 2) Final approval of requested service is dependent on availability, overall student attendance, academic records, and other factors. The academy reserves the right to approve, deny, reschedule, and or cancel student services at any time.
- 3) Student services are priced at 50% off the regular salon and spa prices. Student discounts are not applicable toward services that are priced under \$10.00 and or services already discounted for promotional purposes.
- 4) Students may receive retail at discounted prices. Individual discounts are different depending on the item. Please see Administrator or Director for pricing.
- 5) If services are during school hours, students will not be credited for hours missed during services.

LOCKER POLICY

- 1) Individual lockers are assigned at the beginning of a program. Lockers are not to be shared between two or more students at any time.
- 2) Students must supply their own locks.
- 3) Lockers are to be secured and locked at all times when left unattended. Students are to follow the same security protocol for lockable trolleys, rolling cases, and kits.
- 4) Students are responsible for their own belongings at all times. The Academy will not be held responsible for a student's lost, stolen or damaged items. The Academy strongly advises all students not to bring valuables to school.
- 5) Once assigned, students are not to switch lockers without written authorization from administration.
- 6) Any locker in use without authorization will have the lock removed at the student's expense.
- 7) Perishable and or contraband items cannot be stored in lockers. If such items are found to be stored, student will lose locker privileges indefinitely and other disciplinary measures may be enforced.
- 8) All personal belongings are to be removed from the locker once a student has withdrawn, dismissed, or graduated from a program. Items left after 14 days will become property of the Academy.

HEALTH, HYGIENE, & SAFETY POLICY

Interior Academy is committed to providing safe, healthy and a hygienic environment for all students, staff, faculty, and public. These policies are in place to adhere to laws and regulations of Workers Compensation Board, Works Safe BC, Occupational Health and Safety Regulation, and the Ministry of Health. Fire Safety equipment is inspected regularly and is up to date. The Academy has exceeded all criteria and students are expected to abide by the same standards, as well as instructors shall inform students of safety procedures. The policy applies to all interior academy students who are currently enrolled into a program.

Health and Hygiene:

- 1) Students with health concerns or communicable diseases must consult with their instructor to ensure their health and safety is not at risk, as well as that of their fellow students, staff, faculty, and clients.
- 2) Students, who appear overly tired, exhausted, or falling asleep in the classroom or on the salon floor will be sent home for the day. It is the student's responsibility to receive adequate rest in order to function effectively & professionally whether in the classroom or performing services.
- 3) Cuts, scrapes, and burns must be attended to immediately and logged. Cuts and scrapes must be cleaned and covered with a Band Aid before returning to a client or performing any services. Burns must be addressed with the appropriate treatment. Instructors and the Academy reserve the right to remove a student from the school if injuries appear to be excessive.
- 4) In cases of medical emergency, the receptionist's telephone may be accessed without permission and /or personal cell phones may be used.
- 5) Students are to report any health concerns they may have observed with a client to an Instructor or Director.
- 6) Students must wash hands thoroughly with antibacterial soap and warm water after smoking, handling food, and after using the washroom.
- 7) Smoking is not permitted inside the building. Smoking area is located outside side and rear entrances. Students must comply with City Bylaw regarding smoking near entrances. Smoking is not permitted within 3 meters of either the side or rear entrance of the building in accordance with the ministry of health bylaw. A student who is in breach of this bylaw resulting in a fine for the institution will be responsible for payment of any and all fines or infractions.
- 8) Equipment and work areas must be cleaned after each client including certain equipment that must be sterilized or disposed of after each use. Proper sanitation and sterilization is a critical aspect of the industry. Failure to comply with standards and regulations will result in disciplinary measures

- 9) Students are assigned a list of rotating chores. Chores are to begin at 4:10pm after the clients depart, or 7:45pm on Thursday nights unless otherwise indicated by Instructor.
- 10) Students are to notify staff or faculty immediately in cases of medical emergency or refer to the safety manual located in staff room.
- 11) Breach of this Policy will result in the student dismissed from class. Missed hours will not be logged.

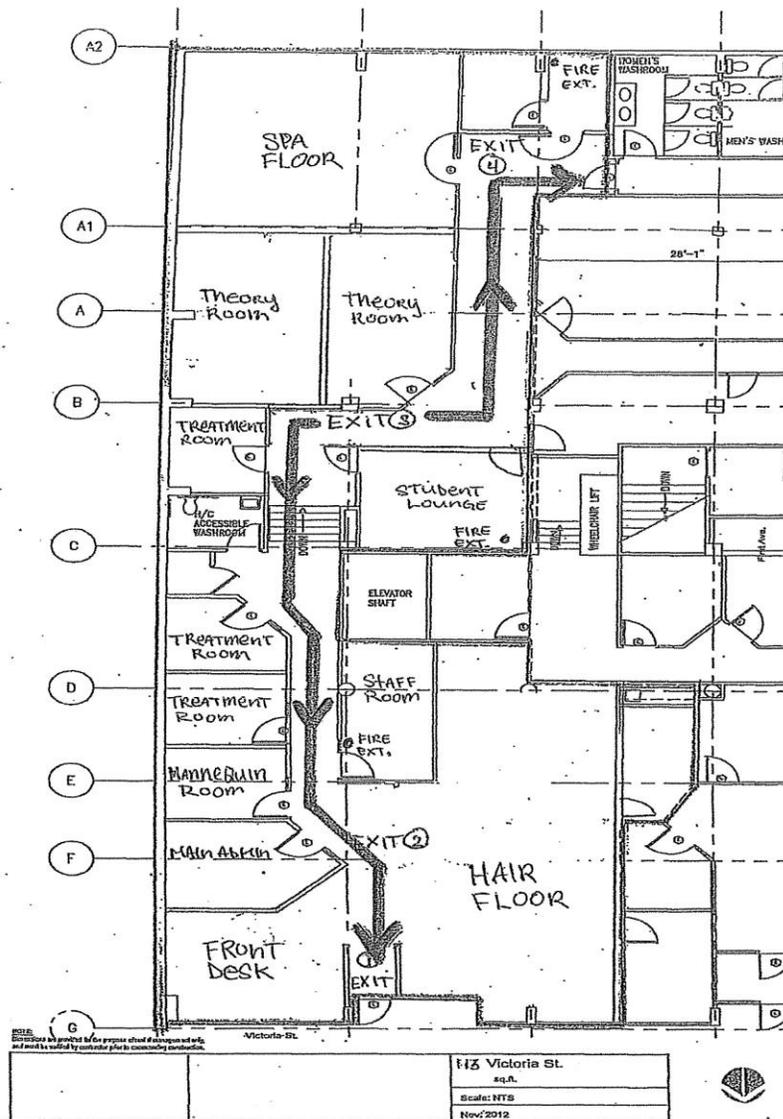
Safety:

- 1) Students are to familiarize themselves with the various equipment, materials, supplies, and tools of the trade. They often contain chemicals, sharp edges, or rapid heating elements.
- 2) All sharp material must be disposed of in the sharps container.
- 3) Students are to wear protective gloves when handling materials that may be corrosive.
- 4) All chemicals are to be handled as per packaging directions without misuse. Should there be chemical contact contrary to its proper use the following procedures are to be followed:
 - a) Skin Contact: Contact poison control (1-800-567-8911) PRIOR to rinsing off chemical as in certain situations water can cause further damage.
 - b) Ingestion: Contact poison control. Do not induce vomiting unless instructed to do so by poison control.
 - c) Eye Contact: Gently flush eye with the eye wash unit to ensure thorough flushing. Contact poison control. Eye wash stations are located in the Hair Salon Color Bar and Spa Sterilization Room.
- 5) Students are not to divulge personal information to clients and should always maintain a level of confidentiality to protect their safety and security.
- 6) Students are to refrain from bringing valuables to school. The Academy is not responsible for your personal belongings.
- 7) Students are responsible for their own personal belongings. This includes all kit supplies, materials, equipment, and study material. Students must clearly mark all personal belongings or securely lock up in their assigned locker.
- 8) Student are not permitted to bring pets (exotic or domestic) into the school.
- 9) Lunchroom/Lounge must also be free of personal belongings. All food and lunch items must be removed by Friday of each week or they will be thrown out.
- 10) In cases of emergency requiring evacuation from the building, students are to evacuate using the nearest unobstructed exit. Students are to convene in the adjacent parking lot, directly across the street of the main front entrance until a roll call has been conducted by a staff of

faculty member. Please refer to the emergency evacuation routes outline on the following page. If you are unclear on emergency evacuation procedures, please speak to any member of Faculty.

- 11) There is a Level 1 First Aid Kit on site; in the staff room.
- 12) There are 3 Fire Extinguishers on site; in the staff room, Student Lounge, and outside the Spa Dispense Room.
- 13) Breach of the Academy's Safety Policies will result in disciplinary measures. Missed hours will not be logged.

Floor Plan:



Student Declaration

I DECLARE THAT:

- I have read, understood and agree to the terms and conditions of the enrolment contract, student handbook, and institution policies.
- I have received a signed copy of the enrolment contract, student handbook, and institution policies.
- I have represented to the institution and provided evidence to prove that I meet all of the admission requirements for this program of study.

The information provided by me on this form is true and accurate and that I am 19 years of age or older. If under the age of 19, a parent or legal guardian must also sign the declaration.

Print Name of Student

Date:

Student Signature

Parent or Legal Guardian Signature

Institution Declaration

The institution agrees to deliver the program according to the terms of the student enrolment contract. The institution reserves the right to make non-substantive adjustments and changes to the program curriculum and/or delivery. The institution certifies that the student has met the admission requirements for the program of study.

Print Name of School Representative

Date:

School Representative Signature
