

**EVELINE CHARLES™**  
**ACADEMY**

## Student Handbook & Contract

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## Welcome

As founder of the EvelineCharles Academy I am excited to welcome you into a great industry, where an abundance of opportunity awaits in your “beautiful career”!

With over 40 years of experience as both a hair stylist, salon and spa owner, I have created an educational program that I believe will give students the highest level of education, meeting today’s demand for skilled talent in the beauty industry.

I believe *teamwork* is essential in all aspects of life. At the EvelineCharles Academy, students learn in a team environment, replicating a life-like salon and spa. EvelineCharles Academy students learn through both theory and practical, hands-on application, perfecting their skills on live models and clients. The Academy offers a well-rounded education where students are not only given the opportunity to hone the talent required to become a successful hairstylist or esthetician, but they also develop a solid foundation in leadership and business.

I am especially proud of our Academy’s mission to grow new talent through leadership, creativity and high energy, motivational instruction, allowing each student’s personal style to shine through as they grow into the industry professionals of tomorrow.

Personal success is based on commitment. You and you alone have the ability to make the most of your time with us. If you work hard and commit to your studies, you will be successful.

Sincerely,

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**EVELINE CHARLES  
ACADEMY**

A handwritten signature in black ink that reads "Eveline Charles". The signature is written in a cursive, flowing style.

Eveline Charles  
Academy CEO / Owner

## CORE VALUES

EvelineCharles Academy's mission is to grow new talent through leadership, creativity, high energy, and motivational instruction, allowing each student's personal style to shine through as they grow into the industry professionals of tomorrow.

### **Innovating Education**

EC Academy develops and revises an ever-challenging and ever-changing curriculum to give our students strong foundations for our evolving industry.

We feature engaging guest speakers with years of experience and expertise in their field.

Our educators remain focused on advanced education and their own professional growth.

EC Business Principles program is designed with firsthand knowledge of the Salon and Spa industry. This program provides our students with advanced business training that will excel their career post graduation.

ITEC Certification offers opportunities to work abroad in 42 different countries.

Our annual international school trip is a wonderful experience that helps inspire our students to see the potential for various career options. Brands show case their diverse education and products during the conferences and present students with essential tools they may need in the future.

### **Excelling through Teamwork**

EC Academy expects team members to work as a team and to encourage each other to become better versions of themselves.

We expect each team member to bring their strengths to the table, celebrate individuality and embrace diversity in our team.

### **Supporting Community**

EC Academy believes in and supports our community in a variety of ways.

Students invest their time with pride volunteering at community events.

**CAREER OPPORTUNITIES & JOB OUTLOOK**

It's always a great time to enter the field of beauty! Here at EvelineCharles Academy we maintain open lines of communication within the industry and although we do not guarantee job placement or job rate of pay, we will assist students in finding employment. Students seeking employment should consult our on-line job board, which can be found at [www.ecacademy.com](http://www.ecacademy.com).

**POTENTIAL CAREER OPPORTUNITIES**

- Master Stylist
- Ownership
- International Stylist
- Educator
- Sales Representative
- Operations Manager

**YOUR FUTURE CAREER: THINGS TO CONSIDER**

Prospective students interested in a career in Cosmetology or Esthetics must consider the entire scope of what the job demands, what skills are needed and the hard work that goes in to truly be a success. Cosmetologists and Estheticians can enjoy careers as salon stylists, salon owners and managers, platform artists, instructors, manufacturer trainers and representatives, school owners or consultants. Important physical and emotional demands are placed on all future graduates in which can include the following:

1. Focused commitment to the health, safety, and welfare of guests
2. Focused commitment to continuing education
3. Focused commitment to professional development for long term success
4. Long periods of time spent standing, bending and taking care of guests
5. Long periods of time spent interacting with diverse types of people. Repetitive motions for fingers, hands, arms, etc.
7. Exposure to chemicals (bleach, perms, straighteners, acetone, glycolic acid/AHA's, polish remover etc.)
8. Ability to work long hours, weekends and evenings

FULL-TIME PROGRAM INFORMATION

The Cosmetology (Hairstyling and Barbering) and the Professional Advanced Esthetics full-time programs can be taken in a 3-Day or 5-Day format. This will be subjected to the program start date you are enrolled in.

**3 DAY:** Monday, Tuesday, Wednesday, 8:30AM – 6:30PM

**3 DAY:** Tuesday, Wednesday and Thursday, 8:30AM – 6:30PM

**3 DAY:** Thursday, Friday and Saturday, 8:30AM – 6:30PM

**5 DAY:** Tuesday to Saturday, 8:30AM – 4:30PM

**STATUTORY HOLIDAYS**

EVELINECHARLES ACADEMY **will be closed** on the following statutory holidays:

New Years Day  
Family Day (3<sup>rd</sup> Monday in February)  
Easter Weekend  
Victoria Day  
Canada Day  
Heritage Day  
Labour Day  
Thanksgiving Weekend  
Remembrance Day

**Short break during Christmas**

**INTERNATIONAL TRIP (Optional)**

EvelineCharles Academy students are given the opportunity to opt-into an international trip. Students are representing EvelineCharles Academy in a respectful and professional manner at all times with our Code of Professionalism still in effect. Any misconduct may result in termination from the program. Program/Trip costs **will not** be pro-rated or refunded if a student is unable to attend. Students who choose not to attend the trip are still required to be at school working on clinic hours. There will be 4 students to a hotel room. The cost of the trip will include flights, accommodations, show tickets, and transportation to and from airport. This trip is non-refundable. Students are responsible for their own meals and any other expenses on the trip.

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\*Shuttle will be provided from hotel to show; this may incur additional cost to the student.

## SCHOOL FEES, FUNDING OPTIONS & BURSARY

Fee Schedule			
Cosmetology (Hairstyling & Barbering)		Professional Advanced Esthetics	
\$300	Application for Registration Fee	\$300	Application for Registration Fee
\$13500	Tuition	\$11500	Tuition
\$2800	Books, Kit and Lab Fee	\$2900	Books, Kit and Lab Fee
\$16,645 TOTAL		\$14,745 TOTAL	
International Students: Cosmetology (Hairstyling and Barbering)		International Students: Professional Advanced Esthetics	
\$300	Application for Registration Fee	\$300	Application for Registration Fee
\$20250	Tuition	\$17250	Tuition
\$2800	Books, Kit and Lab Fee	\$2900	Books, Kit and Lab Fee
\$23,350 TOTAL		\$20,450 TOTAL	

**Application for Registration, Books, Kit and Lab Access Fee**

The Application for Registration Fee of \$300 is due at enrollment and is **NON-REFUNDABLE** and **NON-TRANSFERABLE**.

The \$2800 Cosmetology or \$2900 Professional Advanced Esthetics Books, kit and lab seat fee is **NON-REFUNDABLE, NON-TRANSFERABLE** and will not be released until the fee is paid in full.

Throughout the duration of the school year there may be other fees the student may incur. Items could include but are not limited to, stationary supplies, items for Fashion Events or personal add-ons to kits.

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## **Government Issued Loans, Band Funding and other funding**

Payments for our programs vary depending on the financial plan that suits your lifestyle. The most accessible form of funding is through Alberta Student Aid <https://studentaid.alberta.ca/>. Other funding that student may be eligible but not limited to are through Band Funding, Advancing Futures [www.advancingfutures.gov.ab.ca](http://www.advancingfutures.gov.ab.ca), Rupert land etc.

The Government issued loans and Band Funding may be assessed by an Academy Administrator who will set forth a plan that covers kit payment and a portion of student tuition for the beginning of a student's start date. Any funding that goes to the student that is owed to the school must be paid immediately upon receiving funds.

For International Students all costs associated to Studies abroad must be covered by the Student.

## **Registered Education Savings Plan (RESP)**

In most instances, the institution through which your RESP's are administered require a letter of confirmation from the education institution. EvelineCharles Academy can provide the required letter to the student, once application for registration fee is paid and the Student Agreement is completed.

## **Personal Financial Plans**

Funding not covered by loans or other arrangements can be set up in a monthly payment plan over the course of the school term. The personal financial plan does not run past graduation dates in order for the student to obtain their diploma. Personal financial plans must be requested and the Personal Financial Forms must be completed before the start of the program.

Students paying on a monthly basis must have a plan set up by using either post-dated cheques written out to EvelineCharles Academy or by pre-authorized credit card payments for the first of each month. There is a \$50 NSF fee charge for cheques that are not valid. Students will follow the plan set out by the Admissions Advisors and be allowed a 7-day grace period to allow for any circumstances that may arise. **If a student fails to comply** with the financial plan, they will not be allowed to clock in and attend school until payments are made current, and will incur any over contract charges or fees as accrued due to such absences.

International Students do not have the option of monthly installments as they do fall under a different category.

Failure to pay any outstanding tuition, books, kit, lab seat and over contract hours will delay the release of your diploma or certificates.

## STUDENTS RIGHT TO CANCEL EDUCATION

If a student decides to cancel their agreement and training after the vocational training begins, a written notice must be made out to the Operations Manager and the Director of Admissions.

Once the written notice of termination is received, the Admissions Director will then contact the financial lender and update the student's status as a termination or withdraw from the program. Depending on the amount of training provided will determine the tuition amount owed to EvelineCharles Academy, student or the financial lender.

As per The Private Vocational Training Act Retention Act – Retention and Repayment of Fees (Extract – Alberta Regulation 341/2003) (Consolidated up to 349/2009)

### Refund of tuition-after training begins

17(1) If a student contract is terminated after the vocational training begins, the licensee is entitled to the following amounts of tuition:

- (a) when 10% or less of the vocational training has been provided, 25% of the tuition;
- (b) when more than 10% but less than 50% of the vocational training has been provided, 60% of the tuition;
- (c) when more than 50% of the vocational training has been provided, 100% of the tuition.

### Payment of refunds

21(1) Subject to subsection (2), a refund of a student's tuition must be paid

- (a) to the student, or
  - (b) in the case of a student who has an outstanding student loan in respect of the vocational training for which the refund is being provided, to the lender that made the student loan.
- (2) If a licensee received payment of a student's tuition from a government, agency or person other than the student, any refund of the student's tuition must be paid to the government, agency or other person.
- (3) If a licensee is required to refund a registration fee or tuition, the refund must be paid not later than the earlier of the following:
- (a) 30 days from the day the student contract is terminated;
  - (b) the time period specified in an order of the Director.

## GRADUATION REQUIREMENTS

Students are informed of their graduation requirements early in their program, ensuring that there is a complete understanding of what they need to accomplish during their time at the Academy.

EvelineCharles Academy grading scale:

96 – 100%	Greatly Exceeds Minimum Standard (HONOR ROLL)
86 – 95%	Exceeds Minimum Standards
70 – 85 %	Meets Standard
Below 69%	Does Not Meet Minimum Standard (Failing Grade)

### EXAMS/PROJECTS

Incomplete or missing projects, practical work, and exams will result in a grade of zero, which will be averaged into the student's final mark. There is no make-up exam if a student misses a test, even with a doctor's note. If a student shows up after the start time of the exam the student will not be allowed to write which result in a grade of zero.

Cheating and/or Plagiarism on any exam, project, or EvelineCharles Academy assignment, will result in immediate expulsion. **This is a ZERO TOLERANCE policy!**

### GRADUATION REQUIREMENTS

In order to graduate from the course of instruction at the Academy, the student must complete the following:

- Complete the required "clocked" hours
  - 1400 hours for Cosmetology
  - 1280 hours for Professional Advanced Esthetics
- Maintain a minimum overall mark of 70%
- Complete the required quotas
- Complete all tuition and fee obligations
- Complete an exit survey

### EXIT SURVEY

Students are required to participate in an exit survey given to the student by email from the Academy Director prior to leaving the school. If the Academy Director feels that an interview is required following the survey, the student will be contacted.

## Student Dress Code

Creativity is always encouraged within the realms of the Academy dress code. The philosophy of EvelineCharles Academy is to develop the students' sense of professionalism as they begin their journey in the beauty industry. To be a professional one must present an image consistent with that of a fashion forward, confident beauty service provider.

If a student's attire does not meet Academy Student Dress Code, they will be issued a first warning and sent home. The hours missed will count against GRACE Time and will need to be made up at the end of the program. Please see GRACE HOURS Page 22 in this handbook for further details. If this situation occurs a second time, the student will be suspended for one day, which will also count against GRACE HOURS and repeated violations of Academy dress code could result in probation and/or termination.

### **COSMETOLOGY (Hairstyling and Barbering)**

- Students must wear 100% BLACK
- Clothing must be professional, clean, and free of stains and tears.
- All students will be issued identification badges which are to be worn at all times while at the Academy. If an identification badge is lost, students must replace the badge immediately with the cost to replace the badge being \$10.00. Your instructor and the Student Services office should be notified immediately.
- Tank tops, sleeveless tops, crop tops and spaghetti strap shirts are NOT acceptable.
- Skirt hemlines must be no shorter than 2 inches above the knee.
- Students must wear tights or socks by October 1<sup>st</sup> or the first snow fall (whichever arrives first). Bare legs are allowed as of April 1<sup>st</sup> or when the snow is completely off the ground (whichever comes first).
- Shoes must be black, closed toe, clean, comfortable, professional looking and free of anything that could harm those around them. Athletic shoes, UGGs, Crocs, and other casual type outdoor wear is not allowed on the Academy floors when performing services or in the classroom.
- **Hair must be clean and styled before coming to school**, doing your hair when you arrive during school hours is not permitted.
- Extensions may be worn, however if they are untidy, un-kept, do not look taken care of, or look natural you will be asked by an administrator or instructor to have them removed.
- Cosmetics must be applied prior to arriving at school using trend appropriate make-up and techniques, you **must** wear a minimum of 3 pieces.
- Accessories and jewellery must be black or metallic-toned. Jewellery that gets in the way of your work or is offensive to others will be asked to be removed.
- Please pay careful attention to breath and body odour. You will be working in close proximity of other students, instructors, models and guests. Be aware that smoking, certain foods, and your personal hygiene habits affect your scent. Breath mints are encouraged, but gum is not permitted on site.

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- In the event of excessive body odour, you will be addressed and possibly asked to go home. If this becomes a persistent issue you may not be able to practice on classmates or guests until it is resolved.

## **PROFESSIONAL ADVANCED ESTHETICS**

- Students must wear black scrubs.
- Clothing must be professional, clean, and free of stains and tears.
- All students will be issued identification badges which are to be worn at all times while at the Academy. If an identification badge is lost, students must replace the badge immediately with the cost to replace the badge being \$10.00. Your instructor and the Student Services office should be notified immediately.
- Skirts of any length are **not** permitted for Esthetic students.
- Shoes must be black, closed toe, clean, comfortable, professional looking and free of anything that could harm those around them. Athletic shoes, UGGs, Crocs, and other casual type outdoor wear is not allowed on the Academy floors when performing services or in the classroom. **High heels and boots are NOT permitted for Professional Advanced Esthetics students. Professional Advanced Esthetics students should be wearing flat, soft-soled shoes.**
- **Hair must be clean and styled before coming to school.** If worn up, hair must be clean, neat and stylish- we do not allow messy buns. Doing your hair when you arrive during school hours is not permitted.
- Students that have long hair (touching their shoulders or longer) must be put up for all guest services and class services.
- Cosmetics must be applied prior to arriving at school using trend appropriate make-up and techniques, you **must** wear a minimum of 3 pieces.
- Please pay careful attention to breath and body odour. You will be working in close proximity of other students, instructors, models and guests. Be aware that smoking, certain foods, and your personal hygiene habits affect your scent. Breath mints are encouraged, but gum is not permitted on site.
- In the event of excessive body odour, you will be addressed and possibly asked to go home. If this becomes a persistent issue you may not be able to practice on classmates or guests until it is resolved.
- Lab coats and Smocks are not required during theory instruction in the classroom. Lab Coats and Smocks can be purchased at specialty Uniform Stores such as Accuwear Uniforms or online such as ScrubsCanada.ca
- Artificial nails are not to be worn by any **Esthetics student** during the manicure section of their course as services are going to be administered on one another. You will be notified by your instructor as to when you can reapply your artificial nails. Artificial nails are to be a professional length, as determined by your instructor and must be maintained. For both natural and or artificial nails chipped nail polish is not acceptable and will be removed.
- Accessories and jewellery must be black or metallic-toned. Jewellery that gets in the way of your work or is offensive to others will be asked to be removed.

STUDENT STANDARDS, GUIDELINES & POLICIES

**PROFESSIONAL CONDUCT**

The EvelineCharles Academy prides itself on maintaining a professional standard of behaviour to be followed by all students and staff. Academy staff will review these behavioural expectations on the first day of classes to ensure complete understanding of the professional code of conduct and the corrective actions that result from not adhering to these standards.

These guidelines were developed to protect staff and students and to establish a culture of respect.

- No foul language or disruptive behaviour towards instructors, fellow students, employees, or Academy guests.
- Students cannot attend classes or clinics that they are not assigned to.
- Student ID cards must be worn and visible at **all times**.
- All supplies and books must be brought to class at all times. If a student leaves class after clocking in to get their supplies, they will be marked late. Their time clock will be adjusted to reflect the time they return to class prepared.
- Students cannot refuse guests.
- The Academy does not tolerate inappropriate language and slandering of its instructors, staff and processes.

**SOCIAL MEDIA**

Students and staff are restricted from befriending each other on their private social networks including, but not limited to, Myspace, Facebook, Instagram, etc. If staff and students each have business/professional accounts, they may follow each other, however, communication between all students and staff is to remain within the realms of a student-staff relationship.

**FAIRNESS AND RESPECT**

EvelineCharles Academy believes that no one has the right to interfere with the learning, safety or well-being of another individual. EvelineCharles Academy is a safe and positive environment where Students, staff, guests and visitors are respected. Only absolute respect for guests, peers, and staff will be tolerated. All of the topics relating to Fairness and Respect are critical to the well-being and learning of everyone at EvelineCharles Academy. As a result, any violation of these policies as described in this manual may result in suspension and/or termination.

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## **ZERO TOLERANCE**

The Academy exercises **ZERO TOLERANCE**. The Academy property is monitored by video cameras at all time. Any student that engages in the following behaviours will be terminated immediately from the program and will be legally and monetarily responsible for any criminal acts.

- Abuse (emotional, verbal/written & or physical) towards instructors, students, and any employees of EvelineCharles Academy. This can include but is not limited to intimidation, harassment, bullying, name calling and hazing, either in person or on Social Media.
- Stealing, defacing or damaging Academy equipment or property, or the property of others.
- Plagiarism and or cheating on assignments or exams.
- Drugs and or Alcohol
- Falsification of time clock hours- see GRACE HOURS

## **DRUGS AND ALCOHOL**

EvelineCharles Academy has a zero tolerance policy for drugs and or alcohol abuse. For the safety of EvelineCharles Academy students and its guests, drug use, possession, or sales are not allowed. This includes alcohol, abuse of prescription and or illegal drugs. Students whose behaviour is influenced and/or suspected to be influenced by the use of non-prescription or prescription drugs, alcohol, or any unknown substance (including before school, during school, on a field trip or at any EvelineCharles Academy event) will be asked to leave the premises immediately and will be subject to suspension. Students must be mentally alert with a clear state of mind.

## **SEARCH POLICY**

Students understand and agree that the policies and procedures of the school are clarified with respect to the following limitations on their privacy:

- Lockers provided for student use belong to the Academy and are subject to search by school or police officials at any time for any reason.
- By entering onto the premises of the Academy, students agree that they and any parcels, excluding addressed sealed envelopes but including handbags, briefcases, purses, or other items and personal belongings they bring with them are subject to reasonable search by school personnel at any time for any reason.
- EvelineCharles Academy students are presented with a lock for their locker thus allowing the Academy the right to a student's locker in a search situation if needed.

## **EQUAL OPPORTUNITY**

EvelineCharles Academy maintains a commitment to equal opportunity. The Academy prohibits any form of discrimination with respect to gender, race, color, religion, age,

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marital status, national or ethnic origin, disability, sexual orientation, or any other status protected under local and federal law.

All of the Academy's protocols, privileges and programs comply with this policy and commitment. Everyone at the Academy is expected to follow the principles of this policy. Any violation of this policy should be immediately reported to the Academy Director and will be promptly investigated.

## **CORRECTIVE ACTION**

Students who do not adhere to or violate the Academy Standards of Professionalism, Code of Conduct, Policies and related Procedures are subject to corrective action by Academy Administration.

### **1<sup>st</sup> Violation: Warning**

The instructor will formally write up the violation on the Strive for Success form, and discuss the violation with the student. This warning may result in dismissal for the day, and any time missed will be applied to the student's Grace Time.

### **2<sup>nd</sup> Violation: Warning or Suspension**

The instructor will issue a final warning, record the violation on the Strive for Success form, and, where necessary, consult Academy Administration. A final warning may be issued. **Repeated violations will result in suspension, probation, and/or termination from the school.**

### **ZERO TOLERANCE: Termination from the Program**

Students who violate items noted in the ZERO TOLERANCE POLICY will be **immediately** dismissed from the program.

## **GRIEVANCE POLICY AND PROCEDURE**

When a student has a grievance that needs to be addressed, the student will be required to state the grievance in writing to the Academy Manager who will meet with the student within 5 business days of receiving the written grievance. A copy of the grievance and resolution will be given to the student and entered into the Academy's files. If the problem cannot be resolved, the grievance will then be referred to the Academy Director.

The Academy Director will receive and resolve each complaint/issue within 10 business days of receipt. If the grievance requires more information, a letter will be written to request clarification of the issues. Once all of the required information is in place, the Academy Director will act on the allegations within 15 business days. A letter will be sent to the student stating the steps taken to correct the problem, or providing information showing that the allegations were not warranted.



## STUDENT INFORMATION

### STUDENT AREA

The Academy provides Students with a microwave and a sink to allow students to enjoy their lunch. Students are responsible for maintaining the cleanliness of the area at all times. The Academy is situated in a mall where students have access to an array of restaurants.

### VISITORS

Visitors are to remain in the reception area and are **not allowed** in the classroom, student area or on the clinic floor unless they are receiving a service. This is a zero tolerance policy. Repeated violation of this rule could result in immediate termination from the program.

### LOCKERS

Personal belongings and supplies should be stored in a designated locker at the Academy. The Academy is not responsible for lost or stolen items. You must use the lock provided by the Academy, if you use your personal lock you must provide us with the combination otherwise it will be cut off.

When a student leaves the program, due to graduation, transfer, withdrawal, or termination, they are required to take all of their belongings with them. Their locker must be emptied within 5 business days of departure. If the locker is not cleaned out, a locksmith will be called to remove the lock and the student will be charged for the lock removal service. Unclaimed items left in lockers or at workstations will be disposed of after 30 days.

### CAREER KITS AND LAB

Students receive an EvelineCharles Career Kit, including textbooks, which is presented to them throughout their program. Students must inventory and label their kit immediately upon receipt, and sign-off that their kit has been received in its entirety and in good condition. Students must immediately inform their instructor of any missing or damaged items, at this time. They will be replaced by the Academy at no additional charge. Missing or damaged items that are not immediately reported will NOT be replaced by the Academy. **After the initial sign-off, EvelineCharles Academy is not responsible for lost, missing or stolen Career Kit items. It is the responsibility of each student to repair or replace any damaged or missing kit items.** The student must endeavour to replace missing or damaged tools within 24 hours.

Students must have their kit and all of its contents available at all times during school hours. The Career Kit is to be used on clients at the Academy and is not intended for personal use during the course.

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Part of a student career kit includes login access to our Online Learning Platform, LAB by Pivot Point. In order to have access to the platform while on school premises, **students must provide their own Laptop or Tablet** and bring it to school each day.

The kit cost of \$2800 for Cosmetology and \$2900 for Professional Advanced Esthetics is to be paid by the Student. If the Student chose Student Aid as their funding option, please note: the kit amount will be deposited to your account and **will not go to the Academy directly.**

**It is the Student's responsibility to pay for their Professional Career Kit and Books.**

## **CELLPHONES**

Please make all phone calls either prior to the start of class time, after dismissal or at lunch/breaks (not in Academy). Do not bring cell phones to the classroom. Personal phone calls will not be taken at the front desk or in any office except in an emergency.

## **FOOD AND GUM**

Gum chewing is not permitted inside EvelineCharles Academy at any time, breath mints are always encouraged. All food will be consumed either in the classroom on Students' break or outside the premises. No food is allowed on clinic floor. Fridges are not available, however, an insulated lunch bag with an ice pack is recommended for those requiring a cool environment.

Students are permitted to eat and drink in the classrooms during break and lunch times only. Water bottles and beverages are allowed in the classroom, not on the clinic floors. All food and related debris must be removed from student area tables and surfaces before heading back to class. Popcorn is never allowed on Academy premises.

## **SMOKING**

EvelineCharles Academy has a no smoking policy with designated areas existing outside the malls. The No Smoking Policy is strictly enforced. If staff or students wish to smoke, they must leave the building and cover all reference to EvelineCharles Academy on their attire. Upon returning, they must brush their teeth and wash their hands. Esthetic students: Smoking in lab coats is strictly prohibited. Violation of the Academy's No Smoking Policy is subject to expulsion from the program.

## **PRODUCT DISCOUNT**

Product purchases are available for active and enrolled students; they receive:

- 20% discount on any regularly priced products

Discounts are not eligible on gift sets or already discounted merchandise.

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Revised January 1, 2021

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## **PERSONAL SERVICES**

EvelineCharles Academy students are eligible for personal services to be done within the Academy at a 50% discount Monday through Thursday only. Personal services are not allowed on a Friday or Saturday. Students who do come in for a service on these days must pay full price as these are the Academy's busiest clientele days. While in school any service provided needs to be signed off by an instructor.

## SERVICES & ASSIGNED WORK

### **SERVICES AND ASSIGNED WORK**

- All services or work performed by students must be assigned by and performed under the supervision of an instructor.
- All services and work must be evaluated by an instructor
- Students may not refuse an assigned service or they will be dismissed for the remainder of the day. This will count against grace hours.
- Student Career Kits are for performing assigned services only.

### **GUEST SERVICES**

Guests of the Academy are imperative to the success of the program. They provide the means to test student's practical skills and to complete their required quotas. Even though we are a learning facility, we must provide the highest quality of customer service and a warm friendly environment for our guests. A happy customer is a return guest. Students will follow the Academy's "Guest Service Standards"

### **APPOINTMENTS**

The Academy operates primarily by pre-booking appointments. However, walk-in guests are welcome, given the student availability, on a first-come, first-served basis. Appointments can be booked through by calling the Academy main line at 780.409.1373 (Edmonton).

### **GUEST RELEASE FORM & CUSTOMER SERVICE CHECKLIST**

It is each student's responsibility to ensure that a guest release form is filled out prior to the arrival of a guest. Students must finalize each guest release form upon completion of a service. The instructor will review and then sign-off the guest release form,

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confirming the student's completed work. The guest release form is submitted to the front desk, indicating all services received and the related costs, these must have brought to the front desk in order to complete the transaction.

## **WAIVER AND INDEMNIFICATION**

Student acknowledges that as part of the course of instruction, Students may practice by performing services on each other. Student accepts all risks of injury due to another Student's negligence or lack of skill, further, student hereby waives any claims that he/she may have against the Academy that may arise out of one Student performing services on another, and further hereby agrees to hold the Academy harmless against any claims arising out of the services performed by Student for any other person, and on himself/herself. Such indemnification includes costs and expenses including reasonable legal fees which may be incurred by the Academy in enforcing the terms of this contract.

## **ACADEMY HOUSEKEEPING**

As part of the professional experience at the Academy, students will be assigned job duties to support the day-to-day activities of the Academy. These job duties allow students to experience firsthand the responsibilities associated with running a successful and well-maintained salon and spa.

Students must keep educational materials, workstations and classroom areas as well as student lounge clean, sanitary, and free of clutter. Students must clean their station, including the floor, after each service. Hair must be swept up immediately after a service is completed and before blow-drying. These jobs will also consist of working in the Dispensary, serving guests, doing laundry, and other related tasks. Estheticians will be required to do the same in all their areas of service, including keeping wax off the floors, as well as doing laundry.

Cleaning duties are completed daily and are ongoing throughout the course of a student's program. Students are not permitted to leave campus until all work stations, classrooms and student lounge areas are tidied to EvelineCharles Academy standards, as determined by the instructors.

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# EVELINE CHARLES ACADEMY

## TIPS

Tips from clients are always collected at the front desk and calculated on a bi-weekly basis. Upon graduation, students have one week from their last day to pick up their tips. All tips left after this one-week grace period will be donated to charity.

## ACADEMY SAFETY

### SAFETY IN SERVICES

By following safety precautions, you contribute to the health, welfare, and safety of the community. Safety is a priority at EvelineCharles Academy and all students are encouraged to take an active role in maintaining a safe environment. A first-aid kit is located at the front desk if needed. Follow safety regulations and keep equipment properly sanitized. To avoid accidents and injuries, students are required to take preventative measures by:

1. Protect the guest's clothing by appropriately draping them
2. Keep any and all chemicals away from eyes. In case of eye contact with chemicals; thoroughly rinse eyes at the eyewash station located in the dispensary.
3. Wear gloves when handling chemicals.
4. Using equipment properly
5. Strictly following manufacturer's directions when using chemicals and products
6. Immediately wiping spills found on the floor or counters
7. Assist the elderly or disabled guests
8. Keeping all aisles and areas around work stations free from personal items and debris
9. Immediately reporting building and equipment safety hazards to administration personnel
10. Ensuring they are familiar with fire extinguishers and emergency exit.
11. Students are not allowed in the Medical Laser room without an instructor's permission

### SAFETY REPORTS

For all minor or serious accidents, an Instructor or staff member must be called to the scene to gather the following information and submit a written report to the Academy Director. **"Incident Report Forms"** are available at the Front Desk

## **MEDICAL EMERGENCY**

In case of a medical emergency, the student will notify an Instructor or any other staff member immediately and he/she will contact 911. If a student has to be rushed to the hospital, EvelineCharles Academy will provide the EMT with the student's emergency contact information.

## **MEDICAL (NON-EMERGENCY)**

All accidents must be reported to an Instructor or staff member who will attend to the injured party to determine if professional medical attention is required. If there is any doubt, staff must recommend that the injured person seek medical attention. An incident report must be completed by the individual attending to the situation. All incident reports must be kept on file.

## **FIRE SAFETY**

The Academies are fully equipped with an alarm system directly connected to Emergency Services. Whenever a fire is detected, a continuous siren will sound and students and staff must:

- evacuate the building immediately
- instruct guests to evacuate the building
- assist guests who need help evacuating
- walk to designated areas located outside
- only re-enter building when it is deemed safe by the Fire Department

## **FIRE DRILLS**

From time to time, fire drills will be conducted in conjunction with the local Fire Departments. All staff and students must follow normal procedures in evacuating the building. Only the Fire Department can give clearance for re-entry. Use above noted guidelines for evacuation procedure.

## **EMERGENCY EXITS**

The Academy has designated emergency exits that are well marked and reviewed during student orientation and regular fire drills. All students and Academy personnel should familiarize themselves with the fire exits throughout the Academy.

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## ATTENDANCE POLICIES GRACE AND OVER CONTRACT HOURS

The programs at the Academy are regulated by the government, and therefore, attendance is mandatory. Being prompt and on time is critical to a successful career in the Beauty Industry. EvelineCharles Academy has very high attendance standards policy similar to high end salons and spas. Attendance is monitored and recorded in each students file.

### **GRACE HOURS**

GRACE Hours are the maximum amount of hours you are allowed to use for days absent from the academy, as well as late arrivals for the entire duration of your program. The following is a breakdown of the GRACE hours for both full-time programs.

**Hair Styling and Barbering:** maximum of **30 Grace Hours**.

**Professional Advanced Esthetics:** maximum of **20 Grace Hours**.

When a student has only 10 hours of GRACE hours left for the remainder of the program, they will receive a warning from their instructor or Academy Student Services advising them of the situation. Once a student has exhausted their GRACE hours, they may be expelled from the Academy without warning or appeal. The student is still required to complete the missed hours.

### **MEDICAL EXCUSED ABSENCES**

If a student is absent due to a medical condition provided that the student submits a doctors note directly to the Director of Operations, we can accommodate up to 70 hours outside of the allotted Grace Hours. **The student will not be charged the over contract fees for these hours, however, the student is still required to complete the missed hours.**

### **OVER CONTRACT HOURS**

Under some circumstances, a student who has exhausted their GRACE HOURS may remain in the Academy at the discretion of Academy Administration by signing off an attendance contract. They are required to pay **\$20.00 per hour** for additional instructional time above and beyond their Grace Hours. Hours will be calculated monthly if a student has a balance in regards to being over contract they will be billed at that time and make up the hours at the end of the program in a consecutive day format.



## **ATTENDANCE PROCEDURES**

### **Tracking and Documenting Attendance Time**

Students' hours of attendance are tracked via computer. Students are issued a password on the first day of class and are required to clock in and out to track their time at the Academy each day. Documentation of student attendance is extremely important to ensure that students meet their graduation requirement, and the timeclock is the method by which the Academy verifies student attendance.

Students are expected to:

- Clock IN upon arrival each morning
- Clock OUT at the end of the day

After the first week of classes, a student's time clock will NOT be adjusted in the event that the student forgot to clock in or out. Hours not accounted for by the time clock will be counted as absent, and considered part of the student's Grace Time. The EvelineCharles Academy will only issue credit for hours that are properly documented. The school will not recognize undocumented hours.

**Falsification of hours for yourself or another student will result in expulsion from the EvelineCharles Academy – see ZERO TOLERANCE policy.**

## **ATTENDANCE FORMS**

Appointments at the Academy are pre-booked on the understanding that students will be present to perform the desired services. If a student is going to be absent or late, their instructor needs to be notified immediately. If a student is late or absent, they must complete the relevant attendance form, have it signed by their instructor and submit it to Academy Administration for insertion in their student file.

## **ABSENCE POLICY**

Students are required to contact the Academy on the morning of an absence due to illness or other unforeseen circumstances before 8:00am. No shows without an email will result in a suspension.

For the purposes of Student Aid Alberta funding (student loans), Alberta Private Vocational Institutions must consider a funded student as withdrawn under any of the following circumstances:

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As per The Alberta Institution Designation Agreement

[https://studentaid.alberta.ca/media/7299/alberta\\_institution\\_designation\\_agreement\\_aida.pdf](https://studentaid.alberta.ca/media/7299/alberta_institution_designation_agreement_aida.pdf)

6. If a student withdraws from full-time studies or changes to part-time studies, as defined by the *Canada Student Financial Assistance Regulation* and *Alberta Student Financial Assistance Regulation*, the Legal Owner:

(a) will notify the Minister of the date of withdrawal or change to part-time studies in accordance with "The Withdrawal From Full Time Studies" section of the "Educational Institution Procedures" manual.

(b) will refund any unused portion of tuition calculated in accordance with the requirements of the *Private Vocational Training Regulation* to the service provider holding the student's loan, within 30 business days of the date of withdrawal in accordance with the requirements of the *Private Vocational Training Regulation* in the manner set out in the Institution's procedures manual,

(c) If the student does not attend classes for 5 consecutive business days and has not notified the Institution of his or her withdrawal, the Institution will consider the student as having withdrawn effective the first day of absence and shall notify the Minister in accordance with this section.

**If you are going to be late or absent, please email:**

**Edmonton:**

[edm.absent@evelinecharles.com](mailto:edm.absent@evelinecharles.com)

## **LATES AND PUNCTUALITY**

Part of our role in preparing Students for a career in the beauty industry is teaching them how to be punctual, as this is on the job training. There are no companies out there that would continue to allow someone to be late and not let them go. If a student is later than 9:00 am without notice, he/she will not receive any hours until after lunch.

The following procedures must be adhered to immediately upon the late student's arrival:

- document time by clocking in on the computer
- obtain a Strive for Success Form from Academy Student Services
- complete the form, obtain your instructor's signature, and submit it to Academy Student Services
- report directly to class

Missed time as a result of tardiness is documented as part of the student's Grace Time and **must be made up**. A one half-day suspension is the consequence for 3 late arrivals.

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If a pattern of tardiness persists, the student may be placed on a contract and possibly terminated from the program.

## **ATTENDANCE ON FRIDAYS AND SATURDAYS**

EvelineCharles Academy maintains a student clinic for hands-on, real life learning. These days are extremely important not only due to the amount you will learn, but also our guests depend on these booked appointments. Repetitive absences on these days will be grounds for termination from the program. Remember, this is valuable time learned for your future career as an Industry Leader.

## **LEAVING EARLY**

Students leaving early must:

- obtain and complete an Strive for Success Form to be signed by your instructor
- clock out for the day
- give your completed and signed form to the Academy Student Services

**Missed time is documented and must be made up.**

## **NOTICE OF EXPECTED ABSENCE**

Students that are aware in advance of a planned absence must:

- notify their instructor of the absence in advance (30 days is requested)
- obtain and complete a "Notice of Expected Absence" form to be signed by your instructor
- submit the completed form to the Academy Manager & Academy Administrator

## **VOLUNTEER HOURS**

Situations can arise in which students are able to volunteer their time over and above school hours. In these situations, we will honour those hours towards their required time to complete their program. Students selected for volunteer hours must have good attendance and grades to be considered for these special events.

POST GRADUATION

**ACCESS TO STUDENT RECORDS**

Students and parents or legal guardians of students under the age of 18 have the right to:

- Inspect and review the student's education records to ensure accuracy,
- Consent to the disclosure of personally identifiable information contained in the student's education record, beyond this information the Privacy Act authorizes disclosure of which without consent.

The Eveline Charles Academy requires a written release, signed and dated by the student or parent/guardian before releasing any information from the student's academic or financial files. Students must allow reasonable time to assemble records of not more than 30 days.

**TRANSCRIPT REQUESTS**

All students have the right to view their transcripts with proper notification. To receive a copy of an academic transcript from the EvelineCharles Academy, students must submit a written request with a \$20.00 cheque or money order payable to the EvelineCharles Academy.

Transcript requests should be sent to:

EvelineCharles Academy

8882 170 Str. NW, Unit 2047

Edmonton, Alberta T5T 4J2

**Official transcripts will be withheld if tuition or fees are outstanding.**

**LIFELONG ALUMNI ASSISTANCE**

EvelineCharles Academy cannot guarantee employment nor can we guarantee rate of pay upon graduation. Students are encouraged to find jobs which are posted online at <http://careers.evelinecharles.com> EvelineCharles Academy Alumni are invited to join our Facebook alumni page and on our contact list, to always be in touch with what is going on after they graduate. It also allows us to invite our alumni to hear international guest speakers and other amazing events.

# EVELINE CHARLES ACADEMY

## STUDENT CONTRACT

### Acceptance of the Student Handbook: Standards, guidelines, policies and student information

I have read the information in the Student Handbook and understand the Standards, Guidelines, Policies and student information provided.

I acknowledge that my educational training, tuition, books & kit fees and over contract hour fees will be governed by the **EvelineCharles Academy Standards, Guidelines, Policies and Student Information**, the **Private Vocational Training Act** and the **Alberta Institution Designation Agreement**.

I acknowledge that any violation of the Standards, Guidelines, and Policies set out in the student handbook can result in written warnings, suspension and/or possible termination.

I understand the Grace and Over Contract Hours policy and fee structure.

EvelineCharles Academy reserves the right to make changes in the curriculum, equipment and/or kits in order to reflect industry trends, technology and feedback from employers and graduates to benefit enrolled students. We also reserve the right to substitute or replace instructors, cancel or postpone all programs and courses when enrolment is insufficient due to uncontrollable circumstances. In the case of the EC Academy facility may be changing location within the term of their contract, students will be provided 30 days' notice to adjust to this new location.

I agree to the release photos taken during the course of my program and I give EvelineCharles Academy permission to use the said photos on social media accounts and publications.

This contract will start the date you sign this contract and end on your program end date.

Program Start Date: \_\_\_\_/\_\_\_\_/\_\_\_\_ Program End Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

\_\_\_\_\_  
Student Name Signature Date

\_\_\_\_\_  
Guarantor Name Signature Date

**\*A Guarantor is required to co-sign this contract if you are under the age of 18 and will assume all of the financial commitments laid out in this handbook.**

\_\_\_\_\_  
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Academy Advisor Name

Signature

Date

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