



Student Performance Policy

At H&Co Academy, we want to develop you into the best professional the industry is looking for. There are several components to this that require your effort to consistently deliver throughout the year that will then become habit once you graduate.

Positive Attitude & Respectful Behavior |

Maintaining a positive attitude could possibly be the most important of all the components in being a professional. Life is not always consistent, and it natural to allow your attitude to wonder when things get tough but it's important to remember that whether this is with other students, your clients, or the staff and instructors – that it is expected that they are spoken to with respect, kindness and positivity. Please expect that negative behavior that disrupts learning or the experience of guests, other students or staff could result in academic discipline.

Practical Floor Training |

Utilizing your skills with clients on the clinic floor is another key component to your training. Once you have been taught the skills, practicing these skills on clients will help perfect your abilities by learning the effects on clients and troubleshooting. Please be aware that as a student, you will have open clinic floor time in which clients will be booked for you to practice. Refusal to complete a service without a valid reason will not be permitted. It is also expected that students prepare themselves for professional operation of the clinic floor. Keeping accurate records from clients, memorizing protocols, the menu and pricing will all ensure success from the student.

Customer Service Training |

As utilizing your practical skills is important, so is practicing your customer service skills. Customer Service is the glue that will hold your business together. If you can give a blow out, a facial or a pedicure, but have no business or customer service skills, you won't understand the importance of keeping and building off each new client. Through positive greetings, following the steps in your summary, a thoughtful and kind farewell, they all impact the client experience. It is expected that all students participate to enhance their customer service skills with each client in the academy and to receive a passing grade in the business component of the program.

Cleaning |

In the beauty industry, there are many occasions where infection control and cleanliness and imperative to running or working in a salon or spa. Through the disinfection of tools, keeping up with laundry but also maintaining common areas and supporting the team in the back of house cleaning – building these skills and the appropriate habits will enhance your value with the right employer. It is expected that all students participate in cleaning up after themselves in each individual service, complete ongoing laundry and participate in daily team cleaning for the academy.

Marketing |

Building clientele for every student to have adequate practice can be a challenge. Our student social media structure assists with this plan but as an institution we market and promote your services as well. Please expect that pictures, videos, and other marketing exposure will happen with and around students throughout the year. Another component of the business portion of the program is that each student will participate in building and maintaining their own social media accounts to promote themselves and their services.

Personal Presentation |

The way students are required to represent themselves in beauty school has evolved over the years. Not very long ago students were required to attend school with a full face of make-up, colored lipstick and a full eye. These days, rules like that have been relaxed to allow for individual preference of wearing make-up. However, we do require students to attend school with their own consistent approach to beauty, and of course clean and presentable. What this means is, if you are someone who prefers a full face of glam make up, or a light and natural make up enhancement, or simply clean fresh make up free – the choice is yours, but it must be consistent. It also requires the student to maintain basic hygiene practices of:

- Hair must be clean and done as per the uniform policy
- Face must be clean & consistent make up
- Teeth brushed & overall clean, showered and appropriately deodorized
- Clean and accurate uniform
- Nails: If the student chooses to have polish on hands or feet, as soon as it starts to chip or grow out, it needs to be removed or changed.

Self-Management & Preservation |

As an adult learner, it is imperative you take responsibility for your contribution to your learning and how to manage hurdles effectively. There are several ways to adapt to the new role of adult learner, we encourage you to:

- Attend class, be punctual, pay attention, complete assignments within a timely manner, engage in the learning, encourage feedback from peers and instructors, allow yourself to fully take in the experience.
- Recognize and accept that stress is a part of being a post-secondary student. Rethink how you view difficulty. Being challenged is a crucial part of the learning and education process.
- If you are struggling, or something has interfered with your ability to fulfil your student obligations, please address this in a timely manner. If you require support from school, please request a meeting with an instructor or the director as soon as possible.

Conflict Management |

Conflict in an educational setting is something we try very hard to avoid however, at some point in the program, it should be expected that it could happen at some point. We encourage the students to resolve minor issues themselves using respectful conflict resolution techniques however, if any student ever feels as though they require the assistance of the academy, please follow the steps below:

- If you have experienced conflict or have a concern within the academy and would like to bring it to the attention of the school, please use the link below to fill out the feedback form:
 - <https://hcoacademyesthetics.com/peer-feedback/>
 - Please use the password academy2023