

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.

These standards have been developed to create an effective learning environment with clear expectations and guidelines for students, instructors and all staff members.

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 with skills to change their lives and enjoy rewarding careers.

HAIRSTYLING and ESTHETICS PROGRAM DELIVERY

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

1. Classroom Instruction

Workshops, demonstrations, mannequin work, practice treatments on fellow students and/or models and Pivot Point Learn About Beauty (LAB).

2. Hands-on Practical Experience

Salon and Spa practical services for 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. Arriving late for classroom instruction creates disruption. Entry to class may be delayed until the next available break in instruction.
- Dress in appropriate attire. Present an image reflective of the salon and spa industry.
- Hairstyling students must wear black clothing only. Esthetics students must follow the *'Professional Presentation for MC College Esthetics Students'* outline.
- Halter tops, crop tops, short shorts, pajama bottoms and sweatpants are not permitted. Students not observing the standards for dress may be asked to leave for the day.
- By signing the enrollment contract you agree to adhere to MC College policies. These include student conduct, lateness, absences, dress code and academic progress.
- Failure to adhere to these standards may result in disciplinary action, which could include being suspended or withdrawn.

STUDENT SUPPORT

MC College provides 24-7 student support through the support app GuardMe. 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.

MC College Instructors will be available for one-on-one academic meetings with students from 3:00-5:00pm. Students may book appointments with these instructors using the Campus Login student portal.

ATTENDANCE

Regular attendance is key to student learning and success. Students who are unable to attend school must inform the Campus they will be absent no later than 9:00am the morning of the first day of their absence.

Student attendance is tracked daily in Campus Login. Each week, student attendance is reviewed by campus administration and absences noted. Attendance is retained in the student's electronic file. Students are expected to maintain attendance of 85% or better. Students who fall below the 85% threshold will be placed on an attendance probation and may be asked to repeat sections of the program.

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. The following guidelines apply to leaves of absence:

- A leave of absence cannot be longer than 3 weeks. If a student will be away from their program for longer than 3 weeks they will be withdrawn and asked to restart at a later date.
- Students may request a maximum of 2 leaves of absence in their program. If a third leave of absence is required, the student will be withdrawn.

YOUR PROGRESS

Students are evaluated through written and practical exams and practical work on clients. 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 Academic Probation.

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

Classroom instruction may be recorded for quality assurance.

CLIENT SERVICE REQUIREMENTS

As part of the program, students are required to complete a minimum number of practical services on clients.

- Clients consist of the general public.
- Each student will receive MC Exclusive Cards for friends and family. The Exclusive Card will give the recipient free services for the duration of the student's program.
- Students who refuse to complete a client service that has been booked with them may be asked to leave for the day.
- Client service requirements will be monitored monthly and satisfactory progress must be maintained.

ACADEMIC PROGRESS

Classroom Theory Marks

- Students must receive a passing grade of 70% for their overall Theory Marks. If students fail to achieve this grade, they will be given the opportunity to rewrite exams or complete additional assignments in order to achieve a passing grade.
- Students who miss more than 10% of any class will be asked to repeat the Level with the next group.

Classroom Practical Exams

- Practical Exams must be passed prior to proceeding to the next class.
- Students who fail a practical exam twice will have to meet with the Campus Director to discuss their continuation in the program.

MC 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.

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

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. Grade appeals must take place within 5 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 days of submission of the grades, the issue may be forwarded to the Corporate Head Office.

DIPLOMAS

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

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

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.

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.

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.

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 respond to 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 their student file, they 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.

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

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.

CREATIVE SCHOLARSHIP

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

Scholarships are available in the amount of \$400.00 - \$800.00 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
- A minimum of \$400 in retail sales
- Participation in MC College volunteer events

To apply, students must submit:

- A digital portfolio displaying the student's creativity and technical ability. This should include a minimum of 10 before and after photos.
- Social media handle.
- A letter stating why the student should be considered for the scholarship including a list of events you participated in.
- 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 SERVICES

Students are eligible for 20 free services during their program. These services may be in the Salon or Spa regardless of which program the student is in. Free student services must be booked into Meevo and client services are not to be cancelled in order to accommodate student services. Service bookings must be approved by your Instructor and Salon or Spa Coordinator. Students receive a 15% discount on all retail products.

MC DOLLARS

MC College has a reward system for students who promote retail sales. Students receive 10% of their retail sales in MC Dollars. To be eligible for MC Dollars, students must achieve a minimum of \$50 in retail sales in a month. Students can use MC Dollars to purchase products for themselves, family or friends.

STUDENT SHOP

MC College collaborates with Oriac to provide students access to an exclusive online shop where you can purchase professional tools and products at discounted prices. You will need your Student ID Number to access the discount pricing. Oriac.ca.

REFERRALS

You will 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. Time completed at the Salon or Spa Work Experience placement will be credited toward the student's program attendance. Work Experience placements must include a completed evaluation by the salon or spa supervisor. Work Experience placements are voluntary and at the discretion of the student and the Campus Director.

SOCIAL MEDIA

The use of social media is important for interaction and connection. 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.

Platforms such as Instagram are perfect for students to showcase their work and differentiate themselves through an Instagram portfolio. Following MC College @mccolleggroup 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.

Students must not post photographs, video or other recordings of any Students, MC College Staff or Clients via social media, except with the knowledge and consent of the individuals involved. It is unacceptable to post harassing, abusive, or malicious images or comments. Students who violate the social media policy may face disciplinary action.

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 and schedules.

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 of 20 weeks of study.
- Completion of required classroom instruction
- Passing grades of 70% or better in theory 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.

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:

- **Free salon and spa** services for life.
- **Referral bonus** 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 through our Alumni Facebook Page.
- Our Alumni Facebook page offers **industry job postings, contests and a collaborative environment where you can share experiences with other MC Graduates**.

<https://www.facebook.com/share/g/1FXj1HGQx1/?mibextid=wwXlfr>

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. 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/

Alberta: www.iae.alberta.ca/post-secondary/institutions/private/

Saskatchewan: www.saskatchewan.ca/residents/education-and-learning/universities-colleges-and-schools/private-vocational-schools

Manitoba: www.edu.gov.mb.ca/ald/contact.html

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 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

All complaints to be investigated by MC College will be treated in the strictest confidentiality.

Step 1: Ask the Offender to Stop

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

Step 2: Advice or Counselling

Report the situation to the Campus Director. 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 harassment or if the harassment continues, a formal written complaint should be filed with the Campus Director.

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, the Director will monitor the terms of agreement to make sure they are respected.

Step 4: 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 the Vice President.