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**502 W Broadway**

**Mount Pleasant MI 48858**

**(989) 775-1500**

**COSMETOLOGY Program**

**Policies & Procedures Manual**

Revised: June 2019

**ADMISSIONS REQUIREMENTS**

Water Works Academy, LLC is a Cosmetology school designed to educate applicants who are prepared to benefit from programs offered to become licensed in the State of Michigan. Our skilled Academy Director is trained to determine if the applicant is fully prepared and would meet our standards (see standards) of a quality student. Therefore, Water Works Academy LLC reserves the right to refuse admittance to anyone unable to demonstrate a readiness to successfully complete the program or meet the requirements criteria. This is a highly competitive program with limited placement.

**ADMISSIONS PROCEDURES**

To be considered for admission, an applicant must do the following:

* Complete and submit an Admissions Application form.
* Submit a Letter of Recommendation (from a guidance counselor, teacher, employer, etc.)
* Submit a Letter of Intent focusing why, how you would be a good candidate.
* Photocopy of a picture I.D. (i.e. Driver’s license)
* Submit a valid High School Diploma, High School Transcript or Certificate of the General Education Diploma. Must include the date and year of graduation.
* Submit a $100.00 non-refundable registration fee.
* (Instructor courses only) Submit a copy of a state issued Cosmetology, Esthiology or other proof of License eligibility.

Enrollment deadline is two weeks prior to class start date. Late registration will be considered if space is available. Late registration fee is $150.

**TUITION**

The School offers three payment options to fit each student’s individual needs.

A student accepted to Water Works Academy, LLC must inform the school which option they are committing to.

* **OPTION 1 – FULL PAYMENT of $14,000 ($12,200 tuition, $1,800 kit)**

Registration, tuition and kit fees must be paid in advance to the course start date. Students who make the full payment prior to starting class will receive a 10% discount on tuition leaving the total balance at $12,780.

* **OPTION 2** – **MONTHLY INSTALLMENT PAYMENTS**

Charges will be paid according to the payment schedule, commencing after the program start date and continuing every month thereafter until paid in full. Payments are due on the first day of each month or as otherwise stated. Students will not be able to clock education hours until payment for those hours are paid in advance for that month of hours. An enrollment fee of $3,000 must be paid before the course start date, as well as the $1,800 kit, registration and book fees. The balance of $9,200 will be broken down into monthly installments of $836.36 due the 1st of each month over the 46 week course.

* **OPTION 3** – **SPECIAL ARRANGEMENT**

The school and the student may enter into a mutually agreed upon payment plan not outlined above. If such an arrangement is made, the terms of the plan will be added as an as addendum to the enrollment agreement.

Payments can be made in person or mailed to: Water Works Academy, LLC

 502 W Broadway

 Mount Pleasant, MI 48858

**TRANSFERS**

Water Works Academy, LLC will only accept transfer students from within the State of Michigan. Transfer requests will be determined on an individual basis. Factors taken into consideration when granting or denying a transfer request include:

* Clinic and classroom space availability
* Student to instructor ratio requirements
* Total program hours completed
* Unit placement
* Academic standing
* Attendance standing
* Student Conduct

Students interested in transferring should make their request to the Water Works Academy Director. A

$100 fee is required per transfer. Water Works Academy, LLC maintains the right to grant or deny any transfer requests.

**TRANSFER OUT/TRANSCRIPT REQUESTS**

If a student wishes to transfer from Water Works Academy, LLC to another school, it is their responsibility to determine the amount of hours accepted by the new school. Our Academy submits all acquired hours to the State on the Monthly Report which we also maintain a copy of. Water Works Academy will prepare one official transcript for each student contingent on all financial obligations to Water Works Academy, LLC having been fulfilled. Duplicate academic transcripts will be prepared for an additional fee. Requests should be made to the Academy Director and will be processed within 30 business days.

**LATE AND NON-PAYMENT POLICY**

Monthly payments are due on the first day of each month. A student who has not made their monthly payments by the 5th day of the month will be charged a $25.00 late fee for that month and warned about possible program interruption due to non-payment of tuition. If after the account is delinquent for one month, the director will meet with the student to discuss what challenges the student has with monthly payments and to decide on a payment agreement. The student will sign a Payment Agreement that will indicate the steps that will be taken to bring their account current and will have a due date. If after the account is delinquent for two months or past the Payments Agreement deadline, whichever is sooner, the student will be referred to the Director for possible dismissal.

**REFUND POLICY**

The following tuition adjustment will be used if a student withdrawals or is dismissed by the Academy. It is based on a total tuition of $12,200, due to the registration fee and student kit fee being non-refundable.

 0 - 350 hrs 50% of tuition reimbursed

 351 - 700 hrs 25% of tuition reimbursed

 701 - 1500 hrs 0% of tuition reimbursed

If the student withdraws and is on a scheduled payment plan, the amount remaining will be billed at a prorated amount.

If, for any reason, a student withdraws from Water Works Academy, LLC, they must provide written notification to the Director.

• This Policy applies regardless of whether or not the student has started training.

• If a student (or in case of a student under legal age, their parent or guardian) cancels their enrollment and requests their money back in writing within three business days of signing the enrollment agreement, all monies collected by the Institute will be refunded with the exception of the $100.00 of the registration fee and kit purchase. The postmark written notification will determine the cancellation date or the date information is delivered to the program director.

• Any refund due will be credited to the student within 30 days of official withdrawal or dismissal by the school, which will occur no more than 30 days from the last day of attendance

• If a student cancels their enrollment after 3 business days of signing, but prior to starting classes, they are entitled to a refund of all monies paid to the school; less the registration, kit, and book fees ($1,800).

• The above percentages apply to tuition only. The registration fee is nonrefundable after the three-day cancellation period and is non-transferable. No part of the kit is returnable or refundable.

• A student should contact the Academy Director to officially withdraw. The school encourages the student to withdraw in person, but accepts written or verbal notification. If the student does not notify the school that they are withdrawing, formal termination will be based on monitoring of participation, and determined by the Director.

• If a class is cancelled subsequent to a students’ enrollment, but before starting training, the school will, at its option:

 - Provide a full refund of all money paid, or

 - Provide completion of the course

• The school will attempt to make a reasonable settlement whenever a student must withdraw due to mitigating circumstances that make it impossible for a student to continue.

• Students are entitled to a prorated refund of the tuition if the school closes and satisfactory teach-out arrangements cannot be made.

• If a student does not return from a leave of absence, the scheduled return date will be used as the termination date.

• In the event, that a student wants to transfer program hours to another school, all financial obligations to the Water Works Academy, LLC must be satisfied.

If after performing all refund calculations applicable to the student there is still an outstanding balance owed to the school, the school will divide the remaining balance into six monthly payments. The student will be responsible for monthly payments until the account is paid in full.

**STANDARDS OF STUDENT CONDUCT POLICY**

Part of the education earned at Water Works Academy, LLC is learning the importance of professionalism when working in a salon. The guidelines below have been put in place to hone students’ professional development to include; work and professional ethics, behavior, appearance, language and overall conduct. Students are expected to follow these standards while in attendance. If a staff member feels as though a student needs coaching or counseling above and beyond the written guidelines, it is within their discretion to do so.

**ATTENDANCE**

**Attendance should be a priority and part of the educational experience of being a responsible Cosmetologist. A student will be granted five days (based on a 7 hour day) of personal time which should be used for doctor’s appointments, car repairs, illnesses, etc. $15 per hour will be charged for any absences exceeding the 35 allotted hours. Unforeseen events, such as car accidents or major health issues, may be forgiven at the Director’s discretion. Saturdays, though not mandatory, can be used to acquire additional hours (not exceeding 40 hours per week), but can NOT be used toward any hour deficits. Any monies owed from absences exceeding the 5 day allowance MUST be paid before clocking additional hours.**

The Academy provides students with a time-clock system to record daily attendance and hours earned toward graduation. Each student is required to clock in/out to document their time in school. Additionally, the MPA worksheet is used to track the Minimal Practical Applications and time spent earning these applications as outlined by the Michigan State Board of Cosmetology curriculum requirements. It is beneficial to the student to use both the computer time-clock system, along with the MPA worksheet. In the event that a student has time clock errors or needs attendance verification, the MPA worksheet serves as a backup.

Clocking in and out for school properly is the responsibility of the student. If a student fails to clock in or out and has a day(s) in question, and does not have the MPA worksheet completed as a backup, the Academy cannot give the student credit for the day(s) in question. Only the hours that have been accounted for in the time-clock system will be granted. All students must be clocked in and ready to begin class by 8:30am. Each student will also be granted five instances where they may clock-in up to 10 minutes late. In this instance, the student must inform the Instructor on duty that they will be tardy. Upon arrival, the student and Instructor must agree that the student clocked-in within the allowed parameter. Any student that clocks in more than five minutes late when arriving in the morning or returning after lunch, will not be permitted back to class until the next clock-hour.

In the event that the computer system is down, a student must see the Instructor to sign in and out on a sign-in sheet.

A student is not allowed, under any circumstances, to clock another student in or out for any portion of school nor to be clocked in or out by any other student for any portion of school.

**INCLEMENT WEATHER CLOSINGS**

In the event of severe weather which may make travel hazardous, we follow the closure of MMCC. Should the director decide the conditions are hazardous, and MMCC has not closed, a notification will be sent to mobile phones indicating the closure of Water Works Academy. In these instances, the absence will not count against you.

**LEAVE OF ABSENCE**

If a leave of absence is taken, the student must take their entire kit with them when they leave the school premises. Any kits left at the school will be held for 10 business days from the student’s last date of attendance and will then be discarded. The school is not responsible for damage, loss or theft of any items a student leaves at the school.

**PROFESSIONAL IMAGE – DRESS CODE**

* **Smock:** Only pre-approved smocks will be allowed*.* They can be purchased at***jmtbeauty.com*** *(item #309 ¾ sleeve mid-length $64)* Smocks are to be worn at all times during school hours (excluding breaks or lunches) and must be cleaned, pressed, and free of stains.
* **Pants:** Only solid black pants of professional nature are allowed. No skirts, skorts, shorts, corduroys, jeans, denim of any kind, overalls, sweatpants, nor exercise pants will be permitted. Pants must be mid-calf or longer.If longer than mid-calf, they are to be properly hemmed 1/2 inch from the floor.
* **Shirts:** Clean, black, professional shirts are to be worn and must be long enough to tuck in.No visible writing or logos except “Water Works Academy” will be permitted and undergarments should not be visible outside of clothing. Sweatshirts (hooded or otherwise) or shirts that are faded, torn, or stained are not be worn.
* **Shoes:** Only professional, solid black shoes or dress boots are allowed-- this includes soles, laces and seams. No open toed or open heeled shoes. Tall dress boots may be worn over the pant leg.Tennis shoes, athletic shoes or winter boots (including Ugg-style) are not permitted. Anybuckles will be addressed on an individual basis and socks or hosiery must be solid black or flesh toned.
* **Personal Grooming:** Hair must be properly finished and styled as well as having makeup applied before arriving to class. Nails should be well kept in a professional manner. Tattoos that are vulgar, offensive must be covered up while in attendance and facial piercings must appear professional in nature.
* The uses of hair, makeup or skin care products that are not Water Works, Bumble and Bumble, bare Minerals, or Eminence are prohibited within the Academy.Students will be prohibited from having color in their hair that cannot be recreated within the Paul Mitchell hair color line.
* **Accessories:** Colored belts, scarves, or jewelry may be worn only if complimenting your professional image. Pleaserefrain from wearing any hats, sunglasses, or any other accessories.

**PROFESSIONAL KITS & TOOLS**

Students must have a complete kit each day. All professional tools must be kept in proper working order and are the responsibility of the student to maintain. In the event that a student loses or brakes an item from their kit, it is their responsibility to purchase a new one. If the exact item is unavailable, it must be replaced by one of equal quality and preapproved by the Director.

**ADDITIONAL SUPPLIES**

Students are to bring the following supplies with them on the first day of class:

* Spiral notebook
* Student agenda
* Pencils with good erasers
* Highlighter

**FOOD & DRINK**

No food (including gum and candy) is allowed on the clinic floor. Water bottles or travel mugs are permitted as long as they have a lid and are tightly sealed.

Lunch is from 11:30am–12:30pm each day, which students are required to clock out for. Students may leave campus during this time or bring a sack lunch to be eaten in the school’s designated breakroom. A mini fridge and microwave are provided and are shared by all students and staff. Students are responsible for returning to class on time or the late policy will be applied.

**SMOKING**

Students will refrain from smoking in or around the Academy. This includes the surrounding sidewalks or any adjacent parking lots. Students are required to remove their smocks before smoking outside.

**PERSONAL ITEMS**

No cell phone use is permitted during class hours unless it is an emergency or preauthorized by an instructor. Personal items such as purses, coats, bags, etc. must be put away and stored properly as to not disrupt the education being received or guest experiences.

**PROFESSIONALISM**

Professionalism is defined by a positive attitude and providing the highest standards of service and respect. It is reflected in how we present ourselves, how we communicate, and by our reliability through attendance. Each student will be expected to demonstrate professionalism towards guests, staff and fellow classmates.

**CLASSROOM AND CLINIC**

In addition to maintaining the professionalism standard above, students are expected to be alert and fully prepared for their day. This includes, but is not limited to:

* Having the books and supplies needed for each lesson.
* Participate fully in all learning activities in the classroom or on the clinic floor.
* Arriving with hair styled and makeup applied (if applicable).

It is important that all students practice every aspect of practical applications/services throughout the program. This practice is received by way of technical work on mannequins, models, and guests; therefore, students are not allowed to refuse performing a service on a guest or switch a service with a fellow classmate. Extenuating circumstances may be considered with prior approval by the Instructor.

**STATION APPEARANCE**

Students must follow proper protocol while practicing on the clinic floor which includes keeping your work area properly sanitized and presentable at all times. Stations should be clean and free of dust and debris. Hair clippings are to be swept up after each haircut service and mirrors cleaned.

**SAFETY AND SANITATION**

Each student will follow guidelines for salon safety, sanitation, and patron protection as set forth by the governing State Board of Cosmetology. For a complete set of rules and regulations, you may request a Barbering and Cosmetology Law Book from:

 Department of Licensing & Regulatory Affairs Corporations, Securities, & Commercial Licensing Bureau

 P.O. Box 30244, Lansing MI 48909

 (517) 241-9288

**DISCIPLINARY ACTION GUIDELINES**

Violation of any of the named standards may result in behavioral counseling. Excessive behavioral counseling is unacceptable and will ultimately result in withdrawal from our program.

**ZERO TOLERANCE POLICY AND STANDARDS**

Violation of zero tolerance policies or standards results in immediate withdrawal with no right to appeal or enter into another program. These include:

* Falsifying documents
* Stealing
* Committing fraud
* Abusing (verbal or otherwise) and/or causing physical harm to others
* Defacing or destroying property
* Violating local, state, or federal laws.

**CAUSE FOR TERMINATION**

* Unsatisfactory academic progress
* Poor attendance
* Non-payment of charges
* Acts of dishonesty
* Violation of the Student Conduct Policy
* Not meeting the conditions of the Academy’s policies.

**APPEALS**

Students wishing to appeal should submit a detailed explanation of their circumstances that led to their withdrawal. Documentation is necessary for the appeal to be considered and must be received by the Academy Director no later than seven days after the date of the student’s withdrawal.

**NON-DISCRIMINATION POLICY**

Water Works Academy, LLC has a non-discrimination policy regarding students on the basis of race, color, national or ethnic origin, sex, age, disability and religion. The school also maintains a policy of non-discrimination on the basis of handicap for admissions and access to programs and activities.

**FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT OF 1974**

Water Works Academy, LLC complies fully with the Family Educational Rights and Privacy Act of 1974 (FERPA). This Act was designed to:

* Protect the privacy of educational records
* Establish the right of students to inspect and review their educational records
* Provide guidelines for the correction of inaccurate and misleading data through informal and formal hearings.

A student has the right to file a complaint with the FERPA Office concerning alleged failures by the Academy to comply with the act.

A student (or parent/guardian of a dependent, minor student) wishing to review the contents of their educational records, should speak with the Director who will arrange for the student or guardian to view their files in the presence of a school staff member. All student records will be kept for a minimum of five years from the students’ last day.

**MODIFICATIONS OF OPERATION**

Water Works Academy, LLC reserves the right to make modifications:

* In the specific content of any course (meeting state requirements)
* In any books and supplies
* To the Student Handbook
* In personal changes as the school deems necessary
* To cancel classes based on inadequate enrollment.

**PROGRAMS OF STUDY (COSMETOLOGY COURSE CAREER OPPORTUNITIES)**

* Hair Stylist
* Cosmetic Buyer
* Hair Color Technician
* Cosmetology Writer or Editor
* Texture Specialist
* State Licensing Inspector or Examiner
* Salon Trainer
* State Board Member
* Make-up Artist
* Researcher
* Distributor Sales Consultant
* Salon Owner
* Instructor (with completion of the Limited Instructor Course)
* Salon Manager

The 46 week 1500 hour Cosmetology program incorporates the basic fundamentals and related subjects of hair, skin care, nail care and makeup with professional business building skills that are necessary for a well-rounded education in preparation for careers in the salon spa industry. Students receive basic theoretical knowledge and practical application through lectures, demonstrations and workshops. Preparations for the State Board Examinations are also a part of this unit for successful licensure.

**GRADING SCALE**

80%- 100% Satisfactory

0% - 79% Unsatisfactory

**ACADEMIC REQUIREMENTS**

A student must complete all course work and receive a minimum grade of 80% on both the practical and written work which are included in the cumulative written grade. Prior to performing services on the clinic floor, a student must have a minimum overall grade of 80%.

* Practical work is assigned daily. It can be defined by practical assessments and final practical examinations.
* Written work consists of knowledge assessments, projects, the mid-term test, and the final written examination. Written assessments are to be taken the day they are administered or, if prearranged, they may be taken prior to approved time off for full credit.

A student failing to meet minimum satisfactory academic progress requirements will be determined as not making satisfactory progress and will be placed on Academic Warning.

**GRADUATION REQUIREMENTS**

A student must fulfill all of the following in order to be declared a graduate of Water Works Academy:

* 1500 state-required hours in our Cosmetology program.
* All units of education required for the course.
* A score of 80% or higher on all written and practical segments of the final examination.
* Meet all satisfactory academic progress requirements.

All graduates will receive a diploma indicating their successful completion of their program of study. We reserve the right to hold a students’ diploma until all graduation requirements have been met and balances have been paid in full.

**STATE BOARD REVIEW**

A graduate of Water Works Academy L.L.C. may return to the school for review and re-testing one time at no additional charge in preparation for the State Board Examination.

**LICENSURE**

Admission and graduation from Water Works Academy, LLC does not guarantee licensure by the State Board of Cosmetology. Each student must successfully pass the state qualifying examination which consists of both theory and practical portions that illustrate the applicant's understanding of concepts and proper procedure.