



# STUDENT HANDBOOK



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# Hours of Operation

NIWE is open Monday through Friday from 8:00 AM to 9:30 PM, with most classes beginning at 9:00 AM. Some classes also take place on Saturdays from 9:00 AM to 4:00 PM. Students are recommended to arrive 15 minutes before class begins.

# Dress Code Policy

**Esthetics** – White scrub top with black pants, ID card, and industry appropriate footwear

**Clinical + Comprehensive Aesthetics** – White scrub top with black pants, ID card, and industry appropriate footwear

**Advanced Nails** – Grey scrub top with black pants, ID card, and industry appropriate footwear

**Hair Dressing/Barbering** – Black scrub top with black pants (black denim acceptable, no rips), ID card, and industry appropriate footwear. Solid black personal clothing and a NIWE branded smock or apron is acceptable.

**Massage Therapy** – Teal scrub top with black scrub pants, ID card, and industry appropriate footwear

- No high-heeled shoes or flip flops are to be worn; your instructor has final say on industry appropriate footwear.
- Absolutely no sweatpants, leggings with cutouts or mesh, or denim (excluding hair/barbering which may wear black denim provided they are solid and have no rips.)
- Head pieces and scarves are permitted.
- Hair should be pulled away from the face.
- Should the students refuse to comply with this dress code they will be dismissed and marked absent for each day that they are not in uniform.
- Each student will receive an ID Card upon enrolment, students will be subjected to a fee of \$20 for any lost or stolen cards.
- No uniform will result in dismissal for the day.

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## Nail Policy

Because it is important to keep a professional appearance as well as for hygiene purposes, students must comply with the following:

Esthetics, Clinical Aesthetics, Hair Students are recommended to have natural nails. The free edge of the nail should not extend past the tip of the finger. No chipped polish or broken nails. Massage students are required to have natural nails. No gels or acrylics are acceptable.

Nail students may wear any color or design, gel or acrylic but should be in perfect condition.

## Absences

- NIWE allows for a 10% margin for hours throughout the course of a program. If a student exceeds this 10%, the student will be charged an additional amount per day that the students' needs to complete their course/program. See tuition policy for further details.
- Medical note or any legal proof of absence will be required if the student is ill or absent for more than three days at a time.
- If you require a leave of absence from your program for any reason at all, please contact admissions immediately.
- A warning letter will be issued to the student after (5) five days of absenteeism.
- A probationary letter will be issued to a student after (10) ten days of absenteeism.
- A termination letter will be issued to a student after (15) fifteen days of absenteeism.
- A student will be marked absent if they are late more than one hour into class without notification.

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## Quotas

- Models are only used for demos and must be approved by the instructor. As a student you may be used for demos for your class as well as other programs. Services done at student request are to be paid as per student discount policy.
- Quotas are to practice what you have learned in the program and must be done on paying clients or fellow students during school hours. These quotas are required for you to complete before taking the final written and practical exam. In your kit, you will have received everything needed to perform your quotas, anything that is not in your kit will be provided to you by NIWE.

## Discounts

- Student discounts are 50% the service brochure.
- Friends and Family are 20% off the service brochure.
- Students will receive 20% off all retail products.

## Client Relations and Professionalism

- Please DO NOT hang around the front desk for any reason as this looks unprofessional. The only time you should be at the front desk area is to wait for client's arrival, to walk your client out and to book their next appointment.
- Never refuse a client, change an appointment or remove your name from an appointment book without authorization from an Instructor or Management. You will be sent home.
- Always prepare your area prior to your client's arrival. You want to give a good impression to the clients by being prepared and professional.
- Your working area reflects you and the Academy, always keep it clean and tidy.
- Hair must always be tied back away from the face during services.
- Students must present themselves in a clean NIWE uniform with appropriate footwear.
- Body odor and breath should always be fresh. In the case of unprofessional body odor, student will be spoken to and may be sent home for the remainder of the day.
- Chunky, dangling jewelry is not allowed.
- Improper behavior will not be tolerated. Foul language is not allowed and may result in suspension, disqualification or termination from the Academy.

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- No cell phones are permitted for personal use; your phone needs to be set on vibrate or silent mode. You may use your phone during breaks or as indicated by your instructor.
- Smokers must consider the daycare and the children in that area, please stay away from the entrance. Please use a can or tray to dispose of the butts. Wash hands and freshen up after each cigarette break. The agreement by the building owner is that the only designated smoking area is in the back-north parking lot behind the recycling and trash bins. This includes E-cigarettes.
- NIWE is responsible for the safety of all employees, students and clients. NIWE has a zero-tolerance policy against intoxication or impairment in the Academy. Recreational substances such as alcohol and cannabis can impair a student's ability to work with sharp instruments and machines and any student under the influence will be sent home. If you are under a physician's care requiring a controlled substance, proof of this will be required to attend classes.
- Every student is responsible for an assigned task regarding cleaning at the end of the day.
- No food or drinks are permitted on the salon/spa floor, service rooms, and reception area.
- No food or drinks are allowed in the classroom other than water.
- Refusal or no-show for any client without appropriate notice will result in disciplinary action up to and including suspension.
- Throughout the full program you will be marked for Department which will be 10% of your overall grade. Marks will be deducted in the areas of but not limited to:
  - ▶ Late attendance.
  - ▶ Leaving early (if not excused).
  - ▶ Misbehavior.
  - ▶ Lacking professionalism (irresponsibility towards clients, staff, other students).
  - ▶ Inappropriate dress code.
  - ▶ Not bringing your necessary tools for clients/models.
- Do not take constructive criticism personally. You can only grow and learn this way. If you need extra support, then please approach your instructor.
- Always treat clients, instructors and the students with respect. A true professional never lets personal difficulties and conflicts interfere with their work or school environment. If at any time, you are having a problem with a client, instructor or another student, please seek immediate advice from the instructor or staff member by requesting to speak with them privately.

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## Theft

- If any of the staff members finds any student stealing any property of the Academy, they will be dismissed from the school, and charges will be laid.
- If a student reports theft, administration will do a full investigation into the matter up to a bag/locker search of the class or school, if necessary.
- Although theft has not been a problem here at NIWE, we take these matters very seriously. However, NIWE is not responsible for any lost or stolen items.

## Harassment and Bullying

Bullying and harassment means any unwanted behavior that makes someone feel intimidated, degraded, humiliated or offended. It is not necessarily always obvious or apparent to others and may happen in various places without anyone knowing of it. NIWE, is a ZERO tolerance establishment. That means any bullying or harassment that happens between a student, an instructor, online, cell phones (texting) or on the premises will be investigated thoroughly. Those who have committed such act will be suspended or dismissal of the program. NIWE, takes this very seriously and we have as zero tolerance policy regarding this.

## Cheating and Academic Misconduct

Cheating on tests, quizzes or any assignments will not be tolerated under any circumstances. Cheating may include copying other's assignments, quizzes, and tests, using internet or textbooks or other reference material when it is prohibited, or communicating to classmates, verbal or otherwise, during a test or a quiz. NIWE Academy believes in integrity and transparency and any suspicion of cheating will be investigated and dealt with in an appropriate manner, up to and including expulsion. Any assignments that are found to be plagiarized will not be accepted and result in an automatic zero on the assignment.

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# NIWE Referral Program

All students and staff are eligible for the Referral Program, which entails those that refer someone to a program in which they then enroll will receive a referral fee. The referred person must inform admissions the name and number of the person whom referred them during intake. It is in your best interest to have student cards ready or write your name and number on a flyer when advertising for programs. **Please note this is only valid at the time of registration and your name must appear on their enrollment contract.**

The referral fee shall be a flat fee of \$250/referral for the first student, \$350/Referral once you have recruited the second student, \$500/Referral for three students, \$750/Referral for four students, and \$1000/Referral for five students. To receive these fees, you can recruit for any full-time program. The compounding of these fees will be cumulated every 4 months and will be paid out upon 50% completion of program by referred student.

Interested parties are required to sign a contract, which will be provided by the front desk or Administration team.

## Exams

- No model, no Exam. It is the student's responsibility to secure models for the Practical Exam.
- Absolutely no extra time will be given on any section.
- Jewelry, which may interfere with any aspect of the practical exam, must be removed prior to starting.
- Always give yourself and your model EXTRA time to arrive at the Academy. We are in a very populated area and parking may be an issue. You will not be able to start your exam until the next portion if you or your model are late.
- In the event of a failed grade in a practical or written exam, a student may apply for a single supplementary examination to be rescheduled by their instructor. Any passing mark on the second attempt will be adjusted to 70% and that will be considered as the final mark. Results of the exams will be presented up to one week after the examination date.

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# Diversity Policy

NIWE is committed to fostering, cultivating and preserving a culture of diversity and inclusion.

Our human capital is the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities and talent that our students' & employees invest in their learning & work represents a significant part of not only our culture, but our reputation and company's achievement as well.

We embrace and encourage our students' and employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and other characteristics that make our students' & employees unique.

NIWE's diversity initiatives are applicable to our practices and policies on recruitment and selection; professional development and training; promotions; social and recreational programs; terminations; and the ongoing development of a learning & working environment built on the premise of gender and diversity equity that encourages and enforces:

- ▶ Respectful communication and cooperation between all students' & employees. Teamwork and student/employee participation, permitting the representation of all groups and student/employee perspectives.
- ▶ Work/life balance through flexible class & work schedules to accommodate student/employee varying needs. Employer/faculty and student/employee contributions to the communities we serve to promote a greater understanding and respect for the diversity.

All students' & employees of NIWE have a responsibility to treat others with dignity and respect always. All students' and employees are expected to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events.

Any student or employee found to have exhibited any inappropriate conduct or behavior against others may be subject to disciplinary action.

Students' & employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from an instructor or school administration.

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# NIWE Tuition Policy

This policy is applicable to any student loan recipient or self-paying student and is as follows:

Before the first day of class, the student is to meet with NIWE administration to finalize their payment schedule. When a payment schedule has been created, approved and agreed upon, the student must follow the payment schedule and cannot make any changes unless pre-approved by NIWE administration.

This schedule outlines what the student receives from Student Aid, balance owing or simply a schedule that is conducive for NIWE as well as for the student. A Self-Paying student is to make a payment within the first week of each month or otherwise stated on their payment schedule.

If the student does not comply or makes any unauthorized changes, the student will be placed on an informal suspension from NIWE until the balance has been brought up to date. If a balance is owed at the 60% mark of the student's program, the student will be placed on administrative leave and their program will be interrupted until the balance is paid.

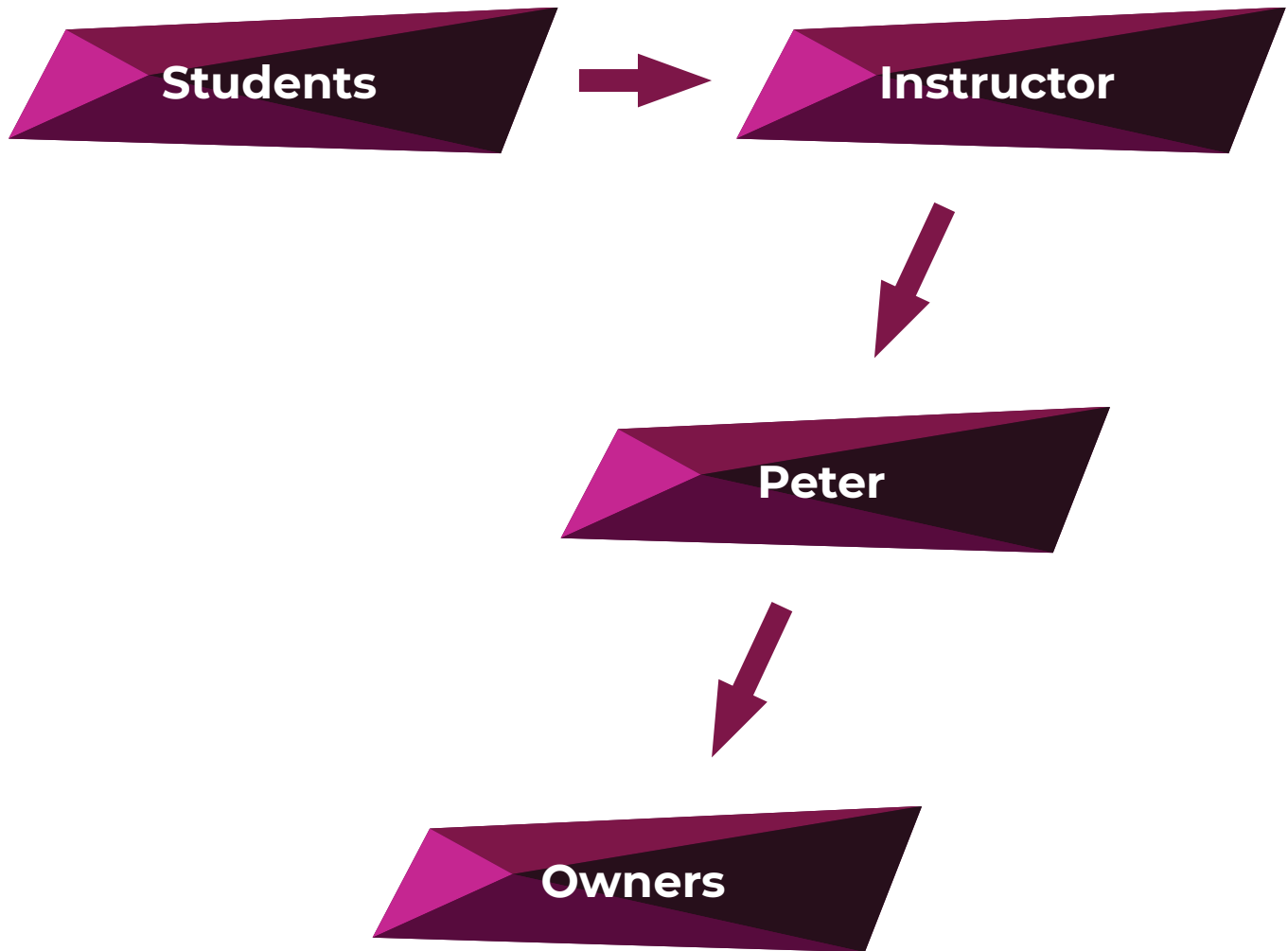
Please see below for the breakdown on the **NIWE Overtime Policy**

Program	Time span for grace period (hours) <sup>1</sup>	Amount owed/hour after grace period (dollars per hour) <sup>2</sup>
Esthetics	56	\$15.20
Advanced Nails	50	\$16.00
Clinical Aesthetics	58	\$23.28
Comprehensive Aesthetics	114	\$15.44
Massage Therapy	220	\$9.55
Hair Styling	140	\$10.40

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# Students Issue Flowchart

Have a concern? Please follow the flow below.



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# Release of Images & Media

I hereby grant to NIWE (National Academy of Wellness and Esthetics) the irrevocable and unrestricted right to use and publish photographs of me, or which I may be included, for editorial trade, advertising and any other purpose and in any manner, and medium; and to alter the same without restriction. I hereby release the school (NIWE) from all claims and liability relating to said photographs, images and video media.

By signing this waiver, NIWE reserves ALL rights to use, reuse, and distribute any and all photos/videos, etc. that you are in as well as possible 3rd party distributions for the sole purposes of social media and/or advertisements of NIWE. Once this is signed and dated, NIWE no longer needs any future permission to use and/or distribute photos/videos that you may appear in. You agree that we may use all Images to our liking without directly contacting you for permission. This waiver permits us to do so from the date signed onward.

At any given time, if you would like to be removed from this list, please request a cancellation form. Please note that any Images/videos used prior to the date signed of the cancellation form are owned by NIWE and will NOT be removed unless by the owner's discretion. Once cancellation form is signed and dated, any future Images/videos from that point on will NOT be used without Individual consent from the person(s) appearing in the images.

I hereby acknowledge and agree that I understand and accept these terms for the duration of my time at NIWE and agree that NIWE will NOT be held responsible for any disputes or concerns regarding the use of future publications where there are Images/videos that I may be Included in.

X

\_\_\_\_\_  
Printed Name

X

Signature

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# Declaration of Understanding

I have read, and completely understand, the Rules and Regulations as NIWE Academy of Cosmetology & Massage has set before me and hereby agree to follow them fully. I understand failing to follow these guidelines can result in disciplinary action up to and including dismissal from my program.

X

\_\_\_\_\_  
Printed Name

X

Signature

X

Academy Official

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# NIWE Mission Statement

NIWE enriches the lives of our team and students by inspiring and nurturing them to become leaders in the Beauty and Wellness industry

**PURSUE YOUR PASSION FOR COSMETOLOGY & MASSAGE**



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