



OKANAGAN COSMETOLOGY
INSTITUTE

Student Handbook

"Today is a great day and I have the opportunity to show up as the BEST me ever! My life is a huge success. My beliefs create my reality. I think big thoughts, relish small pleasures, and handle all the setbacks gracefully."

"I AM THE BEST!"

-Dr. Ted Morton



Welcome!

Thank you for choosing Okanagan Cosmetology to start your career in the beauty industry. We are committed to providing you with an exceptional education and supportive learning environment.

In addition to online curriculum that can be accessed 24/7 and lessons designed to help you build a solid theoretical foundation, we take a hands-on approach to learning with a heavy emphasis on practical skills training as much as possible on real clients in a salon/spa environment.

You have been accepted into your OCI program because we believe that you have the positive attitude, passion and work ethic it takes to achieve your educational goals and learn the tools for success within this exciting industry.

This Student Policy Manual contains the key policies, goals, benefits, and expectations of OCI, as well as other information you will need as a student and team member of OCI. If we have not addressed a matter of concern to you in this guide, please do not hesitate to bring it to our attention.

My role as the Director of Education, as well as the roles of your instructors, is to guide, encourage and support your educational experience at OCI. Please know that our door is always open for your concerns and suggestions.

Again, welcome to OCI. We wish you the best success in your chosen program of study!

Sincerely,

Stacey Rixin
OCI Director of Education



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(1) STUDENT POLICIES AND PROCEDURES

All Policies are clearly outlined in the student's contract. These additional policies and procedures are to ensure the student has access to all questions they may have about the operations of the school. All policies can be found in the form library on OCIHair.com.

(1.1) Mission Statement

Okanagan Cosmetology Institute is your ***Destination for Education***

Okanagan Cosmetology Institute graduates will have a solid knowledge of the skills needed to be successful in the Cosmetology industry.

(1.2) Hours of Operation

Sunday to Monday	Closed
Tuesday to Saturday	9:00 am to 5:00 pm

(1.3) Parking

Monthly parking passes are available around town starting from \$30.00 up to \$50.00 per month. Free residential parking is also available along Van Horn Street.

(1.4) Language Policy

English is the language for conducting business and education at OCI. As many of our associates use English as a second language, it is our policy that students speak the language of their choice during social conversations in the public areas. All conversations within the educational and working areas of OCI should be limited to education and business only and be conducted in English.



An exception to this is when a client requires assistance in a language other than English. The policy is designed to cultivate culture, which acknowledges differences and promotes the similarities of students, clients and staff at OCI. No swearing or profanity will be tolerated.

(1.5) Phone and Electronics Conduct

Personal phone calls are to be made and taken on your own time, unless in the case of an emergency, in which case the caller can use the OCI business and school phone line. No cell phones, iPods or other electronic devices should be used during school hours unless instructed by the instructor or on designated break time.

OCI has an online education portion of the program where electronics are required, however they will be used in designated spaced and during designated times.

(1.6) Harassment Policy

It is illegal to harass others on the basis of their sex, age, ethnicity, skin color, national origin, marital status, citizenship, disability or any other personal characteristics. Making jokes about ethnic or other groups and other verbal, physical or visual behavior will not be tolerated. The harassment of a student by another student will lead to disciplinary action, up to and including immediate dismissal in cases of gross misconduct. If you have concerns, please see the OCI Senior Administrator or your instructor immediately.

(1.7) Our Commitment

At OCI, we strive to keep our students challenged, motivated and inspired while offering a supportive learning environment. We would like our students to feel at home while we provide quality education with current technology in a safe environment.

(2) SCHOOL SCHEDULE

Hairstylist students attend class from 9:00 AM to 5:00 PM for the duration of the course

Esthetics students attend class from Tuesday & Wednesday 9:00 AM to 5:00 PM and Saturday 9:00 AM to 1:00 PM for the duration of the course

Nail Technology students attend class from Thursday & Friday 9:00 AM to 5:00 PM and Saturday 1:00 PM – 5:00 PM for the duration of the course



Week-end courses and short duration courses will have individualized schedules that will be announced at the time of course registration.

(2.1) What Should I Know About My Class?

Students are required to have an electronic device to access the online education portion of the program. Any device able to access the internet, is able to run the program. Is it ideal that students have their own laptop or tablet, however a smartphone is sufficient. If you choose to download the textbook (which is not required, but suggested) ensure your device has 16 GB of free space.

Students are asked to arrive 15 minutes prior to their class start time in order to be ready for a 9:00 AM start. Students are asked to arrive prepared for class in professional attire as outlined in this guide with make-up and hair completed **before** class commences.

At the end of the class day, all students are required to help with the school closing. Please ensure that you have checked with the instructors to ensure that all the duties have been performed. The closing and opening duties sheet must be completed on a daily basis. Clean-up is the responsibility of each and every person. Ensure personal property is put in your locker at the end of the day and that your station is clean and ready for the following day.

Students are required to call the school before 9:00AM and leave a message if they cannot attend, will be late or have to leave early. Any planned absences must also be submitted in writing. If a student fails to notify the school personally, a written warning will be issued. If the behaviour is repeated, a record of corrective action will be written that could lead to self-withdraw from the program.

(2.2) Will I Know My Class Schedule Ahead of Time?

Yes, class times are set and will not change outside of regular school hours. If students need to make an unforeseen change to their hours of attendance, these changes must be communicated to and approved by the instructor or you can email the senior administrator at Stacey@ocihair.com.

Mornings are for in class activities and demonstrations. Lunch is tentatively booked from 12:30 PM till 1:00 PM. Additional study time can be pre-arranged and time allotted will be fit into the afternoon schedule. On-floor schedules for salon and spa services are from 1:00 PM till 5:00 PM and can be constantly changing. This is the nature of the business and we try to mimic a real live scenario when possible. Look at the appointment screen to stay abreast of your upcoming appointments for the current day.



(2.3) Time Management

Time management is an essential tool within the beauty industry. Each student's theory, practical or client service hours will be logged into and tracked by the OCI computer system. This method ensures that OCI is able to account for all of the hours each student requires for the completion of her/his certificate. As students grow more confident in their skills and abilities, both the practical and client service times will be shortened to simulate the times allotted for services within the working industry.

You will be given a student number to log in and out of the computer each day. This is the responsibility of the student. You must also log in or out any time you leave the premises for any reason. ***Students may not sign in or out for another student.***

(2.4) What Breaks Can I Take?

Students will not have more than five consecutive hours of class or practical time without a 30-minute meal break. Meal breaks may not be used to arrive for or leave from class late or early. Meal breaks cannot be used to accumulate time off from one day to add to another. For example, a student may not skip a half hour lunch break one day in order to take an hour lunch break the next.

Meal breaks are to be taken at a time of the day that does not conflict with scheduled client bookings. Lunch is scheduled from 12:30 PM – 1:00 pm, but services sometimes conflict with this time, so please be flexible.

Please do not eat or drink anything outside the lunch area.

Any other breaks, as time permits, will be at the discretion of the students' instructors but are tentatively set for 10:45 AM – 11:00 AM and 3:00PM – 3:15PM.



(3) SICKNESS OR INJURY

At OCI, we promote a conscious awareness of health and safety. If you are injured or become unwell while at school, please report to your instructor or the Senior Administrator immediately. If you are injured, you will be required to complete an injury/accident report.

(3.1) What if I Get Sick and Can't Come to School?

If you are sick and cannot attend class, you must notify the school by phone. Check LAB for any missed homework and class notes. A doctor's note is required if you are unable to attend class for more than two consecutive days.

(4) SMOKING, DRUGS, & ALCOHOL

(4.1) Is Smoking Allowed at School?

No. Do not smoke while in the school or on school property. For smokers, there is a designated smoking area outside. Please remember to bring mints and body spray as you work in close proximity to others, and keep the designated smoking area clean of garbage and butts out of consideration for our business neighbours

(4.2) Impairment Due to Alcohol or Drugs

Drinking during classes or attending the school under the influence of alcohol or drugs is grounds for immediate dismissal. Please refer to *5.2. Dismissal Policy*.

The impaired student places herself/himself, other students, instructors, staff and clients at risk.

If you see or suspect that a student's performance is impaired due to alcohol or drugs, please advise the Senior Administrator or your instructor immediately. Your privacy will be protected.



(5) OCI STUDENT RESPONSIBILITIES

It is every student's responsibility to create a safe learning environment for other students and clients in attendance at OCI.

(5.1) Safety Procedures and Sanitation Rules

A clear understanding of safety practices and health rules at OCI are your best defense against a situation that could seriously injure you or another person.

As a general rule, you have a responsibility to work and act safely while at school. Some of your specific responsibilities are as follows:

- You will be trained in and must always follow safety procedures and health rules regarding sanitation, sterilization and personal hygiene. These procedures and rules must be strictly observed and followed.
- Use equipment in the way it was intended to be used. Sweep up and clean your station immediately after your service is finished (usually while you are waiting to be marked by an instructor).
- Wear all personal protective equipment.
- Be aware of your own health and safety, and also of the health and safety of others who may be affected by your actions.
- Immediately report any safety or health hazards to the Senior Administrator.
- Cooperate with the Senior Administrator or instructor responsible for health and safety at the school and follow directions carefully.
- Pitch in! Always help your fellow students with clean-up. There is always something to do and any help will be appreciated by all involved.
- Clean-up is a constant requirement at any salon as it is important to maintain a clean and professional environment for clients. For example, towels are constantly being washed and dried. There is a clean-up duties list posted in the back hallway so students can work together to keep the school clean and tidy.



(5.2) Uniforms

Uniforms are to be provided by the student and it is the student's responsibility to ensure that her/his uniform is clean, pressed and professional looking. Black pants/skirt and black sleeved tops should be comfortable and afford ease of mobility and free of pictures or graphics. Black Shoes must have closed toes, have a non-slip sole and be comfortable (low-heeled are best – dress Puma are acceptable). No runners/skater or moccasin shoes of any type allowed.

Jewelry may be worn as long as it does not interfere with services you are providing. If in doubt, please ask for clarification BEFORE you stray from the dress code as it is strictly enforced for the professional image of OCI.

Esthetics, Nail Technology & Make - Up Students

- Black closed-toe shoes (dress type pump – Puma shoes are acceptable)
- Black scrub (student must provide) that must be worn in the salon/spa areas.

Hairstylist & Cosmetology Students

- Solid black pants/skirt
- Black sleeved top
- Closed-toe comfortable shoes for standing all day



(5.3) Tools and Sanitation

It is the responsibility of the students to ensure the following:

- Provide your own tools from your kit for procedures like manicures and/or hair treatments.
- Maintain these tools.
- Provide a clean sanitized container to keep your tools in.
- Wash and sanitize hands between treatments.
- Sanitize/disinfect all equipment.
- When washing dishes, make sure there is always soap and hot water.
- Put all items away after each use

At no time is the school responsible for student tools that have been misplaced or stolen. If stored properly and safely this should not pose a problem for the student.

(6) ATTITUDE AT OCI

Be positive and helpful! All students must provide friendly, attentive and helpful service to all clients and patrons of the property including persons inquiring about the school and/or salon and spa services.

We have three personal goals that we strive for at OCI:

1. ***Give personal attention:*** Anticipate the needs of clients and other students. Treat everyone as a very important individual.
2. ***Take responsibility:*** Follow direction and follow through with everything you start.
3. ***Be part of the team:*** Communicate with other students and instructors. Do your part and have fun!



(6.1) Visitors

You are not permitted to have friends or relatives visit you while you are at school.

(6.2) Gifts or Gratuities

Gratuities and gifts to students from clients are acceptable when it is normal and customary. Gratuities and gifts should not compromise the integrity of the student or school. Please talk to your instructor before accepting gifts, if an uncomfortable situation arises.

(6.3) Equipment, Tools & Keys

Equipment, tools and keys may be issued to you for use in your duties and responsibilities. These items must not be removed from the school premises. A Key may be given to you for your station, if you lose or do not turn in the key upon leaving OCI there is a \$25.00 replacement fee.

Students will need to bring an electronic device to access LAB. A tablet or laptop is preferable, but students may use their smartphones. Please lock up electronic devices in your locker when not in use.

Provide a lock for your locker and keep personal items in your locker at all times.

(7) STUDENT REWARDS PROGRAM

At OCI we believe, because of the hard work and dedication of our students, that they deserve some perks and privileges while in attendance at the school. OCI has a rewards program for our students which is OCI Dollars.

To Earn OCI Dollars:

Students will be credited 10% of their retail sales every month. In addition, OCI dollars can be earned through demonstrating excellence in grades, attendance, attitude, teamwork and work ethic. OCI Dollars can be used towards services and retail. OCI dollars are non-transferable.

Student services must be accepted by instructors and booked at least 24 hours in advance or at times when the salon or spa is not busy with clients



(7.1) Student Discounts

Students are charged full price for services and retail products. However, using your OCI dollars can result in a substantial savings

(7.2) Student Suggestion Policy

If you have any suggestions or ideas that you feel would benefit the student experience, salon or spa, we encourage you to tell us about them. We are always looking for suggestions that improve our methods of education and which benefit OCI and our students.

Please email any suggestions directly to: stacey@ocihair.com or place an anonymous letter in the locked suggestion box.



(8) SOCIAL MEDIA TACTICS FOR OCI STUDENTS

Part of the success of Okanagan Cosmetology Institute is the support and enthusiasm we receive for our students. We count on you to share your positive experience at OCI with your friends and peers as nothing beats “word of mouth” advertising!

OCI has increased its social media efforts and we are looking for your support to make our presence as the best hair and beauty school in British Columbia known! Here are a few ways you can help.



FACEBOOK

- “Like” our Fan Page @ www.facebook.com/cosmetologyinstitute
- “Invite” friends to like our page
- “Check In” when you are at school
- “Share” items in our news feed on your wall
- “Like” an item on our wall
- Participate in our discussions by answering our questions.
- Post comments on our wall.
- Answer polls on our wall
- Post pictures on our wall – especially something you are working on!
- Tag you or your friends in the pictures you post on our wall.
- Use the “@” sign to make reference to our Fan Page in your posts on your wall.
- Post a link of something about our industry that you find interesting
- Share content from our BLOG on our website www.ocihair.com on your Facebook page.



INSTAGRAM

- "Follow" us on Instagram @OCI.Penticton
- Mention us in a posting about your day at school by including @oci.penticton
- Send us direct messages with questions or comments
- Use "#" in your posts with any of the following options #cosmetology school, #beautyschool, #penticton, #cosmetology, #esthetics, #makeup or #nails
- Post photos to Instagram!

- Encourage your clients to tag both @OCI.Penticton and you in their posts for a chance to win exciting prizes!





(9) STUDENT HANDBOOK SIGNATURE PAGE

This student handbook has been prepared for your information and understanding of the policies, practices and benefits of OCI. ***Please read it carefully.*** Upon completion of your review of this handbook, please sign the statement below, and return it to the senior administrator by the due date. Policies are outlined clearly in your contract as well if additional verification is required.

I, _____, have received and read a copy of the Okanagan Cosmetology Institute Ltd. student handbook which outlines the goals, policies, benefits, and expectations of OCI, as well as my responsibilities as a student.

I have familiarized myself, at least generally, with the contents of this handbook. By my signature below, I acknowledge, understand, agree and accept to comply with the information contained in the student handbook provide to me by Okanagan Cosmetology Institute (OCI). I understand that this handbook is not intended to cover every situation that may arise during my education, but is simply a general guide to the goals, policies, practices, benefits and expectations of the Okanagan Cosmetology Institute.

I understand that the Okanagan Cosmetology Institute student handbook is not a contract and should not be deemed as such, and that I am a student at will.

Student Name (please print)

Student Signature

FOR YOUR FILES ONLY – DO NOT RETURN





(10) STUDENT RELEASE OF INFORMATION FORM

On occasion, OCI uses student photographs, and testimonials for promotional or instruction purposes. For example, we advertise via the internet on SMS, websites, pamphlets, magazine articles, school visits and other venues. We create instructional aides such as training videos, manuals, and PowerPoint presentations.

Often a photo of a student performing a technique is needed to explain a procedure or to promote the school. Because we respect your privacy, we are asking if you would like to give consent for photographs of you at OCI and other materials to be used by OCI. Please read the following and check the appropriate box:

In addition, OCI may be asked by employers or schools to provide a reference for you.

I, _____, have read the Student Release of Information Form and indicated my consent and lack of consent regarding the use of personal information.

Student Name (please print)

Student Signature

**** PLEASE PRINT/SIGN AND BRING WITH YOU ON THE FIRST DAY OF CLASS ****

This will enable you to receive your kit.





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(11) STUDENT CODE OF CONDUCT

Okanagan Cosmetology Institute Ltd. (OCI) has established the following Student Code of Conduct.

Students are expected to:

- Attend school in accordance with the Attendance Policy
- Treat all students and staff with respect
- Refrain from any disruptive or offensive classroom behavior
- Dress according to the school's dress code as outlined in the Student Handbook
- Treat school property with respect
- Complete all assignments and examinations on the scheduled completion dates

In addition;

- Cheating or plagiarism in completing class assignments is not tolerated and will result in immediate dismissal
- Do not bring weapons of any kind (i.e. knives, guns) to school
- Do not bring any alcohol or any non-prescription drugs to OCI
- Inappropriate remarks concerning another student or staff's ethnicity, race, religion or sexual orientation is not tolerated

Each student will be working towards building a clientele of their own, so student actions and speech are expected to be professional and appropriate for every age level. Breaches of the code of conduct outlined above will result in action appropriate to the nature of the misconduct.

Student Name (please print)

Student Signature

**** PLEASE PRINT/SIGN AND BRING WITH YOU ON THE FIRST DAY OF CLASS ****





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Student Name (please print)

Student Signature

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(12) AUTHORIZATION FOR USE/DISCLOSURE OF INFORMATION

What is the purpose of this form?

By completing and signing this form you are authorizing the Okanagan Cosmetology Institute to release your personal information that we have on file to the person(s) listed below. Please note that without your signature we are unable to release this information to any third party. This waiver is in effect until you withdraw your permission, in writing, to the Okanagan Cosmetology Institute.

I authorize Okanagan Cosmetology Institute to release the following information regarding my student status. (Check all that apply):

- Information related to my admission, registration, grades, class attendance and other academic issues including my transcript.
- Information related to learning difficulties/possible learning disabilities as it relates to my academic performance.
- Information regarding financial aid (limited by what is protected by FERPA and can be authorized by the student)
- Information on my student account (i.e. cost of tuition and payments made; amounts still outstanding)
- Demographic information on me including where I live, phone number, etc.

I _____ give the Okanagan Cosmetology Institute permission to disclose/the above noted information to the individuals listed below.

Name: _____ Relationship: _____

Name: _____ Relationship: _____

Name of Student: _____

Signature: _____ Date: _____

Name of Witness: _____

Signature: _____ Date: _____

**** PLEASE PRINT AND SIGN DURING THE FIRST DAY OF CLASS ****





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Name: _____ Relationship: _____

Name: _____ Relationship: _____

Name of Student: _____

Signature: _____ Date: _____

Name of Witness: _____

Signature: _____ Date: _____

FOR YOUR FILES ONLY – DO NOT RETURN





(13) Keys & Equipment

I, _____, have multiple objects that belong to the school and are property of the Okanagan Cosmetology Institute Ltd. The objects I have are as listed below:

Hair: Assigned Number _____

- Trolley
- Key

Esthetics: Assigned Number _____

- Nail Trainer

Nail Technician: Assigned Number _____

- Nail Trainer

I acknowledge that no copies of the key are permitted to be made, and the key must be returned before I leave the program for any reason. A \$25.00 replacement fee will apply if items lost, stolen, damaged and/or not returned upon course completion.

I acknowledge that the trolley, tripod mannequin stand, barbicide jar, curling iron holder and/or nail trainer are under my supervision for the duration of the course. If my behaviour is negligent and causes damage to any of the listed items, I may be held accountable financially to repair or replace said items.

Signature

Date

****PLEASE PRINT AND SIGN DURING THE FIRST DAY OF CLASS****





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Signature

Date

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(14) Dress Code

Dress Code – All Program

These dress code rules always apply:

- All persons must be clean and well-groomed.
- Hair, Make Up & Nails must be clean and professional at all times.
- All clothes must be work-appropriate. Clothes that are typical in workouts and outdoor activities aren't allowed.
- All clothes must project professionalism. Clothes that are too revealing or inappropriate aren't allowed.
- All clothes must be clean and in good shape. Discernible rips, tears or holes aren't allowed.
- All persons must avoid clothes with stamps, patterns & logos.

- **Sweaters:** Must be solid black. No hoods.
- **Tops:** Must be solid black. No visible bras. No exposed underarms. No exposed midriffs.
- **Bottoms:** Must be solid black. Must not be see-through. Must not be faded or have rips. Black denim is allowed.
- **Skirts:** Must be solid black. 1" from the knee or longer.
- **Shoes:** Must be professional & closed toe. Must be black. Must be comfortable enough to wear all day.
- Estheticians and Nail Technology students wear black pants and scrub tops.

If you would not wear it to a job interview, do not wear it here.