

# Yardley Dog Grooming

STUDENT HANDBOOK / CATALOG

March 21st, 2021 - December 31st, 2021

23 E. Afton Avenue, Lower Level

Yardley, PA 19067

(267) 229-4611

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## MISSION STATEMENT

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The mission of Yardley Dog Grooming is to produce qualified and knowledgeable graduates, and to foster development of ethical professionals prepared for positions in the dog and pet grooming industry. Yardley Dog Grooming is committed to offering quality training that meets the needs of its students and assists them in pursuing their professional goals.

## HISTORY

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In 2008, Shara Connors established At Your Service Pet Nannies of Bucks County, LLC. In June 2011, Shara partnered with her husband, Jim and they added mobile pet grooming to the company's services: At Your Service Mobile Pet Grooming and Jim's Mobile Dog Grooming. Shara and Jim also owned several brick and mortar salons: At Your Service Dog Grooming, Le Beau Chien and in 2020 Yardley Dog Grooming was established in beautiful historic Yardley, PA. From 2016-2020, Shara and Jim owned and operated Dog Grooming School of Pennsylvania, which offered hands-on training that taught all aspects of dog grooming. The school was forced to close by Governor Wolf during the COVID-pandemic. In March 2021 after being fully vaccinated against COVID-19, Jim began training students one-on-one in his Yardley salon to accommodate the requests for training from students around the country. The course focuses on actual grooming, giving the students the opportunity to handle the dog from the moment it enters the school until it leaves.

## FACILITY

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Yardley Dog Grooming is located at 23 East Afton Avenue, Lower Level, Yardley, PA 19067 in beautiful historic Yardley, PA, just 10 minutes from Trenton, NJ and 20 minutes from Philadelphia.

The cozy salon is equipped with professional grooming equipment and individual grooming stations with tables for each student. For students coming from out of town, hotel accommodations can be booked at Hampton Inn Suites Newtown, 1000 Stony Hill Road, Yardley, PA which is 7 minutes from the salon (2.8 miles). Call (215) 860-1700 to make a hotel reservation. Airbnb.com is another excellent resource for students researching accommodations. Airbnb.com has rooms in Bucks County ranging from \$944-\$1184 for the entire four-week program.

Yardley Dog Grooming is an equal opportunity salon and admits students to all its programs and facilities without regard to race, religion, sex, national origin or age in administration of its educational policies, admission policies, loan programs, placement service and other salon-administered programs.

## ADMISSION POLICIES

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### ADMISSION REQUIREMENTS

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To be eligible for admission to the training program, no prior experience in the grooming industry is necessary, a prospective student must meet the following requirements:

- Applicants must be 18 years of age and a high school graduate; otherwise parental/guardian consent, approval and signature is required.
- Applicants must provide proof of their High School Diploma or G.E.D.
- Applicants must be able to read, write, speak and understand English language.
- Applicants must sign Enrollment Agreement and Waiver of Liability & Informed Consent Release forms.
- Applicants must pay full tuition in advance to be enrolled in the program.
- Applicants must have a current Tetanus shot and Covid-19 vaccination (when available) and must provide proof of vaccination to the school before they may start class.

### PROCEDURES FOR ADMISSIONS

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All applicants are required to have a personal interview with an admissions representative before acceptance into the program. The interview usually lasts less than an hour and can take place at the salon or via telephone conference. During that time, the admissions representative will discuss the various aspects of the training program offered, tuition and entrance requirements. If qualified, applicants may fill out application forms and complete the enrollment agreement either in-person or online. Applicants are encouraged to visit the salon if they desire. Applications require the written approval of the School Director. While the admissions process is designed to be very selective, the Yardley Dog Grooming does not discriminate based on sex, race, ethnic origin or religion. Requirements for admission at the Yardley Dog Grooming are based upon the applicant's career goals, their motivation to succeed, and their ability to benefit from the training. All instruction is conducted in English only. It is required that all applicants demonstrate English-language proficiency during their interview with admission personnel. Candidates will be judged on their ability to speak English proficiently. Though it should be obvious whether a student has sufficient comprehension of the English language, in certain circumstances where there may be sufficient doubt, the salon will reserve the right to require an applicant to take a TOEFL exam. In such instances, the applicant will be required to present documentation of a score no less than that recommended by the test publisher to represent a good command of the English language. A minimum score of no less than 550 will be accepted.

Yardley Dog Grooming does not accept credit from other schools or programs and there is no guarantee that another school will accept credits from Yardley Dog Grooming.

## ACADEMIC POLICIES

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### ATTENDANCE

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Yardley Dog Grooming's attendance policy approximates the expectations found in a work situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the industry. At the time the student moves from education and training into a career, employers will be very interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of Yardley Dog Grooming consider each moment in class imperative for success. Students are only permitted one absence to meet the minimum attendance requirement. **If a student has more than one (1) missed class, they will be dropped from the program.** A doctor's note from the student's physician is required for the (1) missed class and the make-up class for the missed class will have to be taken during the next session; thus, delaying graduation.

### TARDINESS

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All students are required to be in class every day on time. Class begins promptly at 12 noon for full time weekday students. Any full-time student who arrives after 12 noon will be considered tardy. Three (3) tardies will be marked as a missed class. A missed class without a doctor's note constitutes dismissal from the program as described above. Students should plan to be at their grooming stations and ready to work at the start time.

### DRESS CODE

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It is important that students dress in an appropriate and professional manner in preparation for employment. Student appearance should be neat, clean and professional. Closed-toe shoes are required for safety and comfort. No opened toe shoes are permitted in any style. Jewelry is limited for safety: Modest necklace is permitted, earrings restricted to post type (no dangling earrings). Any other bodily ornaments, including facial piercings, must be removed for work safety and professional purposes. Students with gauged ears must remove their jewelry before class. Long hair should be secured for safety reasons around the animals. Fingernails must be modest in length so as not to interfere with your work. No perfume, cologne or body fragrance as we are working in a small space.

## GRADES

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Students will be graded on lab assignments (75%) and Final Exam (25%). Grades are issued upon the completion of each course. Evaluation of satisfactory progress for this course is made after each course. The grading system is as follows:

Letter Grade	Quality Points	Percentage	Indicator
A	4.0	100 – 90 %	Excellent
B	3.0	89 – 80 %	Good
C	2.0	79 – 75 %	Average
F	0.0	Below 74 %	Failing

Any student with an "F" will not receive a Certificate of Completion. Grade point averages are computed by dividing the total number of quality points earned by the total number of courses satisfactorily completed. Only grades of "C" or better are considered satisfactory. There are no refunds for any reason, including course failure.

## GENERAL INFORMATION AND STUDENT SERVICES

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### GRADUATION REQUIREMENTS

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To be eligible for graduation a student must attain an overall cumulative grade of "C", equivalent to 75% or better and have passed all courses required in the program.

A Certificate of Completion is awarded to students who fulfill all educational, financial, and administrative requirements of the program. These requirements include the timely submission of financial documentation, clearance from the Admissions Manager that all financial obligations have been met, and all academic projects have been completed. The Certificate of Completion certifies that the student has maintained the required academic average and has demonstrated proficiency in all the courses taken.

### TRANSCRIPTS

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All students who meet the requirements for graduation are entitled to one copy of their transcript of grades without charge if all financial obligations have been satisfied. Additional copies can be ordered for \$15.00, however other schools can request official transcripts for the purpose of admission at no charge.

## JOB PLACEMENT ASSISTANCE

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Job placement is in no way guaranteed. Job assistance is available at the school office and a letter of recommendation is available for students wishing to take one with them upon successful graduation.

## GUARANTEE DISCLAIMER

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Yardley Dog Grooming and staff are committed to assisting graduates to find gainful employment but cannot, however, guarantee employment to any student, recent graduate, or alumni of the school. Yardley Dog Grooming cannot and does not guarantee placement upon graduation.

## FAMILY RIGHT AND PRIVACY ACT

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Yardley Dog Grooming complies with the confidentiality and students' accessibility provision of the Family Right and Privacy Act of 1974 (P.L. 93-380, section 438), commonly known as the Buckley Amendment. Confidentiality of student records is strictly protected. Information on students is not available to anyone without:

- ✓ Written request/release from the student
- ✓ A court order, or
- ✓ Other oversight agency's requirements.

## STUDENT CONDUCT REQUIREMENTS

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Students are expected to dress and act properly while attending classes. At the discretion of the salon administration, a student may be dismissed from training for a serious incident or repeated incidents of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon salon premises, possession of weapons upon salon premises, attire that does not adhere to the dress code, behavior creating a safety hazard to other persons at facility, disobedient or disrespectful behavior to others, the instructor, or staff member, or any other stated or determined infractions of conduct. These are the salon rules:

- ✓ Cell phones, Apple watches (and/or any other brand of smart watch), headphones and/or all electronic devices are NOT permitted in the salon. All phones, smart watches and electronic devices must be turned off before entering the building and stored with student's personal belongings.
- ✓ Photography is not permitted.
- ✓ Eating is NOT permitted in the grooming area. Glass containers are strictly prohibited.
- ✓ Students are responsible for their tool kit and textbooks. The salon will not replace, repair, refund or order any additional tools in addition to the initial tool kit.
- ✓ Tools that were not provided in the training program issued tool kit are not to be used. Anyone caught using unauthorized equipment will be dismissed from the program.
- ✓ If you are going to be absent or late, please call to advise the Instructor and email doctor's note from student's physician.
- ✓ Students are to be on time and at their workstations ready to work at class start time. Any student who is not signed-in and at their workstation at 12 noon for full time weekday classes will be marked tardy.
- ✓ If it is necessary to leave the building during class, you must advise your instructor.
- ✓ Students may not request an early dismissal as we cannot make-up class time on an hour-by-hour basis.
- ✓ Students are NOT permitted to "hang-out" in the reception area or in front the building.
- ✓ Students are required to refrain from interaction with customers at all times.
- ✓ Any student wishing to withdrawal from the program must sign the required form to make such withdrawal official. There are NO refunds for withdrawals and the salon is not obligated to allow students to re-enter the program at another time.
- ✓ Please be advised that if you do not complete the entire course, the salon will regard absences, tardiness, and hours missed (due to early dismissal) as attendance.
- ✓ The dress code, detailed on pages 5, must be strictly followed at all times.
- ✓ Students are to wear their grooming jackets while in class.
- ✓ Students are not permitted to bring their own personal pets into the building with them. Any student wishing to have their dog groomed at the salon must make an appointment, provide vaccination records and pay the grooming fee listed on the website.
- ✓ No guests are permitted to enter the building during class hours. If students have someone picking them up or dropping them off, they are to remain outside the building.
- ✓ Unsatisfactory conduct will not be tolerated; includes but is not limited to using profanity, disrespectful comments to clients, staff and/or instructor, texting and/or using cellphones during class and disrupting class. A student may be dismissed for unsatisfactory conduct.

## TERMINATION

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A student may be dismissed, at the discretion of the Instructor of Yardley Dog Grooming, prior to completion of the program. Reasons for termination include, but are not limited to the following:

- ✓ Insufficient progress (not maintaining a 75% GPA).
- ✓ Failure to comply with rules outlined in this catalog under student conduct requirements.
- ✓ Non-compliance with the rules outlined in this catalog under Attendance Policy.
- ✓ Lateness as outlined in in this catalog under Tardiness.
- ✓ Nonpayment of tuition under terms agreed upon in signed the enrollment agreement.

Should students find it necessary to discontinue their training, they should arrange to meet with the Instructor to discuss their situation and submit written notification of their request.

Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for the amount of tuition and fees due the salon. There are NO refunds for any reason.

## SCHEDULE OF PROGRAM FEES

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Program of Study	Total Cost	Cost Breakdown		
		Registration Fee	Training Fee	Grooming Kit
<b>Basic Professional Dog Grooming</b>	\$4,990.00	\$150.00	\$3,865.00	\$975.00

Grooming Kits consist of:

1. Andis 2 Speed Clipper
2. 30 blade
3. 15 blade
4. 10 blade
5. 7FC blade
6. 5FC blade
7. 4FC blade
8. Snap-On Combs (1 Large & 1 Small)
9. Straight Shear
10. Curved Shear
11. Thinning Shear
12. Flexible Rake Comb
13. Mat Splitter
14. V-Rake
15. Flea Comb
16. Deshedding Tool
17. Hairmostat
18. Nail Clippers (1 Large, 1 Small)
19. Styptic Powder
20. Ear Powder
21. Ear Cleaner
22. Slicker Brushes (1 Large & 1 Small)
23. Massage Pad
24. Clipper Cooling Spray
25. Small Round Tip Scissors
26. Apron
27. Grooming Bag

All Breed Dog Grooming Guide-by Sam Kohl and an Introduction to Foundations of Dog Grooming-by Karla Addington-Smith.

All books, equipment and grooming bag, are non-refundable once they leave the grooming salon.

## CANCELLATION AND REFUND POLICY

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The cancellation and tuition refund policy are clearly stated in your enrollment agreement. There are **no refunds or credit given at any time**. Once your tuition is paid, your space has been reserved for the entire scheduled 4-weeks of the program. The salon is turning other students away for your training time and reserving the time specifically for you. The program is one-on-one training with the Instructor. Please make sure you are available to attend every class during your four-week booked session.

## PROGRAM CANCELLATION OR COURSE POSTPONEMENT POLICY

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Yardley Dog Grooming, reserves the right to determine that program or course postponement, cancellation, or facility closure is in its best interest. Affected students shall be notified, as follows:

In the event of program or course postponement, student notification shall:

Be notified by telephone and/or email (as appropriate).

Contain an anticipated date that the program or class is scheduled to resume.

Contain a provision for the student to delay his or her attendance or receive a refund of tuition and appropriate fees, if there is a program cancellation or course postponement. The refund shall be calculated from the date of notification of program or course postponement or from the scheduled program or course start date, whichever comes first. The refund shall be paid within 30 days of receipt of the student's written request for a refund. Students who choose to delay their attendance due to this program cancellation or course postponement, shall be provided additional notification by telephone and email (as appropriate) of the date that the program or course is to resume when that date has been finalized.

## PROGRAM DESCRIPTION

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### BASIC PROFESSIONAL DOG GROOMING

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100 clock Hours

The program is designed to teach the fundamentals of dog grooming, using lectures and hands-on techniques. The students will learn how to groom dogs. The students will learn to work in a dog grooming salon, as well as learn the professional development techniques required to own and operate their own pet grooming business. The program is constructed as follows:

### PROGRAM OUTLINE

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Course Number	Course Title	Clock Hours
PDG 101	Introduction to Professional Dog Grooming	25
PDG 102	Professional Dog Grooming I	25
PDG 103	Professional Dog Grooming II	25
PDG 104	Professional Dog Grooming III	25
Total		100

### COURSE DESCRIPTIONS

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PDG 101 Introduction to Professional Dog Grooming 25 Class Hours

PREREQUISITES NONE

In this course the student will learn the vocabulary of dog grooming and the pet industry and some medical terminology. They will be knowledgeable in salon safety techniques. They will begin to develop a basic understanding of the dog's physical structure and anatomy including the five basics (ears, nails, pads, stomach, and rectum) relative to grooming and general care. They will study the basics of First Aid protocol as well as safety issues involving both dog and groomer. They will become familiarized with the equipment and tools in the equipment kit. Students will perfect their bathing techniques, along with coat conditioning and drying procedures.

PDG 102 Professional Dog Grooming I 25 Class Hours

PREREQUISITES PDG 101

This course instructs students on knowing the standards of style and appearance for various breeds. Students will learn proper brushing techniques and they will be able to identify appropriate coat types for which each brush is used. Students will learn character, habits and coat characteristics of many breeds. Students will be instructed in the use of blades, clippers, scissors, brushes, combs and nail clippers. The student will know how to properly perform the correct trim for the specific breed. Students will learn the importance of customer service regarding the pet's behavior and in dealing with pet owners.

## PREREQUISITES PDG 101/102

In this course students will be able to identify potential health problems. The students will be able to recognize aggressive behavior types in dogs. They will identify canine coat types in preparation for maintenance grooming. The students will learn skin and coat anatomy and be able to explain the stages of the coat growth cycle. Students will continue practicing the techniques of handling clippers and being able to identify the tools and to properly use them. The students will learn to identify the most common breeds and how to properly use scissoring techniques to give the pet a finished look. Students will demonstrate their acumen in this component before progressing further.

## PREREQUISITES PDG 101/102/103

Standard styles using clipping and scissor work are demonstrated, and the students are asked to use the techniques demonstrated. Correcting body lines and faulty coats are demonstrated on individual dogs being groomed by the student. Proper cleaning and maintenance of the work area is critiqued. Finesse in scissoring and clipping are demonstrated and worked on by each student. Students will be instructed in proper ways to obtain pertinent information about the dog, how to book appointments, rates, how to evaluate inventory and keep records. Students will be instructed on the importance of Rabies vaccinations.

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**OCCUPATIONS TO WHICH THESE COURSES ARE REPRESENTED TO LEAD ARE:**

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Occupational Outlook Handbook ONET Codes 39-2021.00 - Nonfarm Animal Caretakers

Feed, water, groom, bathe, exercise, or otherwise care for pets and other nonfarm animals, such as dogs and cats. Work in settings such as grooming salons, veterinarians' offices, animal hospitals, kennels, animal shelters and mobile grooming vans. May keep records of grooming styles, vaccinations, blades used, preferred coat length, and animals received or discharged. May clean, disinfect, and repair animal crates.

Sample of reported job titles: Animal Care Giver (ACG), Animal Care Technician, Dog Groomer, Groomer, Kennel Attendant, Kennel Manager, Kennel Technician, Pet Groomer, Pet Stylist

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**CLASS HOURS**

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Full time 12:00pm-5:00pm Monday-Friday (Four Week Class).

## ADMINISTRATIVE STAFF

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Shara L. Connors      Enrollment Manager and Owner  
BA in English from La Salle University 2001

James M. Connors      Instructor and Owner  
BA in English from Rowan University 1978

## FACULTY

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James M. Connors      Instructor  
Graduate of New York School of Dog Grooming, 2011

## ACADEMIC CALENDAR

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The salon has an open enrollment period and start dates are assigned based upon the student's enrollment date. Full Time class Mon-Fri 12pm-5pm.

### Salon Holidays 2021

New Year's Day	January 1	Labor Day	September 6
Memorial Day	May 31	Thanksgiving Day	November 25
Independence Day	July 5	Day After Thanksgiving	November 26

Winter Holidays will last from December 24, 2021 until January 3, 2023. Additional holidays or salon closures may be declared at the discretion of the Instructor.