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**502 W Broadway St.**

**Mt. Pleasant, MI 48858**

**(989) 775-1500**

**ESTHETICS Program**

**Policy & Procedures Manual**

**ADMISSIONS REQUIREMENTS**

Water Works Academy LLC is 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 submit the following:

• Completed Admissions Application form.

• Letter of Recommendation (from a guidance counselor, teacher, employer, etc.)

• Letter of Intent focusing on why/how you would be a good candidate.

• Photocopy of a picture I.D. (i.e. Driver’s license)

• A valid High School Diploma, High School Transcript or Certificate of the General Education

 Diploma. The date and year of graduation must be included on document.

• $100.00 non-refundable registration fee if enrolled at least 2 weeks prior to

 scheduled start date. The late registration fee is $150 and is only a possibility if space is

 available.

• *(Instructor course only)* Submit a copy of a state issued Cosmetology, Esthetics, or other proof

 of License eligibility.

**STUDENT TRANSFERS**

Water Works Academy will only accept transfer students from within the State of Michigan. Transfer requests will be considered and determined on an individual basis. Water Works Academy does not guarantee acceptance of all hours earned at another school. It may be necessary to test the student on theory and practical information to insure that the student’s knowledge is equivalent to the number of hours they wish to transfer.

Factors taken into consideration when granting or denying a transfer request:

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

In the event, a student enrolled in our Academy must transfer out, all financial obligations to Water Works Academy must be satisfied before the transcript will be released.

**TUITION OPTIONS**

A student accepted to Water Works Academy LLC must inform the school regarding the desired method of payment. The school has outlined the following three payment plans:

 **OPTION 1** – **FULL PAYMENT** of $5,500 ($4,500 tuition, $1,000 kit)

 Any student paying tuition in full prior to the course start date will receive a 10% discount in which total tuition cost would then be $4950.00.

 **OPTION 2** – **MONTHLY INSTALLMENTS**

 Charges will be paid according to the payment schedule, commencing after the program start date and continuing every month thereafter until paid in full. Students will not be able to clock hours until payment for those hours is received. An enrollment fee of $1900 must be paid before the course start date, which includes student kit and book fees. The remaining $3,600 (minus $100 reg. fee) will be broken down into six monthly installments of $584 due on the first of each month.

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

 A mutual agreement can be made between the Student and School regarding a separate payment plan than those outlined above. If such an arrangement is made, the terms of the plan will be added as an addendum to the enrollment agreement.

**If a student goes over the 12 week course without completing the 400 hour state minimum, a rate of $15 an hour will be charged for remaining instruction hours.**

Payments can be submitted to: Water Works Academy LLC,

 502 W Broadway St.

 Mount Pleasant, MI 48858

**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. After the account is delinquent for one month, the director will meet with the student to discuss challenges the student has with monthly payments and to decide on a payment agreement. The student will sign a Payment Agreement that indicates 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**

For students who enroll, begin classes, and later withdraw or are withdrawn, the following tuition adjustment is used:

Total tuition $4,500

0-150 hours completed - 50% of tuition reimbursed

151-300 hours completed - 25% of tuition reimbursed

301-400 hours completed - 0% of tuition reimbursed

This policy applies regardless of whether or not the student has actually started training. If the student withdraws and is already on a scheduled payment plan, the amount remaining will be billed at a prorated amount.

* The above percentages apply to tuition only. The registration fee is non-refundable after the three day cancellation period and is non-transferable. No part of the kit is returnable or refundable.
* If a student cancels their enrollment within three 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 ($500).
* If a program is cancelled subsequent to the student’s enrollment, but before starting classes, the school will, at its option, provide a full refund of all monies 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.
* 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
* Students are entitled to a prorated refund of the tuition if the school closes and satisfactory teach-out arrangements cannot be made.

**ATTENDANCE & ABSENCES**

Timely and regular attendance is expected and part of the educational experience of being a responsible Esthetician.

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 class is the responsibility of the student. If there are any day(s) in question regarding a student’s attendance, we would first refer to the MPA worksheet. If there is no record of MPA’s completed that day, the time clock would be checked to determine attendance. If a student has failed to clock in or out, 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 three 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 late when arriving in the morning or returning after lunch, will not be permitted back to class until the next clock-hour. 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. In the event the time-clock system is down, a student must see the Instructor to sign in and out on a sign-in sheet.

A student will be granted 21 hours (3 full class days) of **personal time** which can be used for any reason, at any time. Should a student become ill or need unforeseen medical attention, the school will also accept a maximum of two doctor’s notes to be used as excusal from the duration of the physician-mandated absence. Unforeseen events, such as car accidents or major health issues, may be forgiven at the Director’s discretion. Any monies owed from absences exceeding the 3 day allowance MUST be paid before clocking additional hours.

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.

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.

A student may submit a written request to take a **Leave of Absence** in the instance they will be absent from class for an extended period of time. The Director will review the request and determine whether or not it is granted. If approved, 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. If there is a need to extend the Leave beyond the original time approved, the student must submit another written request for the extension, which is also subject to approval by the Director. While on a Leave of Absence, your spot at Water Works Academy will not be saved. If a new student enrolls prior to the student on Leave returning, the new student will be given the available spot and the student on Leave will not be admitted back until the next seat becomes available.

**STANDARDS OF STUDENT CONDUCT POLICY**

Part of the education earned at Water Works Academy L.L.C. 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.

 **Professionalism:**

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

 **Classroom and Clinic:**

 In addition to maintaining the professionalism standard above, students are expected to be fully prepared for their day in school. Students must come prepared with their books and supplies, and be alert and prepared to participate fully in all learning activities; in a classroom or on the clinic floor.

 **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, please see the Barbering and Cosmetology Law Book.

 Department of Licensing & Regulatory Affairs

 Corporations, Securities, & Commercial Licensing Bureau

 P.O. Box 30244, Lansing MI 48909

 (517) 241-9288

 Food and beverages may only be consumed in designated areas. A designated area is defined as the student lounge or any area assigned by a Director or Educator.

 **Guest Service:**

It is important that all students receive practice on all aspects of practical applications/service throughout their program. This practice is received by way of technical work on mannequins, models and guests. Students will be prepared to service guests at the appropriate time and in a professional manner. Only Water Works brand, Bumble and Bumble, bare Minerals, and Eminence are to be used when performing services within the Academy. Students are not allowed to refuse practice of a service on a guest or switch a service with a fellow classmate. Extenuating circumstances may be considered with prior approval by the Instructor.

 **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 Equipment:**

 No cell phones, pagers, or audio equipment should be turned on or visible during school hours. If a student feels it is necessary to use these items, it will only be allowed on an approved break or lunch and only in designated areas such as the student lounge, or outside of the building. 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 experience.

 **Professional Equipment/ Station Appearance:**

 Students will follow outlined schematics for proper station setup while practicing on the clinic floor and keep their stations properly sanitized and presentable at all times. Students are not permitted to add any additional personal items to the station setup or display. Special accommodations will be made, at the staff’s discretion, for when a student graduates or receives a floral/special delivery as long as it does not become disruptive to another student’s education or guests experience.

**PROFESSIONAL IMAGE CODE OF CONDUCT (DRESS CODE)**

**Apron:**

* Each student will be provided one apron which is to be worn at all times during class hours.
* Apron must be cleaned, pressed and free from stains.

**Shirts:**

* Shirts must be solid black, professional, clean and pressed.
* No visible writing or logos.
* No sweatshirts, hooded or otherwise.
* Shirts must be long enough to tuck in.
* Undergarments must not be visible outside of clothing.
* Shirts or aprons that are faded, stained, torn or not in good condition will not be permitted.

**Pants:**

* Pants must be solid black and professional looking.
* Length must be mid-calf or longer.
* Pants must be properly hemmed 1/2 inch from the floor.
* No skirts, skorts, shorts, corduroys, jeans, denim, overalls, sweatpants, or exercise pants.

**Shoes:**

* Only solid black shoes or dress boots are allowed. This includes soles, laces and seams.
* No open toed or open heeled shoes are allowed. If dress boots are worn, they may be worn over the pant leg.
* Tennis shoes, athletic shoes or winter boots (including Ugg-style) are not permitted.
* Shoe buckles will be addressed on an individual basis.
* Socks or hosiery must be solid black or flesh toned.

**Personal Grooming:**

• Hair must be properly finished and styled, makeup applied and nails well kept in a professional

 manner before class starting time.

• Only Water Works brand, Bumble and Bumble, bare Minerals, and Eminence are to be used

 on yourself and each other when preforming practical services in the Academy.

• Students will be prohibited from having color in their hair that cannot be recreated within the

 Paul Mitchell hair color line.

• Tattoos that are vulgar, offensive or unprofessional in nature must be covered up while in

 attendance.

• Facial piercings must appear professional in nature.

**Accessories:**

• Colored belts, scarves, or jewelry may be worn, but must appear professional in nature.

• Refrain from wearing any hats, sunglasses, or any other accessories.

**ADDITIONAL SUPPLIES**

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

* Spiral notebook
* Pencils with good erasers
* Highlighter

**PROFESSIONAL TOOLS CODE OF CONDUCT**

**Kits:** • Each student must have a complete kit each day. This includes products and supplies.

• In the event that a student no longer has an item from their kit, they may purchase supplies

 and products sold at the Institute (at cost) for their kit only.

**Tools:** • In the event that a student needs to purchase tools for their kit, these tools must be the same

 quality as what was originally received and approved by the Director before purchase.

 • All professional tools must be kept in proper working order and are the responsibility of the

 student to maintain.

**DISCIPLINARY ACTION GUIDELINES**

Major standards to be followed include the Professional Ethics Code, Professional Image Code, Professional Tools Code, Time Clock Policy, and Attendance Policy. Violation of these standards will result in behavioral counseling by a member of the Institute staff; and may result in written documentation to be placed in the student’s permanent file. Excessive behavioral counseling will ultimately result in withdrawal; no more than 3 written offenses for Student Conduct violation and

no more than 3 written offenses for Attendance violation will be tolerated.

**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, and violating local, state, or federal laws.

**CAUSE FOR TERMINATION**

A student may be dismissed from school for not making satisfactory academic progress, poor attendance, non-payment of charges, acts of dishonesty, violation of the Student Conduct Policy and not meeting the conditions of the Academy’s policies.

**APPEALS**

Students wishing to file an appeal should submit in writing a detailed explanation of their appeal including any supporting documents. All paperwork must be received by the Academy Director no later than seven days succeeding the last day of attendance for the appeal to be considered.

**NON-DISCRIMINATION POLICY**

Water Works Academy L.L.C. has a policy of non-discrimination regarding students on the basis of race, color, national or ethnic origin, sex, age, disability and religion, in the administration of its admissions, education, and other school administered programs. 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 L.L.C. complies fully with the Family Educational Rights and Privacy

Act of 1974 (FERPA). This Act was designed to protect the privacy of educational

records, to establish the right of students to inspect and review their educational records,

and to 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 make an appointment with the education Director. The

Director will arrange for the student to view their files in the presence of a school staff member. All

student records will be maintained within a file for at least five years from the last day of the year that

they left school.

**MODIFICATIONS OF OPERATION**

Water Works Academy L.L.C. reserves the right to make modifications in the specific content of any course (meeting state requirements), make substitutions in books and supplies, make personal changes as the school deems necessary, and cancel classes based on inadequate enrollment.

**GRADING SCALE**

80%- 100% Satisfactory

0% - 79% Not Satisfactory

**ACADEMIC REQUIREMENTS**

A student must complete all course work and achieve a minimum grade of 80% in the following units:

 **PRACTICAL** - Practical assessments and final practical examinations.

* An 80% must be achieved on all practical assessments prior to being able to service guests.
* Missed practical assessments can be made up at any time throughout the course

 **WRITTEN** - Knowledge Assessments and Unit Final Written Examinations.

* An 80% cumulative average must be achieved on knowledge assessments and written final examination.
* Written assessments are to be completed the day they are administered.
* Written assessments may be taken prior to prearranged time off or on the next day in attendance.

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

**GRADUATION REQUIREMENTS**

In order to graduate from Water Works Academy, a student must do all of the following:

• Complete the appropriate number of state-required hours.

• Score 80% or higher on all written and practical segments of the final examination.

* Meet all satisfactory academic progress requirements.
* Complete all units of education required for the course.

The binder containing student MPA’s and other important records is the property of Water Works Academy and must remain at the Academy upon graduation per State law

**DIPLOMAS**

Students graduating from Water Works will receive a diploma indicating their successful completion of their program of study. Diplomas will not be released until all graduation requirements have been met and all financial obligations are met.

**STATE BOARD EXAMINATION**

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 AFTER GRADUATION**

Admission and graduation from Water Works Academy does not guarantee licensure by the State. Students must pass a licensure State Board examination.