



STUDENT HAND BOOK
NUWAY HAIRDRESSING & ESTHETICS SCHOOL
(INTERNATIONAL)

Rev: 07 / 2023
Nu-Way Hairdressing & Esthetics School (International)

This Handbook belongs to:

Name: _____

Please return to me c/o:

Nu-way Hairdressing & Esthetics School (International)

116B 9546 152ND Street

Surrey BC V3R 5Y5

Phone: (604) 584-5855

TABLE OF CONTENTS

	SECTION	Page
1	A Message From The Owner, Jaspreet Gill	3
2	Mission Statement	3
3	Welcome To Nu Way Hairdressing & Esthetics School International!	4
4	Program Fees, Duration & Program Outlines	5
5	Hairdressing Program – 1540 Hours Program Fees, Duration & Program Outlines	5
6	Esthetics Program – 800 Hours Program Fees, Duration & Program Outlines	6
7	Combination HAIRDRESSING & ESTHETICS PROGRAM 2300 Program Fees, Duration & Program Outlines	8
8	Hairdressing Brush Up Program: Fees, Duration	9
9	Esthetics Brush Up Program: Fees, Duration	9
10	General Rules & Regulations For Our Students	10
11	Policies And Procedures: Admissions, Attendance, Dismissal, Grade Appeal, Dispute & Resolution, Health and Safety Language Proficiency Assessment, Privacy, Refund, Withdrawal, Work Experience	11-12 13 -16 16- 23
12	Progress Report Cards	23
13	Diplomas/ Certificates	23

A MESSAGE FROM THE OWNER, JASPREET GILL

As the owner of Nu-Way Hairdressing and Esthetics School, I would like to extend to you a warm welcome. We at Nu-Way believe that students of all backgrounds can achieve outstanding results given encouragement and a program which meets their educational and professional needs. Our administration and staff are “student centered” and, as experienced professionals, they are committed to the well being and educational development of our students.

Nu-Way has been in the business of education for nine years and has taken pride in the number of students who have passed through our doors and entered the cosmetology field as professionals. The programs are designed to capture students’ interests, inspire creativity and encourage professionalism.

As our mission statement indicates we nurture our cultural values so that students who feel nervous about studying, particularly when the textbooks are in English, can rest assured that they will be guided through using their own language when terminology proves to be the difficulty.

As you embark upon your chosen career, I wish you every success and hope you will enjoy your time at Nu-Way.

JAZ GILL
Owner & Director

MISSION STATEMENT

To nurture cultural values within the school and encourage students to understand the technology in simple language that will enable them to develop marketable techniques and allow growth of knowledge, confidence and success to blossom within the students.

WELCOME TO NU WAY HAIRDRESSING & ESTHETICS SCHOOL (INTERNATIONAL)

The staff of Nu-Way Hairdressing and Esthetics School is pleased to provide you with this Handbook. We know that becoming organized is the single most critical step you can take to ensure success in reaching your goals.

Whether you have a short term goal such as passing particular course or a long term goals as finding holding an interesting job, organization is essential.

This school is different. As the message from Jaz Gill indicates we intend to do as much as we can to provide you with programs that meet your educational and professional needs.

Effective planning and organization require correct information. Therefore, we encourage you to use our services to assist you. Never hesitate to ask for information and clarification.

This handbook is the simplest of the services we provide to you. It is also one great importance, as it contains our policies and procedures, and general rules and regulations

We are glad you have decided to learn at Nuway Hairdressing and Esthetics school. We will do your best to help you achieve all that you hope for.

OUR INSTRUCTORS

Jaspreet (Jaz) Gill

Owner, Managing Director, Administrator &
Sr. Educational Administrator

Sr. Hairdressing & Esthetics Instructor

Pritam (Varinder) Gill

Manager and Practical Hairdressing Instructor

HAIRDRESSING CON'T LEVEL TWO (Intermediate)		
Principles of Hair Design Hair cutting: -Graduated -Uniform -Long layered Haircutting using clippers and scissors Men's basic hair cutting Using a flat iron Highlight: -Foiling	Permanent Waving: -Spiral -Candlestick -Weave -Bricklay -Piggyback Wigs and hair enhancements	Braids: -Rope -Fish Tail -Cornrows Updo's Styling: -Chignon -French Twist -Classic French Roll Chemical Texturing Hair Relaxing

HAIRDRESSING LEVEL THREE (Advanced)		
Histology of the Skin Advanced Haircutting Advanced Styling Advanced Updo's Advanced Highlights	Hair Removal Professional Image Relationships The Salon Business Retail selling Resume Writing	

ESTHETICS – TOTAL DURATION 800 Hours

**OPTIONS: FULL TIME - 35 Weeks (8 months) or
PART TIME - 44 Weeks (10.2 months)**

PLEASE NOTE: All tuition and related program costs must be paid as indicated in the payment schedule of your enrolment contract prior to taking the final theory and practical examinations. Transcripts and Diplomas will be issued after the completion of your work experience program, and payment of the balance of all balances of tuition and related costs.

TUITION f/t or p/t	Registration Fee Non- refundable	Cost of kit + 12% PST & GST	Textbook Fee	Other fee	Monthly payment option (if applicable)	TOTAL: Fees & Kit
						f/t or p/t
\$6,000	\$100.00	\$950	\$200	\$4.03	\$600.00	\$7,254.03

Courses will be scheduled either during the day or evenings on the weekdays, and during the day on weekends, for a maximum of 32 and minimum of 16 instructional hours a week.

WORK EXPERIENCE: Students receive the exciting opportunity to have a work experience placement. These placements often bring employment opportunities and benefits to the student, as you are able to meet and work closely with the host/

placement salon or spa. Before the end of your program, you will arrange to select a work experience placement for the duration of 40 hours or one week.

ESTHETICS PROGRAM OUTLINE (TOTAL 800 HOURS)

ESTHETICS LEVEL ONE	
Skin Care History and Opportunities Sanitation and Disinfection Anatomy and Physiology Chemistry of Estheticians Cosmetic Chemistry Electricity	The Skin Sciences Physiology and Histology of the Skin Skin Disorders and Diseases Skin Analysis Product Selection & Ingredients The Treatment Room

LEVEL TWO	LEVEL THREE
The Principles of Esthetic Procedure Basic Facials and Treatments & Machines Hair Removal including Threading Advanced Esthetics Topics Make-up Application	The Business of Skin Care/ The Salon/Spa Business Selling Products and Services Career Planning

COMBINATION – HAIRDRESSING & ESTHETICS PROGRAM

TOTAL DURATION 2300 HOURS

**OPTIONS: FULL TIME - 44 Weeks (10.2 months) or
PART TIME - 61 Weeks (14.2 months)**

PLEASE NOTE: All tuition and related program costs must be paid as indicated in the payment schedule of your enrolment contract prior to taking the final theory and practical examinations. Transcripts and Diplomas will be issued after the completion of your work experience program, and payment of the balance of all balances of tuition and related costs.

TUITION f/t or p/t	Registration Fee Non-refundable	Cost of kit + PST & GST	Monthly payment (if applicable)	TOTAL: Fees & Kit	
				f/t	or p/t
\$12,000.00	\$100.00	\$2,988.00	\$500.00	\$15,088.00	

Courses will be scheduled either during the day or evening on weekdays, and during the day on weekends, for a maximum of 56 and minimum of 16 instructional hours a week.

WORK EXPERIENCE: Students receive the exciting opportunity to have a work experience placement. These placements often bring employment opportunities and benefits to the student, as you are able to meet and work closely with the host/ placement salon or spa. Before the end of your program, you will arrange to select a work experience placement for the duration of 40 hours or one week.

COMBINATION PROGRAM OUTLINE

COMBINATION HAIRDRESSING & ESTHETICS	
LEVEL ONE	
Hairstressing Theory instruction is given for one hour every day except Saturdays and Sundays. Esthetics Theory instruction is given for two hours on Thursdays and Fridays.	
HAIRDRESSING	ESTHETICS
History of Cosmetology Infection Control Anatomy & Physiology Basics of Chemistry & Electricity Properties of the Hair & Scalp Basic Hair Cutting Wet Hairstyling About Colour Basic Permanent Waving	Skin Care History & Opportunities Sanitation & Disinfection Anatomy & Physiology Chemistry for Estheticians Cosmetic Chemistry Electricity The Skin Sciences

LEVEL TWO	
Hairstressing Theory instruction is given for one hour every day except Saturdays and Sundays. Esthetics Theory instruction is given for two hours on Thursdays and Fridays.	
HAIRDRESSING	ESTHETICS
Principles of Hair Design Using rollers and hair setting Combing Out Techniques Blow Drying Haircutting using clippers and scissors Men's hair cutting Skin Waving Pin Curling Finger Waving Using a curling iron Wigs and Hair enhancements Colouring Chemical Texturing Hair Relaxing	Principles of Esthetics Procedures Massages (Body and Facial) Basic Facials and Treatments Machines Hair Removal including Threading Advanced Esthetics Topics Peels for Skin Care Therapists Spa Body Treatments Aromatherapy Cosmetic Surgical Procedures Body Procedures

COMBINATION PROGRAM CON'T LEVEL THREE	
Hairdressing Theory instruction is given for one hour every day except Saturdays and Sundays. Esthetics Theory instruction is given for two hours on Thursdays and Fridays.	
HAIRDRESSING	ESTHETICS
Histology of the Skin Hair Removal The Salon Business Retail Selling Resume Writing	The Business of Skin Care The Salon/Spa Business Selling Products and Services Career Planning

BRUSH-UP HAIRDRESSING

DURATION 400 Hours

**For more details on program scheduling speak with the Director/
Administrator. Work Experience not included**

TUITION	Registration Fee Non-refundable	Cost of Books & Materials+ pst & gst (if required)	Monthly payment (if applicable)	TOTAL: Fees
p/t				p/t
\$ 4000.000	\$100.00	250.00	\$ 400.00	\$ 4100.00 Excluding Books/ Material

ESTHETICS BRUSH UP

DURATION 424 Hours

**For more details on program scheduling speak with the Director/
Administrator**

TUITION	Registration Fee Non-refundable	Cost of Books & Materials+ pst & gst (if required)	Monthly payment (if applicable)	TOTAL: Fees
p/t \$ 4000.00	\$100.00	250.00	\$ 400.00	\$ \$ 4100.00 Excluding Books/ Mater.

WORK EXPERIENCE: Students receive the exciting opportunity to have a work experience placement. These placements often bring employment opportunities and benefits to the student, as you are able to meet and work closely with the host/ placement salon or spa. Before the end of your program, you will arrange to select a work experience placement for the duration of 40 hours or one week.

GENERAL RULES & REGULATIONS FOR OUR STUDENTS

- All students must be well dressed and well groomed for the duration of their program.
- All students must wear the complete school uniform at all times
- One hour will be deducted from your attendance time for failure to obey the dress code, which must be made up at a later date..
- All cell phones must be turned off and kept in the student locker during the school time.
- All handbags and purses must be kept in the student locker please do not leave them in the classroom or other areas in the school. Please keep all valuables locked up, or do not bring them to school. The school is not responsible for your personal belongings.
- Lockers are available. A deposit of \$20.00 is required for the locker key. The deposit will be returned when the student graduates and returns the key to the locker.
- All lockers must be emptied at graduation. If the locker is not vacated the school will wait for thirty days and then clear the locker the items will be placed in lost and found for additional fifteen days and then donated.
- Please pay \$8.00 on the 1st of every month towards the tea fund.
- All students are required to do housekeeping duties to keep the training areas, kitchen and washrooms clean and neat. Please do your duties on the day allotted (washing dishes, cleaning up etc.). If you are absent on your allotted day, please switch with someone else.
- Do not use customer towels on mannequins. As part of your training, you are required to always clean your station, chair and sink before and after every service to clients and also before you go home.
- All students receive discounted services at the salon! From 25% to 50% off of regular price, depending on the services. Please arrange for your payment on everything you get done.

POLICIES AND PROCEDURES

Dear Applicant: You must read all policies, and fully understand, and agree to all policies before signing your enrollment contract.

Admissions Policy	August 4th 2005
Name of Policy	Date of Implementation
Owner	July 19th 2023
Position(s) Responsible for Implementing this Policy	Date of Last Revision

Minimum Admission Requirements:

The Student, the School Owner CANNOT WAIVE any of the following minimum program or course admission requirements.

Policy:

To be eligible for enrolment, a student must meet the following:

- Be at least 19 years of age to be accepted into the course of study (provide proof of age- a photo ID and, and or current passport, or driver's license or BC ID),
- Esthetics Brush-Up Program or the Hairdressing Brush-Up Program: The student must provide a copy of their transcript and graduation diploma or certificate as proof of previous qualifications of the appropriate training, or if they are a Nu Way School student, they must be a diploma holder graduate in that particular area of training.
- Be a Canadian Citizen, if foreign born, or Landed Immigrant, or a Convention Refugee as defined by the Canadian Immigration Act. (provide proof of your citizenship status with the appropriate credentials, as current passport as proof must contain a photo.
- Complete the ***Admission Assessment, The passing grade is 70%***, before enrolment to the approval of the Owner. Translation aid is provided for full understanding. This will then be stored in the student's file.
- Read all of the ***Student Handbook***, and understand all of the Nu Way School policies, and procedures, the school's rules and regulations, scheduling, program and course outlines. The Student Handbook is available at the school.
- The student confirms that she/ he has represented to the institution that they meet the admission requirements, and has provided all proof. If the student wishes to proceed then the next step is done.
- Read and sign the Enrolment Contract: Understand that by signing the Enrolment Contract you fully understand, and will comply with all of Nu Way Hairdressing & Esthetics School (International) policies and procedures and general rules and regulations outlined in the Student Handbook and the contract.

Procedures for Administration:

1. The school's **Owner** takes all inquiries for the school, and the programs or courses of study.
2. The **Owner** meets the prospective student to discuss the following points, so that the student can make an informed decision:
 - The School and its mission, how the School can meet the student's needs, and answer all his/ her questions and
 - Discuss His/ her program of interest, including the program contents and objectives, requirements, tools etc., and
 - Discusses educational goals and future career goals of the student and
 - Discusses the Student's commitment to completing the program of study, and
 - Inform the student of the tuition, fees and financial options for payment for program of choice.
 - The **Owner** will review all of the admission requirements for enrolment to determine if the individual can meet all the minimum requirements. The Student, the School or any staff **CANNOT WAIVE** any of the minimum admission requirements.
 - The student must next complete the **Admission Assessment** before enrolment, to the approval of the **Owner**. This document will be placed into a new file for this prospective student.
3. The student will receive a copy of the Student Handbook, and or be directed to the school's website; www.nuwayschool.com, where this same information is available on-line. The student must be able to read and fully understand and agree to all of the school's policies and procedures and general rules and regulations that will affect the student during his/her attendance during the program of study. Translation aid by the **Owner** will be provided to ensure full understanding that will affect the student during his/her completion of the program of study.
4. The **Owner** will review all final financial payment options with the student for their program of choice.
5. If the student is accepted, and is ready for enrolment, the Owner will **obtain all evidence/ proof** of having met the admission requirements (e.g. driver's license, passport, proof of age, photo ID. etc.)
6. The **Owner** will prepare a Student Enrolment Contract for the prospective student, for the program of choice. The **Owner** will proceed with the enrolment process.
7. The **Owner** and the prospective student agree on a financial arrangement, they sign the contract, in all areas required, and the **Owner** gives a signed and dated original copy of the new contract, along with the Student Hand Book to the new student. The a copy of this enrolment contract goes into the student's file.
8. A payment is processed if the current date of signing is also a 1st payment day'
9. A receipt is issued to the student for their first payment.

Attendance Policy	September 01, 2010
Name of Policy	Implementation Date
Owner	July 19 th , 2023
Position(s) Responsible	Date of Last Revision

Policy:

Nu-Way Hairdressing & Esthetics School (International) recognizes that good attendance is directly related to student success in completing a program of study. The policy applies to all students who are currently enrolled or are enrolled at any future time. Students registered for full-time study are scheduled to attend classes for twenty hours each week.

Students are expected to attend classes as scheduled. Students who will be absent must contact the school by telephone 604-584-5855 before the time that they are scheduled to start class. Please carefully read the **General Rules and Regulations** in the Student Handbook, as late arrivals and missing time may accumulate. The student is responsible for completing all assignments missed during the absence. All missed hours must be made up, at the expense of the student, before receiving your transcript and diploma(s).

Absences for medical or emergency reasons are considered “excused” absences if the student provides documentary evidence of the reason for the absence such as a doctor’s note.

Absences that are not “excused” are subject to the following:

1.

a. Students who are absent for 10% of the program hours so far will receive a letter stating their attendance, and indicating the hours missed. It will be stated these hours will need to be made up. This letter will indicate that the student should attempt to come to class regularly. So there will not be any more delay in their completion of their program. If the student feels they will have problems meeting the attendance request, they should see the owner as soon as possible to find a remedy to attending classes regularly.

2.

a. Students who are absent for 15% of the program hours, so far, will receive an attendance letter, stating their attendance and indicating the total hours missed. This

letter will indicate that the student must make up the missing time at the end of the program. The owner will make a recommendation to the student to commit to a part time schedule, if agreeable, a new end date will be calculated for the student's program of study and entered in the contract. The student will sign the changes to the contract, and obtain a copy.

b. All letters will be copied and placed into the student's file/record.

c. Any changes to the program schedule for the student; full time to part time, will be entered clearly into the enrollment contract, and a new end date will be calculated and entered. These changes will be initialed by the student. The owner will record the date when the changes were made.

c. The student will receive a copy of the changes on the enrollment contract.

3.

a. A Student who is absent for five consecutive scheduled school days without contacting the school may be dismissed from study. The owner will first seek to contact the student, by phone and by email until contact is made, for a minimum of three contact attempts. (These contact attempts will be entered into the student's file). A letter enquiring about their absence will be sent out to the student by regular mail.

b. If contact is made, the owner's priority is to help the student and find why they have been absent, and if they can return to class to at the school, if they cannot, the owner will request a written withdrawal letter from the student stating the reason they cannot return. If the student wishes a postponement, they will enter this on the letter. As well as asked to estimate a date they will return to the school to resume their training.

4.

a. Students who withdraw will need to send or drop off a written letter stating their request, along with the date effective. The owner will discuss the student's account balance, and give a statement of tuition refund or tuition owing, indicating the school's tuition refund policy as published by NuWay Hairdressing & Esthetics School (International)

b. Nu-Way Hairdressing & Esthetics School (International) will complete the student's transcript and send it to be archived as soon as the school receives the letter. The withdrawn student's record will be re-filed to the withdrawn section.

5.

a. If no contact or response is coming from the student after reasonable contact attempts, a letter regarding "reason for dismissal" will be sent out to the address on file. A date the dismissal will be effective, and a statement of tuition refund or tuition owing, if applicable will be included, along with a copy of the Tuition refund policy.

Dismissal Policy**February 2, 2015**

Name of Policy

Implementation Date

July 19th , 2023**Owner**

Position(s) Responsible

Date of Last Revision

Policy:

Nuway Hairdressing & Esthetics School (International) expects students to meet and adhere to a code of conduct while completing a program of study.

The list below outlines the code of conduct that all students are expected to follow. This list is not exhaustive and students should request clarification from the School Owner if they have any questions.

“Student” is defined as including prospective students as well as those currently registered or enrolled in any (institution) programs or activity.

A. The Code of Conduct Students is expected to follow include:

- Attend School in accordance with the Attendance Policy.
- Treat all students and staff with respect.
- Refrain from any disruptive or offensive classroom behavior.
- Dress according to the college’s dress code as outlined in the Student Handbook.
- Refrain from cheating or plagiarism in completing class assignments.
- Treat college property with respect.
- Refrain from bringing weapons of any kind (i.e. knives, guns) to the college..
- Complete all assignments and examinations on the scheduled completion dates.
- Refrain from bringing any alcohol or any prohibited mood altering substances to the Institution.
- Refrain from making inappropriate remarks concerning another student or staff’s ethnicity, race, religion or sexual orientation.
- Any other conduct which is determined to be detrimental or damaging to the other students, staff members or the Institution.

Any of the following, if substantiated, will result in immediate dismissal without a warning letter or probationary period:

- Sexual assault.
- Physical assault or other violent acts committed on or off campus against any student.
- Verbal abuse or threats.
- Vandalism of School property.
- Theft.
- Cheating or plagiarism

Students who do not meet the expected code of conduct will be subject to the procedures outlined below which may include immediate dismissal from the institution depending on the severity of the misconduct.

- 1) The **Owner/Managing Director** will arrange to meet with the student to discuss the concern(s) within 5 school days of receiving the complaint. If the alleged conduct is of such a serious nature that an immediate dismissal may be warranted the College Administrative will meet with the student as soon as practicable.

Following the meeting with the student, the **Owner/Managing Director** will conduct

- 2) Whatever further enquiry or investigation is necessary to determine whether the concerns are substantiated.
- 3) Any necessary inquiries or investigations shall be completed within 5 school days of the initial meeting with the student.
- 4) The **Owner/Managing Director** will meet with the student and do one of the following:
 - (a) Determine that the concern(s) were not substantiated;
 - (b) Determine that the concern(s) were substantiated, in whole or in part, and either:
 - (i) Give the student a warning setting out the consequences of further misconduct;
 - (ii) Set a probationary period with appropriate conditions; or
 - (iii) Recommend that the student be dismissed from the Institution.
- 5) The **Owner/Managing Director** will prepare a written summary of the decision. A copy shall be given to the student, a copy will be placed in the School's Student Conduct File, and the original will be placed in the student file.
 - 6) If the student is issued a warning or placed on probation, the
- 7) The **Owner/Managing Director** and the student both sign the written warning or probationary conditions and the student is given a copy. The original document is placed in the student's file.
- 8) If the recommendation is to dismiss the student, the **Owner/Managing Director** will meet with the student to dismiss him/her from study at the school. The **Owner/Managing Director** will deliver to the student a letter of dismissal and a calculation of refund due or tuition owing, depending on the status of the student's financial account with the School.
- 9) If a refund is due to the student, the Accountant will ensure that a cheque is forwarded to the student within 30 days of the dismissal.

- 10) If the student owes tuition or other fees to the school the **Owner/Managing Director** will make arrangements with the student regarding the payment of tuition or other fee owed to the school.

Student Dismissal Policy

a. The Owner/ Managing Director will prepare and send a letter via Canada Post and via email stating to the student that they may be dismissed due to being absent for a minimum of five consecutive days without contacting the School. A dismissal date will be given effective 10 days from the mailing or sending of the letter, and sending electronically. If the student does not contact the school Owner/ Managing director or return to school within this time, the dismissal will be effective. A copy of this letter will be placed into the student's file.

GRADE APPEAL POLICY

Only grades received on mid-term or final assessments (test/ exams) may be appealed. Grades received for assignments or weekly quizzes may not be appealed.

Your Instructor, Sr. Educational administrator, & Owner Managing Director is responsible for administering this policy.

1. If a student is dissatisfied with the grade received for a mid-term or final course assessment and can provide evidence that a higher grade is warranted he/she should discuss with his/her instructor. The instructor will reconsider the grade and, if warranted, assign a different grade.
2. If the student is not satisfied with the outcome of his/her appeal to the instructor, he/she should submit a written appeal to the (1st) Sr. Educational Administrator, or (2nd) Owner/Managing Director.
3. The Owner/Managing Director will obtain a copy of the mid-term or final assessment from the instructor and will have the assessment re-marked by another instructor.
4. If the assessment achieves a higher grade on re-mark, the higher grade will be assigned to the student. If the assessment achieves a lower grade on re-mark, the original grade will be retained.
5. If a grade appeal is reviewed by the Owner/Managing Director, the grade assigned following the re-mark and review will be final and cannot be appealed further.

DISPUTE RESOLUTION POLICY & PROCEDURES

Instructors, & Administrator & Managing Director are responsible for administering these policies

1. This policy governs complaints from students respecting Nu-Way Hairdressing & Esthetics School (International) and any aspect of its operations.
2. A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.
3. The process by which the student complaint will be handled is as follows:
 - Student complaints must be made in writing.
 - When a concern or dispute arises, every effort must be made quickly to resolve the dispute between the parties directly involved. If this does not resolve the issue, then the individual(s) should then request asap. in writing to have a meeting scheduled with their instructor, and the reason for the meeting, If there are multiple individuals involved then each should write their own request for a meeting, and the reasons for this.
 - The instructor involved, will **reply in writing to each individual within 1 school day or 24 hours of receiving the dispute letter(s)** with a **meeting(s) scheduled not longer than 1 school day or 24 hours.** If multiple individuals are involved, then each needs their own private meeting.
 - The instructor will discuss the concerns/dispute with each student with the intent to resolve any and all concerns to meet the satisfaction of the individual, and or all parties involved. The instructor will write a letter with the points of discussion and the resolutions, if any has been reached. This / these letters will be **sent out within 2 school days or 48 hours of each meeting.**
 - If the student(s) is/ are not satisfied with the resolution outcome at this point, they should readdress the concern/ dispute attempted for a resolution, and put his/her concern in writing again and deliver it to the Senior Educational Administrator **within 2 school days or 48 hours of the last resolution attempt for prompt attention.**
 - The Senior Educational Administrator will arrange to schedule and meet with the student(s) or each individual concerned to discuss the matter, and to obtain a satisfactory resolution or course of action **within 3 school days or 36 hours of receiving all the student's next written dispute resolution letter.**
 - After all meetings are conducted, and there is not resolution with the student(s), the Owner/Managing Director, will conduct whatever enquiries and/or investigations are necessary and appropriate to determine whether the student's concerns are substantiated in whole or in part. Those inquiries may

involve further discussion(s) with the student(s) either individually or with the appropriate (institution's) personnel.

All the necessary enquiries and / or investigations shall be completed no later than 10 school days following the meeting.

- The Owner/Managing Director will do one of the following once completing her investigations or enquiries. This will be completed within the ten days stated above:
 - a. Determine that the student's concerns are not substantiated; or
 - b. Determine that the student's concerns are substantiated in whole or in part, and take a pro-active approach to correct the dispute based on the resolution determined. By proposing a resolution of the substantiated concern(s).
 - The student(s) and the institution's personnel involved shall all receive a written summary of the above determination. Copies will be made of all letters and correspondence. The copies will be handled in this manner:
 - a. One copy of **all correspondence** for each individual, to be attached together and put into the **Disputes & Resolutions Folder** as soon as they are received. Both parties involved will sign the copies.
 - b. All original letters from the student to the SEA/ college and instructor, and all original letters to the student, from the SEA/ college and instructor will be placed into the student's file as soon as they are they are received and copied. Both parties involved will sign the copies.
 - If the student is not satisfied with the determination of the Owner/Managing Director, the student must give a written notice to the Owner/Managing Director **within 48 hours of being informed of the determination**. It will now be the responsibility of the student(s), and at their own costs to find an appropriate outside counsel to resolve your dispute. See PTIB for further dispute resolutions.
4. The individual to move forward with making the initial determination will be: - Jaspreet (Jaz) Gill - Owner, Managing Director, Administrator & Sr. Educational Administrator (jaznuway@hotmail.com). The alternative individuals to make a determination in case the initial individual is not there will be:-Pritam (Varinder) Gill - Manager & Practical Hairdressing Instructor (pritamgill1964@icloud.com) Bnmol Gill - Administrative Assistant (bnmolgill@gmail.com)
- The institution must provide the reasons for the determination and the reconsideration (if any) to the student within 30 days after the date on which the student made the complaint.**
5. The written reasons will advise a student, that if the student is dissatisfied with the determination, and has been misled by the institution regarding any significant aspect of that program, the student may file a complaint with the Private Training Institutions Branch (PTIB) (www.privatetraininginstitutions.gov.bc.ca). Complaints must be filed with PTIB within one year of the date a student completes, is dismissed from, or withdraws from the program.]

The student making the complaint may be represented by an agent or a lawyer

HEALTH AND SAFETY POLICY AND PROCEDURES

Nu-Way Hairdressing & Esthetics School (International) is committed to providing a healthy and safe working and learning environment for all staff, instructors and it's students. Please read carefully so you know the evacuation routes and designating meeting places.

Procedure for Fire Safety:

1. In the event of a fire emergency, the Director or Manager will dial 911 and advise the fire department of the location of the school. They will provide details of the type of fire (if known) and the location of the fire within the campus.
2. The Director will advise all staff and students to evacuate the campus.
3. Staff and Instructors will escort their students to the designated meeting area; **the far side of the gravel lot area –behind the Mac' convenience/ Subway store (152nd St and 96th Ave), immediately north of the campus building (off of 96th Ave.)** , and ensuring that he or she takes the class attendance record with them. At the gravel lot area immediately north of the campus building, the Instructor will check the students present in the area, against the list of students in attendance that day and will immediately advise the Director if The Director will act as a liaison between fire officials and students/instructors and staff during the emergency. If necessary, the Director will authorize school closure.

3. No student or staff will re-enter the campus until the fire officials have authorized re-entry

Procedure for Earthquake Safety:

1. In the event of an earthquake emergency, all staff and students will take cover and remain under cover until the shaking stops.
2. When it is deemed safe to do so, the Director will advise all staff and students to evacuate the campus.
3. Staff and Instructors will escort their students to the designated meeting area; **the far side of the gravel lot area –behind the Mac' convenience/ Subway store (152nd St and 96th Ave), immediately north of the campus building(off of 96th Ave.)** , ensuring that he or she takes the class list with them. At the designated meeting area, the Instructor will check the students present against the list of students in attendance that day and will immediately advise the Director if anyone is missing.
4. The Director will act as a liaison between rescue officials and students/employees during the emergency. If necessary, the Director will authorize school closure.
5. No student or employee will re-enter the campus until the rescue officials have authorized re-entry.

Program Specific Health and Safety Procedures:

1. Programs that use dangerous equipment or **hazardous materials** must observe health and safety precautions for the specific equipment and materials as outlined by Health Canada, Work Safe BC or by the equipment manufacturer.
2. The Director is responsible for ensuring that staff and Instructors (Hairdressing) receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials (such as chemicals used in colour, bleaching and permanent waving)
3. Instructors in these programs are responsible for ensuring that students receive training in the proper use, maintenance, storage and disposal of dangerous equipment or hazardous materials before being allowed to operate or use these items during completion of the program of study.
4. The Director supports the facility and under goes annual inspections by a certified Health Inspector for Health Canada, and a fire department official for fire safety and fire extinguisher maintenance (external specialized inspector of all equipment and facilities).

LANGUAGE PROFICIENCY ASSESSMENT POLICY

Sr. Educational Administrator, or the Director is responsible for Administering this policy

Policy:

Instruction at **Nu Way Hairdressing & Esthetics School (International)** is conducted in English with translation aid in Punjabi and Hindi when required. All applicants must complete the Admission Assessment, to help determine part of their eligibility. Students whose first language is not the language of instruction (ESL), may be required to undergo an English Language Testing prior to enrolment, in order to ensure they have met the minimum general language abilities necessary to successfully complete the program of their choice. Language Proficiency Assessment requirements are also part of the admission requirements and may not be waived by either the institution or the student. The Language Proficiency Assessment Policy is applicable for all programs offered at Nu Way Hairdressing & Esthetics School (International):

- Combination Hairdressing & Esthetics Program
 - Hairdressing
 - Esthetics
 - Brush-Up Hairdressing
 - Esthetics Brush-Up

Procedures:

1. At the student interview, prior to enrolment, Nu Way Hairdressing & Esthetics (School International), will ensure and collect the evidence needed for the minimum admission requirements as stipulated in the Admission Policy.
2. The Admission Assessment will be conducted next. This Assessment states that the applicant must complete this assessment on their own, with only 1-2 word of

- translation aid (in Panjabi and Hindi) if required. This is a simple general assessment to determine English Language comprehension, reading, and writing skills, and some general information about the applicant. All applicants must complete this assessment.
3. For applicants with English as their second or other language(ESL), The Director/ Sr. Educational Administrator will determine if the applicant has the minimum English Language comprehension, reading and writing skill to enrolment in their program of choice at **Nu Way Hairdressing & Esthetics School (International)**.
 4. The following conditions will aid the Director/ Sr. Educational Administrator to determine acceptance to a program:
 - If the ESL applicant has graduated from a high school conducted in English. (transcript required) or
 - If the ESL applicant has worked for a minimum of 1 year in work where English is spoken, written and read, within the last 2 years. (reference letter required)
 5. If the Director/ Sr. Educational Administrator has determined the **minimum** English Language Skills of the applicant are not acceptable for enrolment into a program, she will recommend the student upgrade their English language skills through a suitable English language training center. The applicant must understand that they will require a certain minimum level of English comprehension, reading and writing to understand the training material, and to successfully pass the tests.
 6. Applicants who do not meet the above criteria must obtain an English proficiency assessment with a minimum score of:
 - 6.0 or better overall score on the International English Language Testing System (IELTS), exam with a minimum of 6.0 on reading and writing, or
 - 527 or better on the paper –based test of English as a Foreign Language (TOELF)
 - Or, 197 or better on the computer-based TOEFL), or
 - 71 overall, with a minimum of 15 each in reading and writing on the internet-based TOEFL.
 7. The applicant must provide a copy of their English Language Proficiency Test results for their file. The test results must be dated within 2 years of the current date.

PRIVACY POLICY

The Administrator, or the Managing Director is responsible for Administering this policy

Policy:

Nu Way Hairdressing & Esthetics School (International) collects and uses student's personal information for which it was originally collected, or for a use consistent with this purpose for the following reasons only:

- To maintain student records as required by PCTIA.
- To keep students/graduates informed of activities of the school.
- To issue T2202As in accordance with Canada Revenue Agency

For all full career training programs:

1. Once the student documents are archived (see #5), the full student file is placed in “inactive” student storage for one year.
2. At the end of one year, the student file is then placed in “closed” storage for a further six years.
3. At the end of the seven year period, the full student file may be destroyed using a secure destruction method.
4. Nu-Way Hairdressing & Esthetics School (International) uploads a copy to a folder, of the student’s enrolment contract, transcript and credentials (diploma/certificate) (if any) to Data Witness, an approved secure third-party vendor. This is done within 60 days of graduation, dismissal or withdrawal. These records are retained for a period of fifty-five (55) years by this vendor.
5. “Nu-Way Hairdressing & Esthetics School (International) retains the full student file for a period of eight (8) years total, following the student’s withdrawal, dismissal or graduation.”

Procedure for maintaining student files:

“Under the Personal Information Protection Act, the student is entitled to access his/ her student file.”

1. Proof of Admission requirements are copied and put into the file at time of enrolment.
2. Student personal information is collected throughout the student’s attendance at the institution. All required information regarding the student is placed in the student file.
3. Student files containing personal information are safely stored in locking file cabinets and access to the student files is limited to the appropriate administrative staff only, as well as the Senior Education Administrator/Owner. The student files are located in the Administration Office, which is kept locked at all times, when not occupied.

Procedure for past or current student access to the information on file:

1. Students wishing to access the information in the student file must make the request in writing to the Senior Educational Administrator, and book an appointment for this viewing.
2. The Senior Educational Administrator will meet with the student to review the file and will provide copies of any document the student requests.
3. The student will pay \$0.25 per page for a copy of the document(s).
4. If the student requests (must be in writing) a duplicate diploma or transcript the school will provide it at a cost of \$60.00 for each diploma/ certificate and \$25.00 for the transcript. The student must provide proof of identity with a photo & ID or passport with his/her request. All new duplicates will be marked as “duplicate issued” and “new date of issue,” The School will provide new duplicates within 30 days of receiving the request and proof of identity.

Procedure for authorizing release of information to a third party:

1. If a student wishes to authorize a third party to access information in his/her student file, he/she must do so in writing, and provide proof of identity (photo & ID)
2. The school will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a

subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

Tuition Refund Policy

Circumstances when Refund Payable	Amount of Refund
Before program start date , institution receives a notice of withdrawal (applies to all students)	
<ul style="list-style-type: none"> No later than seven days after student signed the enrolment contract, and Before the program start date. 	100% tuition and all related fees , other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials.
<ul style="list-style-type: none"> At least 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 10% of tuition, to a maximum of \$1,000. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> More than seven days after the student and institution signed the enrolment contract, and Less than 30 days before the later of: <ol style="list-style-type: none"> The program start date in the most recent Letter of Acceptance (international students) The program start date in the enrolment contract. 	Institution may retain up to 20% of tuition, to a maximum of \$1,300. Institution must refund fees paid for course materials if not provided to the student.
After program start date , institution provides a notice of dismissal or receives a notice of withdrawal (applies to all students, except those enrolled in a program delivered solely by distance education)	
<ul style="list-style-type: none"> After the program start date, and up to and including 10% of instruction hours have been provided. 	Institution may retain up to 30% of tuition. Institution must refund fees paid for course materials if not provided to the student.
<ul style="list-style-type: none"> After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided. 	Institution may retain up to 50% of tuition. Institution must refund fees paid for course materials if not provided to the student.

Student does not attend program – “no-show” (applies to all students except those enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student does not attend the first 30% of the program. 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
<ul style="list-style-type: none"> Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: <ul style="list-style-type: none"> a) The program start date in the most recent Letter of Acceptance b) The program start date in the enrolment contract Student has not requested additional Letter(s) of Acceptance. 	<p>100% tuition and all related fees, other than application fee.</p>
After the program start date, student withdraws or is dismissed (applies to students enrolled in a program delivered solely by distance education):	
<ul style="list-style-type: none"> Student completed up to 30% of the program. 	<p>Institution may retain up to 30% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
<ul style="list-style-type: none"> Student completed more than 30% but less than 50% of the program (based on evaluation provided to student). 	<p>Institution may retain up to 50% of the tuition.</p> <p>Institution must refund fees paid for course materials if not provided to the student.</p>
Student enrolled in a program without having met the admission requirements for the program	
<ul style="list-style-type: none"> If the student did not misrepresent the student’s knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees. 	<p>100% tuition and all related fees, including application fees</p>
Institution does not provide a work experience	
<ul style="list-style-type: none"> The institution fails to provide the work experience within 30 days of the contract end date, unless the registrar determines the institution was prevented from doing so by circumstances beyond its control. 	<p>100% tuition and all related fees, other than application fees</p>

Institution must pay the tuition or fee refund **within 30 days** after receiving notice of withdrawal or refusal of study permit; providing a notice of dismissal, or the date on which the first 30% of the hours of instruction are provided (no-show).

WITHDRAWAL POLICY

The Administrator or Managing Directors are responsible for administering these policies

Policy:

If a student decides to withdraw from a program, he/she must provide a dated, written, notice of withdrawal to the Senior Educational Administrator. Refunds are calculated according to Nu Way Hairdressing & Esthetics School's (International) Refund Policy and the date on which the written notice of withdrawal is received will be used to determine any refund owing.

Procedures:

1. The student **must submit a letter or notice in writing** to Senior Educational Administrator, as soon as you, the student intend to withdraw, indicating, the date it would be effective, and a reason for the withdrawal. Be **prompt** with the letter, any days you are absent and do not notify the school will affect your refund, if you are eligible. The SEA will review the school's **Refund Policy** and the student's file to determine eligibility for any refund, if any.
2. The SEA will respond, in writing, **within 24 hours** to arrange a private interview with the student to discuss their reason for withdrawing. This interview should be **scheduled and conducted within 48 hours**. This interview will be conducted in a supportive and unbiased manner.
3. The SEA would, if appropriate to the issue, discuss if there is any way in which they can assist or improve the issue for the student, in order to avoid any hasty or impulsive decision to leave their training. In the case of any unknown disputes, please refer to the **Dispute Resolution Policy** to clear up any issues if any, before proceeding.
4. The SEA will then review with the student the tuition refund policy if they are, or are not entitled to any refund. The SEA will conclude the meeting and advise the student they will receive a letter from the school confirming and accepting their withdrawal date and acceptance of it **within 30 days**. The letter will include the conditions of eligibility (of the refund policy) of a refund, if that applies to the student. If there is a refund due, a cheque will be issued within 30 days.
5. All correspondence for withdrawal will have one copy placed into the student's file, and another placed into the "**Withdrawals**" file for prompt access.

WORK EXPERIENCE POLICY

The Administrator is responsible for administering these policies

Policy:

Type of Work Experience: PRACTICUM

Nu-Way School provides an exciting opportunity as it is a privilege to partake in a work experience placement. The Sr. Education Administrator or manager works together with you to make arrangements and the necessary paperwork. For all students who have completed Hairdressing, or Esthetics, or the Combined Hairdressing & Esthetics, or the Hairdressing Brush-up, or Esthetics Brush-up Programs. This experience provides an

opportunity for its students to validate the skills they have studied and practiced at our school, and to further enhance their skills, confidence and success through the work experience.

The W.E. is a necessary part of your program, and is required for graduation. To be qualified, you must successfully have passed all assessments and final exams, made up all or any missed attendance hours, and you must have paid all your account tuitions and other fees owing to the School. The work experience takes place with the last 40 hours of your program. This must be completed before you receive your transcript or credentials.

Nu-Way School seeks and works with supportive and safe work experience placement host for its students, and with employers who are committed to supervise, evaluate fairly and introduce students to ideas and techniques in their field of study.

Procedure:

- When a possible work experience training site is identified, the Senior Educational Administrator contacts the proposed site to assess the commitment and agreement of the training place host to support student learning, and to arrange for an initial interview for the student. The Senior Educational Administrator explains Nu Way's criteria, procedures for the hosting responsibilities and for the joint evaluation of student and host/ supervisors performance.
- If the student is successful at the interview, the Senior Educational Administrator prepares the work experience evaluation forms and meets with the student to sign the document. Copy of the document is placed in the student's file and the student is given the original documents to deliver to the training place host.
- The Sr. Educational Administrator, will contact both the host supervisor and the student each, at approx. day three to review progress on the experiences, and will maintain a record in the student's file.
- On the last day of the work experience placement, and the host supervisor will conduct an evaluation of the student's performance throughout the work experience week. The assessment is designed to be simple to fill in, and support a fair evaluation standard, and also includes multiple areas of performances at the work site which are reflective of the training the student received. The evaluator may review the student's performance with them.
- The student will fill out a work experience feed back evaluation on his/ her host placement and supervisor. Both of these evaluations are to be returned to the SEA at Nu Way School as soon as possible after the work experience is done.
- A copy of the assessment is given to the training place host and the student. The original assessment is placed in the student's file for storage.

PROGRESS REPORT CARDS

Student progress report cards are issued three times during the period of study. The report provides the student with an up to date assessment of your progress from each instructor and an overall average mark for theory testing and practical work undertaken. The final report card will give the student their final grade at completion.

The purpose of the report cards is to allow the students an opportunity to assess any areas or strengths or weakness they should be concentrating on. Each student is presented with their report card by Jaz Gill, Owner and Managing Director, & Sr. Educational Administrator.

DIPLOMAS

Students must receive their credential as soon as practicable after meeting the requirements of an approved program of instruction.