



DELMAR
COLLEGE
STUDENT HANDBOOK

A MESSAGE FROM THE OWNERS

Delmar College has been educating students since 1950 and is one of the original beauty schools in Alberta. We are licensed under the Private Career College's branch of the Alberta Government and we are a member of the National Association of Career Colleges (NACC) and the Alberta Association of Career Colleges (AACC). The success rate of our graduates is impeccable and is a great testament to the school's popularity. As training providers our experience and knowledge of trade requirements and industry expectations consistently allow us to produce job ready and confident professionals of the highest caliber. Our success depends on all of us doing our jobs to the best of our abilities.

You can do something you are passionate about every single day. If you have always enjoyed making others feel beautiful, you can do that, and build a career that you are passionate about.

Delmar continues to grow and our success is contingent on continually striving to be student-focused and always meeting our customer needs with services in our salon and spa. Students and clients are the focus of everything we do and "5 Star Customer Service" is our number one priority. We could not do that without you!

We value our staff teammates and realize that for all of us to be successful we need to create an environment where you can reach your goals as well. We believe that all teammates have an important contribution to make and we are committed to providing an environment where all teammates are inspired and encouraged to reach their greatest potential. We have assembled an incredible education team to assist you in launching your new career. Our education staff includes salon, shop and spa owners and specialized brand educators to salon consultants and leaders of complementary industries.

A multitude of topics are covered in this handbook, however if you cannot find the information you are looking for, or, if you need more information, please do not hesitate to ask your immediate supervisor/manager who will be pleased to answer all of your questions. Please read this handbook thoroughly and retain it for future reference.

Delmar College is committed to a culture of learning, creativity, and growth based on education, advanced curriculum, quality techniques and teamwork. We strive to excel in exceeding our students' high expectations and recognize every student as our ultimate focus.

Dan and Carla Cavanagh



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Admissions

1. Students must complete an application form filled out and submitted to the admissions department.
2. Must have completed a minimum of grade 10 (grade 12 preferred) and High School Transcripts.
3. Must be at least 17 years of age.
4. Two character references.
5. Schedule an interview and a tour in person or virtual.
6. Sign enrollment contract and pay a non-refundable registration fee, which is applied to your tuition.
7. Students will receive an acceptance letter.

Scholarship Policy

School scholarships may be offered periodically. Scholarships are offered as tuition allowances for specific time periods. All students that enroll during that time period are eligible for the Scholarship. If a Student withdraws from the school prior to completion of the course of study, the Student will not receive the scholarship credit and will be obligated to pay the full amount of unpaid tuition pursuant to the Alberta Student Contract (mandatory contract all students enrolled in licensed programs in the province of Alberta must sign).



Grading Procedures

Hair Program

Students are assigned theory study as well as "hands on" practical skills. Students must maintain an average of 85% or above in BOTH theory and practical and pass a FINAL written and practical exam prior to graduation and must also complete all 1400 hours to receive a diploma.

Esthetic Program

Please refer to course outline for Grading Procedures for all Esthetic courses.

Students are assigned theory study as well as hands on practical skills. Students must maintain an average of 85% or above in both theory and practical aspects.

Exams

If you are late, are unsuccessful or miss a practical exam without a valid doctor's note, you will have to wait until the next scheduled date to re-take it. All practical exams must be taken to pass the program.

If a student is late or misses a theory exam without a valid doctor's note, this may be a coaching. All theory exams must be taken to pass the program.

Reset dates are scheduled at the Instructors or Directors discretion.

Re-Entry Students

Former students of the school who wish to re-enter, must request approval from the school administration. The request will be reviewed and a decision made within 30 days of the request. Students who re-enter within the 30 days of the original official withdrawal date will be charged for hours remaining. The settlement calculation for the former enrollment will be adjusted to reflect charges for actual hours attended. Students who re-enter more than 30 days after the original exit date may be evaluated scholastically in the same manner as a transfer student to determine class level assignment. Tuition rates current at the time of re-entry will apply. Students who withdraw from enrollment two times may not be considered for re-enrollment. Contract periods and attendance percentages will be calculated based on hours remaining in the re-entry contract. All re-enrollment students will be charged a re-enrollment fee of \$150.00.

STUDENT RULES AND REGULATIONS



1. Please contact your instructor or front desk if you are going to be late or absent one hour before class.
2. Time will be given for extra school-sanctioned events. This time will not exceed 8 hours (per day) and is at the school's sole discretion.
3. Clean-up time is assigned for each class, as are dismissal times. Please keep busy until the instructor allows you to clean-up and dismisses the class, otherwise you will be asked to clock out and forfeit time.
4. Breaks and lunches are to be determined by the instructor in order to keep class flow consistency. Eight-hour classes receive a 30-minute lunch and two 15 min breaks.
5. If it is necessary to leave the school early, you must let your instructor know in advance as well as complete an Early Dismissal Form. Failure to do so may result in a coaching and or you losing more time.
6. Dress code must be followed every day with no exception. Failure to meet dress code may result in a coaching and or being clocked out and sent home for the day.
7. Cell phone use is a privilege, please refrain from use in classrooms (unless required for the lesson) and on salon or spa floor. If there is a valid reason that you require your phone you must receive permission in advance and have it set on silent or vibrate.
8. Beverages and food are permitted in the designated areas of the school only and will not be allowed in the classrooms or on the working floor area.
9. The school stocks tools and equipment that may be purchased at a considerably lower price than some of the distributors (with a vast supply that can be ordered). Some equipment we order directly from the manufacturers and can pass along the savings to our valued students.
10. There is a designated student smoking and vaping area at each campus. Students are required to make sure to dispose of their cigarettes in the appropriate receptacle provided. Cannabis consumption before and during class is not allowed.
11. Students are not permitted to park in the designated staff or client parking areas at either campus.
12. Students should not bring large sums of money, expensive jewelry, or any other valuables to school. Please ensure that all of your tools, etc. are clearly labeled and under lock and key. **Delmar College is not responsible for any lost or stolen property.**
13. Students are assigned individual lockers which they must retain. Lockers are not to be shared, must be locked at all times, and combinations kept confidential. Lockers are school property and on loan, consequently, the school has the right to inspect the contents at any time without consent.
14. Once you secure any form of employment after graduation, whether it is in your area of study or not, you are obligated to provide Delmar College with the name, address, and phone number of your place of employment as per Private Career College (PCC) requirements.

Dress Code

Delmar College strives to provide a professional work environment for both staff and students. In turn, our students should be well groomed and take a common sense approach to their personal appearance.

Student Identification

- You will be issued a student ID card at the start of your program. Please ensure you have the card with you while at school.

Shoes

- Footwear must be black, closed toe, and well maintained. Boots, moccasins, UGG style boots/ slippers, combat style, or heeled footwear are not allowed.

Hair & Makeup

- Please ensure that you arrive at school with your hair neat and styled and makeup applied. You are not permitted to apply makeup or style hair in student working area. Your professional image begins before you arrive, just as it would in a salon or spa working environment. Pony tails must be wrapped with hair, no elastics visible.

Esthetics Students

Delmar College has been training beauty professionals since 1950. Part of your success in this industry is how you present yourself. Please come to class representing a professional image.

- You are required to wear a black scrub top and bottoms at all times. You are welcome to wear a black cardigan or long-sleeved undershirt, but all items must be black.
- No hooded sweaters are permitted.
- Nails must be a working length and free of extensions and polish. Jewelry must be kept to a minimum, and it is recommended that you leave all valuable items at home.
- For health and safety reasons, hair must be tied back for every class.
- Please bring comfortable, indoor footwear that covers the entire foot for all course times. No UGG style boots/ slippers, combat style, or heeled footwear.

Hair Students

The industry standard for hairstyling/barbers dictates that we wear black, taking the attention off the stylist/barber and directing it on to the client.

Aprons

- All students will be issued a black apron in their student kit. Aprons are to be worn at all times while in attendance (including distance learning) and must be kept neat, clean, and in good repair. If you misplace or damage your apron, you will be required to purchase another at your own cost.

Tops

- Shirts and blouses must be black with no logos or designs and cannot be sleeveless or low and revealing. Hoodies are not permitted. Delmar t-shirts are allowed and are available to purchase.

Bottoms

- Pants can be dress, or jeans. Black and blue jeans, distressed permitted, but not overly distressed. When in doubt, ask your instructor. Skirts/dresses must be black and cannot be shorter than 2" above the knee. Opaque black nylons or tights must be worn underneath.

Hats / Head Scarfs

- Hats can be worn if they are solid black, fashionable but no toques or beanies. Any scarfs, bows or other fabric accessories, must be solid black.



A Word about Our Student Relations Philosophy

We are committed to providing the best possible climate for maximum development and goal achievement for all students. Our practice is to treat each student as an individual. We seek to develop a spirit of teamwork; individuals working together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and re-solved in a mutually respectful atmosphere. We take into account individual circumstances and the individual student.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

Harassment

We prohibit harassment or bullying of any student/employee by another student/employee, supervisor, or third party for any reason including, but not limited to race, color, religion, sex, national origin, age, ancestry, physical disability, mental disability, medical condition, including genetic characteristics, marital status, sex, pregnancy, childbirth or related medical conditions. Harassment of supervisors or third parties by our employees is also prohibited.

The purpose of this policy is not to regulate the personal morality of students. It is to assure that in the workplace, no student harasses another for any reason. While it is not easy to define precisely what harassment is, it includes slurs, epithets, threats, derogatory comments or visual depictions, unwelcome jokes and teasing. Any student who feels that he or she is a victim of such harassment should immediately report this matter to their instructor or direct supervisor. The school will investigate all such reports as confidentially as possible. Adverse action will not be taken against a student because he or she, in good faith, reports or participates in the investigation of a violation of this policy. Violations of this policy may result in disciplinary action up to and including termination.

Sexual Harassment

Sexual harassment is against school policy and is unlawful under provincial and federal law.

We firmly prohibit sexual harassment of any student/employee by another student/employee, supervisor, or third party. Harassment of supervisors or third parties by our employees is also prohibited. The purpose of this policy is not to regulate the morality of students it is to assure that in the workplace no student or employee is subject to sexual harassment. While it is not easy to define precisely what sexual harassment is, it may include: unwelcome sexual advances, requests for sexual favor and / or verbal or physical contact of a sexual nature including, but not limited to, sexually related drawings, pictures, jokes, teasing, uninvited touching or other sexually related comments.

Sexual harassment will not be tolerated. Violations of this policy may result in disciplinary action, up to and including termination for cause. There will be no adverse action taken against students or employees who, in good faith, report violations of this policy or participate in the investigation of such violations.

Complaint Process

All complaints to be investigated by Delmar College will be treated in the strictest confidence.



Procedure for a Formal Complaint

The following steps should be taken if a student feels that he or she is being harassed.

Step 1: Ask the offender to stop

Tell the person that the behavior is unwelcome, inappropriate, or unacceptable. If the person refuses to cooperate, inform the person of the school's harassment policy. Keep a record of the incident or harassment. A person doesn't need a written record to make a complaint, but documentation serves to make a complainant's case stronger. It is also not necessary to ask the offender to stop in order to proceed with a complaint.

Step 2: Get advice or counseling

Inform the director, who is the authorized advisor for the anti-harassment policy. A second advisor of the opposite sex may also be appointed and may provide advice and assistance, however, the advisor is not an advocate for either party, but rather an impartial party, remaining neutral and listening to both sides. The advisor provides information and referrals to services needed, such as counseling in the "advice seeking" stage.

Step 3: Make a complaint

If the above steps have not resolved the alleged harassment to the complainant's satisfaction, or, if the harassment continues, a complaint should be filed with the Director. The Director, acting in their capacity of "Anti-Harassment Advisor", will be responsible for implementing the steps outlined below for addressing complaints under this policy, except where otherwise stated.

A person must make a complaint within one month from the date of the alleged harassment. It is best to make the complaint as soon as is possible after the alleged incident.

A person must put forth his/her complaint in writing before the Director can talk with the alleged offender. The alleged offender will be given a copy of the complaint and an opportunity to respond to the complainant in writing.



The complaint should contain but not limited to, the following information:

- Name of the alleged harasser
- A description of what exactly happened
- When and where the incident took place
- Names of any witnesses

The Director/Advisor will talk privately with both parties. Both parties may have someone they trust come with them to this meeting. The Director/Advisor will monitor the terms of the agreement to make sure they are respected. If the Director/Advisor decides that the resolution cannot be reached then both parties will be told in writing within 5 days of the Director/Advisor's decision.

The person making the complaint has days to ask the President in writing for an investigation to further determine whether the allegations and details of the situation warrant a further investigation.

Step 4: A Panel Investigates

If the investigation results in finding that harassment and/or discrimination has occurred, disciplinary measures as determined by the President may include any of the following:

- A verbal reprimand
- A written reprimand
- Suspension from school at Delmar College
- Termination of contract from attending Delmar College
- Removal of the right to use the services of Delmar College

Step 5: Appeal of the decision

If the resolution is not satisfactory to the complainant or to the alleged offender, either party may appeal the decision. The appeal must be made in writing to a third party mediator agreed to by the complainant and the President and shall include all appropriate documentation.

- The appeal shall be made within 30 days of the finding made in Step 4 of this procedure.
- The findings and recommendations of the third party mediator shall be final and binding.

Conditional Clause

If the original complaint is found at any stage not to be supported or is withdrawn by the complainant, no documentation shall be placed in the personnel, student, or client file of the alleged offender. If the alleged offender is the Director then the President shall fulfill all the duties assigned to the Director under this policy.

DISCIPLINARY ACTION

It is expected that the school policies and procedures as set forth and agreed to be followed without diversion, otherwise notice of termination may result. Notices will first be given verbally. If there is no apparent change in the inappropriate attitude or behavior, then written warnings/coaching will be issued and kept in your file. If behavior does not change, this will be followed by a suspension (determined by the administration). If there is still no change, then a termination of your contract with Delmar College will follow, and any associated student grants are then converted into loans, and all monies owed to Delmar College are due immediately, in addition to student loan monies being sent back to Alberta Student Aid and Canada Student Loans.

Understanding the types of behaviors that can be considered disrespectful is the key to identifying these behaviors when we see them being displayed, and in turn, evaluating and adjusting our own actions accordingly. Demonstrating the following behaviors in our school can negatively impact individuals' self-worth. It is important to note the following behaviors and ensure that we do not demonstrate or tolerate them in our workplace:

Unprofessional Behavior

- Eye rolling, finger wagging, or other physical gestures that are used to make fun of, express frustration with, or isolate another student or employee.
- Workplace violence/assault.
- Intimidation, leering or other objectionable and insulting gestures.
- Threats including coercion.
- Angry outbursts.
- Unwanted physical contact such as touching, patting, pinching, or punching.
- Encroaching on an individual's personal space.
- Display of pornographic, racist, or offensive pictures or materials.
- Taunting, ridiculing, or belittling.
- Unwelcome remarks, jokes, innuendo or taunting about a person's race, religious beliefs, color, gender, physical disability, mental disability, age, ancestry, place of origin, marital status, source of income, family status or sexual orientation of that person or of any other person.
- Abuse of authority that undermines someone's performance or threatens his or her career.
- Spreading false information about others.
- Practical jokes that result in awkwardness or embarrassment.
- Unwelcome inquiries or comments about an individual's personal life.
- Unwelcome remarks about a person's physical attributes or appearance.

- Humiliation in front of others.
- Taking credit for someone else's or a team's work.
- False accusations of disrespectful behavior.
- Gossiping.
- Purposely and/or regularly interrupting people when they are speaking.
- Refusing to converse or work with others.
- Unprofessional behavior towards instructors, peers, Delmar employees, clients, or others in the building, or on-line, including negativity towards instructors, peers, or Delmar employees.
- Insubordination towards Delmar instructors.
- Disruptive or abusive behavior including gossiping and meddling (whether in person or on-line).
- Refusal to comply with the school policies and procedures (as agreed), refusal to perform curriculum objectives, or to participate in class activities and assignments.
- Refusal to perform a service on a client.
- Foul language on the school premises.

Absenteeism

- A doctor's note or other appropriate documentation is required to verify the cause of absence. If you are absent due to illness, a doctor's note must be produced the first day you return, students will still have to make up the missed time but will not be charged over-contract fees for valid absences with doctors note.
- All absent hours must be made up before a diploma will be issued and any hours over the contract date will be charged at \$10.50 per hour.
- Evidence that students are being withdrawn from studies in accordance with the Withdrawal Policy for Students Attending an Alberta Private Career College Institution, which states that if five consecutive days are missed without a legitimate excuse, that student will be deemed as having withdrawn effective the date of the first absence. Please be advised that your repayment responsibilities dictate that you contact Student Aid upon completion of your program to start the repayment process.

Immediate Termination

- **THEFT OF ANY FORM** Pilfering school supplies, borrowing others' equipment without permission, etc. The perpetrator may also face criminal charges.
- **DRUGS OR ALCOHOL** Student possession and consumption of alcohol or drugs on Delmar property and any facilities leased by Delmar College is prohibited. This includes all student functions, including but not limited to, such functions as graduations and field trips.
- Delmar College also prohibits the possession and/or consumption of cannabis products of any kind (i.e. fresh, dried, edible, liquid, concentrates, seeds or live plant material) or the possession of paraphernalia associated with the consumption of cannabis by any person on Delmar properties and at any Delmar activities or events. This provision supersedes any municipal bylaw, provincial or other law that may allow for the legal possession or consumption of cannabis in a particular venue or by persons over 18 years of age.
- **UNWARRANTED BREAKAGE** Destruction or vandalism of the school or building property. The perpetrator will be expected to pay for any repair or replacement as required and may face criminal charges. **BULLYING.** Bullying of students or staff will not be tolerated. Any bullying behaviors including cyber bullying are subject to immediate termination.
- **SLANDER** Any written or verbal derogatory comments about Delmar College or its staff will lead to immediate termination. This includes all Social Media platforms as well.
- Working towards Resolution .
- At any point when dealing with a disrespectful workplace situation, you can seek support and advice from your supervisor or Director:
- There are 2 possibilities for resolution. Students are expected to try to work things out using the informal resolution process. Prior to initiating a formal complaint, students are encouraged to engage in the informal resolution process.

1. Informal Resolution Process

- Speak with the person directly about the behaviors which are affecting you. Talking is often the best way to informally resolve concerns but you can write a note or send an email communication if you prefer.
- If approaching the individual did not resolve the issue or if you do not feel comfortable to approach the individual, talk to your supervisor or Director to discuss next steps before filing a formal complaint.

- If your concern involves your supervisor or Director, you are encouraged to consult the President in an effort to resolve the matter before filing a formal complaint.
- You may request the assistance of supervisor or Director to facilitate or mediate an informal resolution.
- Keep notes with dates and facts.
- If a resolution cannot be achieved informally, you may consider filing a formal complaint. See Formal Resolution Process below.

2. Formal Resolution Process

The student who files a complaint of harassment or bullying is referred to as the complainant. The person against whom a complaint is submitted is referred to as the respondent.

- Should the complainant decide to proceed with a formal complaint s/he will do so in writing and forward it to their immediate supervisor. The immediate supervisor will forward this form to the Director. If the complaint involves the immediate supervisor, the complaint shall be forwarded directly to the President.
- A formal complaint must be filed in writing by the student. A complainant is encouraged to seek assistance from his/her immediate supervisor.
- The Director, or designate, shall acknowledge receipt of a formal complaint of harassment to the complainant, respondent, and immediate supervisor within 5 school days of receipt of the formal complaint.
- Individuals who are named as respondents in a formal written complaint have the right to know in a timely fashion that they are the subject of a complaint, what the allegations are, and what process will be followed in the investigation. In particular, a respondent has the right to know the specifics of an allegation, including times, dates, and alleged conduct.
- After an initial review of the complaint, it may proceed to an investigation, during which all individuals with relevant information to share will be interviewed.
- The complainant may withdraw the complaint at any stage of the process.
- Once the investigation is completed and the findings are reviewed by the appropriate party as determined on a case-by-case basis, a decision will be made regarding appropriate action.

SALON AND BARBERSHOP FLOOR ORIENTATION

During your training, you have the opportunity to experience a working salon environment in second term.

Clients

- Clients are assigned accordingly reflecting requests or open schedule which rotates to give each students equal experience.
- Students should work their social media networks to build their clientele while in school. The more requests you have, the busier you will be, and you will gain more experience.
- Students cannot refuse a service or client; instructors are there to guide you.
- Students are expected to bring all school provided kit inventory necessary for client services and quotas or you will be sent home and hours deducted accordingly.

Consultations

- You must consult with your instructor before beginning any service, you must do a thorough hair and scalp analysis during your consultation, and you must formulate and confirm formulation with your instructor.
- All haircuts must be checked before you blow dry.
- Color saturation must be checked before your start timing. Your instructor must check all chemical services before rinsing/shampooing and before adding any toner.
- Your instructor must check the final results of all services before clients are guided to the receptionist.
- Consultation Forms must be fully completed and signed for every client.
- The reception area is the first point of contact for guests and as such, students should never be hanging around it.
- You must sign out and in for every break/lunch once you have received permission from your instructor. The sign out sheet is at the front desk and you must also notify the receptionist when you sign out and in. If you are late returning from breaks/lunch, that missed time will be reflected in your daily hours.

- All students will be assigned dispensary duties during their salon experience. This involves ensuring everything is kept clean, all towels and laundry are done on a constant basis, ensuring all back bar items like shampoo and conditioner are clean and full, ensuring color cupboards and cabinets are tidy. This is not a social area and students should not be hanging out at the dispensary.
- **QUOTAS** When you are not doing clients, you are expected to do quotas and timed drills.
- This is your practice time to ensure you are ready for your exams.
- Quota sheets are given out monthly and must be filled in daily. You must be timing all of your quotas and meet the requirements in order to be signed off by your instructor.

Reception/Breaks/Dispensary

- The reception area is the first point of contact for guests and as such, students should never be hanging around it.
- You **MUST** sign out and in for every break/lunch once you have received permission from your instructor. The sign out sheet is at the front desk and you must also notify the receptionist when you sign out and in. If you are late returning from breaks/lunch, that missed time will be reflected in your daily hours.
- Students are expected to act professionally at all time. Be aware of your body language, facial expressions, the conversations you are having with people and how you talk. Clients hear and see everything. If students are not able to act professionally, client privileges may be taken away.
- All students will be assigned dispensary duties during their salon experience. This involves ensuring everything is kept clean, all towels and laundry are done on a constant basis, ensuring all back bar items like shampoo and conditioner are clean and full, ensuring color cupboards and cabinets are tidy.

Quotas

- When you are not doing clients, you are expected to do quotas and timed drills. This is your practice time to ensure you are ready for your exams.
- Quota sheets are given out monthly and must be filled in daily. You must be timing all of your quotas and meet the requirements in order to be signed off by your instructor.
- At the end of the month, quota sheets are handed in to the Director who checks them and files them in your student file.

Delmar Points

- Delmar points can be given for a variety of things. Extraordinary work, professionalism, selling product etc. every 100 points equal a dollar that can be spent on any of our retail or kit inventory items.

Cleaning

- All students are required to clean.
- Salon stations, trolleys and equipment must be kept clean following proper sanitation procedures must be always followed.
- All classes are assigned end-of-the-day jobs and everyone must participate, and classes will not be dismissed until everything has been completed and checked.
- Students must be putting jackets etc. on until classes have been dismissed unless otherwise notified.
- Salon sign-up (if applicable)

Salon Sign-up (if applicable)

- Salon sign-up is a privilege and only available at certain times. It is a first-come-first-served basis and spaces will always be limited.
- Students may only sign up for 2 weeks at a time.
- If you have signed up, you must not take yourself off the list until you have spoken to guest services as you will already be in the schedule.
- If you are absent, late or leave early for any reason (regardless of doctor notes) within your scheduled days prior to sign up, you will be removed from sign up that week.
- If you are absent for any reason on a sign-up day, you will need the Directors approval before being allowed to sign up again. If it continues, you will be banned permanently. As mentioned, it is a privilege and we need to be able to rely on you.



STUDENT LOAN RESPONSIBILITIES

It is expected that students are actively involved in their education. This begins with understanding the Admissions process, determining the best option to pay for school, and striving to always maintain satisfactory progress. We are here to assist students in all aspects of this process, but in the end each student is responsible for his/her own education.

Students are expected to pay for their tuition by one of the methods outlined in the student enrollment contract signed prior to beginning classes. Failure to make these payments could result in termination from the school. Delmar College will not penalize students for delays in aid due to National Student Loans or Alberta Student Finance.

It is the responsibility of the student to:

- Think about how much you are borrowing: How the amount of the loan will affect your future finances, and what your repayment obligation means before you take out a student loan.
- Make payments on time: you are required to make payments on time even if you do not receive a bill, repayment notice or reminder.
- Keep in touch with your loan provider. If you are unable to make a payment or need time to pay, please feel free to contact National Student Loans or Alberta Student finance.

Repayment of Loans

There is a set time period after a student graduates, leaves the school or drops out before your student loan repayment process begins. If you drop out or are terminated, you will be expected to start repayment immediately. If you received any grants, these will turn into loans and you will be responsible to pay that portion back.

If you graduate, the government will provide a six month grace period to pay back your loan.

Disbursement

There are times that loan disbursements may go directly to the student. Please be advised that it is your responsibility to make arrangements to pay Delmar College the tuition that you may owe at this time. Failure to do so may result in termination.





Few people realize how fast memory fades. Studies on memory have shown that, without review, 40% of what a person has just learned is forgotten in the first twenty minutes and 62% is forgotten after the first day. Therefore, having good lecture notes to review can determine how well you are able to complete exams and assignments.

1. Come to class prepared

- Use a three-ring binder instead of a spiral or bound book. Pages can be easily removed for reviewing. Handouts can be inserted into your notes for cross-referencing. You can insert your own out-of-class notes in the correct order
- Bring highlighters to class. Instructors are frequently make comments like “This is an important concept.” Or, “Make sure you understand this.” These are direct clues that this will more than likely be on an exam. Highlighting these notes will help remind you later that this is definitely something you need to know.
- Read assigned material and previous class notes before class. Make notations about material or concepts you don’t understand. Look up vocabulary words that are unfamiliar to you. You will have a better understanding about what the instructor is lecturing about and that will allow you to better decipher the more important points of the lecture.

2. Improve your listening skills

- Start by entering the classroom with a positive attitude. Going to class thinking “This is the last place I want to be today” only sets the stage for inattentive listening. Approaching lectures with a positive attitude allows one to be open-minded and enables you to get the most out of the information presented.
- Make a conscious effort to pay attention. Concentrate on concentrating. Without concentration there is no focus, and without focus there is no learning.

3. Develop a note-taking method that works for you

- Fine-tune the structure and organization of your notes to increase your note taking speed and comprehension later.
- Start a new lecture on a new page and date and number each page. The sequence of material is important.
- Write on one side of the paper only. You can set them out-side by side for easier reviewing when studying for an exam.

- Leave blank spaces. This allows you to add comments or note questions later.
- Make your notes as brief as possible. Never use a sentence when you can use a phrase, or a phrase when you can use a word.
- Develop a system of abbreviations and symbols you can use whenever possible.
- Note all unfamiliar vocabulary or concepts you don’t understand. This reminds you to look them up later.

4. Pay close attention to content

- Knowing what and how much to write down is sometimes difficult. Rely on some of the following tips for what to include in your notes.
- Details, facts, or explanations that expand or explain the main points that are mentioned. Don’t forget examples.
- Definitions, word for word.
- Enumerations or lists of things that are discussed.
- Material written on the chalkboard or on a transparency, including drawings or charts.
- Information that is repeated or spelled out.

5. Review and edit your notes

- Academic skills centers and other authorities on effective study skills consider reviewing and editing class notes to be the most important part of note taking and essential to increasing learning capacity.
- It is extremely important to review your notes within 24 hours.
- Edit for words and phrases that are illegible or don’t make sense. Write out abbreviated words that might be unclear later.
- Edit with a different colored pen to distinguish between what you wrote in class and what you filled in later.
- Fill in key words and questions in the left-hand column.
Note anything that you don’t understand by underlining or highlighting to remind you to ask the instructor.

6. Practice your PRACTICAL SKILLS

In a “hands on” trade, it is imperative that students spend every night reviewing and practicing the hand skills on mannequins. At Delmar College, we pride ourselves in making sure that you are ready to pass the Government exam at the end of your program. This involves many hours perfecting the exam procedures outlined in your curriculum support manuals.

OVER CONTRACT STUDENTS

The following rules pertain to all students who have not completed the required educational hours associated with their specific program by their contract date and therefore over contract.

NOTE: Please be advised that once you go over your contract date, Delmar College is under no legal obligation to continue your contract and has the option to end your contract on that date. Students will only be scheduled for 8 hour days according to schedule availability.

When more than 5 days over-contract, the student will not be allowed to:

- Do their final exams with the rest of their class (they will wait to do the exams with the next graduating class).
- Work on client services when requested by administration.
- Over contract fees must be paid in full before you are scheduled.

Students that need to complete their program past their prescribed contract date will be subject to a fee of \$10.50 per hour to complete their program.

I, _____ fully understand that an extension fee of \$10.50 per hour will be due and payable once my contract date is complete. I also agree that it is my responsibility to pay this amount in full before I receive my diploma. I also understand that Delmar College is within its rights to deny me the ability to complete the hours I require until all extension fees are paid in full.

CONTRACT

Student Loan Repayment Agreement

I have been informed and totally understand that I must repay the Canada and Albert Student Loan(s) awarded to me for my chosen program. Upon completion of the program I will contact the National Student Loan Service Centre and Alberta Student Aid to discuss repayment plans.

If any of my contact information changes from what I provided on my student loan application I will immediate contact the National Student Loan Service Centre and Alberta Student Aid to advise them of any changes.

Private Payment Agreement

I have been informed and totally understand that I must adhere to the terms of the payment plan and it is my responsibility to meet all advised due dates. Any payments that are missed or late without adequate notice will result in disciplinary action which can include the withdrawal of the payment plan and the remaining balance due in full.

Payment Terms:

Payment #1: Amount _____ Date _____

Payment #2: Amount _____ Date _____

Payment #3: Amount _____ Date _____

STUDENT NAME

STUDENT SIGNATURE

DATE

PARENT/GUARDIAN/PAYEE NAME

PARENT/GUARDIAN/PAYEE SIGNATURE

DATE

I (STUDENT), _____

Fully understand and agree to follow all the school policies and procedures as outlined in the Student Handbook and presented to me. I understand that failure to comply with these policies could lead to the termination of my contract at Delmar College.

The signature below acknowledges that the above student has read and agrees to all the policies and procedures listed within the Student Handbook.

STUDENT NAME

STUDENT SIGNATURE

DATE

RECORD OF HOURS

Each of our programs have a specific number of educational hours that are required for successfully completion. You will also be required to keep track of your own hours by using the Salon Iris app and clocking in and out through this app. It is a good idea to keep your own log of hours in case of a discrepancy. Any adjustments or discrepancies to your time must be adjusted through administration. Please ensure that you book an appointment to address any time issues.

INFORMED CONSENT

This information will be kept on file for reference throughout the school year

1. Publish or display student work

- I CONSENT to Delmar College publishing or showing my photograph, name, program, and samples of my work on various publications or at school events. I understand that photographs posted in the school or on the website will not identify me by name.
- I DO NOT CONSENT to Delmar College publishing or showing my photograph, name, program, and samples of my work on various publications or at school events.

2. Media

- I CONSENT to being photographed, videotaped, or interviewed by the media.
- I DO NOT CONSENT to being photographed, videotaped, or interviewed. The onus is on the student to remove themselves.

*Should circumstances change during your program you may change your consent at any time by contacting Administration in writing.

**This personal information is being collected under the authority of the Private Career Colleges branch of the Alberta Government. It is protected by the Freedom of Information and Protection of Privacy.

INFORMATION PRIVACY POLICY

(Personal Information Protection Act- PIPA)

The purpose of this Policy is to describe the personal information that Delmar College must collect, how it will be used and the circumstances under which it may be distributed to third parties. Delmar College's Privacy Policy is designed to protect personal information under its control. Delmar College is bound by federal and provincial laws that aim at protecting the privacy of the students and staff information. The College respects the right to privacy of its students and is committed to safeguarding the personal information of each student, staff and graduate within the confines of the law. Delmar College will not disclose a student's personal information without a prior written consent of the student.

STUDENT COACHING FORM

Name: _____

Location: Calgary

Campus: Hair / Barbering

I understand that Delmar College reserves the right to modify the rules and regulations of the Professional Development Guidelines at any time, and that I will be advised of any and all modifications. Initial: _____

I understand that I must abide by the Professional Guidelines, Code of Conduct, and all school policies while enrolled in school and while attending any school sponsored event, extern-ship, off-campus event, and/or field trip. Initial: _____

I understand that I will be coached for noncompliance with any of the items listed below as coaching opportunities. I understand that upon receiving five (5) coaching sessions, I may receive a three-school-day suspension or termination (depending on the severity of the coachings) from the program. Initial: _____

I understand I have the right to appeal my termination.

Note:

You must submit a written appeal to the school administration within five (5) calendar days of termination. You must include any supporting documentation of the reasons the determination should be reversed. If you fail to appeal the decision, it will stand. An appeal hearing will occur within 15 business days of the receipt of the written appeal. The School Director will make a decision on your appeal within three (3) business days and it will be communicated to you in writing. This decision will be final. Contact the Director to access the Termination Appeal Form.

Initial: _____

COACHING OPPORTUNITIES: You may receive coaching sessions for the following items:

1. Lack of the correct uniform and/or dress code, which includes a missing name tag.
2. Malicious gossip.
3. Neglecting to call in late or absent.
4. Excessive tardiness.
5. Leaving the facility or distant learning without notifying the Education Leader.
6. Being more than 1 week behind on exams after they have been given.
7. Use of cell phones in non-permitted areas.
8. Technology used for non-educational purposes.
9. Smoking/vaping on the school campus or on camera in distant learning.
10. Violation of the school's Internet and Social Networking Policy.
11. Falling below percent in monthly attendance.

	COACHED BY	DATE	REASON	STUDENT INITIALS
1.	_____	_____	_____	_____
2.	_____	_____	_____	_____
3.	_____	_____	_____	_____
4.	_____	_____	_____	_____
5.	_____	_____	_____	_____

STUDENT COACHING FORM

My re-admittance into the school after a three-school-day suspension will be based upon the following:

- A. Must be current on all exams.
- B. Must have a personal interview with the School Director to determine the reentry plan.
- C. Will be placed on a probation for thirty (30) calendar days, during which time he or she must strictly abide by all policies, rules, and regulations.

Three-School-Day Suspension: Begins _____ Ends _____

I understand that after receiving five (5) coaching sessions, I may be terminated from the program. Initial: _____

COACHED BY	DATE	REASON	STUDENT INITIALS
1. _____	_____	_____	_____
2. _____	_____	_____	_____

Termination Date: _____ Appeal Filed: Yes No Date: _____

TERMINATION (School Director is involved in terminations). Students may be terminated for the following and may be given no warnings or prior coaching sessions:

1. Use of drugs and/or alcohol, which includes prescription cannabis.
2. Possession of drugs and/or alcohol, which includes prescription cannabis.
3. Clocking in/out for another person.
4. Excessive absenteeism.
5. Leaving the school facility without notifying an Instructor and/or signing out for a break and remaining clocked in on the time clock, receiving unearned hours. The school parking lot and surrounding businesses are not included as part of the school facility.
6. Cheating or stealing.
7. Insubordination.
8. Threatening and/or racial statements made toward staff, service guests, Student Instructors, and/or Future Professionals. No bullying.
9. Physical violence and/or altercations.
10. Delmar College, in its admission, instruction, and graduation policies and practices, does not discriminate on the basis of sex, race, religion, age, ethnic origin, color, disability, sexual orientation, or ancestry. The school does not allow or tolerate discrimination of any kind, bullying, harassment, or hazing of any sort toward Staff, Students, and/or Service Guests.
11. Violation of standards and/or Code of Conduct at a school-sponsored event, externship, off-campus event, and/or field trip.
12. Violation of the Harassment, Intimidation, Bullying, Racism, and Discrimination Policy.

If a student is terminated for gross misconduct, which includes but is not limited to reporting to school under the influence of alcohol or illegal drugs, cheating, stealing, insubordination, threats, and/or bullying, such termination is final and may not be appealed.

Initial: _____

TERMINATED BY _____ DATE _____ REASON _____ STUDENT ACKNOWLEDGEMENT _____

STUDENT COACHING POLICY

I have read and understand the Student Coaching policy.

Student Signature: _____ Date: _____

DISTANCE LEARNING GUIDELINES FOR ON CAMERA LEARNING

- 1.** Log on to the call early and with enough time for your device to connect successfully.
- 2.** Stay on for the entire call. Leaving a call early will flag your attendance.
- 3.** For accurate attendance make sure your login name is your first and last name.
- 4.** Your video camera must be turned on for the entire call unless the facilitator asks you to turn it off.
- 5.** Part of engagement is answering questions that the facilitator asks during the call. Be sure to answer all questions posted to your chat.
- 6.** If you need to use the bathroom or tend to personal matters while on the call, leave the call and log back on when you're ready. If you are missing from the call for longer than 10 minutes you will be clocked out and clocked back in upon return.
- 7.** Your background must be appropriate and should not disrupt the phone call. If you are using a virtual background make sure you are visible from the chest up.
- 8.** You must have 3/4 body shot visible on the camera, showing your full face and upper torso must be in proper uniform with a name tag visible and you must look professional, hair and makeup are required to be done before school, applying makeup or doing your hair on camera is not allowed.
- 9.** Choose your learning environment wisely to set yourself up for success. Do not plan personal appointments or outings during school hours. If you are going to miss a call, log on late, or leave early make sure to fill out a late/absent/leaving early form.
- 10.** Practice positive body language that shows that you are prepared and paying attention to the call. Lying down, constant conversations with people around you, driving, riding, or sitting in the car, and walking around is not allowed.
- 11.** Eating on camera is not allowed.
- 12.** Use the chatbox as a way to uplift spirits and share positivity. Use the private chat to the host when sharing or asking something irrelevant to the other attendees. Always manage your energy and your intentions before posting a message.
- 13.** If you have a question raise your hand or ask if it in the chatbox. Do not interrupt the presenter. If your question was not answered during the call stay logged on so we can answer it at the end of the call. Please be patient as your question may be answered in the remainder of the presentation.
- 14.** Recordings will be posted as soon as possible so that you can reference information shared on the call.
- 15.** A useful best practice would be the screenshot yourself in every call as proof of attendance.

By signing below I agree to comply with the above guidelines and I am clear of what is expected of me throughout Distance Learning. I also understand that failure to comply with the above guidelines may result in coaching.

Student Signature: _____ Date: _____

DELMAR

COLLEGE

DELMAR COLLEGE
HAIR & BARBERING
5915 1A Street SW
Calgary, AB T2H 0G4
403.264.8055

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ESTHETICS & WELLNESS
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