



# APEX BEAUTY ACADEMY

## STUDENT HANDBOOK 2024

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# Welcome To Apex Beauty Academy

**Apex Beauty Academy has a philosophy of educational excellence.**

Thank you for choosing Apex Beauty Academy. We are thrilled to have you join our community where we empower each other's careers. Our commitment is to provide you with the resources and support needed to succeed. We look forward to seeing your achievements and how you  
#empoweryourcareer.

**Our students come to pursue educational and career advancement as well as skill development. We believe in equal opportunities for all students. Many of our students may open their own businesses within a very short time of graduation. Our primary objectives are to educate, train and prepare you for a successful career as an entrepreneur in the beauty industry. Whether you open your own, work in a suite or booth, or work in a salon, you are your own business. You are an entrepreneur.**

## **PROGRAM MISSION STATEMENT**

Our mission is to deliver consistently high-quality training to all our students, ensuring they receive optimal learning experiences across a variety of settings. This comprehensive approach is designed to equip students with the necessary skills and knowledge to successfully obtain their professional license and thrive in entry-level positions within the workforce.

## **GENERAL OBJECTIVES**

As a successful Manicuring / Esthetician & Natural Hair Care student you will:

- Acquire the ideals, attitudes, and personality traits which are desirable for working with the public, employer and co-workers. Learn the scientific facts and artistic principles relative to the technical skills employed in the professional practice of Manicuring / Esthetician & Natural Hair Care Industry.
- Become proficient, through practice, in the manipulative skills employed in the practice of Manicuring / Esthetician & Natural Hair Care to the degree of speed and accuracy necessary to pass the North Carolina State Board of Cosmetic Art.
- Develop habits of professional work ethics combined with the safe and organized performance of work.
- Learn the fundamentals involved in Salon Management and the appropriate selection, care, and use of equipment and supplies.



- Cultivate enthusiasm toward the art and science of Manicuring / Esthetician & Natural Hair Care and develop personal growth and desire to keep abreast with the new and unique advances within the Cosmetic Arts industry.
- Practice safety and sanitation methods at all times. Students are required to arrive at school dressed in their uniform and equipped with their books and materials, prepared for the day's activities. Instructors reserve the right to dismiss any student who behaves disruptively or shows disrespect. The school maintains the authority to withdraw any student who fails to comply with school policies. Please note, there will be NO REFUND and NO EXCEPTION under these circumstances.

**CONTACT INFORMATION**

APEX BEAUTY ACADEMY

4410 E Independence Blvd  
Charlotte, NC 28205

Phone: 704-910-2555  
Email: [apexbeautyacademy@gmail.com](mailto:apexbeautyacademy@gmail.com)

**FACULTY AND STAFF**

**STAFF NAME**

**POSITION TITLE**

Jenny Ly	Owner, Director
Jenny Ly	Manicure Instructor
Toni Thomas & to be announced	Esthetician Instructor
Ms Joyce	Admissions

**GENERAL INFORMATION**

There are various schedules available at Apex Beauty Academy depending on the course. Each program has a teacher assigned to teach that program.

For Esthetics and Manicuring, the following schedules are offered:

- a. Full Time: Mon - Fri, 9am-6pm, 8 hours daily, 40 hours per week
  - i. One hour of theory, 7 hours of Clinic practice and performance
- b. Part Time: Mon - Fri, 9am-3pm, 5 hours daily, 25 hours per week
  - i. One hour of theory, 4 hours of Clinic practice and performance
- c. Evening Class: Mon - Fri, 6:30pm-10:30pm, 4 hours per day 20 hours per week
  - i. One hour of theory, 3 hours of Clinic practice and performance

For the Natural Hair Care Specialists, the following schedules are offered:

- d. Full Time / Evening: Mon - Friday, 3pm - 10:30pm, 7 hours daily, 35 hours per week
  - i. One hour of theory, 6 hours of Clinic practice and performance
- e. Evening Class: Mon - Fri, 6:30pm-10:30pm, 4 hours per day 20 hours per week
  - i. One hour of theory, 3 hours of Clinic practice and performance



HOLIDAYS: Classes are NOT on the following days in 2024:

Mon, May 27, 2024 - Memorial Day

Thurs, July 4, 2024 - Independence Day

Mon - Fri, July 8 - 12, 2024 - Summer Break

Mon, Sept 2, 2024 - Labor Day\*

Mon, Nov 11, 2024 - Veteran's Day\*

Thurs, Nov 28, 2024 - Thanksgiving Holiday

Fri, Nov 29, 2024 - Thanksgiving Holiday

Mon, Dec 23, 2024 - Fri, Jan 3, 2025 - Winter Break

Mon, Jan 6, 2025 - Return to school

## STUDENT POLICIES AND PROCEDURES

**A. DRESS CODE:** The dress code applies to all classes, including Theory and Clinic sessions, and is a critical part of maintaining a professional appearance at all times. Adherence to this dress code is mandatory and will be strictly enforced. Students who fail to arrive in proper attire may be dismissed from class or asked to return home and change into appropriate clothing.

- a. All students must wear Black Scrubs. This includes top and bottom! NO sport-type pants, NO shorts, and NO jeans. NO EXCEPTIONS. Tops must have a full sleeve. No sleeveless tops.
- b. Scrub pants must be no higher than 3 inches from the floor. No saggy pants. Pants must be belted or tied at the natural waistline. Visible shirts, if worn under scrubs, must be black or white. Students may wear green stylist aprons over Black Scrubs.
- c. For safety purposes, shoes must cover the top of the foot as well as the back of the heel. Shoes must be rubber soled and enclosed and should be non-porous upper (leather or vinyl). No slip-on or slide-on shoes will be allowed.
- d. School ID Badge must be worn at all times. The student's name must be visible on the name tag.
- e. Hair, make-up, and jewelry must be clean, neat, and professional. No dangling bracelets or necklaces.
- f. No hats or other head coverings are to be worn in Theory or on the Clinic Floor.

## **B. ATTENDANCE and GRADES- SATISFACTORY PROGRESS POLICY**

- a. To succeed at Apex Beauty Academy, consistent and timely attendance is crucial. Our Manicuring / Esthetician & Natural Hair Care programs are clock-hour based, requiring 300 and 600 hours respectively to meet the NC State Board of Cosmetic Arts requirements for eligibility to take the State exam. Regular class attendance is essential.
- b. All Students in all programs must show good attendance and passing grades to stay current and to be satisfactorily progressing toward graduation. All students are regularly evaluated on the requirement to meet Satisfactory Academic Progress (SAP) criteria, a cumulative 75% attendance and "C" academic average in order to remain at Apex Academy. Satisfactory Progress in attendance and academic work is a requirement for all courses.



- c. Students must attend school a minimum of 75% of their scheduled time, and must complete their course within the contracted timeframe for their course. Students are evaluated to determine if they are meeting this minimum during *SATISFACTORY ACADEMIC PROGRESS EVALUATION PERIODS (SAP)*.

These SAP Evaluations occur at the following scheduled hour marks:

- i. Esthetician: 300 scheduled hours
  - ii. Manicurist: 150 scheduled hours
  - iii. Natural Hair: 150 Scheduled hours
- d. Satisfactory Academic Progress evaluation periods are based on the student's contracted (scheduled) hours at the institution. The percent of attendance is determined by dividing the student's actual (accumulated) hours by the scheduled hours.
- e. To graduate from Apex Beauty Academy, students must achieve a minimum of 75% attendance, 75% on all tests, successfully complete all required performance evaluations, and school financial obligations.
- f. Students may be terminated when you are absent 5 consecutive days without notification to the school.
- g. If weather conditions are severe enough to warrant the closure of Apex Beauty Academy, the Director will place a message regarding the status of classes on the schools' telephone answering service.
- h. Students may also be terminated if you fail to maintain 75% attendance and 75% academic average, or as stated in the satisfactory academic progress.
- i. TIME CLOCK: Students will scan their fingerprints to clock in and out the system.
- i. You must arrive early in order to scan in and get to your class on time. Students not in their class at its beginning time will be counted as tardy.
  - ii. Students must personally clock in / out for himself / herself. If a student fails to clock in or out time will not be corrected and this will apply towards the attendance policy.
  - iii. Student clocking another student in or out will be in violation and will be subject to disciplinary action.
  - iv. The school will open at 9:00 am until 10:00 pm from Monday through Friday. Students may begin clocking at 9a.m. Monday through Friday
  - v. Time clocks will be turned off at 9:15 am. Students arriving after 9:15 am may not clock in until morning break period is over. Students may not remain in the class department unless clocked in. Students arriving after break is over and misses the clock in time, students may not clock in until 1:00 p.m. This does not apply to the afternoon session (cannot clock in at 2:00).
  - vi. The door will lock at 9:15 am. Students coming after 9:15 am will be tardy and need to go to the office to sign in the Late paper in order to get in the classroom.
  - vii. Students scheduled for the clinic lab must be clocked in by 9:00 a.m., due to the assigning of client services. If late, the student may not clock in until 1:00 p.m. Remember breaks are assigned by the Instructor. No breaks will be given on assigned clinic lab days.



- viii. Students are responsible for their attendance.
- ix. Students will clock in or out at the assigned area assigned by the Instructor.
- x. Morning or afternoon breaks are subject to change according to class / lab schedule changes.
- xi. Students must clock out to smoke.
- xii. Students returning from lunch must return to class / lab by 1:00 p.m., otherwise students are late, and will not be permitted to clock in as classes or labs have begun.
- xiii. Students are dismissed at 6:00 p.m. and all time clocks are turned off at 6:05 p.m. unless arrangements have been made with the Instructor.

### **C. GRADING POLICIES - STUDENT EVALUATION**

- a. Mastery of each chapter test is also a prerequisite for graduation, ensuring students are well-prepared and qualified in their field.
- b. Calculation of grade for Full Time Manicuring / Esthetician & Natural Hair Care I:
  - i. Theory 45%
  - ii. Skills 40%
  - iii. Professionalism 15% (Performance Standards Form)
- c. Calculation of grade for Manicuring / Esthetician & Natural Hair Care II
  - i. Theory 20%
  - ii. Skills 20%
  - iii. Mock Licensure Test 50% (25% Written Exam, 25% Practical Exam)
  - iv. Professionalism 10%

Grade Reporting - The following percentage system for letter grade assignment will be utilized for reporting grades:

#### GRADE GPA GPA

A = Excellent 4 (90-100)

B = Good 3 (80-89)

C = Average 2 (75-79)

D = Failed 0 (74 or below)

I = Incomplete 0.0

W= Withdrew 0.0

Qualifying for the State License Exam: To take the State License Exam, students need to score at least 75 out of 100 in both the written test and the hands-on practice test.

- d. ONLINE CLASS: We're excited to offer flexible online hours for our programs, however, it is very limited theory hours. Also ensuring that your education continues seamlessly, come rain or shine. These online sessions are specifically designed by Pivot Point on the lab app for only the theoretical aspects of your course. This approach allows us to maintain the continuity of your learning experience, providing you with the convenience and safety of accessing your classes from anywhere, without missing a beat in your education journey



e. **ELECTRONIC DEVICES & BELONGINGS**

- i. Cell phones must be set to silent mode at all times during class to ensure a focused and undisturbed learning environment.
- ii. Texting or using your phone for any purpose while the instructor is giving a theory or demonstration is strictly prohibited.
- iii. Additionally, students are responsible for the security of their personal belonging
- iv. Please note, the school will NOT assume responsibility for any items that are lost or stolen.
- v. Cell phones or other personal communication devices such as I-Pads, computers, etc. should be in a silent mode and put away during lecture and clinical hours.
  1. They may be used only during designated breaks and lunch. If you are expecting a very important telephone call, or requiring to make a call, you must notify the instructor prior to class regarding the nature of the situation. Keep the phone on vibrate and if you receive a call, leave the room quietly.
  2. Cell phones must be out of sight during a test and must be turned off or silent.
  3. If disruptions from devices become a distraction the instructor is authorized to require the student to remove the device from class or lab and a deduction of points on the Performance Standards grade may occur.
  4. Break time is acceptable. Students using a cell phone other than break time or without permission will have points removed from the Performance Standard grade. This will occur each time a student is using a cell phone unauthorized.

**D. SMOKING:**

- a. Apex Beauty Academy is a non-smoking school. This applies to all clinics, classrooms, restrooms, reception areas, and hallways. If you wish to smoke, you must do so outside of the school during your break or lunchtime.
- b. Students must clock in and out every day. You will have one hour for lunch and two breaks per day. You may use the student break room, or alley behind the building for break times. All students must clock out for lunch, even when not leaving the building.

**E. LOCKERS:**

- a. Students will be provided with a locker at the beginning of their first term. This will be your locker for the entire program.
- b. It is your responsibility to provide a lock. Your locker must be kept locked at all times.
- c. If you lose the combination or key to your lock, the lock will be cut off by the school and it will be your responsibility to replace it immediately.
- d. Items left in lockers after graduation or withdrawal become the property of the school.
- e. Since lockers are on school property, they may be searched at any time by the Administration. Students will be asked to open lockers for a search or lock will be cut.
- f. Locks can be bought on Amazon or any security stores



## **F. EQUIPMENT/SUPPLIES**

- a. It is your responsibility to be prepared for class, this includes books, kits, manikins, and all supplies you may need for class.
- b. Equipment and supplies must be cleansed and disinfected after every use. Do not lend your belongings to others.
- c. No outside products, personal items, food/drink should be in the students kit.

## **G. SANITATION DUTIES**

- a. All students are given sanitation duties on a rotating basis, and completion of these duties will be given a daily grade.
- b. Any dirty supplies/implements found will be tossed.
- c. All products must be clearly labeled.
- d. No food & drink are allowed in the theory/practical area.
- e. The breakroom needs to be cleaned after use.
  - i. At Apex Beauty Academy, we are committed to maintaining a pristine and welcoming environment for all students and staff. To achieve this, we incorporate a rotational sanitation duty into our program. Each week, students will be randomly assigned specific cleaning responsibilities. These tasks are essential to ensuring our academy is prepared and inviting for the next day. Responsibilities may include laundering towels, disposing of trash, replenishing supplies, and other similar duties. Each student is expected to fulfill their assigned task before departing for the day, contributing to the collective effort to uphold our standards of cleanliness and order.

**H. CLASSROOM:** No one will be allowed to enter a classroom that they are not assigned to without permission from their instructor and the instructor in the other classroom. If you are in class you must remain until your break or class is dismissed.

If you are missing from the classroom, you will be counted absent at the time the instructor realizes you are gone. Please notify your instructor, if you need to step outside during class time. At no time is there to be any food or beverage in the classrooms or clinics. Water is allowed if it is in a spill proof container. There are designated areas at the school for eating. The break room is located in the back of the building. Check with your instructor for other areas.

## **I. DRUG FREE POLICY**

- a. Apex Beauty Academy is committed to fostering a drug-free environment for its students and employees. No student may use, possess, sell, or distribute alcohol or other types of "illegal" or controlled substances, or use or possess drug paraphernalia on the School premises. Additionally, the illegal use of prescribed drugs and the inappropriate use of over-the-counter drugs are also prohibited - the Catalog



## **J. STUDENT FILE ACCESS / TRANSCRIPTS**

- a. Apex Beauty Academy protects the confidentiality of all student records, which is constitutionally mandated by the family right to privacy act of 1974. It is our intention that all student information remains confidential and only accessible by authorized personnel when properly requested.
- b. Apex Beauty Academy guarantees the student the right to see his/her file in private in the presence of one or more instructors or school officials.
- c. The parents of a student under the age of 18 shall also have the right to see the student's file, review the student's school academic performance, grades and attendance, in the presence of one or more instructors or school officials.
- d. Request for Transcript of File Contents
  - i. I understand that I may request to see the content of my files or get a transcript of my work.
  - ii. I must do this by submitting the proper paperwork to the Administration Office.

## **K. CONTRACT COMPLETION POLICY**

- a. All contracts between Apex Beauty Academy and its students have a contract completion date.
- b. Any student that does not graduate by the contract completion date will be allowed to continue school and pay for the hours needed if the process did not meet the requirements.
- c. This will be figured by multiplying the number of remaining hours needed to graduate by the current rate. This amount is noted on a student's ledger card as Over Time Charges (OTC).
- d. Leave of Absence will extend the completion date of the contract. Suspension will not extend the completion date of the contract.
- e. Attendance at the graduation ceremony is **mandatory** in order to receive **Apex Certificate** and officially approve your course completion. This approval is required for you to receive your **initial license** after passing both the **Theory and Practical exams**.

## **L. ANNUAL CAMPUS SECURITY REPORT**

- a. Apex Beauty Academy is a postsecondary, co-educational institution. Because it is a private school, Apex Beauty Academy is unique in many ways: its student body is primarily adult; its physical facility is located in a multi-tenant strip center that is occupied by other private business operations; residence housing and dormitories are not available; and the total enrollment is relatively small.
- b. Although security and student safety are of paramount concern to Apex Beauty Academy, those unique features mentioned above create a different need for security than would be expected in a routine university setting.



- c. Crime prevention and safety awareness require the participation of everyone on campus. Only through the cooperation of all elements of the institute and those who share the surrounding areas with us can we achieve a safe campus environment.
- d. Personal bags, purses, and lockers on school property can be searched by the Administration at any time to help prevent theft, and use of weapons or drugs on campus.
- e. Apex Beauty Academy's goal is to produce graduates of high integrity. Professional conduct is the only level of conduct expected from our students. **CHEATING OR STEALING, OR FIGHTING IN ANY FORM, WILL RESULT IN SEVERE PENALTIES.**
- f. Apex Beauty Academy provides a safe and secure environment for students, customers, faculty and staff by not tolerating discrimination, harassment or federal offenses as dictated by the Civil rights Act of 1964, as amended in 1991. Any student experiencing a violation should report it to the school security team (as listed at the beginning of this handbook) or to outside law enforcement by calling 911 or the non-emergency police number, 311
- g. No Soliciting or selling of any kind is allowed unless prior approval of the Campus

#### **M. ACCESS TO THE FACILITY**

- a. The building and facilities are accessible to students, staff guests, and visitors during normal hours of operation, Monday through Friday. The facility is closed on Saturdays and Sundays and (most) holidays. Use of the facility after hours is limited to authorized persons.
- b. During the evening hours, the parking lot is well lit and within a few steps of the entrance to the facility. There are stores within the center that are frequented by police officers on a regular basis. Rapid response to crimes and other emergencies is always available through the emergency telecommunications system (dial 911).
- c. Any breach of security must be reported immediately to the administrative office of Apex Beauty Academy

**N. HARASSMENT POLICY /SEXUAL ASSAULT:** The department strictly prohibits any form of harassment. We are committed to maintaining a respectful and safe environment for everyone. Should any incidents of harassment occur, they will be addressed with serious consequences in alignment with the school's established policies on harassment. Our priority is to ensure a supportive and inclusive atmosphere for all members of our community.

#### **O. PROFESSIONAL POLICY**

- a. Apex Manicuring / Esthetician & Natural Hair Care Programs are dedicated to fostering a positive, enjoyable, and professional environment for students, clients, and visitors alike.
- b. It is imperative that students uphold a high standard of behavior within the department and during school-related functions. This includes refraining from making negative comments about the program, habitual complaining about school policies, showing disrespect towards educators or staff members, or causing disruptions in class. Such actions may lead to a suspension and may also result in a referral to a conduct advisor



for further evaluation and guidance. Our goal is to maintain a respectful and conducive atmosphere for learning and growth.

- c. All students must conduct themselves in a professional manner at all times. You are here to become an Entrepreneur in our industry. The school will not tolerate misbehavior, destructive criticism, or lack of respect in any form to instructors, staff, customers, or to other students.

## **P. CLIENT/CLINIC SERVICES POLICY**

- a. As part of their educational experience, students are expected to perform services on clients. It is important to note that refusal to provide a designated service will result in a one-day suspension. This policy is in place to ensure students gain the necessary hands-on experience and develop the professional skills required for their future careers.
- b. Students must receive permission from their instructor for personal services and the use of personal products. Clients visiting our academy for Manicuring / Esthetician & Natural Hair Care services benefit from reduced prices, and it is imperative that they are always treated with the highest level of courtesy.
- c. If any issues arise during a service, students must immediately seek assistance from an instructor.
- d. Students are required to maintain a professional appearance and demeanor at all times. Engaging in gossip or non-professional behavior, especially while attending to a client, is considered unprofessional and is strictly prohibited.
- e. All services provided by students must be assigned, and upon completion they need to be checked and approved by an instructor to receive credit.
- f. Students are not authorized to instruct other students.
- g. Only products that have been approved are allowed for use on the clinic floor and during practical laboratory classes.
- h. Lack of participation in class or laboratory assignments will necessitate a meeting with an instructor and may result in a deduction of points from the student's Performance Standard grade.

### **i. CLINIC/CLASSROOM SANITATION POLICY**

- i. Maintaining a clean and sanitized workspace and laboratory area is paramount in our academy.
- ii. It is required that all workspaces and laboratory areas be thoroughly sanitized both before starting and after completing any client service. This practice ensures a safe and hygienic environment for both our students and clients.
- iii. All products and supplies used during services must be properly returned to the dispensary after use.
- iv. At the end of each class, specific sanitation procedures are assigned by the instructor to ensure that our facilities remain in optimal condition. Adherence to these sanitation protocols is essential for maintaining the highest standards of cleanliness and safety in our academy.



## CAREER SERVICES

We are here to help you with your job placement needs throughout your time at Apex Beauty Academy. We offer lifetime career placement. This means that should you, at a later time, need to make a job change, we can help you find another position. We encourage you to visit with our Director, Jenny Ly. There are many free job-related services available to you from the time you enroll as a student, until the time you enter the workforce and beyond.

Listed here are some of the services available to you:

1. Resumes – As part of your course curriculum, you will be required to create your resume.
2. Part-time Positions – From time to time, we also get information concerning part-time positions in the community. You may work in a salon to just do shampooing, or you may work as a receptionist.
3. Counseling – Our doors are always open to students needing assistance with concerns related to the challenges of today's job market.
4. Portfolio – One of the most impressive placement tools is the student portfolio. As a Senior Student, you are expected to complete yours with a combination of everything the prospective employer needs to know about you as a potential employee. This includes before and after pictures of your work, current resume, and any certificates or honors you have received, and we will assist you with letters of recommendation.
5. Lifetime Free Placement Service – As you graduate from Apex Beauty Academy, we work hard in assisting you to find the right place for you upon graduation. We work daily responding to jobs called in by employers, ad responses and jobs listed in the community. Together, we help you find that job you worked so hard to get.



## MAKING THE MOST OF YOUR EXPERIENCE AT APEX

1. **USE YOUR TIME EFFECTIVELY:** Set a goal every day to focus and commit yourself to learning and perfecting our craft. Don't waste time with idle conversation about nothing. Ask questions about our industry, about business, about your lessons. Observe others who are seriously practicing the art of our business, and take notes on the best practices of both teachers and students. Take responsibility for yourself: YOU can make your own decisions about your priorities, your time and attendance, and your resources. Center yourself around your values: Don't let friends or peers dictate what you consider to be an important use of your time.
2. **LEARN FROM YOUR MISTAKES:** If you are afraid to fail, it will be very hard for you to succeed. Studying in school is the time and place to "try everything" without fear. You are learning. Once you have a license, you are considered an "expert", and you are expected to "do it right the first time". School, on the other hand, is the place to risk. Fully participate in all activities. Try to do every service on many different people. Compete with yourself to get faster and more efficient in all services, and don't be afraid to ask for help. No one is a mind reader, so you must venture out and give it your best!
3. **STUDY YOUR THEORY:** A very important part of reaching your goal is passing the written and practical State Board Examinations. Now is the time to develop positive techniques to help you change any old habits and you must begin now to get ready for those exams. YOU and only you can prepare yourself to succeed in your studies. You can begin by working on the following habits:
  - a. Study Habits
    - i. Create an organized place to study: An organized study space can help you with interruptions. Make sure you have all the study materials in one place so you don't waste time looking for items that you might need. (Examples: Dictionary, pens, pencils, books, paper, notes, outlines, etc.) Also, make sure the room has good lighting and temperature.
    - ii. Create a good time to study: To increase your effectiveness, do your serious studying when your energy level is at its peak. Avoid times when there will be interruptions. Let others know when you plan to study or organize a specific time each day that you will allocate for studying. (Example: If your peak time is in the morning, then create some block of time in the morning to your studies)
    - iii. Utilize your study time wisely. Short, concentrated periods of review over a few months have shown to be more beneficial than cramming at the last minute. Do not study when you are tired or bored.
    - iv. Problem Understanding: If you don't understand the course material, don't just re-read the material. Try something else. Consult with the instructor, a tutor, a classmate or a study group. **Always ask questions until you understand.**



## b. Study Techniques

- i. *Set Study Goals:* It is helpful to select a focus for each study session. Each chapter in your book contains headings. A logical way to choose a goal for a study session is to look at the chapter headings and choose how far you wish to study in that session. You can set a goal to read the whole chapter, then, break the chapter into manageable chunks. For example, your goal for one night might be to read the chapter assigned for the week and make flash cards of the chapter's vocabulary. The evening's goal is enough to simply do a survey reading and get an idea of what the chapter is about. Your goal for the weekend might be to know all the objectives for that chapter and all the chapters read during the week. Your goals would then be spaced out so that you could learn the material by the deadline.
- ii. *Memory and Memory Strategies:* There is a fair amount of memorization in your program. We know from social science research that it is exceptional to remember a list of more than seven items. Therefore, a goal for studying might be to learn the terms in groups of seven. There are several strategies for memorizing.
  1. **Flash Cards.** One of the most useful aids for remembering terms is flash cards. To make a flash card, simply put a term on one side of a 3" x 5" card and its definition on the other. You can make smaller flash cards by cutting the cards in half. Carry a few of the cards in your pocket, and review them while you are waiting for a pot to boil or a bus to come or any other time you have a few minutes. It is amazing how much you can learn in a short period.
  2. **The Location System.** The location system uses the mind's ability to remember pictures, linking items to be remembered to those pictures. Frequently, when looking for an article and we cannot remember which book or magazine it was in, it can be located by remembering which side of the page it was on and what was around it. This is the location memory trick.
  3. **Rhymes and Jingles.** It is possible to make up your own rhymes for vocabulary words and definitions to aid your memory. A rhyme does not have to make sense. It must only be memorable. It helps if you select a song or a rhythm that has a strong beat.
  4. **The SQ3R method:** A professor at Ohio State University, Francis Robinson, developed a study method to help students read faster and recall more. He called it the SQ3R method. It stands for (1) survey, (2) question, (3) read, (4) recite, (5) review.
    - a. **Survey:** Survey the chapter first. Look at the headings, the diagrams, and the words typed in boldface or italics. Headings provide anchor points around which to organize questions. Diagrams give information about the content of the chapter.



- b. **Question:** Jot down any questions that came to mind when you surveyed the chapter.
  - c. **Read:** Once you have done the preceding steps, you are ready to read. You have stimulated your interest by creating questions. You have a focus for your reading. Reading becomes a more active process than it would be otherwise.
  - d. **Recite:** Once you have read the chapter, it is time to test yourself by trying to answer your questions. Did you ask the right questions? Can you answer all the questions you asked? Did you discover important points you neglected to ask? It is helpful to recite aloud. Listen to yourself. Did what you just said make sense? Does it sound like what you read? Were there questions you could not answer? Are they still important?
  - e. **Review:** After speaking aloud, you have a clear idea of what you learned from the chapter. If your questions were good, you also know what you need to learn through your review. If questions remain, you should reread and resurvey the chapter to find the answers. Each time you read, you cement the information in your memory.
4. **PRACTICE, PRACTICE, PRACTICE:** "Time is Money" There is no better way to describe our industry. In the marketplace of the 21<sup>st</sup> Century, speed and productivity go hand in hand. We must be fast at what we do, but we must do it well. The only way for that to happen is to practice. Use each minute you are at school to practice on the many, many facets of earning a living from our business. Three important areas are:
- a. **Practice Good Customer Service** – Be a good listener! Listening to your instructor, to your fellow students, to clients will be the number one priority in making your business (YOU) a success.
    - i. **Good Listening Tips**
      1. **Have a desire to listen.** In order to be a better listener, it takes practice. Listening is an active strategy that takes concentration and effort. This is a very important skill because most of the money you will make in our business comes from listening and understanding what clients want and need.
      2. The way to become a better listener is to **practice "active listening"**. This is where you make a conscious effort to hear not only the words that another person is saying but, more importantly, try to understand the complete message being sent
      3. **Pay attention.** Give the speaker your undivided attention, and acknowledge the message. Recognize that non-verbal communication also "speaks" loudly.
      4. **Show that you are listening.** Use your own body language and gestures to convey your attention



5. **Provide feedback.** Reflect what has been said by paraphrasing. "What I'm hearing is." and "Sounds like what you are saying." are great ways to reflect back.
  6. **Defer judgment.** Interrupting is a waste of time. It frustrates the speaker and limits full understanding of the message.
  7. **Respond Appropriately.** Active listening is a model for respect and understanding. You are gaining information and perspective. You add nothing by attacking the speaker or otherwise putting him or her down.
- ii. **Practice Good Sanitation and Safety** – our business is based on providing clean, healthy services that protect both you and your customer from the spread of disease or infection. Only you can provide that by practicing excellent sanitation and safety habits every day, everywhere.
  - iii. **Practice the Art** - If you are studying facials, or manicuring or cosmetology, or instructing, each of those areas has hundreds of services that need to be delivered in a timely and professional manner. Time yourself. Ask others to time you. Challenge yourself to get faster without losing quality.



## SECURITY POLICIES

### 1. CAMPUS SECURITY POLICIES

- a. Apex Beauty Academy is a private school. Only students, employees, clinic floor customers, and other parties having business with the Academy should be on school property. Staff, faculty, and students must have and display a security identification badge at all times. Prospective students and customers entering the premises must sign in at the entrance and identify their purpose of visit, and register with Admissions, the Director or an Instructor.
- b. The rear access door leading into the campus is closed and locked at 10:00pm. When the school closes for the night, the Director or Instructor will inspect each room to see that it is empty and then set the alarms and lock down the campus.
- c. The following tips are designed to inform students and employees about the prevention of crimes on campus.
  - i. Do not leave personal property in classrooms
  - ii. Report any suspicious persons to your Instructor or the Campus Director.
  - iii. Always try to walk in groups outside the school premises.
  - iv. If you are waiting for a ride, wait within sight of other people
  - v. Employees (staff and faculty) will close and lock all doors, and turn off lights when leaving a room.

### 2. PROCEDURES FOR IMMEDIATELY THREATENING SITUATIONS

- a. Unwelcome Intruder - In the case of an unwelcome intruder, employees and students are instructed not to confront or challenge the person. Call 911 at the earliest possible time.
- b. Robbery - In all cases of robbery, the police are called (as a non-emergency), and the theft is reported. Additionally, the Administration makes a written report listing:
  - i. Date of Report
  - ii. Time of Report
  - iii. Name of Complainant (voluntary)
  - iv. Nature of Report
  - v. Action Taken by Administration
  - vi. Recommendations to Higher Authorities
- c. Physical Violence - In all cases of physical violence on campus all participants are suspended from school immediately. In some cases, the police are called. Students and staff are to immediately leave the area, get an instructor or Campus Director, and call 911, if necessary.
- d. Weapons Policy - If a student enters the school with any form of firearm or any instrument that may be construed as a weapon, the student will be asked to leave the premises immediately and will be suspended or terminated.



- e. Lockdown Procedures - The lockdown process will only be initiated with the approval of the President or Campus Director. Lockdown is intended to limit access and hazards by controlling and managing staff and students in order to increase safety and reduce possible victimization. Lockdown Basics:
- i. REMAIN CALM
  - ii. If safe, check halls and clear them of students and staff.
  - iii. Lock all doors and barricade with furniture if necessary.
  - iv. Lock windows and close blinds.
  - v. Do not unlock doors or allow anyone in or out until ordered to do so by proper authorities. Keep a cell phone with you if possible. Faculty/Staff will be updated through their cell phones.

### 3. SCHOOL SAFETY RULES

- a. Right to Know - Apex Beauty Academy keeps crime statistics information so that this can be made available to all students. Crime Statistics are gathered each year by contacting the Mecklenburg County Sheriff's Department Officials and requesting the information in writing for this area. The information is then faxed to the school, and is discussed in all presentations to prospective students, reported in the School Catalog and also reported to the Federal authorities annually.

- The "Crime Awareness and Campus Security Act" is available upon request to students, employees (staff and faculty) and prospective students.
- Information regarding any crimes committed on the campus will be available and posted in a conspicuous place within two (2) business days after the reporting of the crime and be available for sixty (60) business days during normal business hours, unless the disclosure is prohibited by law, would jeopardize the confidentiality of the victim, or an ongoing criminal investigation, the safety of an individual, cause a suspect to flee evade detection: or result in the destruction of evidence. Once the reason for the lack of disclosure is no longer in force, the institution must disclose the information. If there is a request for information that is older than sixty 60 days, that information must be made available within two (2) business days of the request.
- Annually, usually in October, the Faculty and the Campus Director) meet to review and update all safety and security policies, the drug and alcohol prevention program, and procedures pertaining to the effectiveness of these. The Board evaluates changes needed based on situations and occurrences within the campus.

- b. Emergency Procedures

- i. *Student Illness* - During orientation, students are asked to complete an Authorization to Render Emergency, Medical Care form, and a Student Emergency Information form which are placed in their permanent records. In the event of a student medical emergency:

1. The student's medical history form is pulled from the student's records.



2. The student's instructor will administer first aid within their scope of practice.
3. A decision will then be made by the Campus Director (or Manager on Duty) whether to return the student to class, send the student home, send the student to the doctor or hospital, or call an ambulance.

\*If an ambulance is called, the Campus Director will remain with the student until medical help arrives. Any pertinent medical information will be relayed to the medical technicians by the school representative.

4. Staff will contact the individual noted as the emergency contact named on the Student Emergency Information.
  5. If the individual listed on the "Student Information Form" is not available, then staff will call the personal references listed in the student's record.
  6. If a student is severely ill or found to be contagious, he/she will not be permitted to return to school without a verifiable doctor's release.
- ii. *Emergency Evacuation* - The evacuation map is posted in several locations throughout the school. This plan is discussed at orientation and annually with all students and staff. Should the building need to be evacuated;
1. The Campus Director (or a designated staff person) will alert all school personnel.
  2. All guests, employees, and all classes will be notified immediately by the Campus Director and any other school officials, instructed to proceed to the nearest exit, moving to the parking lot or alley adjacent to the building.
  3. Instructors must clear out classrooms and all public areas of the school, such as all rest rooms, ensuring that all areas are cleared and all doors are closed.
  4. Once outside, students exiting from the rear will proceed to the front parking lot to join the others. Instructors will check the roll to account for all students and customers and await the "all clear" indication from the Campus Director.
- iii. *Fire* - In the event of a fire emergency, fire extinguishers are conveniently located in many areas of the school. They are clearly marked. If the fire is not controllable with fire extinguishers the evacuation plan is implemented and the Campus Director or assigned Staff member calls 911. In case of fire:
1. All guests, employees, and all classes will be notified immediately by the Campus Director and any other school officials, instructed to proceed to the nearest exit, moving to the parking lot or alley adjacent to the building.
  2. Instructors must clear out classrooms and all public areas of the school, such as all rest rooms, ensuring that all areas are cleared and all doors are closed.
  3. The Campus Director or school official in charge will call 911 or the fire department.
  4. Once outside, Instructors will check the roll to account for all students and customers and await the "all clear" indication from the Campus Director.
  5. Fire extinguishers are available throughout the school in well-marked locations, to assist school personnel with control of any small fires.



6. Random fire drills are conducted at least once per year so as to ensure that all students and staff are familiar with the fire exits as posted on the maps located by the doorway of each classroom and public area.
- iv. *Flood Emergency* - In the event of a flood emergency, the evacuation plan will be implemented and the Campus Director or Lead Instructor on duty will call 911.
- v. *Gas Leak Emergency* - In the event of a gas leak emergency, the evacuation plan will be implemented and the Campus Director or Lead Instructor on duty will call 911.
- vi. *Inclement Weather*
  1. If weather conditions are severe enough to warrant the closure of Apex Beauty Academy, the Campus Director will place a message regarding the status of classes with the schools' telephone answering machine.
  2. If classes are in session, when aware of approaching inclement weather, such as tornadoes or hurricanes, the Campus Director will notify all faculty to instruct students on moving away from heavy glass, taking cover under tables or desks, or inside a closet or interior room such as the Student classroom, or the breakroom. Depending on the situation, the Campus Director will make the decision to send the students home.
  3. When management announces closure of the school due to inclement weather, staff and students are to prepare the building by taking the following steps:
    - a. All loose and/or important papers are cleared from desktops and put away in a file cabinet or desk, preferably in an interior office away from exterior windows.
    - b. All doors to exterior offices are to be closed.
    - c. All perishable items should be removed from the refrigerator and taken out of the building.
    - d. If flooding is a threat on the floor or through broken windows, etc., action must be taken to protect all student records and the media resource library, as well as to protect computers and other electronic equipment near windows. All computers are turned off and unplugged. If electricity is lost, use personal cellular phones.
- vii. *Accident or Injury Protocol*
  1. Minor Injuries - The school has made provision to assist students in case of an emergency and/or accident or injury that occurs on campus. A first-aid kit is on site at the front desk at all times. First-Aid and the Heimlich maneuver posters are posted in the breakroom. Information is available and often discussed regarding health-related issues like carpal tunnel syndrome and/or related problems to ergonomics.



An accident or injury report must be prepared with the school's liability insurance carrier for the systematic reporting of accidents or injuries. The faculty and/or staff member most closely associated with the accident or injury will complete the report. This form will be filed with the Campus Director and copies will be given to the school's insurance carrier.

2. Written Procedure for Handling Minor Emergencies - The school's written procedure for handling minor emergencies is to assist in treatment for minor cuts, bruises, or bumps that occur on campus. The first aid kit is available at the front desk for items such as bandages or burn cream. If further medical attention appears warranted, or is requested, or if at the discretion of the faculty and/or staff member and the student, medical attention will be deemed advisable, the student will be advised to seek attention from their regular physician.

If in the event there is a minor accident or injury that cannot be handled on campus but which does require medical attention, the student will be advised to seek attention from their regular physician at the student's expense. If the accident or injury is deemed medically necessary, the faculty and/or staff member will call 911.

A faculty and/or staff member must complete an accident or injury report with the student involved after treatment has been rendered. The report will be filed with the Campus Director and copies will be provided to the school's insurance carrier.

3. Major Injuries - If, in the event of a major emergency or injury which could involve hospitalization or the need for medical attention by medical personnel, the faculty and/or staff member will call 911 for transportation to the nearest medical facility for treatment. Any expenses incurred will be at the student's expense.

A faculty and/or staff member must complete an accident or injury report with the student involved after treatment has been rendered. The report will be filed with the Campus Director and copies will be provided to the school's insurance carrier.

### ***National / Local Community Number for Emergency Services***

All Emergencies (Fire, Police, Sheriff, Ambulance)	911
Poison Control Center	800-222-1222
Suicide Hotline	800-273-8255
Atrium Hospital	704-355-2000



## **SAFETY TRAINING**

The following Safety information is reviewed with all new students during orientation, and students are tested on the information. Throughout their training, students review and practice safety precautions and procedures.

### DEFINITION

**SAFETY:** THE RIGHT WAY OF DOING SOMETHING IN ORDER TO PREVENT AN ACCIDENT

**ACCIDENT:** AN UNPLANNED AND UNTIMELY INCIDENT THAT OCCURS AT HOME, PLAY, OR WORK THAT CAUSES PERSONAL INJURY OR DAMAGED EQUIPMENT

### INTRODUCTORY INFORMATION

Most accidents in the Styling Salon are preventable. They are caused either by ignorance, carelessness, or neglect on the part of one or more persons. The remedy lies in the continual use of caution and common sense to prevent disease or accidents.

SAFETY EDUCATION FOR STUDENT WILL ALSO HELP TO ELIMINATE ACCIDENT HAZARDS AND ESTABLISH SAFE WORKING HABITS

#### 1. ELECTRICAL EQUIPMENT

- a. Check all electrical appliances for proper grounding. If an appliance has a metal casing, it must have a three (3) prong plug. Blow dryers, made of all plastic, do not require grounding because plastic is a non-conducting material. Any faulty appliances should be taken back to the dealer. (Check connecting screws on Blow dryers).
- b. Check appliances for "U.L." approved. The "U.L." (Underwriters Laboratories) approval seal means the appliance has been tested and judged "Safe". It should not overheat or cause accidental electrical shocks.
- c. Never clean a clogged electrical outlet nor clean or oil any appliance when it is connected to an electrical power supply. It will cause an electrical shock.
- d. To disconnect electrical equipment when not in use, grasp the plug and pull it gently.
- e. Wires of electrical devices must not be left trailing when not in use. Wind cord up and store away until the next use.
- f. When moving heavy portable machines such as hair dryers, hold them at the top and bottom to prevent them from falling.
- g. Styling chairs must not be tipped on their side when moving. The chair contains hydraulic fluid that can leak out if improperly moved.
- h. Inspect your appliances for worn cords before using. If the cord is cracked or you can see bare wire, it needs to be replaced.



- i. If an electrical appliance produces an odor of burning, or you see or smell smoke, pull the plug out immediately.
  - j. If an electrical appliance stops or stalls while in operation, pull out the plug immediately.
  - k. Do not turn the wig dryer temperature above medium. High heat will cause the mannequins to swell and the hair to loosen.
  - l. Do not direct heat lights on heat lamps except by moving the flexible arm. Never adjust the lamp by moving the heat bulb shield.
  - m. Never direct lamp bulbs closer than 20 inches from the patron's head. (You could burn them). When finished with the lamp, place it back against the wall, out of the way.
2. ELECTRICAL SHOCK:
- a. Use dry hands in connecting and disconnecting electrical equipment.
  - b. Avoid wetting electrical appliances or cords. (Always keep dry).
  - c. Wipe up any water immediately; it could cause shocks or falls.
  - d. Never use an ultra-violet ray machine on a damp head.
3. FIRE:
- a. If a fire should start in the lab, fire extinguishers are available for instructors to use only. All students will be asked to file out of the building in the same manner as for a school fire drill. Use the nearest of the two exits in an orderly manner.
  - b. Keep all flammable materials capped and safely stored away from heat, alcoholic solutions, cosmetics and hair spray.
  - c. Avoid overheating manicure lotion in the hot oil machines; it may cause a fire if the paper cups become overheated. There is not an automatic cut-off on this appliance.
  - d. Shake soiled towels before cleaning to avoid foreign objects from clogging the lint filter or hose of the washing machine.
  - e. The lint filter in the clothes dryer must be cleaned after each load of towels.
4. BURNS AND ABRASIONS:
- a. Do not test curling irons for temperatures with your fingers. Use a perm paper or end paper.
  - b. If you are accidentally burned from a curling iron or wax, ask an instructor to get ice, aloe Vera plant cutting, or another compress immediately.
5. CLEANLINESS AND INFECTIONS:
- a. Hands must be washed after returning from lavatory, before and after giving beauty services
  - b. Students must be attired in clean uniforms. If any accident occurs, the uniform may be cleaned in the lab's facilities.
  - c. All chemical service must be applied in the shampoo area to avoid spilling liquids on furniture.
  - d. Soiled linens must be kept in closed containers. These containers are located in the lab.
  - e. Students having colds or infectious diseases will not be permitted to stay in school. Inform your instructor if this occurs.
  - f. All jars and bottles must be properly labeled, covered and kept in a cool place. Note: All containers must be labeled with its contents. Always double check what you are applying.



- g. Food or drinks are not allowed in the lab or classrooms. Do not leave food in the break room. Periodically ants, roaches, and crickets have been sighted. If you see any, tell an instructor so he/she can contact maintenance for extermination.
  - h. Any electrical/manual, applicator, tool, or equipment, coming into contact with patrons must be cleaned and sanitized after each use with hospital (grade) EPA Tuberculocidal disinfectant solution.
  - i. Place the cape over the back of the chair. Some chemicals will remove fabric color temporarily. Instruct patrons to wash fabric to engage color.
6. SKIN INJURIES AND ERUPTIONS:
- a. First aid treatment can be given for cuts and abrasions: use sea breeze or antiseptic
  - b. Liquid or powder astringents may be employed to arrest minor bleeding and such liquid or powder astringent shall be applied by means of sanitized pieces of gauze or cotton. Lump alum and styptic pencil or prohibited. (Band-aids are kept at the front counter).
  - c. All sharp instruments must be used carefully. When not in use, sharp points are to be protected or kept in a closed area.
  - d. Do not use contents of, or pick up, a broken jar or bottle: it cuts
  - e. Avoid scratching skin or scalp with sharp nails, teeth of combs, bristles of brushes, scissors or a razor.
  - f. Use rubber gloves when working with all strong chemical solutions. Frequent rinsing of hands will prevent irritation resulting from the use of chemical solutions.
  - g. Locate emergency phone numbers in the reception and front desk areas. (Hospital, Police, Fire, ETC.) ( Call 911 )
  - h. Avoid placing your hands on the walls or doors and knobs while using chemicals.
  - i. Even though you are a student and you are in a learning situation, this is a place of business and shall be conducted as one. Any misconduct can mean probation or even expulsion.



**BEHAVE AS IF YOU ARE YOUR OWN BUSINESS – BECAUSE YOU ARE!**

The word entrepreneur has many meanings such as business owner, professional, expert, specialist or authority. When you graduate from Apex Beauty Academy, you will have taken your first step on that road – getting your license.

In the state of North Carolina, that license allows you to work in a salon for a salary, or on commission, or to work in a salon where you rent a chair or a suite. It allows you to specialize or be a generalist. It allows you to open your own salon and work for yourself.

And in truth, from the day you start working in this business, you are working for yourself, because it is all about your reputation. Every day, in every way, you are building a name for yourself, in what you do, in how you carry yourself, and in how you interact with the rest of the world. Now is the time to see yourself as the professional, business person that you want to be, and act accordingly.

**Remember:**

- 1. Come to school everyday**
- 2. Use your time effectively**
- 3. Learn from your mistakes**
- 4. Study your theory**
- 5. Practice, practice, practice**
- 6. Behave as if you are your own business – because you are!**

***Thank you for choosing Apex Beauty Academy for your beauty career! Your success is our success. #empoweryourcareer.***

Student \_\_\_\_\_

Date \_\_\_\_\_

Print Name \_\_\_\_\_