



**NOW ENROLLING
Cosmetology**

**Summit Salon Academy Victoria
Student Handbook**

1215 Broad Street Victoria BC

Volume 1

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MISSION STATEMENT

Summit Salon Academy's mission is to produce highly trained and well-prepared graduates for salons. We are committed to excellence in cosmetology arts and sciences. Educational systems and programs are updated constantly to keep the student's interests first and our educational quality high and to prepare the student for the workplace.

AFFILIATION

Summit Salon Academy L'Oréal professional products and retail. L'Oréal provides education for the staff and students. The Academy has a licensing agreement with Summit Salon Business Center, which provides our name, education, business products and consulting. L'Oréal and Summit Salon Business Center do not have an ownership interest in The Academy. The Academy's corporate name is **1526291 B.C. Ltd.**

HISTORY

Summit Salon Academy Victoria, corporate name 1526291 B.C. Ltd., was founded and duly incorporated under British Columbia law, as a for-profit educational institution February 11, 2025.

COMMUNITY

Summit Salon Academy is in downtown Victoria, BC, Canada. This thriving city has cultural and art facilities, the BC legislature, thriving businesses, a tech hub, many shopping malls, and is only 45 minutes from an airport and ferries.

ACCREDITATION AND LICENSURE

The Private Training Institutions Regulatory Unit (PTIRU) within the System Integrity Branch (SIB) of the Ministry of Post-Secondary Education and Future Skills regulates private training institutions in British Columbia and provides consumer protection to students. We will be Registered with this body and working towards Designated after two years in business.

FACILITIES AND EQUIPMENT

Summit Salon Academy is a 3220+ square foot facility. It includes a spacious salon, small group break out areas, student lounge with an outdoor garden, 2 classrooms, learning resource center, a retail center and an office.

STUDENT RESPONSIBILITY FOR CATALOG INFORMATION

Each student is responsible for knowing the information in this catalog. Summit Salon Academy reserves the right to change policies and/or to revise curriculum.

INSTITUTIONAL POLICIES

Student Policies and Procedures

Academy policies are important to your success and are a condition of your enrollment. The Academy's

policies serve as a plan of action designed to influence and determine decisions and actions throughout their training. Academy policies and procedures are subject to change. The Director has the right to dismiss a student for not following academy policy.

Certification of Graduation Policy

Summit Salon Academy is committed to providing the highest quality training for its students so that, upon program completion, they are not only thoroughly qualified to practice all aspects of cosmetology but are also well-trained in the operational aspects of working in or managing a salon. For that reason, it will not compromise its standards of instruction and will not limit the training experiences that students receive. Summit Salon Academy strictly adheres to the following standards to certify students as graduates:

- Every student must successfully complete all clock hours required for the program in which he or she is enrolled. **No clock hours will be excused, and any clock hours missed must be made up.**
- Summit Salon Academy will not certify any student as a graduate until all required program hours have been successfully completed.
- As part of their clinical learning experiences, all students are required to perform those typical duties such as laundering, cleaning the salon, and performing product and supplies inventories that are normally required in an operating salon. **These learning experiences are part of the educational program and do not qualify students as employees or contract workers of Summit Salon Academy or of its salon clinics. Nor are students entitled to payment of any type for performing these experiences.**

Accepting an offer of admission into Summit Salon Academy by signing an Enrollment Agreement is considered the student's acknowledgement that he or she understands, accepts, and agrees to be bound by each of the above conditions.

Code of Conduct Policy

Disrespect for the Academy's instructional process and its learning environment by a student's misconduct will not be tolerated. Any student whose inappropriate behavior disrupts classroom instruction, salon training, clocks in and leaves campus, or any student who refuses to perform a skill when and as directed by the educator in the salon may be subject to suspension from the classroom or salon and will be sent home for the remainder of the day. The hours that the student misses because of the suspension must be made up and the over-contract fee will be applied to those hours. Any student who commits a second instance of unacceptable behavior in either the classroom or salon area is subject to termination.

Respectful and Fair Treatment of Students Policy

Purpose:

To foster a learning environment that is respectful, inclusive, and free from discrimination, harassment, and bullying.

Non-Discrimination Policy

Summit Salon Academy admits students without regard to race, age, sex, gender, sexual preference, creed, religion, color, citizenship, national origin, ethnic origin, genetic information or disability. All students, staff, and faculty are expected to treat one another with dignity and respect. Harassment, bullying, or any form of intimidation will not be tolerated.

Reporting Violations:

- Concerns should be reported to the **Student Support Office** or the **Campus Director**.
- All reports will be treated confidentially and investigated promptly.

- Retaliation against individuals who report concerns will not be tolerated.

Sexual Misconduct Policy

Purpose:

To prevent and address incidents of sexual misconduct, ensuring a safe environment for all students, staff, and faculty.

Definitions:

- **Sexual Misconduct:** Includes sexual harassment, sexual assault, stalking, indecent exposure, and any non-consensual sexual behavior.

Policy:

- Sexual misconduct of any kind is strictly prohibited.
- The institution is committed to supporting survivors and ensuring a respectful investigation process.

Reporting Process:

- Reports can be made to the **Campus Director** or designated **Sexual Misconduct Officer**.
- Reports will be handled confidentially, respecting the privacy of all parties involved.
- The institution will provide support resources, including counseling and external referrals.

Disciplinary Action:

- If misconduct is confirmed, disciplinary action may include suspension, dismissal, or legal referral.

ADMISSIONS

Admissions Policy

Students are admitted based on educational background, aptitude and commitment.

To be eligible for admission to the **Cosmetology Diploma Program**, applicants must meet the following criteria:

1. Age Requirement:

- Applicants must be **at least 17 years old** at the time of enrollment.
- Proof of age is required (e.g., government-issued ID).

2. Academic Requirement:

- **High School Diploma** or equivalent (e.g., GED).
 - OR
- **Mature Student Status (19+):** Applicants without a high school diploma may apply as mature students. They must demonstrate the ability to benefit from the program through an interview and assessment of prior learning or work experience.

3. Language Proficiency Requirement (LPR):

- Applicants whose first language is **not English** must provide proof of English language proficiency through **one** of the following:
 - **IELTS:** Minimum overall band score of **5.5**
 - **TOEFL iBT:** Minimum score of **46**
 - **CLB (Canadian Language Benchmark):** Level **6** or higher
 - Proof of completion of secondary or post-secondary education in English in a recognized institution
- *Note:* In-house language assessments are **not accepted**.

4. Program-Specific Requirements:

- **Interview:** All applicants must complete an admissions interview with a program advisor to assess interest, motivation, and program fit.
- **Personal Statement:** Applicants may be required to submit a brief statement outlining their interest in the cosmetology industry and career goals.
- **Medical Clearance (if applicable):** Some services may require physical stamina; applicants should be in good health to perform practical skills. *(Optional, depending on your program's focus.)*

5. Identification Documents:

- A copy of a **government-issued photo ID**.

Proof of legal status in Canada (if applicable for international students staying longer than 6 months)

Policy For Students With Disabilities

For persons who otherwise meet the admissions requirements of Summit Salon Academy but who may have a physical disability that could impact their pursuit of an educational program at the school should consult with the Academy's Director before applying for admission by following the process below. The Director is responsible for coordinating reasonable accommodations. Private post-secondary institutions must comply with accessibility and accommodation requirements under BC's human rights laws.

The fields of cosmetology, esthetics, and massage therapy require manual dexterity and the physical ability to move around. Summit Salon Academy will work with the applicant with a disability to determine whether reasonable accommodations can be effective and/or are available.

The Process

Any qualified individual with a disability requesting an accommodation or auxiliary aid or service should follow this procedure:

- Notify the Director in writing of the type of accommodation needed, date needed, documentation of the nature and extent of the disability, and of the need for the accommodation or auxiliary aid. The request should be made at least four weeks in advance of the date needed.
- The Director will respond within two weeks of receiving the request.
- If the accommodation request is denied, reconsideration of the decision can be requested by contacting the Director within one week of the date of the response. A detailed statement of why and how you think the response should be modified.

Admissions Process

Applicants are given an Academy tour and undergo an in-depth interview with the admissions

director regarding the programs of study and the student services available for students. They are provided with a current Academy student handbook that, among other information, contains the code of conduct for students, and consumer information and a campus/neighborhood crime report. The applicant is given ample opportunity to ask any questions he or she may have about the programs, services, or other school-related topics.

Following their visit to the campus and a thorough review by the school of all documents required to determine that admissions criteria have been met, Applicants are notified as to whether they have been accepted for admission. During the admissions process they are notified of the date they should attend the required new-student orientation, class start date and projected graduation date. They will complete and sign an enrollment agreement.

Orientation

All programs have a complete orientation before classes begin. Attendance at orientation is mandatory.

Books and Kits

All students must purchase the books and supplies that are required for their particular program of study. Every student must have the required books and complete supplies kit in order to begin their studies. The kit needs to be with you in the Academy. If kit items are lost, stolen or broken, the student is responsible for the replacement cost. You may be provided with a locker and lock. The lockers are subject to random searches. It is your responsibility to keep it clean. It is important to lock all belongings in your locker using the padlock provided. The Academy is not responsible for stolen or lost items. If your padlock is lost, you will be charged for replacement fee.

As a recognized and approved cosmetology arts school, Summit Salon Academy is able to buy these items at wholesale prices from suppliers who sell only to licensed professionals and cosmetology colleges. Savings from these purchases are reflected in prices students pay.

Students may elect to purchase their books and supplies kit from a source or sources other than Summit Salon Academy but, as mentioned above, will not be allowed to begin their studies without them. The cost of those materials will vary depending on where the student chooses to buy them. While the Academy cannot say so with any certainty, a reasonable purchase amount may be 15%-25% more than the Academy's charges. With one exception, **textbook and kit items are not refundable** if purchased through the Academy. If a student cancels his or her enrollment during the cancellation period only and has not opened, used, or damaged the kit or textbook(s) in any way, these items may be refunded.

The Academy reserves the right to change books and kit items as needed. Costs for textbooks and kit items are listed under the cost of tuition and fees for each Program of Study.

Parking

Students and staff park in paid lots around the corner from the Academy.

Dress Code Policy

The Academy apparel starts off as solid black for the Cosmetology program. Apparel must be completely black with no logos, colored designs or branding outside of the Academy name. When you become a sophomore, you may incorporate gray, a junior incorporate white and a senior gold. The education team will inform you when you have reached the next level in your program. A name badge is provided and is to be worn. If it is lost, the student must pay for a replacement badge.

Shoes may be any color. No flip flops, slippers or slides are permitted.

Tops must meet or overlap the waste line, be in good condition, clean, wrinkle-free, with no cleavage

showing and no exposed bra straps. Bottoms must be in good condition, clean and wrinkle-free, no shorts are permitted. Hooded sweatshirts, crop tops, low cut tops, spaghetti straps or strapless tops are not permitted.

Bottoms must be clean and not shear. Black denim is permitted, and blue denim is only permitted when it is an approved spirit day. Black pants with distressing are permitted as long as it starts at the knee and isn't completely destroyed. Tights and leggings must be black, gray or neutral in color.

The student clocks in for the day in full dress code with hair and make-up finished. Nails must be clean and manicured. Hair must be clean, dry and finished in a style. Hats aren't recommended unless they complement the hair style. Hair accessories are acceptable. Be creative with jewelry.

Any violation of the above apparel code will result in a student being asked to leave and change. If they have a scheduled guest, they will put on a black jacket provided by the Director. Hours lost count as unexcused hours under the attendance policy. It will be documented in the student file. If there is a second violation the student will be sent to the Academy Director.

Phone Usage

The Academy phones are not for personal calls. Permission may be granted for cell phone usage in the classroom and student salon area for educational purposes or emergencies only. Personal phone use is restricted to breaks or lunch periods. When approved by the educator, phones/tablets may be used to promote professional services and educational projects. They can be confiscated if found being used without permission and in an unprofessional manner.

Interruptions

Do not interrupt classes while in session. Please stay in the classroom or student salon area where you are assigned for the day. Do not interrupt other students in training that are assigned to different zones/classrooms.

Class Size

To ensure that every student gets the time, attention, and experiences they need during their education and training, Summit Salon Academy limits the class size to 20 students per educator for all programs and limits the salon area to 15 students per educator.

Extra Education

In addition to the curriculum in each program of study, students are given the opportunity to attend and participate in special sessions and lectures given by guest speakers who are highly skilled and widely recognized within their area of expertise. These opportunities are intended to expand and enhance the quality training that students are already receiving in their Summit Salon Academy programs of study.

GRADUATION

As detailed in the "Certification of Graduation Policy", no student will be certified as a graduate until all clock hours required for his or her program of study have been completed. Additionally, the student must have completed all required services and exams and must have fulfilled all financial obligations to the school. When all these requirements are met, the student is eligible to be awarded a diploma.

ACADEMIC POLICIES

Student Attendance Policy

Purpose:

To ensure students maintain consistent attendance, which is essential for skill development in a hands-on learning environment.

Policy:

- Students are required to maintain a minimum of **85% attendance** in all courses.
- **Absences:** Must be reported to the instructor prior to class.
- **Excused Absences:** Include medical emergencies (with documentation), family emergencies, or other approved circumstances.
- **Unexcused Absences:** Three consecutive unexcused absences may lead to academic probation.
- **Tardiness:** Three instances of tardiness will be considered equivalent to one unexcused absence.

Make-Up Work:

Students are responsible for arranging make-up work with their instructors.

Attendance Policy

Attendance is required of each student and is necessary for the successful completion of each program of study. Students are expected to attend 100% of all classes. Information regarding make-up hours can be found below within the Academy's "Make-Up Hours Policy".

Suspensions

Summit Salon Academy will impose a 1-day suspension for each of the following events. A suspension day is treated as an over-contract day and the hours missed must be made up at the rate of \$10 per hour.

- A student's failure to call in prior to his or her scheduled class or clinic time or failure to submit an absence request in advance is considered a "no call/no show." A student who is a "no call/no show" will be suspended for 1 day.
- A student will be suspended for 1 day, if unexcused absences have occurred more than 3 times in one month.

Excused absences include the following:

- Requested time off, submitted in writing 5 days in advance and approved by an educator;
- Student's illness or that of a student's child, provided that documentation from a physician, nurse practitioner, physician assistant or other medical professional is submitted;
- Documented serious illness or death of an immediate family member;
- Car accident;
- Jury duty; or,
- Documented mitigating circumstances beyond the student's control.

Students who accumulate 3 suspensions will be subject to termination.

Time Clock Policy

The purpose of this policy is to ensure accurate recording of student hours and adherence to scheduled class times.

1. Time Clock Usage: Students' hours are recorded daily using an electronic time clock system.

- Clock-in stations are equipped with a QR code that students will scan and input their assigned 4-digit code, which changes throughout the day.
- The device used to clock in for the scheduled time is the same device that must be used to clock out.
- Students must clock in at the beginning of their scheduled start time, and at their scheduled stop time.
- Students are allowed to clock in up to 15 minutes before the scheduled starting time.

2. Error Correction:

- If an error occurs while clocking in or out, the system will prompt the student to complete the necessary steps in the mobile app.
- This action will send a message to an administrator to rectify the error.

3. Consequences of Non-Compliance:

- Failure to clock in will result in the loss of hours for the day.
- Failure to clock out will also result in the loss of hours for the day.
- Leaving campus without clocking out will result in a suspension.
- Failure to adhere to the school's policies may lead to being asked to leave during scheduled time. In such a case, the student will clock out at that time, and an educator will inform student affairs of the occurrence.

4. Access to Attendance History:

- Students will have access to their attendance history and are encouraged to review their time clock entries regularly for accuracy.
- Any discrepancies or errors in time clock entries must be reported within 48 hours to the appropriate supervisor for correction.

5. Make-Up Hours:

- When a student clocks in outside of their scheduled time, the time clock does not credit those hours automatically.
- Students must complete and receive approval for time outside of their contracted schedule by filling out the necessary Make-Up Hours Sheet. This has to be scheduled and can't be approved on the same day as the request.
- This sheet is required for any approved make-up time outside of the student's regular schedule or for servicing a guest that extends beyond the student's scheduled time.

6. Progressive Disciplinary Action:

- If a student experiences issues with remembering to clock in and out, and if the problem persists despite training and support, progressive disciplinary action may be necessary.
- Consequences may include verbal warnings, written warnings, and ultimately, termination if the behavior does not improve.

Breaks

Keep all eating and drinking in the student break room. Liquid in a sealed container is allowed in the classroom during theory. No other beverages or food are allowed without the educator's permission. No beverages or food are allowed in the student salon area, no exceptions. Smoking/vaping is not allowed in the Academy. If you smoke/vape, you must take your breaks outside in the designated smoking area and you will be responsible for cleanup of this space.

Make-up Hours Policy

Students who are behind in the number of hours completed or who have scheduled time off may request and get approval to come in on Saturdays or Sundays to make up the hours. If approved to do so the student will arrive 15 minutes before the schedule time begins. Failure to do so may result in the student being denied staying. If the student is approved and doesn't show up for the approved time, they will receive a warning. If the student misses more than two approved make-up times, they

will not be approved to make up time in the future. Make-up work and assignments must be scheduled by the student with their educator. Students must comply with the conditions of the "Attendance Policy" to make up missed hours.

The maximum percent of absences that may be made up without **over-contract** penalties is 10% of the total clock hours needed for program completion.

Time can be made up in the student salon only if a station is available.

Time missed in a class can be made up if it does not interfere with the student's current class or student salon area schedule. The student's presence must be approved by the educator who is facilitating the class and is conditioned on the student's presence not exceeding the class-size limit of 20.

If a student does not follow through with his or her commitment for the make-up hour(s), he or she may be denied future make-up hour requests.

Over-Contract Hours Policy

At the time of enrollment, each student is given a date by which their studies should be completed, based on the total number of clock hours in their program. This **completion date** is included in their Enrollment Agreement.

As stated in the "Make-Up Hours Policy", students can make up 10% of the total clock hours needed beyond their scheduled **completion date**.

If a student's absences exceed 10% of the total clock hours required for program completion, those additional absences will be treated as **over-contract** hours and must be completed at the rate of \$10 per hour.

Appeals

Any student who has been placed on academic probation for the first time but thinks that there were mitigating circumstances that caused him or her to fail the standard(s) may file a written appeal. The appeal, with supporting documentation of the mitigating circumstances, must be submitted to the School Director, who will make the decision whether to accept the student's appeal.

The appeal must follow the guidelines listed below.

- The appeal must be in writing.
- The appeal must be based on verifiable mitigating circumstances such as injury, illness, death of a relative, or a major circumstance beyond the student's control.
- The student must appeal within 5 days of the notification of the probation determination.
- The student must be able to complete the program within the agreed upon time frame. No appeal will be allowed for any student who cannot graduate within the maximum completion time frame.
- The appeal must outline why the student could not maintain satisfactory progress and what conditions have changed that would allow the student to complete the program within the maximum time frame.
- The Academy will develop an academic plan to assist the student in regaining satisfactory academic progress by the next evaluation point or in making progress toward doing so.

Appeals will be reviewed on a case-by-case basis. The Academy will notify the student of the results of the appeal as soon as possible, but no later than 5 business days following the decision of an appeal.

Student Dismissal Policy

Purpose:

To outline the conditions under which a student may be dismissed from the program.

Policy:

Students may be dismissed for the following reasons:

- **Academic Misconduct:** Cheating, plagiarism, or falsification of records.
- **Behavioral Misconduct:** Disrespectful, disruptive, or threatening behavior toward staff, students, or clients.
- **Attendance Issues:** Failure to meet attendance requirements (e.g., below **85%** attendance without valid documentation).
- **Non-Payment of Fees:** Failure to meet financial obligations despite prior warnings.

Dismissal Process:

- Written warning issued with an opportunity to correct behavior.
- If no improvement, a formal dismissal letter will be provided, outlining the reasons for dismissal.
- Students may appeal the dismissal (see **Grade Appeal Policy**).

Academic Dismissal

Any student who has been academically dismissed will not be considered for readmission to Summit until the next new-class start date. The student must first submit a written request for readmission to the Academy director, explaining how changed circumstances will permit the student to resume and successfully complete their studies.

If that request is approved, the student will have to do the following: reapply for admission; satisfy all admissions criteria in effect at the time; satisfy any outstanding financial obligations to the institution; and, retake any failed classes before proceeding to other courses.

Student Grade Appeal Policy

Purpose:

To provide students with a process to appeal final grades they believe were assigned unfairly.

Policy:

- Students must submit a **written appeal** within **10 business days** of receiving the disputed grade.
- The appeal must include the course name, instructor, grade received, and the grounds for the appeal.
- The appeal will be reviewed by the **Academic Review Committee** within **10 business days**.
- A meeting with the student and instructor may be arranged for further clarification.
- The committee's decision is final and will be provided in writing within **5 business days**.

Grading Scale

The scale below is used by the Academy to evaluate the work of all students. Unless indicated otherwise, all grades earned are included in a determination of a student's cumulative grade point average, CGPA, and the clock hours for each course are included in a determination of the student's successful completion rate of all clock hours attempted (taken).

The CGPA is calculated by dividing the total grade points earned in the student's program to date by the total number of clock hours attempted. The completion rate is computed by dividing the total number of clock hours passed by the total number of clock hours attempted.

Percent Value	Description
100 - 95%	Above Average
94 – 85%	Average
84 – 75%	Below Average
74% and below	Unsatisfactory

The following additional grades may be assigned but they have no percent (grade) value:

I	Incomplete
T	Transfer Credit
W	Withdrawal

“I” – A grade of “I” (Incomplete) is not a final course grade, has no percent (grade) value, and is not included in either CGPA or successful completion rate calculations. Incompletes may be given by the educators when the student is making every attempt to learn a skill or subject, but requires additional time to complete the work successfully. Educators determine the time to complete the work. The student will be given a deadline and description of work that must be completed.

“T” – Transfer clock hours and converted credit hours are not assigned any percent (grade) value and are not included in CGPA determinations. The transfer hours are included in a calculation of total hours successfully completed.

“W” – A grade of “W” is assigned to a student who has withdrawn from a course. It has no percent value and is not included in either CGPA or successful completion rate calculations.

Repeated Courses

The new grade for a failed course that has been repeated will not replace the prior grade. Both the grade earned, and the clock hours taken for the repeated course will be included in the SAP calculations.

Re-Entry Policy

All academically dismissed students who are approved for readmission will enter with the same

satisfactory academic progress status as when they were terminated, withdrew, or did not return from an approved leave of absence regardless of how long they were gone.

PROGRAM MEASUREMENT INFORMATION

Clock Hour

Summit Salon Academy uses clock hours to measure the length of its courses and programs. A clock hour is defined as a period of 60 minutes with a minimum of 50 minutes of instruction in the presence of an instructor.

Normal Completion Time

Students who remain on track with their studies and do not fail or drop any courses normally complete the program within the following timeframe:

PROGRAM OF STUDY	Normal Completion Time (Full Time Students)	Normal Completion Time (Part Time Students)
Cosmetology	10 months	16 months

Course Numbering System

The institution follows an independent course numbering system to assign courses in accordance with program requirements. The system is designed to identify courses and differentiate the level of study. Courses are numbered sequentially and assigned a letter prefix depicting the program title.

PROGRAMS OF STUDY

Program Title: Cosmetology 1500 Hours

Tuition and books & kit fees are as follows:

Registration Fee:	\$100
Tuition:	\$17,000
Books & Kit:	\$3,500
Program length:	10 months (Full Time) or 16 months (Part Time)
Payment plan:	\$3,500 down 30 days before class starts 10 payments of \$2,060 or 16 payments of \$1287.5

Description

The 1500-hour Cosmetology training at Summit Salon Academy includes theory and practical instruction that prepares the student to perform all aspects of the cosmetology program. The training includes two types of learning: theoretical knowledge and the practical experience to build the skills needed to be successful in the profession.

A portion of this program may be completed via distance education. Approval is required. Courses are accessible via Zoom.

Program Objective

To provide students with the knowledge and skills needed to practice as licensed cosmetology professionals and to teach them the business aspects of salon operation, management, and ownership.

Program Outline

Course	Class Description	Total Hours	Allocation of Clock Hours		Services
Allocation of Clock Hours Key: * = program course is offered on-ground (at the Academy) or on-line (via Zoom) # = program course is offered on-ground only (at the Academy)			Theory*	Lab#	
CS 101	Life Skills: Life skills provides instruction in Healthy Body & Mind, Ergonomics, Communicating with Confidence, Human Relations and how to create Resilience in Cosmetology.	7	7	0	0
CS 102	Science: Science includes instruction in Safety, Sanitation, Electricity, Hair Chemistry, including Scalp and Hair Analysis, pH, Shampooing and Conditioning, Microbiology, Infection Control and Anatomy. This includes study of HIV, its transmission and precautions in the workplace.	100	50	50	500
CS 103	Business: Business provides comprehensive instruction that includes Goal Setting, Resumes, Professional Relationships along with Shop Ownership, Operations and Retail Sales requirements that give the Cosmetology student tools to be successful.	67	67	0	0
CS 104	Client Centered Design: Client Centered Design provides instruction in the art of consultation, including identifying face shapes using art and design with cultural aspects to the art and implementation of the Barber service.	12	12	0	0
CS 105	Sculpture (long hair): Instruction in hair cutting, sculpture forms, and the various implements and supplies used with longer hairstyles.	195	55	140	160
CS 106	Sculpture (short hair): Instruction in hair cutting, sculpture forms, and the various implements and supplies used with shorter hairstyles.	30	10	20	15
CS 107	Styling: Styling includes instruction for hair wet styling, roller setting, molding and shaping techniques.	235	66	169	235

CS 108	Long Hair Design: Styling includes instruction in long hair design. This includes braiding, up- styling and other useful techniques for long hairstyling.	15	5	10	15
CS 109	Wigs & Hair Additions: An introduction to the proper use of wigs and hair extension techniques.	18	12	6	0
CS 110	Color: To achieve hair color through the use of semi-permanent, permanent, and lightning procedures.	300	100	200	100
CS 111	Perm & Relax: The use of professional chemicals and implements in waving and relaxing the hair to make it manageable and durable.	175	50	125	65
CS 112	Colour Correction: The proper use of chemicals and treatments to transform hair from dark to light, or completely recreate a colour using multi-step process.	150	50	50	50
CS 113	Precision cutting: ABCs of Sassoon cutting	100	60	40	25
CS 114	HIV Awareness Course: This course provides instruction on modes of transmission and use of barriers which outlines the policies of the Academy and the laws of British Columbia.	6	5	1	0
CS 115	Cosmetology Guidelines: This course provides instruction on the Laws and Rule requirements in all provinces in Canada and elsewhere in the world.	40	20	20	0
	Totals	1500			

Cancellation, Withdrawal, and Refund Policy

Purpose

This policy outlines the procedures for student **cancellations**, **withdrawals**, and **refunds** in compliance with the **Private Training Act (PTA)** and the **Private Training Institutions Regulation (PTR)** of British Columbia.

Definitions

- **Cancellation:** Termination of enrollment **before** the program start date.
- **Withdrawal:** A student's decision to leave the program **after** it has started.

- **Dismissal:** Termination of enrollment by the institution due to academic, attendance, or conduct issues.
- **Refund:** Reimbursement of fees paid, calculated based on program progress and applicable timelines.

Cancellation Policy (Before Program Start Date)

Students may cancel their enrollment by providing **written notice** to the Admissions Office.

- **If cancellation occurs 7 days or more** before the start date:
 - Full refund of tuition and fees, **minus the non-refundable registration fee** of \$100.
- **If cancellation occurs less than 7 days** before the start date:
 - **50% refund** of tuition fees, minus the registration fee.
- **If the institution cancels the program:**
 - **Full refund** of all tuition and fees, including the registration fee.

Withdrawal Policy (After Program Start Date)

Students must submit a **written notice of withdrawal** to the Director of Education. The date of the written notice will be used to calculate any refund.

- **0–10% of program completed:**
 - **70% refund** of tuition paid, minus the registration fee.
- **11–30% of program completed:**
 - **50% refund** of tuition paid, minus the registration fee.
- **31–50% of program completed:**
 - **30% refund** of tuition paid, minus the registration fee.
- **Over 50% of program completed:**
 - **No refund** of tuition.

Note: Percentage of completion is calculated based on the number of instructional hours attended compared to the total program hours.

Dismissal Policy

If a student is dismissed due to academic misconduct, attendance violations, or behavioral issues:

- Refunds will be calculated following the same guidelines as the **Withdrawal Policy** above

Refund of Other Fees

- **Registration Fee:** Non-refundable unless the institution cancels the program.
- **Textbooks & Kits:**
 - Refunds are **only provided if materials are returned unopened and in original condition** within 14 days of withdrawal.
 - If used or damaged, no refund will be issued.
- **Administrative or Testing Fees:** Non-refundable after program start date.

Refund Payment Process

- All refunds will be processed **within 30 days** of receiving written notice of withdrawal or dismissal.
- Refunds will be issued to the original payer via the original payment method unless otherwise requested in writing.

STUDENT SERVICES

In addition to providing quality education and training, Summit Salon Academy is committed to providing student services, as reflected on the table below, that support and enhance learning, that maximize students' opportunities for successful program completion, and that provide tools for post-graduation success.

Service	Method
Academic Advisement	Monthly coaching sessions – attendance and grade point average. Strategies needed to improve (extra credit or additional hours)
Personal/Life Counseling Referrals	List of outside counseling services – available to students at all times. Given to students at orientation, at re-orientation, and upon request.
Budget & Personal Financial Planning Skills	Student tracking journal. Reviewed monthly.
Career Development	Monthly One-on-One coaching sessions.
Placement Assistance	Interviews conducted with the placement administrator. Salon visits and other information available for placement.
Housing Location Assistance	Available information provided by Admissions staff upon request
Library/Learning Resource Center	A library is provided for all students and consists of electronic resources, such as video and audio materials, as well as hard copy materials. There is a physical learning resource center that also represents the student lounge area. Students may use the library during the day with permission from the educator.

CAREER PLANNING

Summit Salon Academy works hard to maintain relationships with salon owners. Periodically, salons are visited, and owners are invited to come in and speak to students via jump parties and classroom visits. The Academy is always seeking new salons via the Internet and contacts.

During the final six weeks of each program, job placement is strongly emphasized, and salon visits are scheduled and completed.

The Academy promotes a proactive approach in seeking employment. Students are encouraged to start looking well before graduation. Additionally, the Academy promotes a professional interview via preparation, appearance, thank you letters and follow-up calls.

If a student is not placed prior to graduation, after graduation, they are frequently contacted and given leads and are invited to the Academy post-graduation to pursue opportunities.

Summit Salon Academy does not guarantee placement; however, follow-up on graduates is consistent to help prepare new students for future job placement.

Student Personal Services

Personal services will be awarded to you each month that you maintain 85% grades and 90 % attendance and have no tardiness in the previous month and have no unexcused absences.

Fellow students will perform your services. Students may only perform those services they have been trained to do. The services must be done all at one time and approved by a student salon area educator.

The front desk support staff will schedule your service. Personal services may not be scheduled on Friday or Saturday. Your student service provider will fill out a service ticket, have it signed, and services will be checked by an educator. You are the guest while receiving the services; therefore, your student service provider will receive grades throughout the process. You may select any services a student can perform. The services must be completed in the time allotted for that student's level.

If you would like additional services, you may have them done at a time when you are not scheduled to be clocked in and will pay a "paid in" (the staff and student rate). Services are not transferrable from month to month or from one student to another student or to other persons. The services are null and void if you take a leave of absence, drop from the program, or graduate.

Licensing Requirements

British Columbia does not have a licensing program, but other provinces do. Students are encouraged to:

- Successfully complete the program hours contracted and graduate from an approved school; and,
- Pass an exam in other provinces if they wish to work outside of BC

STUDENT COMPLAINT/DISPUTE RESOLUTION PROCEDURE

In the event a student has a complaint that needs to be addressed, the student should follow this procedure: Submit a signed complaint in writing to an educator or a director. Upon receipt of the complaint, a director will review it. The student will then be notified as to how the issue will be resolved. If this is not satisfactory, the issue will then be turned over to the owners. The student will be notified as to how it will be handled.

- Students are encouraged to address concerns directly with the individual involved.
- If unresolved, the student may submit a written complaint to the **Campus Director** within **30 days** of the incident.
- The Director will meet with the student within **10 business days** to discuss the concern.
- A written decision will be provided within **5 business days** of the meeting.
- If unsatisfied, the student may escalate the complaint to the **Private Training Institutions Branch (PTIB)** for external review.

Record-Keeping:

All complaints and resolutions will be documented and retained for at least **five years**.

LEGAL CONTROL

Owners

Summit Salon Academy is owned by Natalie Grunberg-Ferreira and Philip Ferreira.; a Canadian

corporation.

SUMMIT SALON ACADEMY ORGANIZATIONAL STRUCTURE

Governing Board Members

CEO	Natalie Grunberg-Ferreira, BA, BEd Mrs Grunberg-Ferreira is a salon owner and manager, and educator.
Academy Director/ Admissions	Natalie Grunberg-Ferreira Mrs Grunberg-Ferreira has a bachelor's degree in Women's Studies and Environmental Studies from the University of Victoria and an Education Degree from University of British Columbia.

Administration

Education Director	Philip Ferreira Over 40 years in the industry as master stylist, international educator and salon owner.
Financial Aid Director	TBD
Marketing Coordinator	Metke Lazar Mrs Lazar is a top sales and marketing consultant with experience in home renovations, interior design, styling, and retail & fashion merchandising. She has over 15 years of executive sales experience in wholesaling and was regional VP for the 6th largest financial institution in North America.

Educators

All Summit Salon Academy educators have extensive experience in their field(s) of instruction.

Cosmetologist **Philip Ferreira and other instructors TBA**