

**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 applicants meet our standards of a quality student and are fully prepared to dedicate themselves to the program. This is a highly competitive program with limited placement; 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.

Our Esthiology course covers the science, art, and business of skin care.  Throughout the required 400 hours, students will be trained in sanitation and disinfection, organic and medical-grade facials, hair removal, makeup, skin care, bacteriology, analysis of the skin, and much more.  You will be introduced to a variety of treatments and procedures and learn their differences and which to use when addressing the health of the skin. This 12-week program ensures that you will obtain the knowledge, skills, and confidence needed to pursue your career as a skin care professional.

**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. ($150 for late registration.)

 • *(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**

There are three options available for tuition payment. The student must inform the school which option they will be committing to.

* **OPTION 1** – **FULL PAYMENT** - based on **$6,400** ($5,000 tuition, $1,400 student kit)

Students who pay in full will receive a 10% discount on tuition, making the total cost **$5,800** which is due at time of enrollment/contract signing.

* **OPTION 2** – **MONTHLY INSTALLMENTS –** based on $6,400

A **$2,000** down payment (which includes the student kit/textbooks) is due at time of enrollment/contract signing. The balance of **$4,300** will be broken down into six monthly installments of **$716.66** due on the first of each month succeeding the course start date.

* **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 would make it impossible for the 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. Students are expected to be in class Monday thru Friday from 8:30am-3:30pm.

**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**

Tardiness portrays a lack of commitment to the program and will not be tolerated. Students are expected to be clocked in and ready to begin class at 8:30am sharp. Any student that clocks in after 8:30am is considered late and 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 exceed the 21 hour allowance, a rate of $15/hr will be charged for each additional hour missed. A “TIME OFF REQUEST” is required for any prearranged absences, such as vacations or trips, and must be approved by the Director at least two weeks prior to dates requested. Should a student become ill or need unforeseen medical attention, the school will also accept one doctor’s note to be used as excusal from the duration of the physician-mandated absence. Unforeseen events may be forgiven at the Director’s discretion. Students will not be permitted back to class until any accrued fees are paid in full.

**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.

**SATURDAY HOURS**

A maximum of two Saturdays can be used to acquire additional hours (not to exceed 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.

**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:**

Professionalism is reflected in how we present ourselves and how we interact with others. Students are expected to demonstrate a positive attitude, communicate using appropriate language, and be willing to accept direction. All guests, staff, and fellow classmates are to be treated with the upmost respect and dignity.

**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 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, Eminence Organics, 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 or vaping in or around the establishment. This includes the surrounding sidewalks or any adjacent parking lots. Students are required to remove their smocks before smoking outside.

**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, yoga/workout pants, corduroy, jeans, denim, overalls, or sweatpants. Leggings are permitted, but must be accompanied by a shirt long enough to cover rear end.

 **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. Facial piercings must appear professional. Tattoos that are vulgar or offensive must be covered up while in attendance.

**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**

Students are expected to complete and submit all course work by the specified due date. Class time will be given to complete all theory work.

 **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 placed on Academic Warning.

**COURSE COMPLETION**

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

* + Complete the 400 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 receive 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 the 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 Examinations before a license is granted.

**REGULATIONS & MODIFICATIONS**

**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. 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 Director. The Director will then arrange for the student/guardian to view their files in the Director’s presence. All student records will be accessible for five years after date of graduation.

**MODIFICATIONS OF OPERATION**

Water Works Academy, LLC 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.