



## **Student Handbook**

**Aiken School of Cosmetology and Barbering**

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Aiken, SC 29801

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**[www.ascandb.com](http://www.ascandb.com)**

## WELCOME STATEMENT

A letter from the President of Aiken School of Cosmetology and Barbering, Angela B. Morrison:

Welcome to Aiken School of Cosmetology and Barbering!

It is a pleasure to have you as a member of our team as you begin to embark on your journey of growth, education, and achievement with us. You will be consumed with questions and concerns about your education, the school, what's expected of you, school policies, school operations, and benefits.

It is important to me that you get as many of the questions and concerns answered as quickly as possible so that you are able to settle in and focus on developing your career education with us.

The handbook was designed to answer many of the questions in a clear and concise manner. It was also created to give you a guideline of how the school operates.

The handbook is the foundation upon which this school was built. It regulates the quality in our school and insures the present and future success of our organization. The handbook is yours to keep...learn it well! It will facilitate your success in achieving a quality cosmetology or barbering education.

The single most important asset at Aiken School of Cosmetology and Barbering is its people. Their attitude, drive and most importantly their performance determines how fast and how far the school and its employees will grow. **You are now a member of our team.**

I'm sure you will find this handbook helpful. If after reading it you still have unanswered questions, please ask immediately. It is important that every aspect is clear to you.

All of us at Aiken School of Cosmetology and Barbering look forward to having you with us on your journey of growth, education, achievement and success. Through our students' successes, we will measure ours. We are the trainers of **winners** in hair, skin, and nail care. We want you to be a winner. Best wishes towards your new career.

Sincerely,

*Angela B. Morrison*  
**President**

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## **SCHOOL HISTORY AND PHILOSOPHY**

Aiken School of Cosmetology and Barbering was founded on December 5, 2005 by Angela B. Morrison. The institution was established to provide the CSRA area with quality education in the field of cosmetology and barbering.

The school believes the students will benefit from individual and group instruction.

Aiken School of Cosmetology and Barbering offers the best possible education in the field of cosmetology and barbering. This education will prepare each student to be employable in the job market.

## **MISSION STATEMENT**

The mission of Aiken School of Cosmetology and Barbering is to prepare each student for a career in Cosmetology, Nail Technology, Esthetics, or Barbering. As well as to prepare the student with all the skills needed to pass the South Carolina State Board examination.

Also, to prepare students with not just the basics of Cosmetology, Nail Technology, Esthetics, or Barbering but the most advanced techniques available in their field. This will prepare students to be employable in the job market.

Aiken School of Cosmetology and Barbering

**ACCREDITATION AND LICENSING**

Aiken School of Cosmetology is licensed by:

**South Carolina Department of Labor, Licensing,  
And Regulation Board of Cosmetology  
And  
South Carolina Department of Labor, Licensing,  
And Regulation Board of Barber Examiners**

110 Synergy Drive  
P.O. Box 11329  
Columbia S.C. 29211-1329

Phone: 803-896-4494

Accredited by:  
**Council on Occupational Education**  
7840 Roswell Road  
Building 300, Suite 325  
Atlanta, GA 30350

(770) 396-3898  
1 (800) 917-2081  
Facsimile (770) 396-3790  
[www.council.org](http://www.council.org)

Licensure is displayed outside the office facility.

**CHAPTER 1  
STUDENT POLICIES**

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## **CHAPTER 1 STUDENT POLICIES**

### **NON DISCRIMINATION**

The school and its management personnel recognize and offer equal opportunities in all activities of recruitment, employment, promotions, transfers, and termination. All employees are in accordance that no person shall be discriminated against because of race, color, religion, age, sex, creed, origin, sexual orientation, disability or marital status.

### **SEXUAL HARASSMENT**

The school regards sexual harassment and sexual discrimination as a severe infraction of policy. Acts of sexual harassment, such as sexual flirtations, propositions, advances, or any other sexually graphic activity or language displayed at school is prohibited. Such acts will result in disciplinary action or expulsion. Complaints of sexual harassment should be directed to your mentor or another member of the staff. All complaints should be submitted in writing at which time appropriate action shall be taken.

### **CONFIDENTIAL INFORMATION AND SCHOOL RECORDS**

Part of the school's success depends on collecting and utilizing pertinent information in the form of manuals, business records, personnel and customer data. It is forbidden for any student to misuse or steal school information. Violation of policy will result in disciplinary action, dismissal, and/or legal action.

### **DRESS CODE AND PERSONAL IMAGE**

The cosmetology and barbering industry, like other fashion related industries, set current trends. The school recognizes the importance of current trends in hair, make-up, clothing, along with personal hygiene and grooming, in making a professional image. The school insists that each student contributes to the total school image by adhering to the following guidelines:

1. Hair shall be clean, properly styled, and make-up shall be applied prior to assigned reporting time.
2. Fingernails shall be clean and well manicured.
3. The body and mouth shall be free from unpleasant odors.
4. All students are required to furnish their own uniforms. Aiken School of Cosmetology and Barbering requires that students adhere to the school's current uniform regulations. Any student who arrives at school not in uniform will be sent home.
5. All students are required to wear a nametag. This is considered to be part of the uniform.

## COMMUNICATIONS

Communication, as in all areas of life, is essential for growth. The responsibility for open and constructive dialogue belongs with the staff as well as with all students. The accompanying policies should encourage communications.

1. **Open door policy.** An open door policy is acknowledged and practiced by all levels of management. Students should feel free to meet with any staff member. Ask your instructor for persons to direct your questions, complaints, suggestions or problems. Your input is appreciated.
2. **Re-occurring problems.** When addressing a severe or re-occurring problem, please present it in writing to the school administrator or owner.

## SCHOOL HOURS

School hours for **day classes** are 8:30am to 3:00 or 8:30 to 5:00pm, Monday through Friday, School hours for **evening classes** are 5:00pm to 10:00pm, Monday through Thursday. Day students receive a 30 minute lunch break. There are no breaks during the evening classes. Any day student arriving after 8:45am will be considered tardy. Any evening student arriving after 5:15pm will be considered tardy. Punctuality is required. The number of tardies will be totaled at the end of each month. **Three tardies for a student in any one month will result in a one day suspension, and an additional day for each additional tardy for the month. At their discretion, instructors will determine the actual suspension date or request a specific academic project as an alternative to the suspension.**

## LEAVING SCHOOL

Students **should not leave school without permission and knowledge of instructor** or management personnel. Students should leave only on scheduled lunch breaks or when released for the day. Students must clock out if they leave the building.

## DOWN TIME

When not scheduled with a client, the school expects each student to contribute to the school operations in cleaning, organizing, and helping with any other school duty that may be assigned by the instructor.

## VACATION AND HOLIDAYS

The school recognizes the following holidays through the year. The school will be closed for the week of July 4<sup>th</sup> and the week between Christmas and New Year's:

New Year's Day  
Martin Luther King  
Good Friday  
Memorial Day  
Labor Day  
Christmas Day(week after)

President's Day  
Spring Break (week)  
Independence Day (Week)  
Thanksgiving Day

## **ATTENDANCE**

A student contracts for specific enrollment dates. If the period of enrollment is exceeded, an additional fee of **\$10.00 per hour** will be charged for all hours clocked after contracted graduation date. Students must maintain a minimum **67%** attendance. VA students must maintain a minimum of 80% attendance.

**If the student is going to be absent, the student must make personal notification to the school.** Any time a student knows beforehand that he/she must be absent; it is the **responsibility of the student to let their instructor know**, prior to the known absence.

**Each student is responsible for clocking in or out honestly.** Taking more than the allowed break time will result in missed hours. If you miss a break, adding it to another break time cannot retrieve that time.

## **TUITION**

The monthly tuition payment is **due on the 1<sup>st</sup> of the month or the first day of class of the month, whichever comes first. After the 3<sup>rd</sup> or the 3<sup>rd</sup> day from the first day of class of the month; a \$5.00 per day late fee will be applied to your account and expected to be paid in full with the tuition payment.** There will be a \$35.00 charge automatically added for any returned check.

All fees must be paid before the student completes the required course hours in order for the student to receive their school diploma and/or transcript.

The South Carolina State Board requires that the student take and pass a written and a practical exam to become licensed. The student is responsible for paying the exam fees.

## **GRADUATION**

A student must complete the required hours of instruction, maintain an average grade of 75% and complete the school's final written and practical exams to graduate. VA students must maintain at least an average of 80%.

## **SCHOOL APPEARANCE, ATMOSPHERE, AND CLEANING DUTIES**

School Image, as personal image, is very important in the cultivation of clientele. The objective of the school is to operate a pleasant, clean efficient and beautiful school. This can be insured by each student participating in regular and thorough sanitation practices in all areas of the school.

1. Reception Personnel. Dust, clean and organize the front desk and waiting area. Stock and display all retail products.
2. Student Personnel. All floors, work surfaces and glass should be free of dirt, dust, stains and fingerprints. Sanitize equipment according to state law requirements. See cleaning schedule and job description for specific duty

assignments. Each student is assigned monthly duties that must be checked off daily as it is a portion of grade.

### **PERSONAL PHONE CALLS**

Students may not use the school phone. Please inform your family and friends that they cannot call and ask to speak to you. They may leave a message for you. Remember the front desk person is not your personal secretary.

### **INVENTORY**

Inventory shall be stocked in an orderly fashion either in the school dispensary or at the reception desk. A count of school inventory, both retail and beauty supplies will be conducted regularly. The misuse of product through waste or stealing shall provoke disciplinary measures. Students are allowed to purchase products through the reception desk at a discount. Beauty supplies are not allowed to be purchased without management/instructor consent.

### **INCLEMENT WEATHER**

In case of inclement weather that inhibits students from reporting to school, it is important that each student should follow the weather report for Public School direction and follow accordingly.

### **SAFETY AND HEALTH**

It is essential to the health of all new students and clients that each person abides by prescribed health and safety precautions. It's each student's duty to report any accident to the management immediately.

#### **SAFETY AND HEALTH RULES**

1. Keep all equipment in safe, sanitary working order. Immediately report broken salon equipment.
2. Keep floors clear of debris, hair and chemicals to guard against tripping or slipping.
3. Promptly dispose of garbage, chemicals, or damaged materials.
4. Note where all fire exits are in case of fire.
5. Respect electricity; do not touch unknown breakers, outlets or wires.
6. Have emergency numbers posted at the reception area.
7. Follow all OSHA and state board (LLR) regulations and disinfection guidelines.

#### **EMERGENCY PROCEDURES:**

1. Call EMS or 911 when requested by a student or client.
2. Check student or employee file for "In Case of Emergency" form.
3. Notify family or person indicated on "In Case of Emergency" form.
4. No staff member may transport any student or client to the hospital. The individual must be transported by a family member, friend or EMS.
5. Provide student or client with the appropriate MSDS sheet, if applicable.

6. Complete an "Accident/Incident Report".

## **PLAN FOR IMPENDING DANGER**

### **1. Weather:**

- a. Follow local public schools lead in school closings based on news media information.
- b. Notification of news media by the president, administrator or campus director.

### **2. Explosion or Fire:**

- a. Evacuate the building.
- b. Notify appropriate authorities.
- c. Evacuation routes posted.
- d. Fire drills conducted.

### **3. Bomb Threats:**

- a. Evacuate the building.
- b. Notify appropriate authorities.
- c. Evacuation routes posted.

## **STUDENT ARTICLES IMPROPERLY STORED**

Kits, mannequins and tools left unsecured either on the station or in the sanitizer will be confiscated and become property of the school.

## **EXIT INTERVIEW**

Students graduating or being terminated must complete an exit procedure with the instructor and evaluation forms. No exceptions.

## **ABSENTEE – DROP POLICY**

It is the student's responsibility to contact the school within 2 days if a student is absent. There will be a ten day maximum absence without such notification. The student will be required to return to school on the 11<sup>th</sup> day or he/she will be dropped. If no contact is possible, the student will be automatically dropped on the 11<sup>th</sup> day. The student will be sent a letter if their phone has been disconnected. The letter will advise the student of the absentee-drop policy.

The ten day rule will be applied twice. After the second use, no contact attempts will be made and the student will be dropped on the 11<sup>th</sup> day.

## **EMERGENCY PHONE CALLS**

All emergency phone calls are to be handled by staff members. Front desk will refer all such calls to a staff member immediately. Students will not be called to the phone for emergency calls without a staff member present.

## **COURSE COMPLETION**

1. Mandatory labs and learning components must be completed in order to graduate. No grade for the subject area will be given until the lab has been completed.
  - a. **Test.** Make-up tests are for students who have attended the class but missed the test. To schedule a make-up test, see your instructor.
  - b. **Failed Test.** If a student fails a test after completing the class, these are the options:
    - i. Retake the next class and take the test with the class.
    - ii. Present and get approved all the completed homework, watch the class video and take the test on the next Tuesday.
  - c. **Classes.** If you are absent or miss a class, you have two options to obtain a score:
    - i. Retake the next class and take the test with the class.
    - ii. Present and get approved all the completed homework, watch the class video, and take the test on the next Tuesday. If the student takes this option and does not pass the class, the student must retake the next class and take the test with the class.
  - d. **Retesting for a Better Grade.** If a student earns a poor but passing score on a test, at the discretion of the Day/Evening Education Supervisor, the student has the option to retake the class and test with the class. The higher of the two scores will be recorded.
  - e. **Fashion Show** participation is mandatory, T-shirt purchase required.
2. State Board examinations (written and practical) must be completed on the assigned day. In the event the student is not prepared to take the examination, he/she will be sent home. No one will be allowed to return to school until he/she is prepared to take the assigned State Board examination.

## **APPEAL PROCESS FOR GRIEVANCES**

1. A written request for a hearing must be submitted to the administrative office.
2. Hearings are held before the staff.
3. Both parties must present their case.
4. Impartial staff members have the final decision.
5. If a majority of the impartial staff cannot reach a decision, the president will cast the deciding vote.
6. Further appeals will be handled by the SC Dept. of LLR, State Board of Cosmetology.

South Carolina Department of Labor, Licensing,  
and Regulation Board of Cosmetology  
110 Synergy Drive  
P.O. Box 11329  
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### **MAKE-UP HOURS**

**All students may receive make-up hours for time missed by attending Wednesdays and Saturdays (1<sup>st</sup> Saturday of every month unless otherwise noted).**

### **TRANSFER HOURS**

In order for a student to transfer to Aiken School of Cosmetology and Barbering, the following procedures will be followed:

- Normal enrollment procedures including presentations of proper identification documents and completion of enrollment forms and personal information data sheet.
- Student must submit their certified transcripts and letter of recommendation from an approved school, as well as official documents showing hours completed. Prior to enrolling. Documents certifying hours must come directly from the state board or school issuing hours. All documentation pertaining to previous training is kept in the student's file.
- Aiken School of Cosmetology and Barbering will accept transfer hours based on a freshman exam and are left at the discretion of the director based on grade. The grade will determine at what level the student will be brought into the program.
- Students will pay the cost of education on a monthly basis.
- All students must enter Aiken School of Cosmetology and Barbering at the beginner's level.
- There are no transfer hours between programs within the school due to the South Carolina State Board of Cosmetology and the South Carolina State Board of Barber Examiners regulations.

### **RE-ENROLLMENT POLICY**

A student may apply for re-enrollment with Aiken School of Cosmetology and Barbering. Normal enrollment procedures including presentation of proper identification documents, completion of enrollment form and personal information data sheet. The student must have satisfied their previous contractual obligations and re-enrollment must be approved by the director.

### **FIRE DRILL PROCEDURE**

1. All staff, students and clients evacuate the building according to the posted evacuation routes.
2. Students are responsible for assisting their clients in the evacuation to the student parking lot.
3. A staff member will perform a "roll call" to ensure all students have evacuated.

### **COMMUNICATION DEVICES**

In accordance with the Drug Free Workplace regulations, **no beepers, bag phones, cellular phones may be used for educational purposes only. Please do not bring any personal bags in to the building (including purses).**

### **STUDENT PARKING**

Student parking is available directly behind of the school, and public parking on the adjacent streets and is under the jurisdiction of the Aiken Public Safety.

### **MEDIA SERVICES**

The Media Center is located in the corner of the class room. Videos, CDs, Books, and additional support materials may be checked out on the media sign out sheet. The student must sign any of these items out and return them to instructor who will then sign them back in.

Also, there are two computers located in the break room for the students to use for additional testing and viewing of CDs.

### **SUPPLIES**

**No** outside products can be brought in to be used for services and no school products can be taken out of school.

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## **CHAPTER 2**

### **STUDENTS STANDARDS OF CONDUCT AND CHARACTER**

All students are required to conduct themselves in a professional manner. High standards of integrity and character are expected. A student will be asked to leave if their conduct is unbecoming or in discord with any rules of the school.

Students must treat each other, the staff and customers with respect. A friendly atmosphere makes for more pleasant surroundings, therefore, rudeness, gossip and trouble making will not be tolerated.

#### **DEFINITIONS/DESCRIPTIONS**

##### **SEXUAL HARASSMENT**

Sexual harassment such as, propositions, flirtations or advances either physically or verbally.

##### **CUSTOMER HANDLING SYSTEM**

Violation of customer handling procedures resulting in dissatisfaction or disservice to the client.

##### **HEALTH, SAFETY, COSMETOLOGY & BARBER BOARD RULES OR OSHA REGULATIONS**

Violation of health, safety, cosmetology and barber board rules, or OSHA regulations, or any activity that may indirectly create hazardous conditions.

##### **GROSS NEGLIGENCE**

Gross neglect or carelessness, which results in destruction of a clients, co-workers, or school's property.

##### **VANDALISM OR THEFT**

Purposely destroying or removing school, student, or client property from the premises.

##### **SCHOOL PROPERTY, RECORDS, OR INFORMATION**

Stealing, destruction, misuse, or unauthorized access to restricted property, information, or records.

##### **PERSONAL LITERATURE**

The distribution or solicitation of personal literature or business, such as memberships, during work hours and on the work premises.

##### **FALSIFICATION OF RECORDS**

The willful falsification of employment, client or school records, such as receipts, compensation records, or inventory reports.

**DISCOURTESY TO CLIENTS**

Discourtesies to clients, such as verbal-abuse, physical harassments or neglect in service, or any other direct violation or prescribed customer-handling policies.

**SERVICES TO CLIENTS**

Students cannot refuse to serve any clinic patron at any time for any reason. **No one that is not receiving service can be on clinic floor. No children left unattended. Everyone must sign in and par before service.**

**FIGHTING OR THREATS**

Verbal or physical threats or acts of violence against any persons in school.

**INSUBORDINATION**

Disrespectful language, actions, or refusal to follow direction from staff personnel.

**GAMBLING**

No gambling for any stakes during work hours or on school property.

**DRUG OR ALCOHOL**

No possession or use of drugs, including alcohol, on the school premises, before or during scheduled school time.

**MISSED HOURS**

Missed hours must be approved by the president of the school to be made up.

**CLASS TIME**

Monday-Friday from 8:30 am to 5:00pm for **accelerated day class**.

Monday-Friday from 8:30 am to 3:00 pm for **full time day class**.

Monday - Thursday from 5:00 pm to 10:00 pm for **night class**.

**CHAPTER 3**  
**CLIENT HANDLING PROCEDURES**

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## CHAPTER 3 CLIENT HANDLING PROCEDURES

### CLIENT HANDLING PROCEDURES

Just like other retail service businesses, Aiken School of Cosmetology and Barbering is committed to customer service. We consider and treat each client as the most important portion of our continued success.

A trustful and long lasting relationship must be cultivated in each encounter you have with our clients. The following guidelines when carefully implemented shall insure quality service and shall foster a fruitful relationship. Good communication skills, verbal (speaking), extra verbal (how we say something), and non verbal (body language), are keys to utilizing this guide to its fullest.

#### A. Greeting Phase

1. The Greeting Phase consists of welcome plus rapport. Your welcome of the client establishes or re-establishes a connection and helps to build rapport. After your greeting, clients should feel welcome and comfortable with you as their guide through the salon experience.

a) Smile

b) Eye Contact

c) Handshake

d) Example introduction statement: “(client’s full Name); welcome to Aiken School of Cosmetology and Barbering, it is a pleasure.”

e) Directing client to station example: “Have a seat and make yourself comfortable.”

2. It is important to be aware of clients’ hidden agendas, to make a preliminary assessment of their needs and to allay any fears or concerns they may have. You can avoid problems later on by establishing what the client’s mood and expectations are during your greeting and adapting your approach accordingly. Personality styles offer clues to a client’s state of mind and expectations, but it is critical that you listen to what your client is saying, directly and indirectly and remain mindful of their concerns.

3. New clients have different expectations and needs than that of returning clients. Your greetings should always express an awareness of

these concerns, and begin by putting the client at ease. This will make the service productive and build a healthy relationship for the future.

## **B. Assessment Phase**

1. The Assessment Phase consists of consultation plus listening. This is the creative phase where you learn about your clients and their desires. Applying your consultation skills helps you build trust and rapport with clients. Along with listening carefully, consultation skills will put you on the road to mastering assessments. Students should (directly or indirectly) take control and direct the client through an efficient assessment, by using pictures or examples:

- a) Opening comments
- b) Length breakdown questions
- c) Shape breakdown questions
  - (1) Question
  - (2) Input
  - (3) Feedback
  - (4) Confirm
- d) Feedback and summary

2. The client assessment questionnaire is used as a guide to determine the client's likes and dislikes, lifestyle and work style, past salon experiences, and their perception of their own image. At this stage, it is important to be aware of your clients comfort zone regarding physical, emotional, and mental boundaries, and to learn how to be sensitive to these boundaries.

## **C. Agreement Phase**

This phase consists of planning plus anticipation. The dreams, possibilities, and desires revealed during the assessment are firmed up in the agreement, and you will sort out the options, make service recommendations, and secure your client's agreement for the service provided. Your job in the Agreement Phase is to help clients envision themselves after the service and secure their agreement with the plan,

especially if you are doing a complete makeover. Tools to help you can be:

- a) Use a mirror.
- b) Use pictures
- c) Use your listening skills

2. If you don't follow through on this phase, two problems occur:

- a) An inadequate assessment leads to a weak agreement.
- b) The agreement is incomplete and fails to establish rapport.

#### **D. Delivery Phase**

1. The Delivery Phase consists of partnership plus action. You work together with your client as you deliver service, creating a conversation that can flow between the technical and the personal.

- a) The art of conversing while providing salon services can be one of the most satisfying parts of the profession.
- b) Use the Delivery Phase as a chance to improve both your conversation and listening skills.

2. One of the most important things to accomplish in the Delivery Phase of service is to maintain rapport with client. While you are busy executing the plan that you and the client agreed upon in the Agreement Phase, your technical skills will naturally come to the front, and your people skills will tend to recede in the face of the technical challenges.

3. It is extremely important at this point to shift them into an even higher gear. The client needs you to guide them through the experience. There are no absolutes when it comes to the flow of conversation between you

and the client, so you must learn to read the client and the situation and respond accordingly.

- a) Keep clients informed of what you are doing and why.
- b) Give them tips on how they can best care for and style their new look on their own.
- c) Take into account the different kinds of information and conversation they will expect from you.
- d) You want to avoid the following obstacles to the partnership you have established.
  - (1) Over promising
  - (2) Exaggerating
  - (3) Neglecting clients
  - (4) Ignoring client's feelings
  - (5) Believing that you must be a performer

#### **E. Recommendation Phase**

1. In the Recommendation Phase, you listen and collect data on your clients product use then make appropriate recommendations. This phase can run the entire gamut from simply suggesting usage of new products to serving as a comprehensive image consultant to your clients. The range of service that you provide will depend on your level of expertise and on the client's level of need.
2. Many inexperienced salon professionals fail to fully serve clients because they feel an initial discomfort with this phase. They have difficulty with making "sales pitches" to clients. Because of this, they fail to fully assess the client's hair and body care habits and aids.

#### **F. Completion Phase**

1. The last phase in the service cycle is the Completion Phase, and it is crucial because it often determines if the client returns. Your objective in the Completion Phase should be first of all, to review the service and determine the client's level of satisfaction. This is your opportunity to acknowledge and solve any problems that may have arisen. Next, confirm any suggestions you made for home care or product selection. Finally, schedule his/her next appointment and say goodbye.

a) Wrap up

(1) Most importantly, each student must become proficient in effectively and gracefully closing each sale. This guarantees results from the implementation of the service guidelines.

(2) Close on the retail by putting in the clients hand and using terms like “need” and “cost per day”, etc.

(3) Hand out a card and coupon.

(4) Then send off your client once you have established the client is satisfied.

(a) Give a smile

(b) A handshake

(c) Send off statement “Thank you for coming to see us at Aiken School of Cosmetology. I hope you come back to see us for services again.”

b) Follow up. Use communication techniques to follow up with your client.

(1) Thank you notes.

(2) Post Cards.

(3) Call Calendars.

(4) Pre-booking.

(5) Activating inactive clients.

### **CLIENT COMPLAINTS, RETURNS AND RE-DO PROCEDURE**

Earlier we explained the importance of the client and how client service directly affects the success of Aiken School of Cosmetology and Barbering. The school expects each student to follow the prescribed customer handling guidelines in every situation. Occasionally, there will be a customer complaint about services or products. It is extremely important that the following procedures are adhered to in the event of a complaint. Remember, our school goal is excellent service; a caliber of service the school is noted for.

1. Remain composed when working with an angry customer.
2. Be attentive and understanding to the customer's needs, assuring them your assistance in finding a solution.
3. Determine the facts and do not take a complaint personally.
4. If a complaint or client is beyond your control, refer them to the school president or instructor.
5. Open communication and prompt action is most effective when explaining and implementing refund, re-do and return policies.
6. Report all complaints in writing to the instructor.

### **CHECK AND CREDIT CARD ACCEPTANCE PROCEDURES**

Today a majority of clients pay for service and products by check or credit card. It is necessary to have specific policies and procedures for the acceptance of non-cash transactions.

#### **Checks**

1. Checks or Charges under \$3.00 should not be accepted.
2. Checks should not be accepted without proper identification. Proper identification is a picture I.D. or driver's license and the number must be written on the check.
3. Record correct phone number on the check.
4. Third Party checks are unacceptable.
5. Clients may only make the check amount for the service plus a tip.
6. When accepting a check, an instructor's initials must be placed near the address.

7. Consult the Instructor if unsure about accepting any check or credit card.
8. Do not accept checks from a client who has previously written bad checks.
9. There is a \$35.00 service charge for all non-sufficient funds or returned checks.

### **Credit Card Acceptance**

When accepting major credit card purchases, it is extremely important to follow the acceptance policy. If the policy is not followed, the credit company may not reimburse our school for the transaction.

1. The person's name that is making the purchase must appear on the card.
2. Check the expiration date.
3. Check a Picture ID to verify name.
4. The credit company must authorize all charges.

### **SERVICES ON FAMILY, FRIENDS OR OTHER STUDENTS**

The goal of our school is that each student is productive the majority of their scheduled work time. The school acknowledges that there will be slow times in which other tasks may be performed and feel this is the time to service family, friends and other co-students. **Immediate family members receive student prices only. (Must be on instructor list.) Students performing services or receiving services must first have a ticket okayed by an instructor and pay student service cost.**

**Students may receive services only on Tuesdays and Thursdays.**

### **INTERVIEW POLICY**

All students are required to complete at least two (2) job interviews prior to graduation.

### **GRADUATION**

Graduation ceremonies are usually held the **4 times a year on the last Monday of January, April, July and October** for students graduating. Students and guests are invited to participate in the diploma awarding ceremony.

## **CHAPTER 4 SCHOOL APPEARANCE AND ATMOSPHERE**

### **SCHOOL APPEARANCE AND ATMOSPHERE**

The school's appearance and atmosphere are important in the client's first impression of our team and are important in our effectiveness in serving the client by allowing them to feel comfortable. Since our school is extremely busy, it is fairly easy for it to become untidy. The school expects every student to use their down time to maintain our good public image.

### **MUSIC**

School music shall be kept at a comfortable listening level and only music that is conducive to the atmosphere shall be played (light rock, jazz or classical).

### **RECEPTION AND WAITING AREA**

All seating, floors, windows, retail areas and pictures shall be kept clean and free of debris at all times. Current magazines and styles books shall be available for client use.

### **STORAGE CABINETS**

Storage cabinets shall be kept clean, orderly and closed at all times. **(roller carts)**

### **CLEANING DUTY LIST**

Cleaning duties should be done to eliminate down time and before the end of each shift.

#### **Office:**

1. Sweep floor daily.
2. Empty wastebasket daily.
3. Mop floor.

#### **Bathrooms:**

1. Sweep floor daily.
2. Mop floors.
3. Empty trash cans and put in new trash liners.
4. Keep sinks and toilets clean daily
5. Clean mirrors
6. Clean walls and light fixtures as needed.
7. Restock paper towels and toilet paper as needed.
8. Refill soap.

#### **Break Room:**

1. Sweep floor daily.
2. Remove empty boxes, containers or leftover food.
3. Empty trash cans and put in new trash liners.
4. Keep area clean at all times (clean up after yourself).

5. Clean tabletops (dispose of any leftover cans and dishes).
6. Vacuum floor (pre-clean any spills).
7. Wipe down tops of trash cans.

**Retail:**

1. Dust daily.
2. Clean all glass of fingerprints or stains.
3. Stock retail as needed.
4. Change displays regularly.
5. All products offered for sale should be displayed.

**Reception Desk:**

1. All paper work should be organized.
2. School business cards displayed.
3. Work surfaces free from beverage cups, boxes, stains, dust and dirt.
4. The whole desk should be cleaned daily and kept in good repair.

**Seating Area:**

1. Seating area should be kept orderly and free of debris.
2. Magazines and style books in an orderly fashion.
3. Students are not allowed to lounge in this area.
4. Seating kept in good repair.

**Student Stations:**

1. Wet sanitizer cleaned and filled with fresh solution as needed.
2. Clean working surfaces daily.
3. Clean the whole chair daily.
4. Clean mirror daily.
5. Clean and sanitize equipment according to state law.
6. Clean surrounding floor area.
7. Refill styling aids as needed.
8. Maintain working equipment and tools.

**Supply Room or Dispensary:**

1. All beauty supplies stocked orderly.
2. Vacuum floor daily.
3. Mixing supplies, bottles, bowls, rods and other materials cleaned after each use and stored in appropriate area.
4. Perm trays and rods cleaned and stored after each use.
5. Cleaning supplies stocked in an orderly fashion.

**All Other Areas:**

All other areas not mentioned such as school fixtures, pictures or plants will be cleaned daily or as needed.

1. Sweep clinic floor thoroughly, empty trashcans and wipe down trashcans.
2. Clean shampoo bowls, wipe down back bar, empty trashcans behind bowls.
3. Wipe down tops of trashcans.
4. Sweep bathrooms and empty trashcans.
5. Sweep or vacuum classrooms, empty trashcans, wipe down tables, desks, and chairs.
6. Wipe down water cooler.
7. Clean chairs and manicure tables.

## **CHAPTER 5 STUDENT PURCHASES**

### **STUDENT PURCHASE POLICY**

Student purchases must be paid for at the time of purchase with the exception of educational materials, which may be added to their balance due on their account.

**Retail products may be purchased at 40% off of retail price plus tax.**

### **BEAUTY BONUS PROGRAM**

Beauty Bonus Bucks are awarded periodically for performance of duties, exceptional workmanship, and unprompted teamwork. Each Beauty Bonus Buck has a value of \$1, which may be used to pay for 50% of the cost of a service received by a student or 10% of retail purchased by a student.

## **CHAPTER 6 STUDENT DISCIPLINE AND CORRECTIVE ACTION**

### **RULES AND REGULATIONS FOR CONDUCT**

Students are expected to conduct themselves in a professional manner befitting the industry. Rules for conduct are contained in the Student Handbook, and are presented during student orientation. High standards of integrity and character are expected. **A student will be asked to leave if their conduct is unbecoming or in discord with any rules of the school.** Students must treat each other, the staff, and the customers with **respect**. A friendly atmosphere makes for more pleasant surroundings; therefore, profanity, rudeness, gossip, and trouble-making will not be tolerated.

### **CORRECTIVE ACTION CONSEQUENCES**

1. Verbal Warning. Verbal warnings are first time offenders of minor infractions. Two verbal warnings warrant a written warning.
2. Written Warning. A corrective action form accompanies written warnings. The student will be made aware of the infraction and ways to correct deficiency will be discussed and implemented.
3. Probation. Probation is given after the second written warning. Probation last for thirty days. In this time the student must implement corrective action, if the infraction occurs while on probation, the student is put on suspension.
4. Suspension. Suspension is the last resort. This time is designated for the student to either seek outside help for continuing problem or to allow enough time for the student to contemplate and change recurring behavior.
5. Termination. Termination is the result of three warnings that have resulted in probation or suspension. Serious offenses such as stealing shall result in immediate termination.

### **CORRECTIVE ACTION REGARDING UNSATISFACTORY PROGRESS**

If a student is in unsatisfactory progress for four consecutive weeks, the following will apply:

1 <sup>st</sup> time	Suspension for 3 days
2 <sup>nd</sup> time	Suspension for 5 days
3 <sup>rd</sup> time	Suspension for 2 weeks
4 <sup>th</sup> time	Suspension for 1 month

### **CORRECTIVE ACTION REPORT FORM**

A sample of a Corrective Action Report is attached.

## CORRECTIVE ACTION REPORT

Student: \_\_\_\_\_

Mentor: \_\_\_\_\_

Date of Session: \_\_\_\_\_

Reason for Session: (Circle One)

- a. Non-compliance with policy and procedure manual.
- b. Non-compliance with standards of conduct.
- c. Unexcused absence
- d. Frequent absence
- e. Frequent tardiness
- f. Unsatisfactory personal appearance (violation of dress code)
- g. Unsatisfactory technical skill evaluation
- h. Unsatisfactory customer service evaluation or violation of customer handling system.
- i. Frequent non-compliance of assigned cleaning duties and/or policy
- j. Unexcused absence of training session or school meeting
- k. Unsatisfactory performance review evaluation or violation of performance standards and expectations
- l. Insubordination
- m. Theft
- n. Academic Progress – Grade average below 75%
- o. Attendance Progress:
  - 1) Probation
  - 2) Over 1- ¼ times actual time necessary to complete program=unsatisfactory progress.
- p. Other: \_\_\_\_\_

Detail description of reason for corrective action: (Describe previous violations or warnings, if any.)

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Action Taken: (Circle One)

- a. Verbal warning
- b. Written warning
- c. Probation for \_\_\_\_\_ period of time
- d. Suspension for \_\_\_\_\_ period of time.
- e. Expulsion

Describe plan of action to be take in solving the problem: (Include time limit and consequences of continued problem.)

Follow-up Date: \_\_\_\_\_

I acknowledge receiving this notice and understand that future violation can result in further disciplinary action including termination.

\_\_\_\_\_  
Student Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manage Signature

\_\_\_\_\_  
Date

## **CHAPTER 7 STUDENT UNIFORM REGULATION CODE**

### **STUDENT DRESS CODE**

1. All students must wear the mandatory school uniform when inside the school facilities. In order to stay in school that day or evening, the student must satisfy the required dress code.

**Dress code:**

- **Cosmetology: SOLID Black Scrubs pants with School Shirt.**
  - **Barbering: Black or Khaki Pants and School Shirt.**
2. **Shoes must be closed toe. Sandals are not permitted.** Shoes must be clean and presentable.
  3. **Hats and scarves** are not permitted.
  4. **Students must wear name tags at all times.**
  5. Any uniform regulation not contained herein may be enforced by any of the school's **directors, instructors or administrators** at their discretion.

## **CHAPTER 8 FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT SCHOOL POLICY**

In accordance with federal guidelines regarding Family Educational rights, please note the following information:

- The procedure for notifying parents and students of their rights is found in the school handbook.
- Procedure for inspection of educational records by parents or students is available upon request after submitting to the school administrator a written request.
- A record will be maintained of disclosures.
- A description of personally identifiable information designated as directory information will be available from the schools administration office.
- An appeal process through which a record may be changed must begin with a written request followed by an administrative conference.

An institution must annually notify parents and students that they have the right to:

- Inspect and review student's educational records.
- Request amendment to student's educational records.
- Provide consent to disclosure of personally identifiable information.
- File a complaint with U. S. Department of Education regarding the failure of an institution to comply with FERPA.
- Receive a copy of the institutional FERPA policy.
- A hearing to contest file information and right to place a statement in their record.

Parents and students have a right to inspect educational records specifically pertaining to the student. An institution, however, does not have to permit a student to review records that are financial records of his or her parents.

The disclosure of information to third parties must be monitored, and unless certain circumstances exist, information must only be released with the written consent of a parent or eligible student. The following are the most common circumstances which would permit the release of information without consent:

- Release is to other institutional officials with legitimate educational interests in the information.
- Release is to another school where the student wishes to enroll.
- Release is to federal or state authorities.

- Release is for the application or receipt of financial aid.
- Release is to organizations conduction studies on behalf of institution or educational agencies.
- Release is to accrediting agencies to carry out their function.
- Release is to comply with judicial order of subpoena.
- Release to alleged victim of a crime of violence, information relating to a disciplinary hearing.
- Specific question regarding FERPA may be addressed to the administrative office of the institution.

## **CHAPTER 9 STUDENT ADMINISTRATIVE POLICIES**

### **HOW TO UTILIZE DOWN TIME**

The school expects students to use their time effectively. The school regards socializing or lounging in the student break room as a waste of school time. The following list should assist you in filling all your “down time”.

1. Clean and organize school.
2. Update client records.
3. Follow up on clients or contact clients you haven't seen for a while by sending a letter or post card.
4. Practice technical application.
5. Listen to motivational tapes or read motivational books
6. Help another student with the instructor's direction.
7. Read books or magazines or watch tapes on new techniques.
8. Update scrapbooks.
9. Help perform duties as assigned by instructor/director/owner.
10. Students are not permitted to read books or magazines not pertaining to school subjects while in school (trade books and magazines only).

The more effectively you use your time the more productive you will feel. Consider productivity your next step to success.

### **LEAVE OF ABSENCE**

During enrollment with Aiken School of Cosmetology and Barbering a student may be granted a leave of absence based on personal (maximum of 60 days) or medical (maximum of 180 days) reasons. The student must submit a written reason for the leave of absence to their instructor. The student must discuss the reason for their leave of absence with their instructor and the instructor will submit the written reason and discuss the matter with the Director. After that discussion the instructor will notify the student of approval or denial of the leave of absence. Documentation may be required to verify the student's reason.

A student who has been absent from school and has been granted a leave of absence by the school is not considered to have withdrawn from school.

The contract will be extended the length of the absence and the student agrees to reenter on the designated date. The student will be dropped as of the last day of attendance should the absence exceed the requested time. The school refund policy will be in effect and any outstanding balance due the school will be due immediately.

## STUDENT HANDBOOK RECEIPT

I have received a copy of the Aiken School of Cosmetology and Barbering Student Handbook, which outlines client handling procedures, student policies and standards of conduct. I will comply and commit myself to memorizing and implementing these guidelines in my daily activities while enrolled at Aiken School of Cosmetology and Barbering.

I realize that the school policies may change from time to time and will accept new policy as being as equally important as the initial policies of the school.

The Student Handbook **is an extension or addendum to the student contract** and it is under these conditions I will begin my enrollment at Aiken School of Cosmetology and Barbering. I agree that at any time I have difficulties understanding or implementing policies I will ask for clarification from management personnel.

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**Student Printed Name**

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**Student Signature**

**Date**