

**502 W. Broadway St.**

**Mount Pleasant, MI 48858**

**(989) 775-1500**

**info@waterworkssalon.com**

**waterworksacademy.com**

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**ESTHETICS Program**

**Policies & Procedures Manual**

**ADMISSIONS**

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 Water Works Academy must transfer out, all financial obligations to Water Works Academy must be satisfied before a transcript will be released.

**TUITION**

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 $6,200 ($5,200 tuition, $1,000 kit)

 Any student paying tuition in full prior to the course start date will receive a 10% discount on tuition making the final cost $5,580 after registration fee is paid.

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

 Payments will be made 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. A fee of $2,000 must be paid at least two weeks before the course start date, which will cover the student kit, textbooks, and down payment. The remaining $4,100 (after registration fee is paid) will be broken down into six monthly installments of $683.33 due on the first of each consecutive 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.

 Payments can be submitted to: Water Works Academy LLC,

 502 W Broadway St.

 Mount Pleasant, MI 48858

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

**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**

All refunds are based on tuition cost only and will be credited to the student within 60 days of official withdrawal or dismissal. The student kit and registration fee are non-refundable.

If a student cancels their enrollment within three business days of signing, but prior to starting classes, they are entitled to a full tuition refund. Students who withdraw or are terminated will receive a tuition adjustment in accordance with the tuition reimbursement table. If the student is already on a contracted payment plan, the remaining balance will be billed at a pro-rated amount.

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

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.

**Tuition Reimbursement Table**

|  |  |
| --- | --- |
| 0-150  | 50% |
| 151-300 | 25% |
| 301-400 | 0% |

Hours completed Amount reimbursed

**ATTENDANCE**

Timely and regular attendance is expected and is part of the educational experience of being a responsible Esthetician. All students must be clocked in and ready to begin class by 8:30am.

**TIME CLOCK**

The Academy provides students with a time-clock system which they are required to use to record daily attendance and hours earned toward graduation. It is the student’s responsibility to clock in and out each day. In the instance a student forgets or is unable to clock in or out, the Director is to be notified immediately. Only the hours that have been documented using the time-clock system will be granted. Under no circumstances, should a student clock another student in or out for any portion of the day.

**MPA WORKSHEETS**

MPA worksheets are used to track the Minimal Practical Applications and time spent earning these applications as outlined by the Michigan State Board of Cosmetology curriculum requirements. In the event that a student has time-clock errors or needs attendance verification, these worksheets serve as a backup.

**TARDINESS**

Each student will be granted three instances where they may clock-in up to 10 minutes late. The student must inform the Instructor on duty that they will be tardy and upon arrival, the student and Instructor must agree that the student clocked-in within the allowed time parameter. Any student that clocks in late when arriving in the morning or returning after lunch, without prior approval, will not be permitted back to class until the next clock-hour.

**ABSENCES**

A student will be granted 21 hours (3 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. Should a student exceed the 21 hour allowance, a rate of $15/hr will be charged for each additional hour missed. Students will not be permitted back to class until any accrued fees are paid in full.

**SATURDAY 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.

**SEVERE WEATHER**

School closings due to severe weather will be made at the Director’s discretion. If it is determined that conditions are too hazardous, a notification will be sent to each student’s mobile phone indicating the closure.. In these instances, the absence will not count against you.

**LEAVE OF ABSENCE**

Should a student need to be absent from class for an extended period of time, they may submit a written “Leave of Absence” request. If granted, the student must take their entire kit with them when they leave the school premises. The school is not responsible for damage, loss or theft of any items left by the student. If an extension of the Leave is needed 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.

**STUDENT CODE OF CONDUCT**

Our Academy works to ensure that all students have the opportunity and support to develop to their fullest potential. Violence, disruptive behavior, and abusive language are unacceptable and will not be tolerated. Part of your education is learning the importance of professionalism when working in a salon. All students are responsible for behaving, speaking and relating to others respectfully and with consideration at all times.

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.

**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

**CLASSROOM AND CLINIC:**

Students are expected to arrive and be fully prepared by the start of class each day. This means leaving yourself ample time for any incidentals that may occur. Students must come prepared with their books and supplies, and be alert and prepared to participate fully in all learning activities whether it may be theory or practical applications. Students must have pencils with good erasers and a highlighter on their first day of class.

**GUEST SERVICE:**

It is important that all students get experience in all aspects of practical applications/services 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, Eminence, and Jan Marini products 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 or audio equipment should be turned on or visible during school hours unless on an approved break or lunch and only in designated areas, 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 guests’ experience.

**PROFESSIONAL EQUIPMENT/ STATION APPEARANCE:**

Student kits must be complete and ready to use each day. This includes all tools, products, and supplies. 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 breaks an item from their kit, a replacement will be ordered by the school at the students’ expense.Students must keep their stations sanitized, organized, and free of personal items at all times with the exception of floral/special deliveries for birthdays or graduation.

**PROFESSIONAL IMAGE- DRESS CODE:**

Students are expected to arrive each day with their hair styled and makeup applied. Class time is for learning, not for students to finish grooming themselves. All clothing must be clean, free from fading, stains, and rips.

 **Aprons:** Each student will receive an apron in their kit. It is to be worn every day while in class and be kept clean and pressed.

 **Shirts:** Solid black and professional in style with no visible writing or logos. Sweatshirts, hoodies, tank tops, and crop tops are not permitted. Undergarments must not be visible ` outside of clothing.

 **Pants:** Solid black and professional in style. Length must be mid-calf or longer. No skirts, skorts, shorts, corduroys, jeans, denim, overalls, or sweatpants. Leggings and yoga pants are permitted, but must not contain any mesh.

 **Shoes:**  Only solid black shoes or fashion boots are allowed- this includes soles, laces and seams.

 No sandals or winter boots (including Ugg-style) are permitted.Any buckles will be addressed on an individual basis.

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

 Hats and sunglasses will not be allowed.

**Personal appearance:** Nails should be well kept and clean. Tattoos that are vulgar or offensive must be covered up while in attendance. Facial piercings must appear professional. Students’ hair color must be able to be recreated with the Paul Mitchell color line.

**DISCIPLINARY ACTION GUIDELINES**

No more than three written offenses of the Student Conduct violation and three 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.

**ACADEMIC REQUIREMENTS**

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

 **Practical-** An 80% must be achieved on all practical assessments and examinations prior to rendering services on the public. Missed practical assessments can be made up throughout the course.

 **Written**- An 80% cumulative average must be achieved on knowledge assessments and the written final examination prior to course completion. Written assessments are to be completed the day they are administered unless prearranged with the Director.

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.

**COURSE COMPLETION**

To successfully complete the course, the student must meet the following terms:

* + 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 you received on the first day of class is the property of Water Works 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 and 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. All students must successfully pass the Michigan State Board examination before a license is granted.

**NON-DISCRIMINATION POLICY**

Water Works Academy is committed to providing a learning environment that is entirely free of discrimination and bullying 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.

Water Works Academy L.L.C. has a policy of non-discrimination regarding students 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.