

# MC COLLEGE

## STANDARDS GUIDE

### WELCOME TO MC COLLEGE!

This guide will provide you with the information necessary to make your college experience a productive and valuable one.

The standards and policies outlined have been developed over time to create an ordered and professional environment with clear expectations and guidelines for students, instructors and all staff members. MC College is committed to continuously updating its programs and standards to reflect the needs of the student and to meet the changing needs of the salon/spa industry.

### CORE VALUES

- **Commitment:** we do what we say we will do.
- **Fun:** we love what we do.
- **Integrity:** we do the right thing.
- **Respect:** we treat others the way we want to be treated.
- **Mentor Artists:** we nurture creativity.

### MISSION

MC College empowers graduates for the Beauty and Fashion industry with skills to change their lives and enjoy rewarding careers.

### HAIRSTYLING PROGRAM DELIVERY

You'll gain the knowledge and skills to succeed in 2 ways:

#### **1. Classroom Instruction**

Workshops, demonstrations, hands-on mannequin work, and Learn About Beauty (LAB). Classroom instruction may be in person or virtual.

#### **2. Hands-on Practical Experience**

On-campus salon practical on clients.

A course outline should have been provided to you at the time of your registration.

## **ESTHETICS PROGRAM DELIVERY**

You'll gain the knowledge and skills you need in 2 ways:

### **1. Classroom Instruction**

Workshops, demonstrations, practicing treatments, and Learn About Beauty (LAB).  
Classroom instruction may be in person or virtual.

### **2. Hands-on Practical Experience**

On-campus spa practical on clients.

A course outline should have been provided to you at the time of your registration.

**As a member of the MC College Student Community, I understand and commit to the following standards:**

- Be punctual and arrive prepared for each day.
- Recognize and respect the rights of all students to learn and all instructors to teach.
- Present an image reflective of this industry. Dress in appropriate attire that reflects the standards of the salon & spa industry.
- Hairstyling students must wear black clothing only. Esthetics students must follow the 'Professional Presentation for MC College Esthetics Students' outline.
- Follow all health and safety protocols and keep work spaces clean and sanitized.

## **STUDENT SUPPORT**

MC College provides 24-7 student support through the support app Telus Health. This app is free for all students and provides support at any time through call, text or chat. Students may access this support for a variety of situations including mental health, anxiety, living away from home, student life, or academic stress. Students are encouraged to get registered in the app.

## **EXPECTATIONS**

MC College encourages the use of personal devices for promoting student services and building clientele through Social Media. Students are encouraged to take photos or videos to share their work with family, friends and potential clients.

We understand that third parties such as a parent, friend, spouse, family member or employer have the best intentions when submitting concerns and requesting access to student information. MC College will not investigate concerns raised by a third party on behalf of a student. All student concerns must be submitted using the Student Concern Form.

If a student wishes to authorize a third-party to access information in his/her student file, he/she must do so in writing. The school will not release information to any other 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.

## **STUDENT RECORDS**

Students have direct access to their records through the software applications Campus Login and Meevo. Through Campus Login, students may access their attendance, grades, or financial information. Through Meevo, students may access their practical requirements and daily schedules when in the Salon or Spa.

## **ATTENDANCE**

Regular attendance is one of the most important contributing factors to student learning and success.

No student should attend school if feeling unwell. Students who are unable to attend must inform the Campus they will be absent no later than the morning of the first day of their absence. If a student is absent without informing the Campus and without an acceptable reason, this will be considered an unexcused absence.

If your instructor and/or campus director believe your absences have exceeded an acceptable level, you will be asked to meet with them to review your continuation in the program. Excessive absences may result in a student being asked to repeat sections of the program. If attendance negatively affects student progress, a student may be asked to restart the program at a later date. Student attendance is monitored weekly. Students should regularly review their own attendance records.

MC College recognizes that sometimes circumstances beyond our control may require an extended absence from school. Students who face these circumstances may request a leave of absence that will result in an extension of the program end date.

## **TUITION PAYMENTS**

Students will receive a warning letter when tuition payments become 30 days in arrears. Tuition payments 60 days in arrears will result in suspension from the program. Students will be suspended until the payments are brought up to date. Payments may be made by cheque, credit card, debit or electronic transfer.

## **YOUR PROGRESS**

Students are evaluated through written and practical exams and practical work on customers. Students should be prepared to receive constructive criticism and correction when necessary.

Progress is reviewed regularly. Students are required to maintain a grade average of 70% or better and must complete the required practical work each month. Students who fall below these minimum standards may be placed on probation.

Training support is provided to students through monthly progress reviews. Campus Directors and Instructors review progress to identify weaknesses and develop individual learning plans to improve proficiencies.

Classroom instruction may be recorded for quality assurance.

Students who intentionally falsify college documents or cheat on college exams or assignments will receive a grade of zero for the assignment/exam and may face suspension or termination from the program.

## **DIPLOMAS**

In order to receive an MC College Diploma, students must satisfy the following requirements:

- Minimum 70% Final Classroom Mark
- Minimum 70% Final Practical Mark
- Minimum 70% on MC College Final Theory and Practical Exam
- Completion of all required practical work and assignments

Students who fail to successfully complete their program by their contracted end date may be subject to contract extension fees. These fees will be calculated on a weekly basis at a rate of \$200 per week.

**Payment in full of all tuition and any other fees or charges is required prior to the release of any college documents. This includes; diplomas, certificates, transcripts or T2202 tax receipts.**

Reprints of certificates, diplomas and tax receipts are available. The following fees apply:

Certificates:	\$25.00 each
Diploma:	\$25.00
T2202:	\$25.00

## **EXAM POLICY**

Any student who utilizes the re-write policy for any exam will not be eligible for the MC College Creative Scholarship.

### **Classroom Marks**

- Students must receive a passing grade of 70% for their overall Classroom Marks. If students fail to achieve this grade, they will be given the opportunity to rewrite quizzes, exams, or complete additional assignments in order to achieve a passing grade.

### **Classroom Practical Exams**

- Practical Exams must be passed prior to proceeding to the next class. If scheduling does not allow this, progression to the next class will be at the discretion of the Campus Director.
- Students who fail a practical exam twice will have to meet with the Campus Director to discuss their continuation in the program.

## **FINAL EXAMS**

- If a student fails a written or practical exam, they will be given two opportunities to retake the exam at no charge. Any further exam retakes will be at a cost of \$50 per try.
- Students may not take their final exams if there is a balance owing on their account.

## **GRADE APPEAL POLICY**

MC College has clear and readily accessible marking criteria. Students who disagree with their marks should first request a review with their instructor and an explanation of how the criteria was applied within 5 business days of the instructor submitting the marks. If the outcome of the review is not satisfactory, the student should take the issue to the Campus Director.

The Campus Director will work with the student and the instructor to reach an agreement on the grade. If an agreement cannot be reached within 10 business days of submission of the grades, the issue may be forwarded to the Corporate Head Office.

## **CREATIVE SCHOLARSHIP**

The Creative Scholarship is available for students enrolled in full time study programs only.

Scholarships are sponsored by the College and our Partners-in-Training in the amount of \$300.00 - \$800.00 and are available for students who demonstrate excellence in the personal and technical skills necessary for successful employment. Scholarship winners must demonstrate:

- Passing grades in all classroom instruction
- Acceptable attendance
- 20 Personal new repeat clients
- 10% Retail Sales - based on total service dollars

To apply, students must submit:

- An electronic portfolio displaying the student's creativity and technical ability. This should include a minimum of 10 before and after photos.
- A letter stating why the student should be considered for the scholarship.
- A letter of recommendation from an instructor.

Scholarships will be presented at the Graduation Ceremony. Scholarships must be applied for no later than two weeks prior to Graduation Ceremony.

## **STUDENT DISCOUNTS**

Students receive a 15% discount on all retail products and a 50% discount on all services performed by fellow students. When performing services on each other, students must receive the approval from their instructors.

## **MC DOLLARS**

MC College has a reward system for students. Students receive 10% of their retail sales in MC Dollars and 10% of their client service sales in MC Dollars. MC Dollars may be used for purchasing retail products or for having Hairstyling or Esthetics services.

## REFERRALS

You can receive \$100 if you refer a friend that enrolls in either the Hairstyling or Esthetics program. The person you refer must mention your name at their initial meeting with an Enrolment Coordinator.

## SALON AND SPA WORK EXPERIENCE

MC College partners with Salons and Spas to provide work experience placements for students while they are still attending school. Days completed at the Salon or Spa Work Experience placement will be credited toward the student's program attendance.

- Placements must be arranged by the Campus Director in conjunction with the salon or spa and the student.
- Placements must include a completed evaluation by the salon or spa supervisor.

## SOCIAL MEDIA

The use of social media is important for interaction, connection and most importantly, discovery.

Platforms such as Instagram are perfect for students to showcase their work and differentiate themselves through an Instagram portfolio. Following MC College @mccollegegroup and tagging us regularly will allow you to reach more prospective clients and employers. We use our platforms to promote students' work. This will increase your chances of getting hired or booked with clients.

Instagram: @mccollegegroup

TikTok: @mccollegegroup

Facebook: @mccollegegroup

Twitter: @mccollegegroup

## MC ALUMNI PROGRAM

As part of the MC Alumni program, we offer you a **lifetime guarantee**: we will assist you in finding your perfect job and helping you prepare for your journeyman exams. In addition, you'll receive the following benefits:

- An MC lapel pin which entitles you to **50% off salon and spa** services for life.
- **Referral card** which gives you the opportunity to receive \$100 cash for every student who enrolls at MC College that you have referred.
- Access to a **vast network of Alumni** across Canada and worldwide!
- Access to **industry job postings**.

## DISPUTE RESOLUTION POLICY

The Campus Director is the appropriate authority to review all disputes. If the Campus Director is absent or named in the complaint, the Vice President will be the appropriate authority to review all disputes. The authority will request written submissions from all parties concerned and will review submissions within 2 days of receipt. Students will not be subjected to any form of retaliation as a result of filing a complaint. A student making a complaint has authorization to

be represented by an agent or lawyer.

The authority will provide a written decision within one week of investigating the dispute. If the parties involved are not satisfied with the decision of the authority, the dispute may be forwarded to the Corporate Head Office. The responsible authority at the Corporate Head Office is the President. Should no solution be found, the dispute may be escalated to the appropriate Provincial Private Institution Regulatory body.

**British Columbia:** [www.privatetraininginstitutions.gov.bc.ca/](http://www.privatetraininginstitutions.gov.bc.ca/)

**Alberta:** [www.iae.alberta.ca/post-secondary/institutions/private/](http://www.iae.alberta.ca/post-secondary/institutions/private/)

**Saskatchewan:** [www.saskatchewan.ca/residents/education-and-learning/universities-colleges-and-schools/career-colleges](http://www.saskatchewan.ca/residents/education-and-learning/universities-colleges-and-schools/career-colleges)

**Manitoba:** [www.edu.gov.mb.ca/ald/contact.html](http://www.edu.gov.mb.ca/ald/contact.html)

### **STUDENT DISMISSAL POLICY**

MC College utilizes probation agreements to manage unacceptable student behaviour. These agreements outline progressive steps for improvement. In the case of gross misconduct, a Campus Director may terminate a student without written warning. Some examples of gross misconduct may include, but are not limited to: physical violence, harassment, theft, vandalism, or threatening language directed at MC College staff, students or clients.

### **TRANSFER POLICY**

Students may request transfer to another MC College Campus. Transfers must be approved by the Campus Director. Students should request the transfer with a reasonable amount of notice and should be aware that class schedules are not the same at all MC College locations. Students must be up to date with their schedule of payments. Transfer will not be approved unless tuition payments are current. Transfers between campuses may not always be available based on campus capacities.

### **TRANSFER CREDIT - HAIRSTYLING & ESTHETICS PROGRAM**

For students who receive credit for High School Cosmetology or Hairstyling or Esthetics training from other institutions, the following criteria must be met to receive the MC College Hairstyling or Esthetics Diploma:

- Minimum 20 weeks of study are required for graduation
- Completion of required classroom instruction
- Passing grades of 70% or better in written and practical
- Successful completion of the MC Final Exam
- Completion of all required practical work and assignments

NOTE: Specific hours may vary based on the amount of transfer credit granted. The above requirements represent the minimum requirements only.

## **PRIVACY POLICY**

### **MC College collects students' personal information for the following reasons:**

- To maintain student records as required by provincial regulations.
- To keep students/graduates informed of activities of the school.
- To issue T2202 Tax Receipts

Students' personal information is not used for any other purpose.

### **Information Reporting**

MC College is required by provincial governments to report on the employment status of our graduates. This includes the student's name and phone number, start and end dates, and employer's contact information. MC College is also required to release grade information to third party funders. As an MC College Group student, you consent to the collection and release of such information. Student information will be shared for employment purposes or government regulatory purposes only.

### **For all full career training programs:**

MC College retains the full student file for a period of seven (7) years following the student's withdrawal, dismissal or graduation. In British Columbia, MC College uploads a copy of the students' contract, transcripts and credential (if any) to an approved third-party vendor. These records are retained for a period of fifty-five (55) years by the third-party vendor. In all other provinces, MC College utilizes an on-site electronic file storage system.

### **Procedure for maintaining student files:**

1. 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.
2. 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.
3. When a student leaves the school either by withdrawal, dismissal or graduation, a transcript is prepared showing the marks achieved in the courses completed. If the student has completed all courses within the program of study, a diploma and/or certificate(s) will be issued.
4. Within 30 days of the student leaving school, copies of the Enrollment Contract, Transcript and Diploma for full career training programs are sent to the third-party vendor for long term storage. (BC only)
5. After documents are sent for long term storage, the full student file is placed in storage.



## **NON-DISCRIMINATION POLICY**

MC College assures fair and equal treatment in all of its admission practices for all persons. We will not discriminate on the basis of race, colour, religion, sex, marital status, sexual orientation, age nor against any qualified disabled individual. MC College prohibits discrimination against qualified individuals with disabilities on the basis of their disability. MC College will make reasonable accommodations to meet the needs of any student with disabilities.

**It is the responsibility of the student to inform the College of any disabilities, physical and/or mental, which might in any way affect the student's academic progress.**

## **ANTI-HARASSMENT POLICY**

The MC College Anti-Harassment Policy defines harassment as unwelcome behaviour which humiliates, insults, excludes or degrades another person.

At MC College, harassment is defined as behaviour that is known or ought reasonably to be known to be unwelcome. Harassment has the intent or effect of creating an intimidating or hostile climate. Harassment impairs full and equal enjoyment of education. Harassment includes any physical, verbal or non-verbal abuse near or on the premises of MC College.

MC College is committed to zero tolerance of violence or any form of physical or verbal abuse.

### **Complaint Procedure**

Nothing in the following procedures for resolving complaints of harassment stops individuals from filing a complaint with their Provincial Human Rights Commission. All complaints to be investigated by MC College will be treated in the strictest confidentiality.

The following steps should be taken if a person feels she/he is being harassed:

#### **Step 1: Ask the Offender to Stop**

Tell the person the behaviour is unwelcome, inappropriate or unacceptable.

Keep a record of the alleged incident(s) of harassment. A person does not need a written record to make complaint, but a written record will make the person's case stronger. It is also not necessary to ask the offender to stop in order to move forward with a complaint.

#### **Step 2: Advice or Counselling**

Report the situation to the Campus Director. At this informal stage, the Campus Director will review the situation and may offer advice for next steps.

#### **Step 3: Make a Complaint**

If the above steps have not resolved the alleged harassment to the complainant's satisfaction, or if the harassment continues, a formal complaint should be filed with the Campus Director. The Director will be responsible for implementing the steps outlined below for addressing complaints.

A person must make a complaint within 1 month from the date of the alleged harassment. It is best to make the complaint as soon as possible after the occurrence. A person must put her/his complaint in writing before the Campus Director. The alleged offender will be given a copy of the complaint and an opportunity to respond to the complaint in writing.

The complaint should contain the following information:

- Name of the alleged harasser
- When and where the offence took place
- A description of what happened
- Name of any witness

The Director will talk privately with both parties. Both parties may have someone they trust come with them to this meeting. The Campus Director will try to help both parties reach a resolution. If a resolution can be reached, both parties must accept the resolution in writing. The Director will monitor the terms of agreement to make sure they are respected.

If the resolution is not accepted, the person making the complaint has 10 days to ask the Vice President to investigate the situation.

#### **Step 4: Panel**

The investigation panel, appointed by the Vice President and consisting of staff and management representatives, will conduct an investigation, which must begin within 5 working days of the appointment of the panel.

The investigation panel may wish to seek appropriate legal advice. The investigation panel shall investigate all persons who may provide relevant information. Such information shall be received in the strictest confidence and shall be documented in writing. The complainant and the alleged offender shall have the right to be accompanied in the interview by a third party of their own choice or to be represented by legal counsel at their own personal expense.

If the investigation results in a finding that harassment and/or discrimination has occurred, disciplinary measures, as determined by the Vice-President, will be imposed.

#### **Step 5: Appeal**

If the resolution is not satisfactory to the complainant or to the alleged offender, either party may appeal the decision.

The appeal must be made in writing to a third-party mediator agreed to by the complainant and the President and shall include all appropriate documentation. The appeal shall be made within 30 days of the finding made in Step 4 of this procedure.

The findings and recommendations of the third-party mediator shall be final and binding.