

Golden Paws[®]

Pet Styling Academy



2019 Student Catalog

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School & Program Objective

The school's focus is on training skilled, ethical stylists & bathers who as caring professionals will go on to enjoy long, successful careers in pet grooming.

We believe these goals are attainable with; limited class sizes, understand & adjust to each student's needs, learning style, & support level; Proven program honed over decades training successful groomers; Clear-cut "roadmap" to quickly learn intricate breed & pet designs following step-by-step instructions of proprietary pictorial textbooks, Dvds, lesson plans & skill-building exercises to learn grooming's specialized skills and knowledge needed of a sought-after stylist or finish bather.

Golden Paws Academy positive atmosphere supports students by encouraging learning and communication during the short duration at school & even after. The fact that most students haven't needed post-graduation support speaks to the program's effectiveness.

Area Information

While attending Golden Paws Academy in Osage Beach, MO. you can have an amazing adventure. There is much to do in this friendly, tight knit, resort town known as the 'Heart' of the Lake of the Ozarks but you might know it from the Popular Netflix Series "Ozark".

Bring you dog & explore an area people vacation to see! Enjoy world-class boating, golfing, shopping, and fishing. There are great restaurants and free "hidden treasures" to experience, including several nine- & 18-hole Disc Golf Courses (played like regular golf but with discs or frisbees). You won't have to look hard to find a perfect spot for an after-class picnic, hike, swim, fish or for the more adventurous, go kayaking or canoeing to explore the many lake water ways.

Ask the school director/instructor about (personal pet policy) so both of you can enjoy miles of hiking/walking trails in some of the most beautiful, peaceful scenery found anywhere.



Lake Ozark-Osage Beach

School Facilities, Equipment & Library

Golden Paws Pet Styling Academy is part of the "Wonderdog Training LLC Facility" and Wondergroom a multifaceted service dog training a pet styling operation frequented by a well-established clientele with a large variety of breeds available for grooming. The school is located in a beautifully appointed 2000 sq. ft. free standing building with a large private parking area, outdoor training course, enclosed play area and a large outdoor private deck for students to enjoy all encompassed on 2 acres.

Upon entering the building your greeted at the school's Reception/Retail Center, the navigational and center of the facility. Guest lectures and demonstrations are held in the school's Theory/Lecture Room and pet styling & business operations are taught with a well-appointed Library & comfortable seating to read trade magazines and view the Golden Paws "LEARN TO GROOM" SERIES & other DVDs on the school's T.V./DVD Player.

On the other side of the Reception/Retail area is the Practical-Application Grooming Room with assigned grooming stations, hydraulic & electric grooming tables, soft restraint and tool carts (w/ ear cleaner, cologne & tool sanitation set-up). There is a Taxi-Vac (Clipper-Vac), a vacuum operated clipper system that advanced students may receive training in.

A few steps from the grooming room is the Break-Area/Kitchenette with a refrigerator, microwave, dish washer and coffee pot for lunch or coffee breaks.

Directly off the Break-area is the Bathing and Drying Room, which is enclosed to reduce noise. The Bathing area is equipped with professional shampoo systems, stainless steel walk-in tubs, hydraulic drying tables, and professional dryers.

The School Director's Office is located on the first floor where student/director interaction will take place including bi-weekly progress discussions and/or counseling sessions for additional support should students need it. The school director has an open-door policy should you have any questions or concerns.

Alice Richter: Chief Administrator, Instructor

Alice Richter founder of Alice n' Wondergroom & Wonderdog Service Training, grew up around dogs and animals of all kinds and remembers having a deep love for them from an early age.

Although Alice received her Associate in Graphic Retail Art in 1989 from the Art Institute in Houston, her love of animals eventually won out and with her business marketing & design training she created "wow worthy" campaigns that grew a grooming and dog training business she started into a multi-faceted pet service operation.

Ms. Richter graduated from the Tom Rose's School dog training, specializing in service dogs. Little did she know she'd soon learn first-hand how much people truly rely on these special dogs. Alice became the recipient of her own mobility assistance dog Massey, after a car accident left her permanently disabled.

Ms. Richter credits Massey for her having accomplished much more than once thought possible and the special insight she now has of dogs and those who love and depend on them. Alice not only trains but her goal is to provide a lifelong bond by matching dog and recipient's traits & personalities.



In preparation of her new career Alice attended & successfully graduated from Golden Paws Pet Styling Academy were noticing her work ethic, attitude and skill, the school owner offered her a job she declined having already committed to a local big box store. Over the next 14-years Alice served as lead stylist, managing and opening several locations until opening her own grooming business here in Osage Beach Mo.

Having acquired decades of knowledge & experience in multiple disciplines Ms. Richter felt a desire to give back to the industry, clients and pets that had been so good to her by teaching those with similar aspirations. To do so, Alice re-connected with Golden Paws and the proven program she'd personally experienced.

Alice is proud of the quality education students will receive along with benefits of first-hand operational observation of "real world" issues and solutions that are a daily occurrence in a multiple service operation.

Students who attend the Golden Paws Styling School will find a high priority placed on professionalism, care of pets and an encouraging, engaging teacher/school director who cares about them, their future and providing a level of training that sets the stage for success and achievement of goals.

Courses Taught: Phase I Prepping, Phase II Bathing & Drying, Phase III Styling; Professional Dog Bathing Program.

Programs & Courses

GOLDEN PAWS Dog Styling Programs are designed for those who wish to acquire the level of knowledge and skill required to professionally groom & care for pets. The Golden Paws Complete Guide to Dog Grooming textbook and Learn to Groom DVD Series are the cornerstone materials of the Golden Paws Pet Styling Instructional Program. A proprietary system created and designed to give students a unique advantage in learning high quality styling.

The Program's unique instructional methods, materials and procedures are based on 7 decades of combined experience in the pet styling and groomer education field. The program's skill building exercises quickly builds a student's confidence in combination with personal instruction and guidance safely develops knowledgeable, quality stylists and bathers of all breeds & pet designs.

As representatives of the pet styling industry and fellow consumers, school & staff strive to always provide exceptional service and to deal fairly & honestly with clients & fellow workers. As stylists and educators, we feel one of our most important responsibilities is to impress upon the student the importance of ethical and professional behavior and to teach by example. Students are encouraged to begin thinking of the "ethical behaviors" they wish to embody in their career.

Pet Styling Program-300 Contact Hours (8 Weeks)

As pet lovers whose job is to prepare students for a professional career in pet styling, special attention is placed on handling pets; communication, humane control, safety-from drop off to pick up, sanitation, recognition of potential health problems, coat & skin care. Also, knowledge of; tool I.D., maintenance & safety, style consulting, grooming terminology, procedures for prepping, styling, bathing & drying to create a show ready "look" on almost any dog along with speed techniques & time management. In addition to scissoring, thinning shear, balance & design, blade shaving/outline shaping, scissor cutdown & finishes, and many other styling skills. *The school's goal is to impart the skills, knowledge and decades of tips, tricks and techniques that will put you head and tails above the rest.*

Phase I, II, & III Instructional Method: is proprietary step-by-step procedures and materials developed by GOLDEN PAWS with 40 years training of successful stylists. The student can see and follow almost all instruction in the Golden Paws Complete Guide to Dog Grooming textbook with additional support from Golden Paws Learn Pet Styling DVD Series. The student then practices those skills prior to grooming the pet greatly increasing confidence & decreasing learning curve, mistakes or pet injury. Students are able to quickly learn complicated styling skills by repetition, training muscle memory for fast development to safely apply learned skills to moving pets in the practical application portion of the program. Each phase is successfully completed before going to the next.

Subject	Lab-Contact Hours (Practical)	Theory-Contact Hrs.	Total Contact Hours
Phase I Prepping	45	8	56
Phase II Bathing & Drying	37	5	42
Phase III Fine Finish Styling	173	29	202
Total Clock Hours	33	267 40	300

Phase I Prepping

Description: In this Phase students learn how to prepare the pet for bathing. Skills taught in Phase I Prepping include, but not limited to; time management, control positions, pet psychology, pet safety, avoiding injuries and skin irritations, prepping procedures, proper tool usage, tool maintenance, cutting toenails, ear care, how to properly and humanly brush out a coat and de-shedding. The student is introduced to cut downs and some breed designs in Phase I. The prepping course trains the student to be proficient in phase I tool I.D, use & safety, humane control positions, brushing & de-matting techniques as well as coat types, anatomy and behavioral issue solutions

Prepping Skills, Techniques & Procedures

Prepping Tool Hold & Skills	Basic Prep Procedures
Poodle Prep Procedures	Toe Nail Cutting
Dematt Procedures,	Pre-Bath Designs
Prep Scissor Cutdown, Techniques,	Prep Guide Blade Techniques
Prepping Sanitation, Procedures,	De-Shedding Techniques
Ear Health & Hair Removal	Shaving Procedures

Upon Completion of this course the student should be able to:

- ✓ Understand and master brushing and comb out and demonstrate procedures
- ✓ Understand de-shedding and demonstrate procedures
- ✓ Understand & demonstrate prepping tools & safety
- ✓ Understand & demonstrate pet control positions & application
- ✓ Understand & demonstrate safety and how to avoid cut or irritations on the pet's skin
- ✓ Understand shaving procedures, steps and demonstrate shaving skills
- ✓ Understand toe nail structure and demonstrate both toe nail cutting methods
- ✓ Understand ear structure, cleaning, care and demonstrate both hair removal skills
- ✓ Understand dog psychology and pet communication skills
- ✓ Understand and develop proper prepping tool movements & use

Phase I Prepping Prerequisites: None

Phase II Bathing & Drying

Description: Learn the bathing and drying skills to keep a pet's skin & coat healthy and get professional styling results. Most health issues are discovered in the bathing or drying phase of grooming. As a result special attention is placed on discovering health issues as well as; regular and therapeutic shampoo use, blow drying, cage drying, directional drying, drying equipment; Dematting (both wet & dry), wet & dry brush procedures for wiry, curly, semi-wavy and wavy coats; bathing control positions, avoiding Phase II pet injuries & skin irritations and bathing & drying tips, tricks & speed techniques. Sometimes sensitive subjects arise about a pet that needs to be discussed with the client. The school will use these "real life" situations to show the best practices for communicating with clients.

Instructional Method: Bathing & Drying Phase techniques are taught for the 5 coat types; (wiry, wavy, curly, straight, and rough); Discover how to achieve a show quality finished "look," it all begins with the bath and Phase II procedures for optimal results in Styling .

Emphasis is placed on learning Phase II Bathing and Drying as it's considered the most important Phase to be able to do correctly by the school and other pet styling experts. Bathing and Drying is the foundation of pet styling, effecting the outcome of finished style more than any other phase. Because Bathing & Drying Phase is less technical and often the easiest to learn,

some students think it's not as important. In truth, even the most talented stylist cannot achieve a good fine finish with a subpar bath or blow-dry.

Bathing & Drying Skills & Procedures:

Shampoo Procedures	Directional Blow Drying	Bandana Design & Application
Flea Treatment	Finish Brushing	Coat Enhancers
Therapeutic Shampoos	Anal Gland Expulsion	Tick Removal
Ear Cleaning Methods	Bathing Safety	Flea Comb Uses
Drying Skills for All Coat Types	Drying Safety	Eye Protection

Upon completion of this course the student should be able to:

- ✓ Understand and be proficient in Shampoo Procedures
- ✓ Understand Therapeutic Shampoos
- ✓ Be proficient in Finish Brushing
- ✓ Be proficient in Blow Drying the Pets Coat
- ✓ Understand Bathing & Drying Safety
- ✓ Treatment for Fleas
- ✓ Proper Anal Gland Expulsion

Phase II Bathing & Drying Prerequisites: None

Phase III Styling

Description: The student will learn the mechanics and the art of pet styling. This entails developing the student's styling skills, such as scissoring, shaving, line refinement, cut downs, outline shaping, design balance & proportion, breed design style, creation, & application. The student will also learn how to encourage pet co-operation and professionalism in the pet styling field.

Instructional Method: The student will learn the mechanics & techniques to create the "art" in styling. This entails developing the student's pet styling skills, shaving, line refinement, outline shaping & design balance to a quality level. The instructional tools & mythology of the Golden Paws program is what sets it apart and allows students to learn complex subject matter & skills in a very short time.

Styling Skills & Procedures:

Outline Shaping	Diseases and Parasites
Guide Blade Techniques	Prioritizing Time
Fine Finish Techniques	Wire & Wavy Coats
Breed Designs	Nail Painting
Straight and Curly Coats	Dental Hygiene
Scissoring	Customer Request Styles
Pet Handling & Psychology	A Happy Pet is a Joy to Groom!
Professionalism in the career	Bow Application

Upon completion of this course the student should be able to:

- ✓ Understand why and how to Outline Shape
- ✓ Understand proper Guide Blade Techniques
- ✓ Understand and accomplish Fine Finish Techniques
- ✓ Understand the Four Major Breed Designs – Poodle, Schnauzer, Cocker Spaniel, Teddy Bear and how the skills required for these Breed Designs transfer to the other Breeds
- ✓ Understand the difference and tool usage on Straight and Curly Coated Pets
- ✓ Proper Scissoring and Thinning Shear Techniques
- ✓ Understand Safe Pet Handling and Pet Psychology
- ✓ Professionalism in Pet Styling
- ✓ What to do with a pet with a Parasite problem, Skin Disorder or other issues
- ✓ Communication with client
- ✓ Dental Hygiene – Control
- ✓ How to Prioritize your Time
- ✓ How to do Bow Application and Toenail Painting

Phase III Prerequisites: Phase I Prepping; Phase II Bathing & Drying

Professional Pet Stylist/Managerial Program-330 Contact Hours (8 Wks-4 Days)

Professional Pet Stylist/Managerial Program is designed for students/stylists wanting to learn advanced pet styling techniques with an introduction into grooming business operations to run their own business or enter the field in a stylist/ast. manager capacity. The subjects in the Stylist Management Program will help the student understand the fundamental business side of dog styling.

For more Phase I, II and III course information; See-Professional Dog Styling Program: Phase I, II and III description above

Phase I Prepping Description: Students will learn how to efficiently prep the pet for the bath in this course. This will include learning time management, control positions, pet psychology, safety for the pet, avoiding injuries, and skin irritations, prepping procedures, proper tool usage, tool maintenance, cutting toenails, ear care, how to properly and humanly brush out a coat and how-to de-shed. The student will also be introduced to cut downs and some breed design settings.

Phase II Bathing & Drying Description: This course of the program will cover how to achieve a professionally bathed and dried pet. This course is very important to set the foundation to achieve quality pet styling. The student will learn how to properly apply shampoo, wash the pet, blow dry and finish brush. The student will also learn use of therapeutic shampoos, control positions and how to avoid injuries and skin irritations to the pet. The student will also learn speed techniques, and anal gland expulsion.

Phase III Styling Description: The student will learn the mechanics and the art of pet styling. This entails developing the student's pet styling skills, such as shaving, line refinement, cut downs, outline shaping, balance & proportion, understanding breed designs and creation, and being able to apply the learned pet styling skills. The student will also learn pet communication and professionalism in the pet styling field.

Phase IV Salon Management Program Skills & Procedures:

Managerial Responsibilities to Clients, Pets, Staff & the Grooming Business

Management Styles (External & Internal)

Client Communication Skills

Client/Pet File Card & Other Appointment Systems

Style Consultations

Safety in the Salon

Client Building & Retention

Employee Handbook & Training

Cohesive Team Building

Staff Building from Interview to Hire

Recognize Common Performance Problems

Voluntary & Involuntary Employee Termination Procedures

Prevention & Emergency Procedures

Manager Record Keeping & Daily Revenue Summaries

Employee Time Records

Inventory & Ordering

Income Statements, Balance Sheets & Financial Performance

Upon completion of this course the student should be able to:

- ✓ Recognize the Characteristics & Attitudes of Managers that build successful Working Relationships
- ✓ Understand Management Responsibilities regarding clients, pets, staff and business
- ✓ Understand How to Communicate with Clients on Style Instructions & Other Skills
- ✓ Understand Appointment Policies that grow Client Trust and Revenue
- ✓ Understand the Importance of Good Pet and Staff Safety Procedures
- ✓ Understand the Client/Pet Bond & Effect in Building Client Trust and Loyalty
- ✓ Understand Appointment & Other Systems that Build Revenue



- ✓ Understand the importance of Job Descriptions & other Essentials of an Employee Handbook Understand Employee Training, Reward & other Systems Can Create a Cohesive Team
- ✓ Understand How to Evaluate Potential Staff & Make Offer of Employment
- ✓ Understand the Importance & Benefits of Supporting Staff
- ✓ How to Improve and Maintain Employment Moral
- ✓ Understand Procedures for Involuntary Employee Termination & Voluntary Departures
- ✓ Understand How Good Policy Implementation and Maintenance in Pet Handling, Equipment & Fire Safety Prevents or Greatly Lessens Emergencies
- ✓ Understand Daily of Cash and Credit Card Receipts Procedures
- ✓ Understand Employee Time Keeping Record
- ✓ Understand How to Supply Inventory Control & Ordering Affects Net Income
- ✓ Understand Financial Analysis Ratios of the Income Statement & Balance Sheet to get a Summary of the Businesses Financial Performance

Professional Management/Stylist	Theory-Contact Hrs. (Knowledge/Skill)	Lab-Contact Hours (Practical/Skill)	Total Contact Hours
Phase I Prepping	7	53	60
Phase II Bath/Dry	5	40	45
Phase III Styling	45	175	215
Phase IV		30	30
Total Clock Hours	57	298	350

Professional Pet Bather Program-80 Contact Hours (10 Days)

Professional Bather/Finisher Program Description:

The purpose of this program is to equip students with a solid foundation of bathing, drying and pet communication skills that will enable them to enter the field of dog bathing as an advanced bather/brusher able to finish bath dogs from brush-out to bandana at salons, veterinarian clinics and wherever professional grooming is done. Bathing and Drying is considered the most important Phase to learn, not only by Wonderdog LLC but styling experts everywhere. Bathing is the foundation of pet styling effecting the quality of finished style more than any other phase. Because Bathing & Drying is less technical and easier to learn some students think it's not as important. In truth, even the most talented stylist will not have good styling results if the pet's bath & blow dry isn't done correctly.

As pet lovers and styling instructors whose job is to prepare the student for a real-world career, special attention is paid in recognizing the warning signs of potential health problems in Phase II Bathing & Drying. Subjects taught are coat & skin care, correct bathing & drying procedures including the following: coat conditioning; regular and therapeutic shampoo use; blow dry, cage dry, & directional drying equipment and procedures; Dematt, wet & dry brush procedures for wiry, curly, semi-wavy and wavy coats; bathing control positions; how to avoid Phase II pet injuries and skin irritations; Phase II tips, tricks and speed techniques..

As stylists and educators, one of our responsibilities is to impress upon the student ethical behaviors of the professional stylist/bather. We encourage students to begin thinking of the "ethical behaviors" they want to embody in their grooming career.

Professional Pet Bather Program Skills & Procedures:

Shampoo Procedures	Therapeutic Shampoos
Anal Gland Expulsion	Nail Clipping
Flea Treatment	Finish Brushing
Blow Drying	Pet Safety
Pet Communication	Ear Cleaning

Upon completion of this course the student should be able to:

- ✓ Understand and be proficient in Shampoo Procedures
- ✓ Understand Therapeutic Shampoos
- ✓ Be proficient in Finish Brushing
- ✓ Be proficient in Blow Drying the Pets Coat
- ✓ Understand Bathing & Drying Safety
- ✓ Treatment for Fleas
- ✓ Proper Anal Gland Expulsion
- ✓ Dog Psychology/Communication Skills
- ✓ Nail Clipping Understanding Proper Ear Cleaning & Ear Safety

Prerequisites: None

Theory	15
Lab	65

Admission Requirements

Students must be at least 17 (seventeen) years of age and have a high school diploma or a G.E.D. A parental signature of consent is required for students under the age of 18.

Due to the nature of the pet styling students must be physically able to lift a minimum of 20 pounds, handle pets with the proper amount of control and safety and stand for extended periods of time. Students should also possess a calm and patient attitude with pets, follow instructions and retain information.

Policy for Granting Credit

Credit may be granted for previous training in **Phase I Prepping and/or Phase II Bathing & Drying Courses** (*none for Phase III Styling or Professional Dog Bathing Program*) if a student meets all of the following criteria:

1. The student has attended at least four weeks of a state licensed dog grooming school in the past three years and provides a transcript;
2. Can pass all applicable tests in the area they are seeking credit with a test score of 90%.

Transfer of Credit Policy

Golden Paws Pet Styling Academy is not an accredited institution. The acceptance of credits from this institution is up to the accepting institution. It is the student's responsibility to confirm if another institution of the student's choice will accept the credits.

Class Start Dates

Students have the freedom to start class on any Tuesday, except scheduled holidays and end upon successful completion of program. Due to the nature of pet styling, very little time is spent in group learning. Unlike a computer programming class, styling students learn on animals of diverse breeding and personalities. The *Golden Paws* curricula is structured to promote individual learning, increasing the rate and retention of information while still being part of a class.

CLASS SIZE & PART-TIME CLASSES To maximize one on one time between student & instructor class size is intentionally kept small. Students are encouraged to pre-enroll, especially those seeking part time classes as only 1 part-time space may be available at any given time. In order to support student's work, family or other obligation Part-time class may be approved by instructor as long as the quality of their training isn't affected & space is available.

Part-Time classes in the following programs are not to exceed:

- Professional Dog Styling Program - 17 Weeks
- Management - Professional Stylist Program - 18 Weeks
- Professional Dog Bathing Program - 3 Weeks

ORIENTATION All programs have a complete orientation the first day of class.

School Hours

TUESDAY – SATURDAY	9:00 AM TO 5:00 PM
MORNING BREAK	10:00 AM TO 10:10 AM
LUNCH BREAK	12:00 PM TO 1:00 PM
AFTERNOON BREAK	3:00 PM TO 3:10 PM

Due to pet services, lunch and break times may vary. The instructor has the discretion to grant 3 additional 10-minute breaks.

Definition of a Clock Hour: A minimum of fifty (50) minutes of instruction or training that is directed and supervised by an instructor or trainer.

Each Day of instruction is the equivalent of 7.5 Hours

Vaccination Policy

Golden Paws Pet Styling Academy does not require vaccinations for admission into our programs. You should contact your local public health department or health care provider for information about vaccinations when working around animals.

Inclement Weather Policy

In case of bad weather or some unforeseen event, the School Policy is as follows: Students are to listen to local media. If any Osage Beach Public School closes due to bad weather, then the School will also be closed. Call the school number for further details.

2018-2019 School Holidays

Good Friday	April 19th
Memorial Day	May 27th
Independence Day	July 4th
Labor Day	September 2nd
Thanksgiving	November 28th-Dec.2nd
Christmas/ New Year Break	December 24th – Jan 8th

Employment Assistance Services

Golden Paws Pet Styling Academy offers employment assistance to help students find work in the field. The school does so do by maintaining files students can access (just before graduation) of grooming businesses seeking to hire graduates. Student are taught how to interview for jobs in the pet styling or the dog bathing field and will develop a portfolio of their work to show future employers. These services are available to you as a student and, as a graduate. Golden Paws Pet Styling Academy strives for successful placement of every graduate however, we cannot and do not guarantee placement.

Housing

There are several weekly rate hotels and R.V parks to choose from in the area. There are currently fully furnished condominiums available for \$500 monthly. Call the school for more information.

Grades, Attendance & Academic Satisfactory Progress Policy

Satisfactory Academic & Attendance Progress Policy is consistently applied to all students enrolled at the school. It is printed in the catalog all students receive a copy of prior to enrollment. Students are supervised and reviewed daily to track and monitor grooming skill development and to make any adjustments to lesson plans and or schedule to ensure every student is given as much support and time possible.

SATISFACTORY ATTENDANCE-PROGRESS POLICY

Students are required to attend a minimum of 75% at each progress checkpoint, of the hours possible based on the applicable attendance schedule in order to be considered maintaining satisfactory attendance progress. Attendance is evaluated during the Satisfactory Progress Evaluation period to determine if the student has met the minimum requirements.

The attendance percentage is determined by dividing the total hours accrued by the total number of hours scheduled. There is no penalty for tardiness or early timeouts, if the student is meeting the minimum attendance requirements at each checkpoint. Students that do not arrive on time or before may be required to wait for a service client, as clients will be assigned to those who arrive on time first.

Students must notify the school by 8:00 A.M. if they are going to be absent.. Any leave of over three (3) days will need Chief Administrators approval. The length of leave approval will depend on the student's progress at that time. If the student continues to be absent with no valid reason they will be placed on probation and face possible termination. The program is designed for fast track learning and it is difficult for a student to be absent and receive the full benefit of the course. The accumulation of 5 or more "Failure of Absence Notification" may result in termination from the program.

Any student who is absent five (5) consecutive days without a valid reason or doctor note will be terminated. Students terminated for this reason may not be readmitted before the start of the next class and only with the approval of the Chief Administrator in that they believe in the student's commitment to attend class on a regular basis.

ACADEMIC ADVISING

The faculty and staff are available by appointment or informally to meet with students to discuss possible obstacle they're having, or for information on the industry, employment, and business opportunities student may be interested in.

SATISFACTORY PROGRESS EVALUATION PERIODS

Evaluations determine if the student has met the minimum requirements for satisfactory progress. The frequency of evaluations ensures that students have ample opportunity to meet both the attendance & academic progress requirements of at least one evaluation by midpoint or graduation whichever occurs sooner.

Students are graded on theory-classroom work, projects, styling-bathing area performance, photo book submission and practical tests. Also, work habits, appearance, conduct, initiative, cooperation, and attendance are considered in each Satisfactory Progress Evaluation. Students making unsatisfactory progress-below 75% Academically or Attendance will be notified at time of scheduled Evaluation.

SATISFACTORY ACADEMIC PROGRESS POLICY

Professional Dog Styling & Stylist/Management Each student is provided with at least three written & graded Satisfactory Progress Evaluations on the students' performance in theory, practical work, attendance & conduct. The students' comprehension of instructional material and skill level shall be determined by written and practical application testing at the end of phase II & Phase I & III midpoint & end of in Programs.

Students comprehension of instructional material and skill level will be determined through written and practical application testing. All Students shall maintain at least a 75% or higher average Academically. Insufficient progress (not maintaining a 75% average and/or not maintaining a "Pass" Basis in clinical/skills/lab after the Satisfactory Academic Progress Policy has been utilized may result in termination .

Students terminated for failure to adhere to school polices regarding satisfactory progress, instruction, payments, conduct or rules shall only be re-admitted with school director approval of student submitted written request outlining why they should be re-enrolled and not until a minimum of one evaluation period has passed.

The Professional Dog Bathing Program: Each student is provided with 1 Satisfactory Progress Evaluation which is graded & given at the half mark (5 days) on the students' performance in theory, practical work, attendance & conduct.

BENCHMARKS OF SUBJECT MASTERY AND UNDERSTANDING:

- A. Daily Activity Tracker: Is reviewed daily by instructor. Student tracks all completed exercises and grooming assignments in this form. The student's activity tracker is an aid for both them and instructor to confirm which subjects have been mastered and what areas may need more work.
- B. 5 Written and Practical Tests in professional styling program, 6 in professional management/stylist program, and 2 in bathing & drying that quantify student's retention of material and mastery of subjects. Written and Practical testing is done at the end of phase II and Phase I- III midpoint & end of Professional Dog Styling & Stylist/Management Programs.
- C. Satisfactory Progress Evaluations Grades are given after instructor-student progress review
- D. A Styling Portfolio shall be created by Professional Dog Styling & Stylist/Management Program students with a minimum of 15 before and after pictures of pets groomed in Phase I Prepping, Phase II Bathing & Drying and Phase III Styling. The student's portfolio is due 1 week before graduation and graded prior to the end of program. Student may use their "look book" as a showcase for future employers or clients.

Re-testing can be scheduled with school director approval if the student falls below the required 75% average but is otherwise in good standing.

The school uses the following 100-point grading scale:

<u>Written Assignments</u>	<u>Practical Assignments</u>	<u>Rating Code</u>
90%-100% = A	90%-100% = A	A = Excellent
80%-89% = B	80%-89% = B	B = Good
75%-79% = C	75%-79% = C	C Satisfactory
74% & Below =Unsatisfactory	74% & Below = Unsatisfactory	F = Failing

DETERMINATION OF PROGRESS STATUS: Students meeting the minimum requirements for academics and attendance at the evaluation point are considered to be making satisfactory

progress until the next scheduled evaluation. Students will receive a hard-copy of their Satisfactory Progress Determination at the time of each of the evaluations.

PROBATION: The Golden Paws Pet Styling Program is designed to maximize student's ability to learn pet grooming while minimizing the chance of pet injury. The student is responsible for following instruction, studying and retaining class material.

If the student fails to follow instruction, places pets, other students or themselves in risky situations probation and or termination may occur.

Warning: Students who fail to meet minimum requirements for attendance or academic progress are placed on warning (probation). The student will be advised in writing on the actions required to attain satisfactory attendance or academic progress by the next evaluation. If at the end of the warning (probation) period, the student has not met both attendance and academic requirements he/she may be deemed ineligible to continue and terminated from the program.

RE-ESTABLISHMENT OF SATISFACTORY ACADEMIC/ATTENDANCE PROGRESS:

Students may re-establish satisfactory progress as applicable, by meeting minimum attendance and academic requirements by the end of the probationary period at the next scheduled evaluation.

Graduation Requirements:

Both theory and practical work are important in preparation for a career in professional grooming. Student must complete all work, tests and maintain a satisfactory grade of at least a C or 75% to graduate.

- Graduation from all programs will require the following:
- Completion of required hours
- Completion of all assignments and tests
- Payment of all tuition & all fees

After all requirements are met, the student must schedule an appointment with the Chief Administrator to complete the graduation and exit counseling process.

***In each Program a Certificate will be issued upon successful completion.**

Transcripts Issuance Policy

Student transcripts are maintained by the School for a minimum five (5) year period. Students are entitled upon request to two official transcripts at no cost upon completion of the Program. Additional transcripts may be issued for a fee of \$10.00 per official transcript and subject to change at the sole discretion of the School.

Leave of Absence

INTERRUPTIONS, COURSE INCOMPLETES Due to daily instructor/student interaction, review and hands-on nature of programs, incompletes & repeat of course work should be limited. If during your training an illness, injury, or an emergency should arise that will cause an interruption of your training, you may after seeking advice and permission from the Chief Administrator, take a leave of absence. For the school to grant a request for a leave of absence the school must have reasonable assurance that the student will return from the leave of absence. A request for a leave must be in writing, including the reason for the leave, and signed by the student prior to the leave, unless unforeseen circumstances prevent the student from doing so. Emergency LOA, without prior written request, may be granted provided the student completes the LOA form and returns it to school via mail or in person within a reasonable time of the emergency. A student who is granted a LOA that meets the above-mentioned criteria is not considered to have withdrawn from the school and a refund calculation is not required.

The student's contract and maximum time frame will be extended for the same number of days the student was on LOA without any additional institutional charges or penalty to the student and the satisfactory progress status prior to the leave will be reinstated upon return. A student may not be on leave for more than 14 days of their scheduled program.

On the day the student returns from a LOA the student and or responsible parties are required to initial LOA changes to the contract period on the enrollment agreement.

Withdrawal

A student may Withdraw from the school for any reason by providing a written statement to the Chief Administrator explaining the withdrawal. Student's hours accrued will be accounted for and any refunds will be made within 45 days. If the reason is appropriate and unrelated to academic status the student may request a grade of "incomplete" and will be allowed to re-enroll in the course within a 2-month period following the withdrawal date to complete the incomplete subjects without payment of additional tuition.

If a student is absent for 3 consecutive days without calling or communicating with the school, the absence will be treated as a withdrawal and the student will be terminated. See this catalogue's Refund Policy section for information regarding withdrawal fees.

Readmissions Policy

Students may apply for readmission after 30 days. The student will once again have to meet admissions requirements and sign a new enrollment contract. Previously completed hours will be deducted from the total hours of the program, the student will be required to pay off all previous balances owed the school and will be charged the current hourly rate of tuition for the hours needed to complete the program. The student may reuse the kit/books originally given. If a student does not have their kit / books, they will be charged for an additional kit/books. Students are not allowed to terminate and re-enroll to avoid paying overtime charges.

Program Tuition and Fees

Program Tuition and Fees

Program	Tuition Cost	Registration Fee (non-refundable)	Books (non-refundable)	Tools (non-refundable)	Uniform Top (non-refundable)	Total Cost of Program
Professional Dog Styling	\$6,865.00	\$100.00	\$100.00	\$850.89	50.00	\$7,965.89*
Professional Stylist-Management	\$7,365.00	\$100.00	\$160.00	\$850.89	50.00	\$8,525.89*
Professional Dog Bathing	\$998.50	\$100.00	\$45.00	\$100.00	50.00	\$1,293.50

*Students of both the Professional Dog Styling Program & Professional Dog Styling Program may incur additional costs for blade/scissor sharpening of approximately \$40.00 and associated costs of portfolio. The school does not expect Students of the Professional Finish Bather/Dryer Program to incur additional costs.

Extra Instructional Charges Policy

Each course/program has been scheduled for completion within an allotted time frame. It is not realistic to expect to receive an education for free. The school has reserved space, equipment, and licensed educators for each student and course. If a student does not graduate within the contract period, additional training will be billed at the rate of \$15.00 per hour, payable in advance, until graduation. Students may not be allowed to clock in until applicable daily payments are made. The School reserves the right to waive or discount the fee.

METHOD OF PAYMENT

Full Payment can be made at the time of enrollment by Money Order, Cash, Master Card, Visa, Check or other outside financing sources student acquires. If paid by check, the check must clear the banking institution before student begins class.

PHOTO RELEASE

Student photos may be used in marketing. If you do not wish for your image to be featured in school promotional materials, please inform the Chief Administrator.

RESPONSIBILITY FOR CATALOG INFORMATION

Each student is responsible for knowing the information in this catalog. The school reserves the right to update policies and / or revise the curriculum.

Student Conduct Policy

Golden Paws Pet Styling Academy is run within a professional salon. While this is beneficial to the students to learn in a working environment, we must ask their cooperation in treating this area and the rest of the salon with respect and professionalism.

No Smoking: Except in designated smoking area for which will be discussed the first day of class.

Conduct: Peoples pets mean as much to them as their children and students must respect client wishes, the pets, school staff & other students at all times. Excess talking is not allowed in the grooming/bathing

areas out of respect for those trying to concentrate on learning. No cursing or raised voices are allowed in or around the school. Student must abide by all state & school rules/policies. If student does not abide by these rules they will be put on probation, and if not corrected within time period allowed, student may be Terminated.

Phone Procedures: No personal phone calls (except emergencies) will be allowed on the school's phone.

Cleaning: Students are responsible for cleaning their station & work areas daily. This includes tables, floors, blades etc. Work areas should be left in a clean start condition for the next day.

Personal Appearance/Dress Code: We are not only learning styling, but also selling styling. Your personal appearance can mean the difference between success and failure! People often make a visual decision about you or "first impression" within the first 5 seconds. Your dress and appearance can either relax your client, gaining his/her confidence, or make them apprehensive and doubt your ability as a stylist.

Your appearance should project a good image at all times. Only closed toe shoes are allowed. If shorts are worn, they must be no more than 5" above the knee. Hair needs to be worn up and away from face. Jewelry & Make-up should not be excessive.

If student violates Golden Paws dress code they will be asked to fix the issue or sent home until corrected. Your appearance should project a caring and professional appearance.

Lunch: Lunch time is 60 minutes. Pet Stylists and Bathers lunch and break times may vary due to nature of working within the confines of time outs.

Tool Statement:

Student tools including uniform tops are required and must be purchased in advance by the student through the school. The school's toolkit is made up of quality tools that must be kept maintained and in working order.

Should uniform top become ripped or stained badly, student may need to purchase another.

All tables, grooming equipment (other than purchased tool kits) and dryers are owned by Golden Paws Pet Styling Academy.

Tool Substitutions may **ONLY** be allowed under the following circumstances;

1. Student owns same tool(s) and similar quality in Toolkit, and;
2. Chief Administrator approves substitution in writing.

Although rare, occasionally a newly purchased tool or blade is defective. Most tools come with a manufacturer warranty, but none accept tools marked on or without original packaging. For this reason, students should keep all **packaging & not mark tools** until satisfied. Instructor must be informed of any suspected tool defect. Golden Paws Pet Styling Academy is not responsible for tools but assists the student with tool I.d. and use as part of the program and offers guidance should a return/exchange become necessary. Students will inspect all tools upon possession & fill out Golden Paws tool check off list.

Personal Pet/Client Service Policy: Students must get advanced written approval for any client services on their own pet(s).

Children: Are not allowed. The school is a working animal business that's not safe or suitable for children.

Parking Policy: School parking and conduct expectations will be gone over the first day.

Cancellation/Withdrawal Policy

The following applies to all Cancellations/Withdrawals. A student may Cancel Enrollment for a refund as follows;

Students may cancel for a Refund within three business days of signing the enrollment agreement (or in the case of a student under legal age, his/her parent or guardian) and all monies collected by the school shall be refunded.

- a) If an applicant is not accepted by the school all monies collected by the school shall be refunded.
- b) A student may Withdraw from the school for any reason and at any time. If the student cancels after three business days of signing the agreement but prior to starting classes all monies paid to the school shall be refunded less the \$100 non-refundable enrollment fee.
- c) The student must notify the school in writing of any Cancellation or Withdrawal including the date and his/her reason for withdrawal and delivered by mail or in-person to the Chief Administrator.

Official Cancellation or Withdrawal shall occur on the earlier of the dates that:

1. Official date of notification for Cancellations, Withdrawals will be determined by the postmark on the written notification, or the date said notification is delivered to the Chief Administrator or owner in person.
2. Should a student not return from an approved Leave of Absence the official date of withdrawal shall the day after student is scheduled to return from LOA or the date the student notifies the school they will not be returning, whichever is earlier.

Students are encouraged to notify Golden Paws Pet Styling School promptly about their intentions to drop or withdraw. Students ultimately bear this responsibility themselves and Golden Paws will not withdraw a student from a course without written permission to do so from the student and (when applicable) their financially responsible parent or guardian. Verbal communication of the student's intent to a faculty member is not sufficient to initiate withdrawal or refund and faculty email does not constitute a request. "The failure of a student to immediately notify the chief administrator officer in writing of the student's intent to withdraw may delay a refund of tuition to the student."

Termination & Refund Policy

Golden Paws Pet Styling Academy values honesty and integrity in the Pet Styling Industry, Staff & Student relationships. Our business model and service ethics are philosophies we expect of ourselves, students and staff.

Golden Paws Pet Styling Academy reserves the right at the sole discretion the Chief Administrator to terminate a student's enrollment for noncompliance with School Policies, the enrollment contract, including but not limited to: insubordination, excessive tardiness, non-payment of tuition, causing discord or disruption of classes, unsatisfactory progress or State Laws and Regulations; Improper conduct or any action which could cause bodily harm to a pet, student, or employee of the school; theft or any illegal act.

The following policy will apply to all terminations for any reason, by either party, including student decision, (including not returning from approved Leave of Absence), school decision, course or program cancellation, or All fees are identified in the catalog and in this enrollment agreement. closure. The refund policy applies to tuition and fees charged in the enrollment agreement.

- A. Golden Paws Pet Styling Academy also acts as a working salon that offers client services for student learning. Alice Richter, owner and Chief Administrator foresees no reason the school will cease teaching or cancel a program. If in the very rare instance of low enrollment/attendance a program or class maybe delayed and in some extreme cases, cancelled. Should that occur The School reserves the right to either teach prior to or after students enrolled and instruction has begun existing students in attendance or just enrolled & not began class to their completion date of enrollment; provide a full or pro-rata refund of all monies/tuition paid (based on Refund Policy); provide a pro-rata refund of tuition or the completion of the course at a later time.
- B. The date student is expelled/terminated by the school. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 14 calendar days.)
- C. A student's enrollment can be terminated at the discretion of the Chief Administrator of the school for insufficient academic progress, non-payment of academic costs, or failure to comply with the school rules.
- D. Texts, Kits, Uniforms, and tools are the property of the student, and cannot be returned as part of the refund unless the student cancels before first day of class.
- E. Any additional charges the student may have incurred at the institution (EG: extra kit materials, books, products, unreturned school property, etc.) will be calculated separately at the time of withdrawal.
- F. Student's scheduled hours will be accrued thru last day of enrollment or official date of notification will be accounted for and any refunds will be made within 45 days.
- G. Any monies due the applicant or student less the non-refundable enrollment fee of \$100.00, regardless of whether or not the student has actually started classes shall be refunded within 45 days of official cancellation or withdrawal date student is expelled/terminated and determined by the school as stated in refund policy. (Unofficial withdrawals will be determined by the institution by monitoring attendance at least every 14 calendar days.)
- H. There will be no refund once students scheduled time of enrollment is 50% or more of total course.
- I. If any portion of your tuition was paid from the proceeds of a loan or grant then the refund will be sent to the lender or to the agency that guaranteed the loan, if any.

For students who enroll and begin classes 3 days (excluding Saturdays, Sundays, and holidays) after signing enrollment agreement from signing enrollment agreement but withdraw or are

terminated prior to course completion the following schedule of tuition retained by the school applies. All refunds are based on scheduled hours:

Percent of scheduled time enrolled to total course/program	Total tuition school shall receive/retain
0.01% to 09.9%	15%
10% to 19.9%	25%
20% to 29.99%	40%
30% to 39.99%	50%
40 to 49.9%	80%
50% and over	100%

Student Appeal Procedures

Students have the right to appeal academic and or disciplinary actions. The student may appeal the determination within five-calendar days. Reasons for negative progress determination appeals include death of a relative, an injury, illness or any other special mitigating circumstance. The student must submit a written appeal to the school on the school describing why they failed to meet satisfactory academic progress standards, along with supporting documentation why the determination should be reversed. This information should include what has changed or how they will achieve Satisfactory Academic Progress by the next evaluation point. Appeal documents will be reviewed by the Chief Administrator who's decision will be reported to the student within 7 calendar days. Appeal and decision documents will be retained in the student file. If the student prevails upon appeal the satisfactory academic progress determination will be reversed.. If the student feels the issue was not resolved, refer to the Student **Grievance/Complaint Policy** below.

Student Grievance/Complaint Policy

If a student has a complaint/grievance or wishes to contest termination, they may submit a signed, dated, written statement to the Chief Administrator within 5 days of the issue/termination, outlining the nature of their complaint or why they feel their dismissal/termination was unfair. The administrator will investigate the circumstances surrounding the students' complaint or termination, including meeting with the student and named individual involved to address any disagreement or conflict. The administrator will render their decision within 7 days of the receipt of the complaint and or meeting stating steps taken to correct the problem or the allegations were unwarranted. The administrators' decision is final. All communications regarding the complaint must be in writing and all communications will be documented in the student files. If the complaint cannot be resolved after exhausting the institution's grievance procedure, the student may contact:

The Missouri Department of Higher Education
205 Jefferson Street or P.O. Box 1469
Jefferson City, MO 65102-1469
Phone: (573) 751-2361, Fax: (573) 751-6635
Email: info@dhe.mo.gov

Copyright Infringement Policy and Sanctions

Students of Golden Paws Pet Styling Academy are not allowed to violate Copyright laws or share files with other students on original forms of expression. Copyright infringement is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act (Title 17 of the United States Code). These rights include the right to reproduce or distribute a copyrighted work. In the file-sharing context, downloading or uploading copyrighted work without written authority constitutes an infringement. Students and staff violating any of the above policies will be personally responsible for all penalties and fees.

Statement of Accreditation

Golden Paws Pet Styling Academy is approved by the State of Missouri and not a federally accredited institution. The acceptance of credits from this institution is up to the accepting institution.

Statement of Legal Control

Alice Richter is the owner and the President of Wonderdog Training LLC doing business as Golden Paws Styling Academy. Ms. Richter is also the Chief Administrator of Golden Paws Pet Styling Academy.

Financial Assistance

There are no Federal, State and or in-house financial aid programs available at this time but ask the school when or if this has changed.

Golden Paws Pet Styling Academy School Policies Overview

Please read and initial the following:

- ✓ Grading and Marking: _____
- ✓ Attendance: _____
- ✓ Job Placement: _____
- ✓ Satisfactory Progress: _____
- ✓ School Calendar: _____
- ✓ Complaint Resolution: _____
- ✓ Student Conduct Policy: _____
- ✓ School Refund & Termination Policy: _____

The Golden Paws school catalog is not a binding contract.