

Professional Image

Pet Grooming Academy

3704 North Clinton Street

Fort Wayne, IN 46805

260-471-4440

FAX 260-969-2848



CERTIFIED MEMBER

National Dog Groomers
Association of America

FULLY ACCREDITED

by

The State of Indiana

Commission on Proprietary Education



Dedicated to Excellence
in the Profession of Pet Grooming

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Dedicated to Excellence in the Profession of Pet Grooming

We are pleased to present the information you requested about our school, for we sincerely believe our Professional Pet Grooming Course to be one of the most thorough, most complete, and among the most potentially rewarding you will find! Whether, in the future, you plan to enter the job market as a much-in-demand skilled employee, or to become an owner of your own business, be assured that - with reasonable dedication and effort on your part – you will leave here well qualified for both!

This course begins with the fundamental work which is the most essential part of dog grooming service. The skills include proper techniques in:

- breed identification
- bathing
- brushing & combing
- de-matting
- shave downs
- drying
- nail clipping
- expressing anal glands
- rough clipping
- pads & sanitary trim

After learning these skills you can get employed as a groomer's assistant in many grooming salons.

You will then learn more advanced techniques including:

- equipment selection & care
- ear plucking & cleaning
- ear care & eye care
- identifying skin & coat problems
- bathing techniques & specialty shampoos
- flea control
- basic first aid
- basic dental care
- fluff drying
- forced air drying
- feet setting
- clipper techniques
- furminating
- basic scissoring techniques

These skills are for the individual wishing to get employment as a groomer in the pet industry. In addition to being taught to groom pets to breed standard, students enrolled in this program will learn to create a style suitable for many popular mixed breed pets.

If you genuinely love working with animals, and you genuinely desire to become a superior groomer, we urge you to carefully read our detailed catalog – especially pages 1-3 which demonstrate facts & figures for the continually increasing pet industry, explain the school's philosophy and tell you a little about our parent firm, Pooch Parlor Pet Grooming, Supplies & Gifts.

In the short amount of time Pooch Parlor has existed, we have built an enviable reputation for the highest grooming standards, the kindest treatment of our clients' pets and a level of business integrity second to none. Every student enrolled in our school will be trained accordingly.

At Professional Image Pet Grooming Academy, you will learn and develop your skills with the "hands on" approach to learning. From day one you will observe and be taught in a real grooming salon, not in a controlled environment classroom as in many of the larger schools. We believe that students should see the "real world" of pet grooming including the more challenging pets that you will encounter as a professional pet stylist. Smaller classes ensure more personal attention and one-on-one training with each student.

Whether you simply wish to supplement your future income by working part time at home, enter the job market and work full-time for someone else, or pursue the American Dream of owning and operating your own business, we believe that your training at Professional Image Pet Grooming Academy will better prepare you to achieve your goals.

The remaining pages of this booklet will attempt to explain how we strive to train kinder, gentler, more caring and more skilled professional pet stylists.

Should you have any further questions, please do not hesitate to call, fax or write to us. Thank you for your interest in our school. We look forward to the pleasure of speaking with you.

Sincerely,

Victoria J. Bailey-Moon
Professional Image Pet Grooming Academy

This institution is regulated by:

**The Indiana Commission on Proprietary Education
302 W Washington St, Room E201
Indianapolis, IN 46204**

Toll Free Number 1-800-227-5695

**or
(317) 232-1320**

FACTS & FIGURES*

In 2004, Americans spent \$34.5 billion on pet care, grooming and other luxuries.

There are 377.8 million pets in the United States -- and 290 million people. 62% of households in the United States own a pet. About 1 million dog and cat owners in the United States have bought health insurance for their pets. The greatest expense for pet owners each year is veterinary care, followed by food, then supplies. Dogs or cats are found in at least 1 out of 3 households in the United States.

Many local pet groomers have seen it all. Painted toenails, specialized haircuts, sensitive-skin shampoo and rhinestone collars are only a few examples of the care people take to ensure their pets are getting the best. It's a national trend that has the pet industry bucking almost all the signs of a slow economy. While most consumer-based markets are reporting little or no growth, businesses catering to pet owners are booming -- including locally.

Americans spent about \$34.5 billion last year feeding and pampering their pets, according to a survey by the American Pet Products Manufacturers Association Inc. That's more than double the amount spent 10 years ago and slightly up from 2003's \$32.4 billion. The association's detailed spending survey for 2004, to be released in the next few weeks, expects \$36 billion will be spent in the pet industry in 2005.

Food leads the pack of itemized pet expenditures. American pet owners spent \$13.7 billion to feed their pets in 2003 and tallied about \$14.3 billion in 2004, according to the manufacturers association's report. The days of buying Fido the cheapest kibble on the shelf and throwing in some table scraps to make the bag last longer are over for many pet owners. Specialized diets for animals, often veterinarian prescribed, ranging from dogs to lizards, partially explains the billion-dollar expense. Pet owners' desire to provide the best food for their animals also plays a role.

Also included in the \$32.4 billion 2003 sales figures are:

- \$7.9 billion on veterinary care.
- \$7.2 billion on supplies and medicine.
- \$1.5 billion to buy live animals.
- \$2.1 billion on pet services such as grooming and boarding.

Estimates increased in each category for 2004.

Designer trends for pets are strong. Cosmetic manufacturer OPI Products, Gucci, Land's End and Old Navy are just some of the companies that have expanded their markets to include the family pet. With a container of OPI's Yuppy Puppy Nail Pawlish selling for about \$10 a bottle, or a pair of Land's End pewter dog dishes ranging from \$50 to \$90 a pop, there's no sign the industry's growth will slow soon.

Opportunities abound. Americans' willingness to spend more on pets is creating opportunities for many pet industries, such as mobile pet grooming. Kennels no longer are just pooch-holding cells while you're on vacation. Many of the operations have been transformed into "pet resorts" and "doggy day cares" offering ways to pamper pets or keep them occupied. Expanded business ventures are all part of the healthy pet economy.

**petgroomer.com 2004 Pet Industry Market Update*

SECTION 1: OUR SCHOOL'S PHILOSOPHY

At Professional Image Pet Grooming Academy, we are dedicated to the humane treatment of animals; teaching behavioral patterns, animal psychology, precision scissoring and grooming to proper breed profiles; as well as understanding anatomy and enhancing mix breeds by improving and highlighting their best features.

SECTION 2: A BRIEF HISTORY OF POOCH PARLOR

The school's parent firm, Pooch Parlor Pet Grooming, Supplies & Gifts, was founded in July 2003 here in Fort Wayne. Owner, Victoria Bailey-Moon, having completed her certification as a pet stylist, worked at a couple of local grooming salons but was not happy with her working conditions. She sought a different atmosphere where the salon was always clean and the dogs were happy to come in and be groomed. She started her own salon in a small rental space only 600 feet square. But when she opened her doors, her new clients found that she also opened her heart. Victoria became a groomer because of a dog she adopted from an animal shelter and believes that if a dog is treated with kindness he will welcome coming back to the salon to be pampered and groomed by a friend. Based on that philosophy, Pooch Parlor soon grew and Victoria now has two additional pet stylists grooming along side her in the new building that has an addition – a pet boutique up front to further pamper pets and those who love them. The new salon not only has the pet boutique, but boasts a much larger grooming area as well as a separate bathing room and drying room – all with glass windows so pets are always under constant supervision to ensure their safety and comfort. Clients constantly comment on the cleanliness and pleasant fragrance of the salon as well as the quality of the pets being groomed there. Pooch Parlor is dedicated to three very important elements for success: Gentler, more loving treatment of pets entrusted to our care; never compromised grooming excellence; and a fair pricing policy.

SECTION 3: ADVANTAGES OF TRAINING AT PROFESSIONAL IMAGE PET GROOMING ACADEMY

Literature from some grooming schools advises prospective students to never train in a grooming shop environment, thereby implying that students are “short changed” under such conditions. We disagree!

First, there is a vast difference between training in a large “sheltered and controlled” classroom atmosphere with an average of 6-12 students per instructor, as compared to learning in the real world of professional grooming. Where will the student learn about how to work with difficult dogs (as well as clients)? In a controlled atmosphere, students may only be exposed to dogs that are used to being groomed and exhibit the best behavior – this is not always the case in the real world of grooming! We believe that students should be exposed to all behaviors exhibited by pets; they will therefore be more prepared to handle these types of situations once they graduate and seek employment or open their own salon. Why not let students experience this first hand instead of letting them find out for themselves after training, thinking that all dogs will be well behaved and stand perfectly still during grooming procedures.

Second, students not only need to learn grooming expertise, but customer relations as well. What better environment to meet and interact with a variety of different client personalities than in an actual grooming salon? Pet grooming is a “service” industry and the success (or failure) of any business that sells its service is always dependent upon these factors:

- The quality of your work (the services rendered)
- The fairness of your price
- The ability to provide clients with an ongoing level of satisfaction, to the degree that they will keep coming back to you time after time. This is known as “repeat business” and no service undertaking of any kind will survive or grow without it!
- The trust and respect of your clients
- A friendly, professional personality; this means more than people realize

SMALL CLASS SIZE

Only 2-3 students will be in any class at the same time, assuring more one-on-one time and therefore more hands-on time and individual attention.

COURSE EMPHASIS ON QUALITY – NOT QUANTITY OR “SPEED GROOMING”

At Professional Image Pet Grooming Academy, you will learn the correct principles, the basic skills and the more advanced techniques for superior all-breed grooming via a carefully structured, gradual step-by-step progression – always under the watchful eyes of an instructor. During their first 150 – 200 hours of training, we rarely permit students to clip or scissor “on their own” – then only with the close supervision and guidance of an instructor. This minimizes mistakes and the likelihood of a student developing bad grooming habits while in training. Once you have learned the fundamental skills of correct and meticulous grooming, your speed will increase naturally – with practice and experience – and your own confidence level will grow as well.

DAILY EXPOSURE TO THE RESULTS OF FINER GROOMING

We will also help you to better understand the vital importance of doing good work. Day-after-day you will see and hear dozens of pleased and satisfied pet owners. You’ll learn first hand why so many were dissatisfied with other groomers or shops. These “messages” are crystal clear for every student to comprehend. “BETTER pet grooming PAYS OFF in the forms of BETTER CLIENT RELATIONSHIPS and MORE GROOMING BUSINESS.” We believe this constant exposure to the benefits of good work to be an invaluable reinforcement for students’ training.

SECTION 4: NECESSARY ATTRIBUTES FOR PROSPECTIVE STUDENTS TO CONSIDER

Grooming careers are not for everyone! Before submitting your application to Professional Image Pet Grooming Academy, we respectfully encourage you to carefully consider some personal characteristics which we know are absolutely essential for good students and successful groomers.

We can not teach you these emotions which must come from the heart. No school – this one included – can teach you motivation and dedication. You must have a genuine love for animals. You must have patience when working on a nervous or “fidgety” pet; and you must be the type of individual who does not feel embarrassed or self-conscious when talking to pets in a reassuring manner while working on them.

If your desire for grooming training and for a career of working with pets is not genuine, or if you do not have the personal attributes described in the above paragraph, we would respectfully urge you, instead, to pursue another vocation.

On the other hand, if you are the kind of person who has the aforementioned attributes, if you consider yourself sufficiently motivated and want to be more than just another groomer, and if you come to our school with the realization that it requires work and effort to become an above average groomer, and that success in any business does not happen overnight, we encourage you to apply for training at our school.

SECTION 5: COURSE CONTENTS

- All-breed, hands-on grooming training in the real world of a fine salon’s daily operations. In addition to the grooming skills they will acquire, our students get to hear and actually deal with clients. The importance of “people pleasing” grooming (the only kind that generates repeat business) is more readily understood by students here. Further, they learn in the most realistic manner what they can expect to encounter after they become a professional groomer.
- Valuable retail training and experience in the area of pet supplies. Even the smallest grooming shops sometimes offer retail items to their clients. The sale of such items can quickly increase the profitability of a new grooming shop.
- We cannot teach you quality grooming and speed grooming at the same time. We believe that if you first learn to groom correctly, and then practice what you have learned each time thereafter, you will steadily develop your own self confidence and with that your grooming speed will steadily increase.
- Upon successful completion of training, we expect our average graduate to be capable of properly grooming 2-3 dogs per day, depending upon breed, size, coat condition, etc. With ongoing practice and continued effort to improve, this daily volume can continually increase following graduation. Everyone learns at their own speed, and quality should never be compromised for quantity!
- COURSE LENGTH = 480 HOURS
 - Other than listing the functions and subjects we teach, we’ve not indicated the specific number of class hours devoted to each, as each individual will receive personal attention and advance at their own speed.
- GROOMING FUNCTIONS TAUGHT
 - All breed grooming - clipping, hand scissoring, styling (kindness & gentleness are stressed)
 - Anatomy considerations – anal glands, coat, ears, eyes, genitalia, mouth, nails, nose, pads, skin, tail, teeth
 - Bathing steps & techniques

- Brushing techniques
- Coat conditioners & sprays
- Decorative bows & bandanas
- Dematting techniques
- Drying techniques
- Ear plucking & cleaning
- Emergency in-shop first aid
- Epileptic seizures (how to handle properly)
- Equipment familiarization and tool maintenance
- Handling & care of pets left in our care
- Nail clipping & grinding techniques
- Nail polish
- Parasite elimination & controls
- Prevention of grooming injuries – cuts, clipper burn, nicks, scrapes, etc.
- Sanitation – cages, tables, salon
- Shampoos & conditioners
- Shave down procedures
- Special procedures for ailing or older pets
- IN SUMMARY: The majority of today’s responsible pet owners want more than an ordinary “wash & cut” for their pets. Most will insist upon good work, and kind and gentle treatment of their beloved pets! Professional pet stylists who combine these virtues are sought out by owners and soon become successful.

SECTION 6: SCHEDULE OF CLASSES

All classes are 480 class hours – approximately 12 weeks in length. We do not have a specific start date for any classes. Required attendance days are Mondays through Fridays 7:00 AM – 4:00 PM (less one hour for lunch). There are no evening classes or part-time enrollment available at this time.

SECTION 7: TUITION COST & PAYMENT

APPLICATION FEE: \$100 application fee must accompany all application forms and requests for a class opening reservation. This fee is normally non refundable (by State Law) after six (6) days from date of initial payment.

TUITION COST: \$4000 – payable in full before the first day of school. Your tuition payment will hold your place for the next available class opening.

Note: Because of its relatively small annual enrollment, the school has no other “financial aid” plans for students.

SECTION 8: UPON COMPLETION OF COURSE YOU WILL RECEIVE

A Certificate of Completion is awarded to those students who have met the course requirements, completed the required class hours and achieved a final grade average of 60% or above. Suitable for framing, it will attest to both your dedication and your accomplishments while in training, because it will also denote the overall grade you have earned in the form of one of the following designations: SATISFACTORY ACHIEVEMENT, MERITORIOUS ACHIEVEMENT or OUTSTANDING ACHIEVEMENT. To the general public, to your clients and especially to any prospective employers, your certificate of graduation will identify you as a fully qualified professional pet stylist.

SECTION 9: TEXTBOOKS & MANUALS

Each student is required to have the textbooks and manuals listed here. Students may purchase these books on their own or through the school at wholesale pricing.

- NOTES FROM THE GROOMING TABLE– 495 pages – Melissa Verplank
- POODLE CLIPPING AND GROOMING – 234 pages – Shirlee Kalstone

PROFESSIONAL IMAGE PET GROOMING ACADEMY'S TEXTBOOK & MANUAL POLICY: We can not accept "returned" or "used" textbooks and/or manuals after they have been issued. In cases of students who voluntarily withdraw from training – for whatever reason, and at whatever point in their training – the retail value of all the above textbooks and manuals will either be charged to the student's account, or deducted and withheld from any tuition refund due. (Retail value is established by doubling the wholesale cost price, a regular and normal industry-wide practice.)

SECTION 10: GROOMING TOOLS & EQUIPMENT

Students will be required to have their own set of tools which include:

- Andis 2-Speed clippers with #10 blade
- A-5 Compatible Detachable Clipper Blades:
 - #30
 - #15
 - #9
 - #7F (finishing blade)
 - #5F (finishing blade)
 - #4F (finishing blade)
- WAHL Mini Arco Cord/Cordless Clipper Kit
- Snap-On Combs – Small set: 5, 4, 3, 2, 1½, 1, ½, 0
- Snap-On Combs – Large set: A, B, C, D, E, F
- 7½", 8" or 8½" Straight Scissors
- 7½", 8" or 8½" Curved Scissors
- 4" Curved Ball Tip Scissors
- Curved Hemostat (hair puller)

- Slicker Brushes – 2 sizes
- Mat Breaker
- De-shedding tool
- Dematting Rake
- Pin Brush
- Greyhound Comb
- Shedding comb
- Large Nail Clipper
- Small Nail Scissor

Students may purchase these tools on their own or through the school at wholesale pricing.

PROFESSIONAL IMAGE PET GROOMING ACADEMY’S EQUIPMENT & TOOL POLICY: Once delivered to the student, we cannot accept “used” or neither “returned” equipment; nor will we provide “drop outs” with a complete kit of grooming tools at our wholesale cost. In all cases of students who voluntarily withdraw from training – for whatever reason and at whatever point in their course – the dollar difference between what was paid and the retail value of the kit will be deducted/withheld from any tuition refund due the withdrawing student. (Throughout the pet supplies industry nationwide, retail value is regularly established by doubling the wholesale invoice cost, as initially paid by the student.)

SECTION 11: THE SCHOOL’S DRESS CODE

We do not endorse today’s widespread practice of wearing blue jeans, athletic jerseys, t-shirts, etc. to school or work. Instead, we know from experience, that the wearing of neat and clean uniforms in a pet grooming establishment adds tremendously to the overall image of professionalism. Our dress code must be strictly adhered to.

Aside from the quality of grooming, you and your shop will most certainly be judged on your personal appearance. If you do not want to be treated as an ordinary “run-of-the-mill” pet groomer, act and dress like a professional! Listed below are the dress code requirements for students (and employees) of Pooch Parlor:

- Scrub pants – either the drawstring or elastic waist style are acceptable
- Scrub tops – preferably with a pet theme and color coordinated to the scrub pants being worn with them
- Comfortable shoes, preferably white – sneakers are acceptable; open toe, strap or thong sandals should not be worn

SECTION 12: REFUND POLICY – DEPOSITS & TUITION

Due to Professional Image Pet Grooming Academy's accredited, private vocational school status, this policy is mandated by the State of Indiana's Commission on Proprietary Education. Effective December 10, 2004, the following is outlined in Title 570 Section 1-8-6.5. This policy is uniformly pertinent to all applicants prior to their enrollment and to all students who either voluntarily withdraw from training for any reason(s), or who might be dismissed by the school for cause.

- INITIAL \$100 APPLICANT DEPOSIT – by law is NOT REFUNDABLE after six (6) days have expired from either the postmark date on the envelope it was mailed in, or – if paid in person – from the date of the School's receipt thereof.
- TUITION REFUND:

A student is entitled to a full refund if one (1) or more of the following criteria are met:

- The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.
- The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.
- The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.
- If the student has not visited the postsecondary educational institution prior to enrollment and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.

A student is entitled to a partial refund under the following circumstances:

- A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
- A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
- A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).
- A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the

financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

- o Please refer to the TEXTBOOK and EQUIPMENT Policies (section 9 & 10 of this booklet); these may reduce refund amounts!

RESIDENT INSTITUTIONS

570 IAC 1-8-6.5 Resident institutions; refunds Sec. 6.5.

(a) The postsecondary proprietary educational institution shall pay a refund to the student in the amount calculated under the refund policy specified in this section or as otherwise approved by the commission. The institution must make the proper refund no later than thirty-one (31) days of the student's request for cancellation or withdrawal.

(b) The following refund policy applies to each resident postsecondary proprietary educational institution, except as noted in section 4.5 of this rule:

(1) A student is entitled to a full refund if one (1) or more of the following criteria are met:

(A) The student cancels the enrollment agreement or enrollment application within six (6) business days after signing.

(B) The student does not meet the postsecondary proprietary educational institution's minimum admission requirements.

(C) The student's enrollment was procured as a result of a misrepresentation in the written materials utilized by the postsecondary proprietary educational institution.

(D) If the student has not visited the postsecondary educational institution prior to enrollment and, upon touring the institution or attending the regularly scheduled orientation/classes, the student withdrew from the program within three (3) days.

(2) A student withdrawing from an instructional program, after starting the instructional program at a postsecondary proprietary institution and attending one (1) week or less, is entitled to a refund of ninety percent (90%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(3) A student withdrawing from an instructional program, after attending more than one (1) week but equal to or less than twenty-five percent (25%) of the

duration of the instructional program, is entitled to a refund of seventy-five percent (75%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(4) A student withdrawing from an instructional program, after attending more than twenty-five percent (25%) but equal to or less than fifty percent (50%) of the duration of the instructional program, is entitled to a refund of fifty percent (50%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(5) A student withdrawing from an instructional program, after attending more than fifty percent (50%) but equal to or less than sixty percent (60%) of the duration of the instructional program, is entitled to a refund of forty percent (40%) of the cost of the financial obligation, less an application/enrollment fee of ten percent (10%) of the total tuition, not to exceed one hundred dollars (\$100).

(6) A student withdrawing from an institutional program, after attending more than sixty percent (60%) of the duration of the instructional program, is not entitled to a refund.

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SECTION 13: STUDENTS' PERSONAL INJURY WAIVER

By virtue of reading this brochure as well as signing and submitting the application form for enrollment, students attest their awareness that an occasional bite or scratch inflicted by a pet is viewed as a "normal occupational hazard" throughout the grooming trade. Further that the Professional Image Pet Grooming Academy's liability – should such injury occur – shall be limited to providing on-premises first aid; or, in more serious cases, to provide at no cost to the injured student, competent medical treatment administered by a practicing physician. Neither the school, Pooch Parlor, and/or the owner(s) thereof – including their heir(s), estate(s), or assign(s) of such, shall be held liable for any animal-related injury beyond the scope of this provision.

All students must furnish written proof of Tetanus or "Tetanus Booster" immunizations received within the prior three (3) year period. A simple note from your physician will be sufficient. Please bring this with you when you report to school.

SECTION 14: A REASONABLE & FAIR ATTENDANCE POLICY

In the interest of our staff and students who commute to and from work, the school may close on bad weather and/or hazardous driving days. If threatening weather appears imminent, we may also close early to allow people to go home. Hours of days lost, as a result of this type of closure or early dismissal, can be made up according to a schedule that is mutually acceptable to the student and the school, without any additional make-up cost. We do, however, expect every student to make an honest effort to minimize absenteeism and tardiness!

EXCUSED ABSENCES are any which may be caused by:

- Student's personal illness, accident or other unforeseen emergency
- Serious illness, accident, emergency hospitalization or death of an immediate family member (spouse, child, parent, brother, sister, etc.)
- Acts of God, such as storms, causing potentially hazardous driving conditions, etc.

EXCUSED ABSENCES MUST BE MADE UP, BUT ARE OF NO ADDITIONAL COST TO THE STUDENT

If you can not come in, please call and notify us immediately!

UNEXCUSED ABSENCES are any not caused by circumstances listed directly above. Only one (1) such absence is permissible during the duration of the course. Additional unexcused absences must be made up and paid for at a rate of \$20/hour.

NOTE: Students should be aware that the daily number of pets scheduled for grooming depends directly upon the total number of students and staff present. If someone simply "does not show up", the work load must be absorbed by those who do come in. Whether excused or unexcused, we expect the courtesy of a phone call from students who do not plan to come in that day; likewise, if they anticipate being more than one (1) hour late.

TARDINESS will be frowned upon, and may – if occurring frequently – result in a lowered grade. Anyone, in any business, undertaking a work relationship, would make every effort to be punctual. Grooming is an appointment type business and only works efficiently if all parties involved are on time.

SECTION 15: REASONABLE STANDARDS OF STUDENT CONDUCT

Students are expected to conduct themselves in a professional manner. This is in accordance with reasonable and established business or employment practices, as well as generally acceptable standards of social behavior.

The following shall be deemed **UNACCEPTABLE** behavior or acts: unkempt appearance, unsatisfactory personal hygiene, dress code infractions, use of excessively loud and/or profane language, racial/ethnic slurs, any form of sexual harassment, argumentative and/or insubordinate behavior towards the staff or other students, disturbing others in class, "temper tantrums" or lack

of emotional control, and any act that threatens or jeopardizes any other person or animal at the school. The above mentioned may result in a written warning, suspension, or dismissal, depending on the severity or frequency of such incidents.

IMMEDIATE DISMISSAL will result from any of the following:

- using or being under the influence of any controlled substance (alcohol or chemical drugs) while on the school premises
- striking, abusing or causing injury to any person in or at the school
- striking, abusing or causing injury to any pet left in the school's care

Terminated/dismissed students are entitled to the same "refund policy" provisions as those who voluntarily withdraw (see section 12).

SECTION 16: STRUCTURED TRAINING, PROGRESS REPORTS & GRADING

STRUCTURED TRAINING - Grooming functions and resultant skills are thoroughly taught on a gradual, step-by-step basis. Under close supervision and the watchful eyes of a nearby instructor, you will systematically be taught and learn each step of basic grooming. You will not advance until you have mastered the preceding steps. This is a slow, methodical process, which ultimately pays students big dividends once they have reached the more advanced phases of their training.

PROGRESS REPORTS – Students and the school jointly establish and maintain a log of each day's observation and training activities. Daily logs are incorporated into a comprehensive student's report form. This records and verifies all training received, grades on each activity and comments made to each student by the instructor.

GRADING SYSTEM – The following are passing grades:

- A – Excellent
- B – Good
- C – Average
- D – Poor

On any written or grooming function test, F = FAILING GRADE. Students who are unable to maintain a passing grade average, will be subject to dismissal.

NOTE: This is vocational training, not educational training. 90% of a student's final grade is based upon achievement and scores of grooming tests; the remaining 10% is determined by written exam grades.

SECTION 17: THE SCHOOL'S FACULTY MEMBERS & QUALIFICATIONS

Victoria J. Bailey-Moon
Certified Pet Stylist, Supervisor of Grooming Training & Grooming Instructor

Graduate of Tri-State Academy of Pet Grooming 2002
Fort Wayne, Indiana

Founded Pooch Parlor Pet Grooming, Supplies & Gifts in 2003
Fort Wayne, Indiana

Certified Member of NDGAA
(National Dog Groomer's Association of America)

SECTION 18: VOLUNTARY WITHDRAWAL PROCEDURE

Every student has the right to voluntarily withdraw from grooming training at any time and for any reason. However, students desiring to do so **MUST** notify the school of their intention to do so **IN WRITING**. This letter must include both the date the letter is submitted to the school and the date of the last day they will be attending school.

SECTION 19: ADMISSION POLICY

Professional Image Pet Grooming Academy complies with all federal and state regulations regarding discrimination on the basis of either sex, race, religion, ethnic origin, age, veteran status or handicap. **HOWEVER**, there are several qualitative considerations with respect to age, education and health which are as follows:

MINIMUM AGE – Students must be at least eighteen (18) years old upon beginning their course. Younger students may apply with parental consent, but can not commence training until they reach the age of 18. There is no maximum age limit, provided that such elderly students are capable of the physical efforts which are normal to grooming.

HIGH SCHOOL DIPLOMA or GED – Not necessary for enrollment. While in class, students must be able to take demonstration and lecture notes. Additionally, they must be able to comprehend grooming textbook materials. After graduation, pet groomers must also be capable of dealing with and communicating to the general public, or “clients”. We believe that a high school education would be useful in meeting these needs.

GOOD HEALTH – without any serious physical disability, is essential for both students and working groomers. Mobility, good reflexes and quick reactions are necessary to deal with the “unexpected” behavior of pets. Additionally, grooming work requires standing, not sitting, and small to medium sized pets must be lifted into and out of the bathing tub, onto and off of grooming tables, etc. Foot, leg and back problems are not compatible with pet grooming!

SECTION 20: APPLICATION PROCEDURE

Please be advised that an application does not constitute actual enrollment. Instead, the enclosed application form is merely intended to verify your interest in pet grooming and your intention to train at Professional Image Pet Grooming Academy.

Actual enrollment can only be finalized upon or after your visit to the school and interview.

WHAT DO I NEED TO DO NOW?

1. Completely fill out and return to the school the enclosed APPLICATION FOR ADMISSION FORM at your earliest convenience. Please remember students are accepted on a “first come, first served” basis.
2. Include a Cashier’s Check or Money Order for \$100 payable to “Professional Image Pet Grooming Academy” with your application. This is your registration fee.

Upon receipt of the foregoing items, the school will contact you to set up an appointment for your pre-admission interview.