



INTERNATIONAL
BEAUTY INSTITUTE

**OFFICIAL
STUDENT HANDBOOK**

International Beauty Institute is a specialty training college for Aestheticians, Medical Aestheticians and Make-Up Artists.

It is important that you **read this HANDBOOK**. It contains important information on student code of conduct.

ADMISSIONS

The College is committed to quality admissions practices.

- Proof of Grade 12 or mature student status with a passing score on the entrance exam (Wonderlic)
- A personal interview is also required
- Aesthetics diploma graduates or industry trained professionals can obtain advanced standing. These applicants must provide proof of education or equivalency prior to enrolling or at the time of enrollment.

Academic Exemption or Advanced Standing

Advanced standing is an academic credit which is applied to a diploma level program. To be considered for advanced academic standing in a program module, the student's academic subject must be equivalent in content to a specific module for the program applied for and must be at a post-secondary level.

The student **must apply for Advanced Standing prior to commencement of studies.** If granted, the course fees and length will be adjusted accordingly. Conditions for advanced standing are available from the Admissions's Office. Please be advised that no more than 50% of the program will be considered for Advanced Standing.

ACADEMIC POLICIES

Attendance

Theory and Practical Instruction:

Students are expected to attend **all** scheduled classes in order to achieve the learning objectives of their program. In the event that you must miss a class, you are expected to call the College on the day that you are absent, stating the reason for the absence. Students are able to receive a **5** day grace period during the course of study. Any absences that exceed 5 school days, the student is required to make up missed classes. Absences that are greater than 10 school days will result in an incomplete module. Students will be required to repeat the module and there is \$500/module repeat fee.

Volunteer Clinical Hours

Students are expected to attend all scheduled volunteer clinical hours as outlined in your student timetable. Students must report to the clinic supervisor in order to ensure correct attendance. Please be advised that should a student miss more than 2 scheduled days of clinic, the student will be required to make up missed time. A fee of \$10 per hour will be charged for the missed scheduled clinical hours.

Class Break Schedule

Unless otherwise posted by the Instructor, classes are scheduled with one 30 minute break and two 10 min breaks. Failure to return to class on time following a scheduled break creates a disturbance for the rest of the class.

Parking

All students parking is given on a first come first serve basis. There is no reserved parking at the International Beauty Institute.

Additional parking may be located close to International Beauty Institute premises. Please locate additional paid parking as may be required.

Punctuality

Punctuality is as important as good attendance. Students are expected to call the college if they think they will be late. Students who arrive after class has officially started may only enter at the discretion of the Instructor. Please note: 5 early dismissals or later arrivals are equivalent to 1 full day absent.

Tests and Final Examinations

Tests and/or exams are given at regular intervals. The scheduling of additional in-class tests or quizzes is left to the discretion of the Instructor.

1. Students may ask questions during an exam. Answers will be limited to those questions that pertain to interpretation of the exam.

2. Students are not permitted to leave the classroom during a quiz, test, or exam. They may do so once the examination session is concluded or when they have submitted the exam. In case of emergencies, the Institute will interpret the exam.
3. No time extensions will be granted on a test or exam. All tests and exams must be completed within the official time allotted. No additional time will be given for a test or exam if the student arrives late.
4. A student who is absent for a test or exam without sufficient reason will receive a grade of zero for the examination. If the student can provide adequate proof, i.e. a doctor's note, the instructor may provide a make-up test/exam. The make-up test/exam will be written outside regularly scheduled class hours and may be subject to 5% penalty. Only one date will be arranged for make up tests/exam. Failure to write a make up test/exam as scheduled will result in a test/exam grade of zero.
5. All final exam rewrites (theory and practical) are subject to a charge of **\$150** each for incurred administrative costs.
6. Should any examination be cancelled due to extreme weather conditions, the college will make every effort to contact each student and make alternate arrangements.

Cheating and Plagiarism

The College enforces a zero tolerance cheating and plagiarism policy. Any student who cheats or plagiarizes material for academic grading will be penalized. This means that students may be suspended or expelled from the College.

Acts or behaviours which constitute cheating and/ or plagiarism include, but are not limited to the definitions listed below:

1. Any use of aids, which have not been expressly permitted, will result in an immediate dismissal from the exam room. Aids include but are not limited to: cellular phones, calculators, electronic organizers, notes, books, electronic recording devices, photocopied materials, as well as any other electronic devices, etc.
2. The act of **copying** for the purpose of providing advantage for yourself or another student will not be tolerated. Copying is defined as any act of copying information from another student by any means to obtain advantage for yourself. The methods used could be visual, oral, notes, printed material, or electronic means.
3. **Plagiarism** is the act of representing someone else's work as your own. It also includes using the essential style and the manner of expression of someone else. Any acts of representing others' work as your own represents plagiarism. This includes, but is not limited to, homework, written papers, exams, lab assignments, published work, circuit designs, software, etc. This included copyrighted materials. Copying and pasting from Internet sources is not permitted. Students are required to fully reference all work. When in doubt, consult with the course Instructor.
4. **Collaboration** is the art of two or more students working jointly on any assignment when the instructor has not permitted this act. This may include, but is not limited to, homework, papers completed outside class hours, in-class

- assignments, lab exercises, or reports. Collaboration also includes writing an assignment or paper for another student.
5. **Theft** or solicitation of another student’s assignment or paper, grade books, un-administered tests, or other academic work/material will result in immediate expulsion.
 6. **Intentionally** aiding or attempting to help another to commit any act of academic dishonesty.

Scheduling and Curriculum Changes

International Beauty Institute reserves the right to schedule modules within the Diploma Programs in such order as it may deem appropriate and to modify its curriculum, programs, commencement dates, rules and regulations whenever it deems necessary, as directed through Head Office and with permission from the Ministry of Advanced Education and Skills Development (MAESD).

International Beauty Institute has developed and received permission from the MAESD for its Diploma level programs.

Grading Schemes and Academic Classifications

Overall Average (%)	Performance Description	Midway Point Academic Classification	Final Academic Credit for Diploma Level Students
90 and above	Honours	Honours Academic Standing	Diploma with Honours Designation
70-89	Pass	Good Academic Standing	Diploma
0-69	Failing	Probationary	Dismissal

Definition of Academic Performance

- Honours** Thorough knowledge of the concept together with excellent demonstrated use of the skills taught in the program.
- Pass** Good to thorough knowledge of the concepts together with the very good demonstrated use of the skills taught in the program.

Academic Progress

Each student is responsible for maintaining satisfactory academic progress. The Instructor will provide each student with regular feedback regarding the student's progress. This feedback ensures a student can monitor his/her progress, and if applicable, make and implement any changes to ensure success.

Calculation of a Student's Overall Average

At the midway point of a student's program, the student will be given a midterm evaluation with their marks. At this point the student will be given their overall average as well as receive any counseling to aid in the successful completion of the program.

The College reserves the right to issue notice of academic warning at any point during a student's study period.

Other Academic Evaluations

Other factors may also be considered when evaluating a student's academic classification.

These may include, but are not limited to the following examples:

- Student fails to write the final exam in one or more modules.
- Student requests excessive rescheduling without extenuating circumstances.
- Student absences exceed 3 consecutive days in any one module without a doctor's note or other valid reason.

Graduation Requirements

Students who successfully complete the program and all of the requirements will graduate from the College. Students who graduate with a minimum aggregate average of 90% will earn an "Honours" (Diploma Programs only) distinction upon completion.

The requirements for all students are as follows:

1. The student must successfully complete all modules and other requirements as specified in the course outline
2. Satisfactorily complete all clinical hours
3. All financial obligations have been met
4. The student has successfully completed the Internship component.

Please refer to the course outline for all learning objectives.

Transcripts and Official Documents

A transcript will be provided to the student upon successful completion of their program provided that all financial obligations have been met. A fee of **\$25** will be levied for any additional transcript requests.

Registered Diplomas (Vocational) are issued within 30 days of completion. A fee of **\$25** will be levied for replacement of lost or damaged diplomas.

Unregistered Certificates (Non Vocational Programs) will be awarded within 30 days upon successful completion of any modules provided the final grade achieved is equal to or greater than 70%, and all financial obligations have been met.

FINANCIAL OBLIGATIONS

General Information

The College expects all students to pay their tuition according to the Payment Plan Schedule.

1. Students are financially responsible for all charges incurred after the enrollment contract has been signed.
2. All fees are payable as specified in the Payment Plan Schedule.
3. A fee of **\$25** will be levied for any returned payments regardless of the reason it is returned.
4. Academic credit and release of official documents and other things pertaining to the class will be withheld until all financial obligations to the College have been met.
5. Textbooks, kits and lab fees are not included in tuition fees.
6. Under no circumstances are students to discuss scholarships, discounts or fees with one another.

Tuition Payments and Tax Forms

Tuition is due according to the terms, and conditions of the Payment Plan Schedule. Students are required to make payments on time. A Student may be suspended from scheduled classes if payment is late in excess of 5 business days. Students who default on any tuition payments after they have successfully completed a program are subject to 1.5% interest on any outstanding monies owed. The student is also responsible for any legal fees incurred.

The College can provide you with current information on your tuition account. A copy of your account can be requested at any time. Tuition receipts (T2202A) for income tax purposes will be available starting in February each year. Textbooks, kits and lab fees are not included in tuition fees.

Students who do not pay fees as agreed to or who do not make satisfactory arrangements to pay tuition and other charges (textbooks, etc.) will be dismissed from the College.

Withdrawal Procedures

Students wishing to withdraw from their program must:

- 1) Meet with a member of the Admissions Department AND
- 2) Submit a letter of withdrawal delivered personally, by registered mail, or e-mail to the College.

*****Please note that non-attendance does not constitute notice of withdrawal. A student is responsible for all charges up to the time that the College receives written notification of withdrawal.*****

Refund Policy for Registered Diploma Programs

International Beauty Institute follows the refund policy set by the Ministry of Training, Colleges and Universities, Private Vocational Branch. Fee Refund Policy as Prescribed under s.25 to 33 of O. Reg. 415/06.

To ensure that you understand your responsibilities, you should read this refund policy carefully (attached to your enrolment contract). Make sure that you understand it. It is your responsibility to ensure that you follow the correct procedure if you choose to withdraw from your program of study.

All refunds are calculated within 30 days after formal notification.

The retention of fees is based on the student's attendance from the course start date to the day of official written notice.

Where the student has failed to provide the College with an official notice, the retention of fees will be based on the following:

- The charges will be based on the student's attendance from the course start date to the last day of attendance, **plus** 30 days of class time.

In these cases, the Dean will determine the student's date of withdrawal. This is the date on which the College determines that the student is not returning to their scheduled classes and the student's academic and financial accounts will be closed. The student will receive a statement of charges in the mail.

Please note: A student is not entitled to a refund if the school has serviced and supplied 50% or more of the program.

There is **no refund** or financial credit granted for occasional absences from scheduled classes.

There is **no refund** of tuition and lab fees paid after the College has **serviced and supplied 50% or more** of the program. All fees stated in the enrollment contract are due and payable.

Refund Policy for Certificates, Workshops and Seminars

There is **no refund** on any certificates, workshops, and seminars following the commencement of the course.

Student Records

All student records are confidential and are kept at the College. Written permission from a student is required before any information is released.

Where a student has an agreement with an agency, a copy of the agreement or release must be obtained before information is given.

The College will cooperate, where it deems appropriate, with police or other government agencies in the investigation of a crime. The College will, upon presentation of a subpoena, release a student's file (or copies of the contents, paper or electronic) to the Court.

Changes of Address and/or Personal Data

It is the student's responsibility to inform the College of any changes in name, address, telephone number, or other pertinent information.

Student Dress Code

Make-Up

1. All students are required to present themselves at the college in complete uniform consisting of black pants and a black top, and black soft soled shoes.
 - Excellent personal hygiene (shower/bathe regularly, use deodorants/antiperspirants, light perfumes/body sprays, brush teeth/use gum)
 - Hair tied back if shoulder length or longer
 - Moderate hair colour and style
 - Nails kept trimmed and polish free
 - Clean uniform and shoes

Aesthetics

2. All students are required to present themselves at the College in complete uniform consisting of black scrubs, and black closed toe athletic shoes
3. The student uniform must be clean and tidy

5. Because of the nature of the industry, it is expected and required that all students must have:
 - Excellent personal hygiene (shower/bathe regularly, use deodorants/antiperspirants, light perfumes/body sprays, brush teeth/use gum)
 - Hair tied back if shoulder length or longer
 - Moderate make up
 - Moderate hair colour and style
 - Nails kept trimmed and polish free
 - Clean uniform and shoes
 - No jewelry (which include, but are not limited to: watches, earrings, rings, nose rings, tongue rings etc.)
6. Any faculty member of International Beauty Institute reserves the right to send the student home or suspend the student if any of the above-mentioned is not adhered to. This penalty will be equivalent to one absent class.
7. There will be a five (5) mark deduction from your Final Evaluation if these terms are not met and maintained on a regular basis.

Practical and Clinical Consent

1. It is understood and agreed that all students will permit other students and instructors to perform and practice services on them during practical and clinical classes.
2. Students not allowing others to practice on them will not be permitted to practice on others, which may result in academic failure and/or decrease from diploma status to certificate or transcript only.
3. The student hereby releases the International Beauty Institute, which includes but is not limited to students, instructors, or more persons that perform any services on the student free from any liability.
4. The student hereby releases responsibility for any accidental or other mishap, which may occur during any procedure performed while the student is in training.
5. The student hereby releases the International Beauty Institute to use Video and or Photographic images that may be taken during the course of their studies at the College. The student consents to have such images posted through social media and advertising mediums such as our corporate website. The College will immediately remove any such images at any student's request.
6. During some of the aspects of our practical study, students may have a medical condition that may prevent them from participating in the class. Such conditions are to be revealed prior to your start date, i.e., back problems, phobias, hypersensitive skin etc.

Student Telephone Calls

The College does not accept responsibility for relaying telephone messages to students. We will relay a message only in cases of extreme emergency.

Complaints and Concerns

Students are encouraged to address any concerns immediately according to the student complaint policy provided to you during the enrollment process. The student is allowed to have another person present with them at all stages of the student complaint process. The student is also allowed to have another person make oral submissions on the students behalf.

Suspensions and Expulsions

International Beauty Institute reserves the right to suspend or expel any student who does not respect and/or adhere to the policies implemented by the International Beauty Institute.

HARASSMENT AND DISCRIMINATION POLICY

The College is committed to providing a learning environment where the individual differences of all students and employees are valued and respected. The College does not condone and has a 'zero tolerance' policy regarding any discrimination or harassment that undermines the dignity, self-esteem, and productivity of any student or employee.

The College considers harassment and/or discrimination by any employee or student to be a serious breach of human rights, which requires immediate resolution. Such resolution may include disciplinary measures up to and including dismissal or expulsion.

STUDENT CODE OF CONDUCT

Students are responsible for adhering to all rules, regulations, and policies as outlined in this Student Handbook. The College expects mature and professional behaviour on the part of its students. Students should conduct themselves as they would in a place of business. This goal serves two purposes. Firstly, all students have the right to an educational environment in which they can learn to their maximum potential. Poor behaviour on the part of some students will have a negative impact on all students. Secondly, the College would like to provide real-world experience to its students. We hope that students will be exposed to all aspects of the life in the workplace, including the requirement of appropriate professional conduct. For these reasons, the College reserves the right to initiate formal disciplinary action and if necessary, impose disciplinary sanctions upon a student whose work or conduct is deemed unsatisfactory.

Cellular Telephones and Portable Electronic Devices

Cellular telephones and all other electronic devices must be turned off during official class hours. If you have an emergency, please advise the instructor **before** the start of class. Any student who disrupts or interferes with a class, lab, or activity will be asked to leave the class, lab, or activity.

Consumption of Food and Beverages

The consumption of food and beverages is to be done in designated areas only. **Under no circumstances are you allowed to consume food or beverages in the clinics.** Any student found eating or drinking in the clinics/classrooms would be asked to leave. Repeated offenses may lead to dismissal.

Other Acts of Misconduct

International Beauty Institute has a zero tolerance policy. Please see below for Acts of Misconduct that will not be tolerated at any time while on the premises of any International Beauty Institute location.

The following acts of misconduct will not be tolerated

1. Acts of dishonesty, including but not limited to:
 - a) Giving false information to any official, or staff member.
 - b) Forgery, alteration or misuse of any document, record, or instrument of identification.
 - c) Computer piracies--copying software, copyright infringement and unauthorized computer entry.
 2. Disruption of teaching, administration, disciplinary proceedings, and any other activities.
 3. Poor attitude, physical abuse, verbal abuse, threats, intimidation, bullying, harassment, including but not limited to sexual harassment, coercion and/or other conduct which threatens the health and safety of any person or student's ability to learn.
 4. Expressions of discrimination, bias, or racism will not be tolerated. Certain jokes (even if found humorous to some) that are based on negative stereotyping can be hurtful to someone and will not be tolerated.
 5. Attempted or actual theft of (and/or damage to equipment) property of the College, a staff member, other students, or public property.
 6. Unauthorized possession, duplication, or use of keys belonging to the College.
 8. Use, possession or distribution of controlled substances (e.g. drugs and/or alcohol), except as permitted by law. Students in violation of federal, provincial, or other local regulations may face both criminal prosecution and disciplinary action.
 9. Conduct which is disorderly, lewd, or indecent including but not limited to breach of peace or aiding, or abetting, another person to violate the Student Code of Conduct.
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10. The use of profane language, rowdiness, fighting, or other disturbances on College grounds will not be tolerated. Such behaviours will result in suspension or expulsion.
11. After-class use of classroom facilities and equipment is at the discretion of the College officials. Students found utilizing equipment without proper permission will be subject to disciplinary action.
12. Visitors are not permitted to attend, observe, spend time (waiting) in classes, or use any part of the facility. Permission **must** be obtained from the Management Team to bring a friend or family member to any area of the College. The student is wholly responsible for the conduct of the visitor while on the premises.
13. Children are not permitted to attend classes for any reason.
14. Any student absent for more than 3 days in any module without a doctor's note or previous written consent may be **suspended or expelled**.
15. Failure to attend a scheduled exam without medical notification will result in a **grade of zero, and possible academic suspension or expulsion**.
16. Damage to school property or equipment due to student negligence will result in a financial penalty to be determined accordingly.

Consequences

Except where noted above, one or more of the following sanctions may be imposed on anyone found to have violated the Student Code of Conduct:

- *Reduction in module grade
- *Verbal warning: Meeting with the Instructor/Management
- *Written warning or formal letter from the Dean.
- *Suspension: up to 5 day suspension and/or financial penalty (to be determined)
- *Dismissal- permanent expulsion of the student from the College.

Disclosure of Personal Information

We will not sell or rent your Personal Information to third parties.

We will only disclose your Personal Information to third parties:

- Where you have specifically given us your consent to disclose your Personal Information for a designated purpose;
- Who are acting on our behalf as our agents, suppliers or service providers, solely to enable us to more efficiently provide you with the training and other services that you have requested;
- To facilitate the provision of training and services that you have requested; or
- As required by law, including by any order of any court, institution or body with authority to compel the production of information

Access to Personal Information

For access to your Personal Information, please contact our Admissions Team/Management. A request should be in writing and should include specific information so that we can expeditiously locate your Personal Information.

CODE OF ETHICS for Professional Skin Care Therapists.

ETHICS deals with the study and philosophy of human conduct with emphasis on the determination of right and wrong.

Professional Aestheticians and Make-Up Artists are aware of and practice the principles of proper conduct and observe these principles in business practices and in relations with clients, co-workers and employers. Financial and professional success is based upon the following rules and professional standards:

1. Do no harm knowingly and when in doubt, do not use or perform a treatment.
2. Adhere to all laws and regulations.
3. Use accurate representation of your education, training and experience.
4. Support, practice and promote this Code of Ethics.
5. Maintain high standards of competence in your work. Keep up with techniques and innovations in the field and make a concerted effort to continuing education.
6. Promote integrity. Be honest, fair and respectful of others, both inside and out of the work environment. Do not degrade fellow Aestheticians and Make-Up Artists.
7. Maintain accurate records: follow all protocols with respect to charting and documentation.
8. Work within licensure and scope. Refer to a physician for all diagnostic measures.
9. Maintain confidentiality and privacy at all junctures. Do not share information about a client or patient with anyone other than medical personnel at an appropriate time and place on a need-to-know basis.
10. Aestheticians/Medical Aestheticians will obtain appropriate informed consent (signed agreement) from the client prior to treatment or procedure.
11. Disclosure: Skin Care Professionals will disclose information to their supervisor or a physician if such information would deem important to the health of that individual, such as in pre- or postoperative stages.
12. Consultations: All consultations with the client or patient are directed toward assisting them with their goals whether the Skin Care Professional performs the treatment or refers them to another practitioner.
13. Honour commitments. Follow through on all promises made to clients, patients and co-workers. Under promise and over deliver.

14. All products and services shall be truthfully represented in regards to price, grade and availability.
15. Warranties and guarantees: fully and promptly offer all guarantees and warranties on products according to the terms outlined by the clinic supervisor.
16. Responsibilities and duties: if a client is dissatisfied with a product or service, the Skin Care Professional will attend to the matter promptly and fairly according to clinic protocol and policy.
17. Conduct outside the establishment: Skin Care Professionals will not behave outside of the establishment in a manner that is inappropriate or that would bring undue ridicule or hardship to the practice.
18. Service to Community: always give something back to the community whether it is through volunteering, publishing or other services.

Making of Recordings - this policy was amended on April 18th, 2018

Definitions:

“Recording” means a video or audio replication or photographic image recorded on devices including but not limited to audio recorders, video recorders, cell phones, smartphones, digital cameras, computers, media players or other devices which record images or sound;

“Uploading” means the action or process of transferring data to another computer system; “Downloading” means receiving and saving data;

“Lectures or classroom lectures” conversations between staff and students or student to student means any representation no matter what form including but not limited to audio, video, documentary shared in the context of a classroom lecture or conversation between students to student or student to staff.

1. Students shall not make any recording (audio or video) of a classroom lecture without having obtained the prior written permission from the instructor.
2. Permission to record may be granted to a student at the discretion of the instructor and normally for the sole purpose of accommodating a student’s particular needs and only for the purposes of private study.
3. Students who have obtained permission to record a lecture must do so in a manner which ensures the privacy of other students present
4. Students who have obtained permission to record a lecture shall respect all related intellectual property rights in accordance with applicable laws and the Policy
5. Students shall not make any recordings (audio or video) of any conversations that have taken place on the campus with any staff, student, or client without their written permission.
6. Students shall not make any recordings (audio or video) of phone conversations that have taken place via the campus phone line.

Use of Recordings

1. Recordings of lectures made by students shall not be shared, reproduced or uploaded to any publicly accessible web environment or used for any purpose not specifically authorized by the instructor.
2. Recordings of lectures shall not be made, used, distributed for any commercial purposes or compensation.
3. Students who have access to authorized recorded lectures (ex: via Moodle) may use such recordings only for personal or group study and shall not reproduce, share or upload the recording to any publicly accessible web environment.
4. Any violation of this Policy shall be treated as a violation of the applicable College policy, such as the Code of Rights and Responsibilities and the Academic Code of Conduct.

Check with the Dean for the most current copy of the Student Handbook.

A copy is available upon request.

Student Signature: _____

Date: _____