

# Dog Grooming School of Pennsylvania, LLC

STUDENT HANDBOOK / CATALOG

January 1st, 2019 - December 31st, 2019

920 Town Center Drive, Suite I-80

Langhorne, PA 19047

(215) 752-1111

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## MISSION STATEMENT

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The mission of Dog Grooming School of Pennsylvania, LLC is to produce qualified and knowledgeable graduates, and to foster development of ethical professionals prepared for positions in the dog and pet grooming industry. The Dog Grooming School of Pennsylvania, LLC is committed to offering quality training that meets the needs of its students and assists them in pursuing their professional goals.

## HISTORY

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Shara Connors established At Your Service Pet Nannies of Bucks County, LLC in 2008. In June 2011, she added mobile pet grooming to the company's services under the name At Your Service Mobile Pet Grooming and then in February 2012, a brick and mortar salon, At Your Service Dog Grooming was also added. In 2014, another salon was added, Le Beau Chien.

In January 2016, Dog Grooming School of Pennsylvania was opened to offer a hands-on training course that teaches all aspects of dog grooming. Courses are taught by an experienced, licensed teacher, who has owned two salons and mobile grooming business. The course focuses on actual grooming, giving the students the opportunity to handle the dog from the moment it enters the school until it leaves.

## FACILITY

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The Dog Grooming School of Pennsylvania, LLC is located at 920 Town Center Drive, Suite I-80, Langhorne, PA 19047 in beautiful Bucks County, directly next to Sesame Place and the Oxford Valley Mall.

The fully air-conditioned school includes a reception area, administrative offices, student lounge/study area and media room. The facility is equipped with professional grooming equipment and individual grooming stations with tables for each student. The school is located off I-95, Exit 5A, which is 11 miles outside of Philadelphia and accessible via public transportation. For students coming from out of town, hotel accommodations can be booked at Red Roof Inn of Oxford Valley, 3100 Cabot Blvd W, Langhorne, PA 19047, which is 2 minutes from the school (0.5 miles). Call (215) 752-6200 to make a hotel reservation. Airbnb.com is another excellent resource for students researching accommodations. Airbnb.com has rooms in Bucks County ranging from \$944-\$1184 for the entire four-week program.

The Dog Grooming School of Pennsylvania, LLC is an equal opportunity educational institution and admits students to all its programs and facilities without regard to race, religion, sex, national origin or age in administration of its educational policies, admission policies, loan programs, placement service and other school-administered programs.

## ADMISSION POLICIES

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### ADMISSION REQUIREMENTS

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To be eligible for admission to the School, no prior experience in the grooming industry is necessary, a prospective student must meet the following requirements:

- Applicants must be 18 years of age and a high school graduate; otherwise parental/guardian consent, approval and signature is required.
- Applicants must provide proof of their High School Diploma or G.E.D.
- Applicants must be able to read, write, speak and understand English language.
- Applicants must sign Enrollment Agreement and Waiver of Liability & Informed Consent Release forms.
- Applicants must pay full tuition in advance to be enrolled in the program.
- Applicants must have a current Tetanus shot and must provide proof of vaccination to the school before they may start class.

### PROCEDURES FOR ADMISSIONS

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All applicants are required to have a personal interview with an admissions representative before acceptance into the program. The interview usually lasts less than an hour and can take place at the school or via telephone conference. During that time, the admissions representative will discuss the various aspects of the training program offered, tuition and entrance requirements. If qualified, applicants may fill out application forms and complete the enrollment agreement either in-person or online. Applicants are encouraged to visit the school if they desire. Applications require the written approval of the School Director. While the admissions process is designed to be very selective, the Dog Grooming School of Pennsylvania, LLC does not discriminate based on sex, race, ethnic origin or religion. Requirements for admission at the Dog Grooming School of Pennsylvania, LLC are based upon the applicant's career goals, their motivation to succeed, and their ability to benefit from the training. All instruction is conducted in English only. It is required that all applicants demonstrate English-language proficiency during their interview with admission personnel. Candidates will be judged on their ability to speak English proficiently. Though it should be obvious whether a student has sufficient comprehension of the English language, in certain circumstances where there may be sufficient doubt, the school will reserve the right to require an applicant to take a TOEFL exam. In such instances, the applicant will be required to present documentation of a score no less than that recommended by the test publisher to represent a good command of the English language. A minimum score of no less than 550 will be accepted.

The Dog Grooming School of Pennsylvania, LLC does not accept credit from other schools or programs and there is no guarantee that another school will accept credits from The Dog Grooming School of Pennsylvania, LLC.

An applicant rejected by the school is entitled to a refund of monies paid, minus the registration fee.

## ACADEMIC POLICIES

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### ATTENDANCE

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The Dog Grooming School of Pennsylvania, LLC's attendance policy approximates the expectations found in a work situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the industry. At the time the student moves from education and training into a career, employers will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of The Dog Grooming School of Pennsylvania, LLC consider each moment in class imperative for success. Students are only permitted one absence to meet the minimum attendance requirement. **If a student has more than one (1) missed class, they will be dropped from the program.** A doctor's note from the student's physician is required for the (1) missed class and the make-up class for the missed class will have to be taken during the next session; thus, delaying graduation.

### TARDINESS

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All students are required to be in class every day on time. Class begins promptly at 10am for full time students. Any full time student who arrives after 10am will be considered tardy. Three (3) tardies will be marked as a missed class. A missed class without a doctor's note constitutes dismissal from the program as described above. Students should plan to be at their grooming stations and ready to work at the start time.

### LEAVE OF ABSENCE

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A student faced with severe illness, personal or financial hardships which require their absence from the Dog Grooming School of Pennsylvania, LLC for five or more consecutive days of instruction are required to contact the School Director. The school officials must approve leave of absences prior to the first day of the leave. If a student is approved to take a leave of absence during a session, they may return at a later session within three months of their original start date to complete the course at no additional charge. A student may be granted more than one leave of absence due to circumstances covered under the Family & Medical Leave Act of 1993, military service requirement or jury duty, provided that the combined leaves of absence do not exceed 180 days within the 12-month period. The student must put the request in writing so that it can become part of the permanent record. Students returning to school from a leave of absence should meet with the School Director to determine when to re-enter classes and to review financial obligations.

### DRESS CODE

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It is important that students dress in an appropriate and professional manner in preparation for employment. Student appearance should be neat, clean and professional. Students must wear a black collared polo shirt and khaki pants fitted at the waste. White long-sleeved shirts are permitted under polo shirts. Shirts are to be buttoned and tucked in at the waste. Closed-toe shoes are required for safety and comfort. No opened toe shoes are permitted in any style. Jewelry is limited

to the following: Modest necklace is permitted, earrings restricted to post type (no dangling earrings) and not to exceed two per ear. Any other bodily ornaments, including facial piercings, must be removed for work safety and professional purposes. Students with gauged ears must remove their jewelry before class. Tattoos and body piercings may not be visible in school attire. Hair is to be neat and clean at all times. Dyed hair in unnatural colors (green, pink, purple, blue, etc.) and extreme hairstyles are not permitted. Long hair should be secured for safety reasons around the animals. Fingernails must be modest in length so as not to interfere with your work. Nail color should be in good taste. No perfume, cologne or body fragrance.

## GRADES

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Students will be graded on lab assignments (75%) and Final Exam (25%). Grades are issued upon the completion of each course. Evaluation of satisfactory progress for this course is made after each course. The grading system is as follows:

Letter Grade	Quality Points	Percentage	Indicator
A	4.0	100 – 90 %	Excellent
B	3.0	89 – 80 %	Good
C	2.0	79 – 75 %	Average
F	0.0	Below 74 %	Failing

Any student with an "F" is required to repeat the course and must obtain a grade of "C" or better to remain in the program. After the student has successfully repeated the course as required by this policy, the previously assigned grade of "F" is not factored into the student's grade point average. Grade point averages are computed by dividing the total number of quality points earned by the total number of courses satisfactorily completed. Only grades of "C" or better are considered satisfactory.

## ACADEMIC PROBATION

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At the end of the scheduled course, a grade is assigned to each student based on the teacher's evaluation of the student's in-class performance and test results. If the student's grade is below 75% the student will be automatically placed on academic probation, and is informed of this fact in writing. This probationary status is removed when the student repeats the course and receives a grade of "C" (75%) or higher. The student on Academic Probation is allowed only one opportunity to earn the required quality points by receiving a grade of 75% or higher, and may not repeat the program course a second time. If the student's grade point average has not returned to a "C" (75%) or better, the student is dropped from the program.

## COURSE RETAKE (MAKEUP) POLICY

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The course retake policy is offered to students who have unsuccessfully completed a course and received a failing grade of (F). The school reserves the right to extend the time needed to make-up an incomplete grade. There are additional charges to the student who retakes a course.

## GENERAL INFORMATION AND STUDENT SERVICES

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### GRADUATION REQUIREMENTS

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To be eligible for graduation a student must attain an overall cumulative grade of "C", equivalent to 75% or better and have passed all courses required in the program.

A Diploma is awarded to students who fulfill all educational, financial, and administrative requirements of the program. These requirements include the timely submission of financial documentation, clearance from the accounting office that all financial obligations have been met, and all academic projects have been completed. The Diploma certifies that the student has maintained the required academic average and has demonstrated proficiency in all the courses taken.

### TRANSCRIPTS

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All students who meet the requirements for graduation are entitled to one copy of their transcript of grades without charge if all financial obligations have been satisfied. A student who does not graduate, can receive a report card showing successfully completed courses if all financial obligations have been satisfied. Additional copies can be ordered for \$15.00, however other schools can request official transcripts for the purpose of admission at no charge.

### JOB PLACEMENT ASSISTANCE

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Job placement is in no way guaranteed. Job assistance is available at the school office and a letter of recommendation is available for students wishing to take one with them upon successful graduation.

The Dog Grooming School of Pennsylvania, LLC aids unemployed students and for graduates to help them to perform the following tasks related to a job search effort. This assistance consists primarily of educating students in developing the ability to successfully perform these tasks as they begin to seek employment. These tasks are:

- ✓ Preparing resumes
- ✓ Identifying job position openings
- ✓ Developing and utilizing a network of professional contacts who can aid the job search effort

### GUARANTEE DISCLAIMER

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The Dog Grooming School of Pennsylvania, LLC and staff and faculty are committed to assisting graduates to find gainful employment but cannot, however, guarantee employment to any student, recent graduate, or alumni of the school. The Dog Grooming School of Pennsylvania, LLC cannot and does not guarantee placement upon graduation.



## FAMILY RIGHT AND PRIVACY ACT

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The Dog Grooming School of Pennsylvania, LLC complies with the confidentiality and students' accessibility provision of the Family Right and Privacy Act of 1974 (P.L. 93-380, section 438), commonly known as the Buckley Amendment. Confidentiality of student records is strictly protected. Information on students is not available to anyone without:

- ✓ Written request/release from the student
- ✓ A court order, or
- ✓ Other oversight agency's requirements.

## STUDENT CONDUCT REQUIREMENTS

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Students are expected to dress and act properly while attending classes. At the discretion of the school administration, a student may be dismissed from school for a serious incident or repeated incidents of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon school premises, possession of weapons upon school premises, attire that does not adhere to the dress code, behavior creating a safety hazard to other persons at school, disobedient or disrespectful behavior to other students, an administrator, or faculty member, or any other stated or determined infractions of conduct. These are the school rules:

- ✓ Cell phones, headphones and/or all electronic devices are NOT permitted in the classroom. All phones and electronic devices must be turned off before entering the building and stored with student's personal belongings in locker. Students can bring a combination lock from home for their lockers. Key locks are not permitted.
- ✓ Photography is not permitted.
- ✓ Eating is NOT permitted in the classroom. Glass containers are strictly prohibited.
- ✓ Students are responsible for their tool kit and textbooks. The school will not replace, repair, refund or order any additional tools in addition to the initial tool kit.
- ✓ Tools that were not provided in the school issued tool kit are not to be used. Anyone caught using unauthorized equipment will be dismissed from the program.
- ✓ If you are going to be absent or late, please call to advise the school and email doctor's note from student's physician.
- ✓ Students are to be on time and at their work stations ready to work at class start time. Any student who is not signed-in and at their work station at 10am will be marked tardy.
- ✓ If it is necessary to leave the building during class, you must advise your instructor.
- ✓ Students may not request an early dismissal as we cannot make-up class time on an hour-by-hour basis.
- ✓ Students are NOT permitted to "hang-out" in the reception area or in front the building.
- ✓ Students are required to refrain from interaction with customers at all times.
- ✓ A leave of absence must be requested in writing and approved by the School Director.
- ✓ Any student wishing to withdrawal from the program must sign the required form to make such withdrawal official.
- ✓ Please be advised that if you do not complete the entire course, the school will regard absences, tardiness, and hours missed (due to early dismissal) as attendance.
- ✓ The dress code, detailed on pages 6-7, must be strictly followed at all times.
- ✓ Students are to wear their aprons while in class.
- ✓ Students are not permitted to bring their own personal pets into the building with them. Any student wishing to have their dog groomed at the school must make an appointment, provide vaccination records and pay the grooming fee listed on the website.
- ✓ No guests are permitted to enter the building during class hours. If students have someone picking them up or dropping them off, they are to remain outside the building.
- ✓ Unsatisfactory conduct will not be tolerated; includes but is not limited to using profanity, disrespectful comments to classmates and/or instructor, texting and/or using cellphones during class and disrupting class. A student may be dismissed for unsatisfactory conduct.

## TERMINATION

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A student may be dismissed, at the discretion of the School Director of Dog Grooming School of Pennsylvania, LLC, prior to completion of the program. Reasons for termination include, but are not limited to the following:

- ✓ Insufficient progress (not maintaining a 75% GPA).
- ✓ Failure to comply with rules outlined in this catalog under student conduct requirements.
- ✓ Non-compliance with the rules outlined in this catalog under Attendance Policy.
- ✓ Lateness as outlined in in this catalog under Tardiness.
- ✓ Nonpayment of tuition under terms agreed upon in signed the enrollment agreement.

Should students find it necessary to discontinue their training, they should arrange to meet with the School Director to discuss their situation and submit written notification of their request.

Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for the amount of tuition and fees due the school based on the refund policy. Students have the right to appeal dismissal decisions made by the school administration by submitting a written request to the School Director describing any mitigating circumstances or conditions, which warrant special consideration. If the appeal is accepted, the student may be reinstated according to specific terms and conditions stipulated by the School Director. Apart from the registration fee of \$150, there are no other administrative costs associated with withdrawal or termination.

## APPEAL

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Terminated students may appeal the school's decision in writing to the School Director. The School must receive the appeal from the student within three business days of being notified of the dismissal. All appeals will be responded to within ten (10) business days of receipt by the School.

## STUDENT COMPLAINT / GRIEVANCE PROCEDURE

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A grievance procedure is available to any student who believes a school decision or action has unfairly and adversely affected his/her status, right, or privileges as a student. Complaints should be written, signed, and dated, and submitted to the School Director for resolution. The Dog Grooming School of Pennsylvania, LLC is licensed by the State of Pennsylvania as a Private Licensed School. Once a School Official has been informed, if complaint cannot be resolved, questions or concerns may be brought to the attention of the:

State Board of Private Licensed Schools  
Pennsylvania Department of Education  
333 Market Street  
Harrisburg, Pennsylvania 17126-0333

## SCHEDULE OF PROGRAM FEES

Program of Study	Total Cost	Cost Breakdown		
		Registration Fee	Training Fee	Grooming Kit
<b>Basic Professional Dog Grooming</b>	\$4,700.00	\$150.00	\$3,625.00	\$925.00

Grooming Kits consist of:

1. Andis 2 Speed Clipper
2. 30 blade
3. 15 blade
4. 10 blade
5. 7FC blade
6. 5FC blade
7. 4FC blade
8. Snap-On Combs
9. Straight Shear
10. Curved Shear
11. Thinning Shear
12. Flexible Rake Comb
13. Mat Splitter
14. V-Rake
15. Steel Comb
16. Flea Comb
17. Deshedding Tool
18. Hairmostat
19. Nail Clippers (1 Large & 1 Small)
20. Styptic Powder
21. Ear Power
22. Ear Cleaner
23. Slicker Brushes (1 Large & 1 Small)
24. Massage Pad
25. Clipper Cooling Spray
26. Small Round Tip Scissors
27. Apron
28. Grooming Bag

All Breed Dog Grooming Guide-by Sam Kohl and an Introduction to Foundations of Dog Grooming-by Karla Addington-Smith.

All books, equipment and grooming bag, are non-refundable once they leave the grooming salon.

## CANCELLATION AND REFUND POLICY

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The cancellation and tuition refund policy is clearly stated in your enrollment agreement.

(1) For a student completing up to and including 10% of the total clock hours, the school shall refund 90% of the total cost of the program.

(2) For a student withdrawing from or discontinuing the program after 10% but within 25% of the program, the school shall refund 55% of the total cost of the program.

(3) For a student withdrawing or discontinuing after 25% but within 50% of the program, the school shall refund 30% of the total cost of the program.

(4) For a student withdrawing or discontinuing after 50% of the program, the student is entitled to no refund.

The application or registration fee is fully refundable if the student requests cancellation within 5 calendar days after signing the enrollment agreement or 5 calendar days after submitting the application, if no classes have been attended, lessons completed or materials used. A request for cancellation which is not made in writing shall be confirmed in writing by the student within an additional period of 5 calendar days. The school may retain all of the fee after 5 calendar days or after 10 calendar days absent written confirmation, where required. Tool kit is non-refundable once student takes possession of tools and textbooks. Refunds shall be made within 30-calendar days of the date the student fails to enter, leaves the program or fails to return from a leave of absence. The termination date for refund computation purposes is the last date of recorded attendance of the resident student. Student records are maintained permanently. However, for those students who are denied entry or dismissed from the school, records will remain on file for at least one year.

## PROGRAM CANCELLATION OR COURSE POSTPONEMENT POLICY

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The Dog Grooming School of Pennsylvania, LLC, reserves the right to determine that program or course postponement, cancellation, or facility closure is in its best interest. Affected students shall be notified, as follows:

In the event of program or course postponement, student notification shall:

Be notified by telephone and/or email (as appropriate).

Contain an anticipated date that the program or class is scheduled to resume.

Contain a provision for the student to delay his or her attendance or receive a refund of tuition and appropriate fees. The refund shall be calculated from the date of notification of program or course postponement or from the scheduled program or course start date, whichever comes first. The refund shall be paid within 30 days of receipt of the student's written request for a refund. Students who choose to delay their attendance shall be provided additional notification by telephone and email (as appropriate) of the date that the program or course is to resume when that date has been finalized.

## PROGRAM DESCRIPTION

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### BASIC PROFESSIONAL DOG GROOMING

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100 clock Hours

The program is designed to teach the fundamentals of dog grooming, using lectures and hands-on techniques. The students will learn how to groom dogs. The students will learn to work in a dog grooming salon, as well as learn the professional development techniques required to own and operate their own pet grooming business. The program is constructed as follows:

### PROGRAM OUTLINE

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Course Number	Course Title	Clock Hours
PDG 101	Introduction to Professional Dog Grooming	25
PDG 102	Professional Dog Grooming I	25
PDG 103	Professional Dog Grooming II	25
PDG 104	Professional Dog Grooming III	25
Total		100

### COURSE DESCRIPTIONS

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PDG 101 Introduction to the Professional Dog Grooming 25 Class Hours

PREREQUISITES NONE

In this course the student will learn the vocabulary of dog grooming and the pet industry and some medical terminology. They will be knowledgeable in salon safety techniques. They will begin to develop a basic understanding of the dog's physical structure and anatomy including the five basics (ears, nails, pads, stomach, and rectum) relative to grooming and general care. They will study the basics of First Aid protocol as well as safety issues involving both dog and groomer. They will become familiarized with the equipment and tools in the equipment kit. Students will perfect their bathing techniques, along with coat conditioning and drying procedures.

PDG 102 Professional Dog Grooming I 25 Class Hours

PREREQUISITES PDG 101

This course instructs students on knowing the standards of style and appearance for various breeds. Students will learn proper brushing techniques and they will be able to identify appropriate coat types for which each brush is used. Students will learn character, habits and coat characteristics of many breeds. Students will be instructed in the use of blades, clippers, scissors, brushes, combs and nail clippers. The student will know how to properly perform the correct trim for the specific breed. Students will learn the importance of customer service regarding the pet's behavior and in dealing with pet owners.

## PREREQUISITES PDG 101/102

In this course students will be able to identify potential health problems. The students will be able to recognize aggressive behavior types in dogs. They will identify canine coat types in preparation for maintenance grooming. The students will learn skin and coat anatomy and be able to explain the stages of the coat growth cycle. Students will continue practicing the techniques of handling clippers and being able to identify the tools and to properly use them. The students will learn to identify the most common breeds and how to properly use scissoring techniques to give the pet a finished look. Students will demonstrate their acumen in this component before progressing further.

## PREREQUISITES PDG 101/102/103

Standard styles using clipping and scissor work are demonstrated, and the students are asked to use the techniques demonstrated. Correcting body lines and faulty coats are demonstrated on individual dogs being groomed by the student. Proper cleaning and maintenance of the work area is critiqued. Finesse in scissoring and clipping are demonstrated and worked on by each student. Students will be instructed in proper ways to obtain pertinent information about the dog, how to book appointments, rates, how to evaluate inventory and keep records. Students will be instructed on the importance of Rabies vaccinations.

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**OCCUPATIONS TO WHICH THESE COURSES ARE REPRESENTED TO LEAD ARE:**

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Occupational Outlook Handbook ONET Codes 39-2021.00 - Nonfarm Animal Caretakers

Feed, water, groom, bathe, exercise, or otherwise care for pets and other nonfarm animals, such as dogs and cats. Work in settings such as grooming salons, veterinarians' offices, animal hospitals, kennels, animal shelters and mobile grooming vans. May keep records of grooming styles, vaccinations, blades used, preferred coat length, and animals received or discharged. May clean, disinfect, and repair animal crates.

Sample of reported job titles: Animal Care Giver (ACG), Animal Care Technician, Dog Groomer, Groomer, Kennel Attendant, Kennel Manager, Kennel Technician, Pet Groomer, Pet Stylist

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**CLASS HOURS**

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Full time 10:00am-3:00pm Monday-Friday (Four Week Class).

## ADMINISTRATIVE STAFF

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Shara L. Connors      Chief Executive Officer and Owner  
BA in English from La Salle University 2001

James M. Connors      School Director and Co-Owner  
BA in English from Rowan University 1978

## FACULTY

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James M. Connors      Instructor  
Graduate of New York School of Dog Grooming, 2011

## ACADEMIC CALENDAR

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The school has an open enrollment period and start dates are assigned based upon the number of students enrolled. Full Time class Mon-Fri 10am-3pm.

Start Date	End Date
1/7/19	2/1/19
2/11/19	3/8/19
3/18/19	4/12/19
4/22/19	5/17/19
6/3/19	6/28/19
7/15/19	8/9/19
9/3/19 (Make-up day 9/30 for Labor Day)	9/30/19
10/14/19	11/8/19
11/18/19 (Closed 11/28 & 11/29 for Thanksgiving. Make-up days 12/16 & 12/17).	12/17/19

## SCHOOL HOLIDAYS 2019

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New Year's Day	January 1	Labor Day	September 2
Memorial Day	May 27	Thanksgiving Day	November 21
Independence Day	July 4	Day After Thanksgiving	November 22

Winter Holidays will last from December 23, 2019 until January 2, 2019. Additional holidays or school closures may be declared at the discretion of the School Director.