



PROFESSIONALS IN TRAINING

H A N D B O O K

NiWE
ACADEMY | SALON | SPA

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Welcome to NIWE!

Welcome to our vibrant and welcoming cosmetology community! At NIWE, we believe that learning is an art- and excellence is the standard.

We are a family-owned and operated academy by Sangeeta, Ramesh, and Nathan Sharma; a passionate and dedicated team, striving to provide NIWE students with high-quality education and preparation for success. In addition, it is our pleasure to have Anisha Dwivedi as our Dean. Anisha brings extensive experience in the cosmetology industry, sales, and marketing as an excellent resource for our academic community's learning, growth and success.

NIWE Academy's state-of-the-art facility is located in the CORE Shopping Centre and spans over 11,000 square feet of space. Here, practical, hands-on experience is offered for our six main programs, as well as individual career-advancement courses. Our online learning platform and curricula complements the hands-on experience, providing user-friendly and adaptable education. We are constantly evolving to meet our students' needs and learning styles!

We are dedicated to equipping our Trainees with lifelong skill sets that will enable them to achieve their full potential. With a focus on quality, blended learning, NIWE Trainees are provided with tools and resources needed to succeed in the beauty and wellness industry. Friendly, supportive

on-campus advisers and mentors are always available to assist you. It is our pleasure to provide guidance on any questions or concerns you may have, whether academic, financial, or related to your personal-professional life.

As a part of our NIWE family, you will have access to numerous resources to support your studies. Each course or program has its own community dedicated to the advancement of knowledge in specific subject areas. Both weekday and weekend classes are offered to accommodate busy schedules, and ensure that learning is flexible and accessible.

NIWE is a trusted and accredited post-secondary institution of cosmetology and massage. We are registered under the Private Vocational Training (PVT) Act, a member of the Better Business Bureau (BBB), and the proud recipient of the Consumer Choice Award in *Southern Alberta's School- Hairdressing and Esthetics*. These accolades reflect our commitment to providing students with high-quality education and training.

To this end, we are excited to welcome you to the NIWE family! By choosing NIWE, you have taken the first step towards your dream career- get ready to embark on this incredible journey of discovery, creativity, and transformation! In beauty and wellness, we are here to support you every step of the way.

Core Values

New Growth

Integrity

Wellness

Excellence



Mission Statement

NIWE enriches the lives of our team and Trainees by inspiring and nurturing them to become leaders in the Beauty and Wellness industry.

About This Handbook

This Handbook contains important information about the policies of NIWE Academy, as well as the benefits and services you are eligible for as a Trainee.

All information has been included to communicate Trainee's roles and responsibilities, the Academy's roles and responsibilities, and steps to ensure academic excellence.

Every effort has been made to ensure it is accurate as of the date of publication. It is periodically reviewed and updated as necessary to reflect current program or operational policies and procedures. Changes are effective when made.

Please read your handbook carefully as it clearly outlines Trainee requirements, expectations, and benefits that you will be subject to during your program. Your understanding of these terms is required for a successful learning experience. Upon completion of thoroughly reviewing this document, please sign the last page and return a copy to the Academy to confirm your understanding and agreement to our academic policies. If you have any questions or concerns, please don't hesitate to reach out for clarification before signing.



Common Terminology Used at NIWE

- “Trainee”, “Trainees”, or “Professional in Training”, instead of “Student”.
- “Mentor”, instead of “Instructor”, or “Teacher”.
- “Colleague”, instead of “Classmates”.
- Soft skills – Professionalism skills such as resilience, problem solving, time management, organization, teamwork, communication, intercultural competency and a positive attitude.
- Hard Skills – Technical skills related to your area of training such as hair styling, hair cutting, esthetics treatments, nail applications, massage techniques.
- Deportment – Behavior, attitude, and manners.



Trainee Rules & Requirements

Your training program will prepare you for internship and employment opportunities. What you learn here, and how you conduct yourself in training, will reflect how you present yourself in your future career.

Not only does NIWE prepare you with technical skills for your career, but we also prepare you with professional skills to be successful in your future career. You will learn and practice professional workplace behaviors and service procedures to gain both the “soft” and “hard” skills required to thrive in the industry.

The following rules are required to keep your Trainee position at the Academy:

- Respect the leadership and authority of your supervisors (i.e. program mentors, administrative staff, admission staff, and future managers).
- Work cooperatively with your colleagues.
- Follow instructions from your Mentor.
- Complete the work your Mentor has assigned to you.

It is Trainee responsibility to display reliability and good work ethic- which includes coming to the academy on time.



Be a Team player

- Let your genuine desire to do outstanding work shine from the inside out! Be an active participant in achieving your success.
- Work cooperatively and respectfully with your fellow colleagues to get the job done. Be mindful of your language and attitude around others, and lead by example with positive conduct.

Demonstrate motivation and initiative

- Display your curiosity and embrace a teachable attitude. Let us see that you are interested in exploring more and more about your applicable industry.
- Expand your learning outside of the Academy to research and improve your skills on your own.
- Attend job fairs, read industry publications, follow industry updates, and stay up to date on emerging trends.

Be ready, willing, and able to learn, adapt and accomplish your goals!

Ready

- Implement a plan for attending your training, such as transportation and a daily routine (morning routine, hygiene, uniform, childcare etc.).
- Take care of your mental, emotional and physical health.
- Be prepared for training – ensure you have the necessary tools, and are set up and ready for clients.
- Start applying for jobs/internships halfway through your program, so you may continue providing services after completing your training at NIWE.



Willing

- Demonstrate motivation, accept guidance and constructive feedback, complete assignments on time, and attend training every day with a positive outlook and attitude.

Able

- Have your work schedule, medical and/or children's appointments, or other personal commitments planned around your training schedule. You may not be "able" to accomplish your program's

requirements if these commitments interfere on a regular or prolonged basis.

- Although we recognize that extenuating circumstances can arise, pre-planned vacations, surgeries, or personal events that will affect attendance are prohibited to uphold P.V.T. regulations and requirements. If a prior commitment cannot be adjusted to ensure your full attendance in training, you may not enter the program until your schedule permits uninterrupted attendance.

Participation

NIWE Academy offers professional learning environments, simulating "real life" workplaces, for our Trainees to practice in. As such, both the academics of your future career and also the attitudes that are required to be successful are evaluated. This includes, but is not limited to:

1. Attend all class hours as scheduled (both in-person and online).
2. Complete all projects, homework, and exams as assigned, and on time.
3. Actively participate or contribute to all in-class discussions, debates, and question periods.
4. Be punctual and remain in class for the full scheduled class time.
5. Be proactive and responsible for your success – ensuring you seek help when necessary.
6. Demonstrate commitment to your success.
7. Progress at a satisfactory rate throughout the program.



Constructive Feedback & Attendance

Constructive feedback is a necessary tool for your growth and improvement. It is used for correction, assistance and support. Critique is to refine the task or skills at hand- it is not personal, or done to inflict harm. You can only grow and learn through your Mentor's feedback. Should you need extra support, please approach your Mentor.

Poor attendance and falling behind in your program's curriculum will strongly affect your ability to complete your final exam, and therefore graduate. It is important to keep up and catch up early. Falling behind in your program hours can result in your withdrawal per P.V.T (Private Vocational Training Act of Alberta) requirements.

To support you, if you have attendance issues or if you are getting behind in your quotas, your Mentor will meet with you to develop a Success Plan to support your catch up. Your Mentor's goal is to help you succeed.

PLEASE FAMILIARIZE YOURSELF WITH OUR ACADEMY'S SCHEDULE:

Hours of Operation

- NIWE is open Mondays from 8:30 AM to 4:30 PM and Tuesday to Sunday from 9 AM to 5 PM.

Trainees must be present and ready to enter the Academy at 9:00 AM when the doors open on their class days. Additionally, they are required to attend the mandatory synchronous learning hours of their program on Mondays from 9:00 AM to 1:00 PM.

Statutory Holidays

NIWE Academy observes statutory holidays as noted below. The Academy is closed these days. Please note that when a statutory holiday falls on a weekend, the following working day will be taken in lieu:

→ New Year's Day	→ Heritage Day
→ Family Day	→ Labour Day
→ Good Friday	→ Thanksgiving Day
→ Easter Monday	→ Remembrance Day
→ Victoria Day	→ Christmas Day
→ Canada Day	→ Boxing Day



Trainee Rights & Responsibilities

Trainees are required to:

1. Familiarize themselves to comply with this code and all other NIWE Academy policies as defined in this Handbook.
2. Conduct themselves in a manner that respects and preserves the safety and wellbeing of all persons at NIWE Academy, the property, as well as NIWE's reputation.
3. Make responsible decisions about their behaviour, including how they resolve differences with other members of the Academy.
4. Comply with the direction of NIWE employees who are acting in good faith in the performance of their duties.

Trainees have the right to:

1. Express themselves, provided their expression does not interfere with the rights of others, nor the right to study and/or work in an environment free from discrimination and harassment.
2. A safe and respectful environment for all Trainees, employees, clients, and visitors.

NIWE Academy shall:

1. Ensure a safe and respectful environment for all Trainees, employees, clients, and visitors, free from discrimination and harassment.
2. Foster and support the best possible teaching and learning environment.
3. Enhance its institutional reputation.



Dress Code Policy

NIWE Academy hosts a dress code and uniform requirement. Uniform scrub tops are provided by the Academy as part of your program materials.

Any Trainee who fails to comply with this dress code will be dismissed for the day and marked absent.

- Esthetics, Clinical, Comprehensive Aesthetics, Massage Therapy – White scrub top with black pants, ID card, and industry appropriate footwear.
- Hairstyling, Barbering, AIT Apprentices – Black scrub top with black pants (black denim acceptable, no rips), ID card, and industry appropriate footwear. Solid black personal clothing with a NIWE branded apron is also acceptable.
- Certificate & Workshop Students - Solid black personal clothing (black denim acceptable, no rips) and industry appropriate footwear is acceptable. A NIWE branded apron will be loaned to the Trainee to wear for student services.
- High-heeled shoes, crocs, flip flops or open toed shoes are not allowed under any circumstance. Your Mentor has final say on industry appropriate footwear.
- Absolutely no sweatpants, hoodies, leggings with cutouts or mesh, or denim (excluding hair/ barbering and PMU which may wear black denim provided they are solid and have no rips).
- Head pieces and scarves are permitted.
- Chunky, dangling jewelry is not permitted.
- Hair should be pulled away from the face.
- Each Trainee will receive an ID Card on the first day of practical training. Any lost or stolen card is subject to a \$25 (twenty-five dollar) replacement fee.



Nail Policy

To ensure both a professional appearance as well as for hygiene purposes, Trainees must comply with the following:

- It is recommended that Esthetics, Clinical Aesthetics, Hair Trainee have natural nails.
- It is required that Massage Trainees have natural nails.
- The free edge of the nail should not extend past the tip of the finger.
- No chipped polish or broken nails.



Student Services

- Demo-models are to be used only for Mentor demonstrations, and must be pre-approved by the Mentor. As a Trainee you may be asked to be a Demo-model for your class, or for other programs.
- Student Clients are to practice what you have learned in the program, and must be done on paying clients or fellow Trainees during school hours.
- Student Clients are required to complete before taking the final written and practical exam. You will have received in your kit everything needed to perform Student Services. Anything that is not in your kit will be provided to you by NIWE.
- Refusal or no-show for any client without appropriate notice will result in disciplinary action, up to and including suspension.
- To build a thriving school community, and encourage networking and connection with other trainees in different programs, all trainees are allowed to swap services with peers in other departments and act as each other's models at no cost. However, trainees may only serve as a model for fellow classmates on days when they do not have scheduled classes. This ensures that participating in service swaps does not impact their own instructional hours or class commitments. Trainees are responsible for coordinating with their peers and ensuring that the service swap occurs outside of their designated learning time.



Exams

- No client: no exam. It is the Trainee's responsibility to secure models for the Practical Exam.
- Extra time will not be given in any section.
- Jewelry may interfere with any aspect of the practical exam and therefore must be removed prior to starting.
- So that you do not feel rushed, give yourself and your model enough time to arrive at the Academy. We are in a very populated area and parking may be an issue.
- If you or your model are late, you will not be able to start your exam until the next section.
- Should a Trainee fail any portion of either the Practical or Written exam, they will have two (2) weeks from the date of the initial exam to request and complete a re-write. In consultation with the Mentor, this approval shall come from the Education Manager. In case of a re-write, the second attempt becomes pass/fail and a maximum mark of 70% can be achieved.
- A passing mark on the second attempt will be adjusted down to 70% which will be considered as the final grade.
- Results of the exams will be presented up to one week after the examination date.



Accommodation

NIWE Academy shall make every reasonable effort to assist / support Trainee-specific learning challenges, however it cannot be at a risk of undue hardship to the organization. Trainees will need to meet with their Mentor and/or the Education Manager to discuss and requests for accommodations.



Discounts

- Trainee discounts are 20% off of Professional Services.
- Friends and Family are 15% off of Professional Services.
- Trainees receive 10% off all retail products.



Client Relations & Professionalism

- To maintain professional presentation, Trainees may only be present in the front desk area to wait for a client's arrival, to walk a client out, and/or to book a client's appointment.
- Under no circumstances should a Trainee refuse a client, change an appointment, or remove their name from the appointment system without prior authorization from a Mentor or Management. Any Trainee that does so will be dismissed immediately for the day and marked absent.
- Be prepared and professional- you want to give a good first impression to the clients! It is therefore important that your station is set up prior to your client's arrival.
- Your working area reflects you and the Academy. Always keep it clean and tidy.
- Trainees must present themselves in a clean NIWE uniform with appropriate footwear (Refer to the Dress Code Policy above for more details).
- Body odor and breath should always be fresh. In the case of unprofessional body odor, you will be spoken to and may be sent home for the remainder of the day.
- Improper behavior will not be tolerated. Foul language is not allowed and may result in suspension, disqualification, or termination from the Academy.
- To ensure the safety and well-being of all guests, children are not permitted in our classrooms, and/or salon and spa areas. This policy prohibits individuals under the age of 14 from entering the treatment/service environment at any time due to the presence of specialized equipment and chemical treatments that can pose serious risks to young children. All students are responsible for informing their clients of this policy during booking and prior to their appointment arrival. Exceptions may only be made for children receiving a Baby/Toddler massage or a children's hair cut with prior written approval from a respective Massage or Hair Mentor.



Classrooms & Student Facilities

- Every Trainee will be assigned a task to clean the work area at the end of the day.
- No food is permitted in the classroom at any time; all meals must be enjoyed in the designated lunchroom or off-campus. Drinks in the classroom must be in a sealable travel container or water bottle. To support of our Academy's professional appearance, health and sanitation, disposable cups and open vessels are not allowed in the classrooms, salon or spa.
- The Academy provides a student lounge, and individual assigned lockers with a NIWE combination lock for added security to every student. Students are required to store their food in the student lounge fridge and their personal belongings in their locker throughout the day on campus. Lockers can be used to store supply kits on campus during the week.



Department

Throughout the full program you will be marked for Department (a person's behavior and manners) which will be 10% of your overall grade. Marks will be deducted based on the following areas, (which may include but are not limited to):

- Late attendance and/or leaving early (if not excused).
- Lack of Professionalism – lack of respect for other Trainees, Mentors, Directors, Administrative Staff and Clients.
- Violation of Dress Code – showing up to trainee without uniform and lack of hygiene.



NIWE Tuition Policy

Applicable to any Trainee regardless as to whether they are a loan recipient or self-paying:

- Before the first day of class, the Trainee will meet with NIWE administration to finalize their payment schedule.
- When a payment schedule has been created, approved, and agreed upon, the Trainee must follow the payment schedule. No changes can be made unless pre-approved by NIWE administration.
- The payment schedule outlines what the Trainee receives from Student Aid, any outstanding amount owing, as well as a schedule that is conducive for NIWE as well as for the Trainee.
- Unless otherwise stated on their payment schedule, Self-Paying Trainees are to make a payment within the first week of each month.
- Any unauthorized changes or if the Trainee fails to comply with the payment schedule may have the Trainee placed on an informal suspension from NIWE until the balance has been brought up to date.
- If a balance is owed at the 50% mark of the Trainee's program, the Trainee will be placed on administrative leave and their program will be interrupted until the balance is paid.



NIWE Referral Program

All Trainees are eligible to sign up to take part in the Referral Program:

1. When you refer someone to a full-time NIWE program, and they complete registration and program attendance, you will receive a \$500 referral fee.
2. This new individual **must** inform admissions of your name and contact number at the time of registration to confirm you as their referral. Your name and contact number must be submitted in their enrolment contract.

The referral fee will not apply should these terms not be met. Therefore, it is in your best interest to have your Trainee card ready, or write your name and number on a flyer when advertising for programs.

Trainees who would like to be part of the Referral Program are required to sign a contract, which will be provided by the front desk or Administration team. You can recruit for any full-time program. The fees will be accumulated every 4 months, and will be paid out when the new Trainee completes the first day of their program if their loan has been approved.



Diversity Policy

- NIWE is committed to fostering, cultivating, and preserving a culture of diversity and inclusion.
- Our human capital is the most asset we have. The collective sum of our individual differences, life experiences, knowledge, inventiveness, innovation, self-expression, unique capabilities, and talent that our Trainees and employees invest in their learning and work represents a significant part, of not only our culture, but of our reputation and company's achievement.
- We embrace and encourage all Trainee and employee differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and mental ability, political affiliation, race, religion, sexual orientation, socio-economic status, veteran status, and any other characteristic that makes our Trainees and employees unique.
- NIWE's diversity initiatives are applicable to our practices and policies on recruitment and selection; professional development and training; promotions; social and recreational programs; terminations; as well as the ongoing development of a learning and working environment built on the premise of gender, diversity and equity that encourages and enforces:
 - a. Respectful communication and cooperation between all Trainees and employees. Teamwork and Trainee/employee participation, which provides for the representation of all groups and Trainee/employee perspectives.



- b. Work/life balance through flexible class and work schedules to accommodate the varying needs of the Trainee and employee. Employer/faculty and employee/Trainee contributions to the communities we serve promote greater understanding and respect for diversity.
- c. All Trainees and employees of NIWE have a responsibility for always treating others with dignity and respect.
- d. All Trainees and employees are to exhibit conduct that reflects inclusion during work, at work functions on or off the work site, and at all other company-sponsored and participative events.
- Trainees and employees who believe they have been subjected to any kind of discrimination that conflicts with the company's diversity policy and initiatives should seek assistance from a Mentor or school administration.
- Any Trainee or employee found to have exhibited any inappropriate conduct or behavior against others will be subject to disciplinary action.



Absences

Leave of Absence

- Should you require a leave of absence from your program, please contact your Mentor in writing immediately with your request. You will be referred to the Education Officer to discuss your request. Approval is subject to discretion of the Education Officer.
- Leaves of absence are reserved for emergencies, such as unexpected medical reasons, and/or compassionate reasons (ex: family emergencies that require your attendance).
- A medical or professional note will be required to support your request for a leave of absence.
- An approved leave of absence may require a Success Plan to work out with the Mentor and Education Officer.



Attendance

PVT (Private Vocational Training Act of Alberta) requires private educational institutions to withdraw students who have missed FOUR (4) consecutive class days without contacting the Academy. As a Trainee, you must contact NIWE and provide documentation either before or during the absence detailing the reason for the absence. Absences must be deemed as reasonable based on Alberta Student Aid's definition of a reasonable excuse.

NIWE Academy is required to contact Alberta Student Aid regarding any Trainee who misses 5 consecutive class days without contact, or 30 consecutive calendar days of no attendance (occurs after PVT withdrawal when FOUR (4) consecutive class days are missed). This will result in immediate termination of funding.

NOTE: All contact for absences beyond two consecutive class days must be in writing.

Attendance Policy and Follow up Procedures and Policies:

Days Absent	Procedure	Follow up
1 day	Contact Mentor with a reason.	You must call and explain. You will be marked as an unexcused absence if there is no contact with your Mentor.
2 days	Contact Mentor with a reason.	1 st attendance warning - You will be marked as an unexcused absence if there is no contact with your Mentor.
3 days	Contact Mentor in writing - a medical or professional note may be required.	2 nd attendance written warning.
4 days No contact	Contact Mentor in writing with reason.	Final written attendance warning from the Education Officer will be a withdrawal warning. You must meet with Education Officer to discuss next steps.
5 days No contact	Failure to contact the Education Officer and/or your Mentor in writing prior to midnight on the 5th missed class day will result in termination from the program. NIWE Academy is required to contact Alberta Student Aid and funding will be terminated by them.	You may be able to apply for re-admission, however re-admission may be subject to funding.



Lates		
15 mins	NOTE this applies to start of class, as well as after coffee/lunch breaks.	Marked absent for half the day. If late after lunch or coffee break, you will be marked absent for half a day.
More than 30 mins	Notify Mentor in writing requesting permission – only emergencies. You must be in class for the scheduled class time.	
Leave early	Notify Mentor for permission – only emergencies. You must be in class for the scheduled class time.	You will be marked as one day of unexcused absence if you leave without approval.

Should a Mentor feel a Trainee's attendance is affecting their ability to keep up with course work, and/or if there are ongoing attendance concerns, the Education Officer may deem it is necessary to place a Trainee on a probation period and/or a Success Plan. In cases where the assigned Success Plan requires the Mentor to come in on their scheduled days off to supervise the Trainee in making up their missed hours, a fee of \$30 per hour will be charged. This policy ensures that instructors are fairly compensated for any extra time devoted to supporting students outside of regular instructional hours.

Trainees who fall behind and/or miss too many classes to where graduation is not possible may be subject to termination.

Terminations as a result of absenteeism, or any other concerns, may be subject to financial implications from Alberta Student Aid, NIWE Academy, or both. Trainees are encouraged to meet with the Student Finance Administrator to discuss any questions they may have.

Re-admittance will be considered on a case-by-case basis. Trainees are responsible for payment of all fees relating to the Academy, up to, and including the date of termination or start of leave of absence.



Trainee Complaint / Disputes

Have a concern? Please follow the flow chart below. A complaint form will be provided to you by your Mentor.

The following defines the basic dispute resolution steps. Full details and information for each step can be found after the chart below.

Discuss the concern informally with the individual



If the concern cannot be resolved with the individual (Trainee/Mentor, or other NIWE staff), you must bring the concern to your Mentor.

The Mentor and Trainee will document the concern and add a summary of actions taken, or to be taken to resolve the concern.

A Dispute Resolution form is to be completed and forwarded to the Education Officer. A copy will be kept in the Trainee's file.



For concerns that cannot be resolved at the Mentor level, the Dispute Resolution Form needs to state why it cannot be resolved. The complaint will be escalated to the Education Officer, or designate, who will review it, and arrange a meeting with all parties involved.



The next level of resolution is to the Dean of the Academy, or Vice President. Disputes escalated to this level must be submitted in writing no later than THIRTY (30) days from the date of the original dispute resolution letter. They will review the findings/ decision at the previous level, after which, if deemed necessary, will meet with all concerned parties.

Failure to submit disputes within this THIRTY (30) day period will constitute the matter as resolved with your acceptance.



External Resolution – Third-party Arbitration

Alberta Advanced Education, Private Career College: www.advancededucation.alberta.ca



Dispute Resolution Procedure

NIWE Academy is committed to ensuring a safe, comfortable, equal, and responsive learning environment for everyone. This includes a prompt and equitable resolution of Trainee concerns to the satisfaction of both the student and the Academy.

Concerns can be addressed either informally or formally as follows:

So that minor problems or concerns do not become major issues, Trainees are encouraged to bring forward concerns or complaints about their program, as promptly as possible. This will give the Trainee and the Academy the best chance to address, respond to, and remediate the issue as soon as possible.

Should a Trainee encounter any problem or concerns during their training period, NIWE encourages them to discuss them promptly with the staff members directly involved.

Should the concern require further investigation and involvement, the staff members will arrange a meeting with the appropriate personnel, up to and including the Dean.



When a satisfactory resolution cannot be achieved, the Trainee will be asked to document their concern in writing, including any actions taken to date by both the Trainee as well as NIWE, and their desired resolution.

Upon receipt of a written concern, the Education Officer or appropriate designate will respond to the concern. The Officer's written response will include a summary of the investigation findings and the proposed resolution. A copy of the response letter will be provided to the Trainee, with a copy placed of their file, and the Education Officer's resolution folder.

In the instance where a Trainee is not satisfied with the resolution provided by the Education Officer (or designate), they may then submit a formal complaint, in writing, to the Dean. This formal complaint must be in writing and submitted within THIRTY (30) calendar days of the date of the resolution letter. Anonymous complaints will not be accepted.

External Resolution

In situations when a concern cannot be resolved and the Trainee wishes to take the matter further, the Trainee and the Academy agree that the complaint can then only be advanced further by way of third-party arbitration. Unless otherwise agreed or decided by the arbitrator, each party will bear the equal cost for the arbitration.

If, after the review process, the Trainee is not satisfied with the Academy's decision, they can file a complaint with Alberta Advanced

Education, Private Career Colleges at www.advancededucation.alberta.ca.

NOTE: You *cannot* bypass the dispute resolution process by going directly to Alberta Advanced Education. Any disputes forwarded to Advanced Education *without* going through the lower level processes will result in the concern automatically being forwarded to the college, which will only delay the dispute resolution request.



Respectful Relationships

Always treat clients, Mentors, staff, and other Trainees with respect. A true professional never lets personal difficulties and conflicts interfere with their work or school environment.

If at any time you are having a problem with a client, Mentor, or another Trainee, please seek immediate advice from the Mentor to meet with them privately.

Theft

Persons caught stealing any property of the Academy will be immediately dismissed and terminated from the Academy, and criminal charges may be laid. Any suspicion or allegation of theft is subject to a full investigation, including a search of a Trainee's bag, locker, or occupied space at the Academy.

Although theft has not been a problem here at NIWE, we take these matters very seriously. To protect the property of our Trainees, it is prohibited to leave personal items unattended in the professional learning environments. Lockers are provided for Trainees, however they must use their own locks to secure their items. NIWE is not responsible for any lost or stolen items.

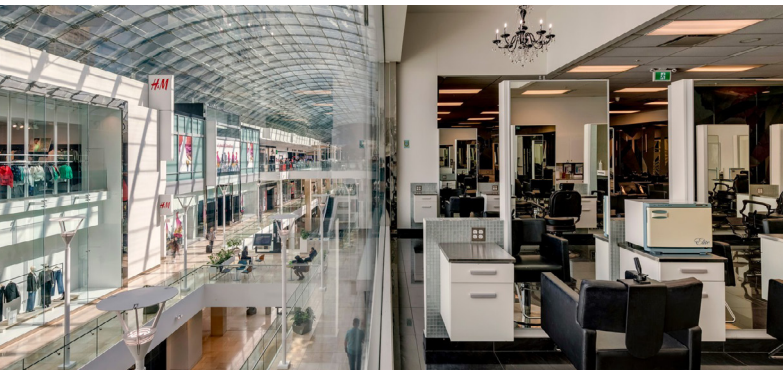
Harassment, Bullying and Gossiping

Bullying and harassment is any unwanted behavior that makes someone feel intimidated, degraded, humiliated and/or offended.

Gossiping is a form of harassment or bullying. Discussing a colleague or staff member's personal life, and/or challenges that they are experiencing with training, and/or sharing any issues you may have with that individual, with others is not professional, productive nor acceptable behavior. Although engagement may provide satisfaction for those involved, this is a form of harassment. If you have an issue with a colleague or staff in the academy, it is your responsibility to address it personally and directly with them in a productive, solution-seeking manner.

Bullying, harassment and/or gossiping is not always obvious or apparent to others and may happen without anyone fully recognizing it. NIWE is a zero-tolerance establishment, which means any bullying or harassment that happens between a Trainee, Mentor, and/or any staff member, whether online, via cell phones (texting) or on the premises will be thoroughly investigated. Anyone found guilty of harassment, bullying, and/or gossiping will be dismissed.

NIWE provides a complaint procedure which must be followed. Group complaints will not be accepted. The complaint must be completed individually. It is not possible to follow up with anonymous complaints. Refer to 'Trainee Complaint Flowchart' further in this document for more details.



Cheating, Plagiarism & Academic Misconduct

Cheating is defined as copying from another person's assignment, quiz, or tests, or the use of the internet or textbooks or other reference material when it is prohibited, or communicating to other Trainees, verbal or otherwise, during a test or a quiz.

Plagiarism is defined as using another person's work and/or information with the intent to pass it off as their own.

- Direct plagiarism - copying the information, image, words, etc. exactly as found in the original.
- Accidental plagiarism – copying information, image, words, etc. with only partial credit given to the original 'owner' of the information, image, words, etc.
- Self-plagiarism – using your own original information or work that was submitted in a previous assignment, program, or course, without prior approval from the Mentor.

NIWE Academy believes in integrity and transparency. Any suspicion of cheating and/or plagiarism will be investigated and dealt with appropriately, which may result in a zero grade on the assignment/test, up to and including expulsion.



Code of Conduct

The Code of Conduct provides guidelines for professional and appropriate behavior for NIWE Academy Trainees, and a framework for addressing non-academic misconduct. Trainees, by voluntarily joining the Academy, are responsible for abiding by the standards outlined below and elsewhere in this Handbook. The Academy recognizes its Trainees as responsible and dedicated individuals who are preparing for future careers, and therefore there exists the expectation that they conduct themselves professionally during the training process in the same manner as will be expected in all employment situations.

Anyone violating these principles and/or the rights of others are subject to disciplinary action in accordance with the Disciplinary Process. The Academy reserves the right to discipline any Trainee as deemed necessary to protect the safety and/or the integrity of the learning environment of the Academy.

Forgoing the formal disciplinary process outlined in this Handbook, violations that threaten the health, safety or educational environment of the Academy will result in immediate dismissal:

1. Blatant and interruptive personal cell phone use. Your phone must be set on vibrate and/or silent mode. You may only use your phone at the Academy for taking documentation photos, during breaks, or when approved by your Mentor for emergencies and/or curriculum work.
2. Smoking (including e-cigarettes) is prohibited within the Academy and Core Shopping Centre. Ensure you are no less than 15 meters from any entrance. Please only use the complex's designated smoking areas (including e-cigarettes).
 - ▶ Ensure you dispose of the cigarette butt into a can or tray for safe disposal.
 - ▶ Please ensure you wash your hands and freshen up after each cigarette break.
3. NIWE is responsible for the safety of all employees, Trainees, and clients. NIWE has a zero-tolerance policy against intoxication or impairment in the Academy. As such, the use, sale, possession, or distribution of illegal or controlled substances (including, but not limited to cannabis or alcohol), or any drug paraphernalia on NIWE property, or at any NIWE function, class, or at any function sponsored or supervised by NIWE is strictly prohibited. Any person under the influence of any substance that may impair or be known to impair normal function will be sent home. Any person under a physician's care requiring a controlled substance may be asked to provide proof prior to attending class.
4. Behaviors that violate the Trainee Code of Conduct, or gross acts of willful disobedience or defiance toward academy personnel.
5. Extortion, verbal or physical assault, battery, or any other form of physical abuse, intimidation, harassment, or conveyance of threat in any form towards a Trainee or NIWE employee. Includes any conduct that threatens or endangers the health or safety of one's own self or another individual (threats to commit self-harm and/or actual incidents of self-harm by any Trainee are a violation of this code).
6. Any form of unwanted sexual attention or unwanted sexual contact. Includes, but is not limited to disorderly, lewd, indecent, or obscene conduct (this would include but is not limited to any type of clothing or materials worn or brought onto the premises by any Trainee or guest deemed to be lewd, indecent, or obscene as determined by Academy officials).
7. Violations by a Trainee's guest on the Academy property.



- 8.** Theft, attempted theft, vandalism/ damage, or defacing of Academy property or the property of another Trainee, faculty, or staff member.
- 9.** Interference with the normal operations of the academy (i.e., disruption of teaching and administrative functions, disciplinary procedures, pedestrian or vehicular traffic, or other academy activities).
- 10.** Unauthorized entry into, or use of, academy facilities, equipment, services or computers.
- 11.** Forgery, falsification, alteration or misuse of Academy documents, records or identification.
- 12.** Dishonesty, including but not limited to cheating, plagiarism, or knowingly supplying false information or deceiving the academy and/or its officials.
- 13.** Violation of academy safety regulations, including but not limited to setting fires, tampering with fire safety and/or firefighting equipment, failure to exit during fire drill, turning in false fire alarms and bomb threats.
- 14.** Possession or use of real or replica firearms, explosives, dangerous chemicals, or other weapons on academy property or at academy sponsored functions.
- 15.** Failure to comply with direction of academy officials, faculty, staff or security officers who are acting in the performance of their duties.
- 16.** Any violation of the institutions' policies on the responsible use of technology including but not limited to:
 - 16.01** The theft or abuse of computer, e-mail, Internet, or Intranet Resources.
 - 16.02** Unauthorized entry into a file to use, read, or change the contents of for any other purpose.
 - 16.03** Unauthorized Transfer of a file.
 - 16.04** Unauthorized downloading of copyrighted materials in violation of law.
 - 16.05** Unauthorized use of another individual's identification and/or password.
- 17.** Abuse of the Academy's disciplinary system, including but not limited to:
 - 17.01** Failure to obey the summons of a disciplinary body or academy official.
 - 17.02** Falsification, distortion, or misrepresentation of information before a disciplinary body or academy official.
 - 17.03** Disruption or interference with the orderly conduct of a disciplinary proceeding.
 - 17.04** Attempting to influence the impartiality of a member of a disciplinary body prior to and/or during the disciplinary proceeding.
 - 17.05** Failure to comply with the sanction(s) imposed under the Trainee conduct policy.
- 18.** Acts of dishonesty, including but not limited to:
 - 18.01** Giving false information to any official, Mentor, or staff member.
 - 18.02** Forgery, alteration, or misuse of any Academy document, record, or instrument of identification.
 - 18.03** Disruption of teaching, administration, disciplinary proceedings, and other Academy activities.
 - 18.04** Expressions of discrimination, bias, or racism such as certain jokes, even if people find them humorous, if these jokes are based on negative stereotyping that is, or could be, perceived as offensive and hurtful to someone.
 - 18.05** Attempted or actual theft of and/ or damage to property of the Academy, a staff member, other Trainees, or public property.
- 19.** Violation of federal, provincial, or local law on Academy property or Academy-sponsored activity.
- 20.** Conduct which is disorderly, lewd, or indecent; breach of peace; or aiding, or abetting, another person to violate the Code of Conduct.



Consequences of Misconduct

Other than where noted above, one or more of the following sanctions may be imposed on any Trainee found to have violated the Trainee Code of Conduct or any of the policies, rules, or regulations of the Academy:

1. Warning – a notice in writing to the Trainee that the Trainee is violating or has violated Academy regulations.
2. Loss of Privileges – denial of specific privileges on a permanent basis or for a designated period.
3. Probation – a written reprimand for violation of a specific policy or an action with conditions set for continued enrolment at the Academy. Probation is set for a specified period and includes the probability of more severe disciplinary sanctions if the Trainee is found to be in violation of any academy regulation during the period of probation.
4. Suspension – Separation of the Trainee from the Academy for a specified period, after which the Trainee is eligible to return. Conditions for re-admission may be specified.
5. Expulsion – Termination and withdrawal from the Trainee's program of study with loss of all Academy privileges.

The above list is not meant to be progressive or exhaustive and the Academy reserves the right to impose the sanction it deems appropriate.



Declaration of Understanding

I _____ have
read and understand the Rules and Regulations as NIWE Academy of Cosmetology & Massage
has set before me and hereby agree to follow them fully.

I understand that failure to follow these guidelines may result in disciplinary action, up to and
including dismissal from my program.

Trainee Name (printed): _____

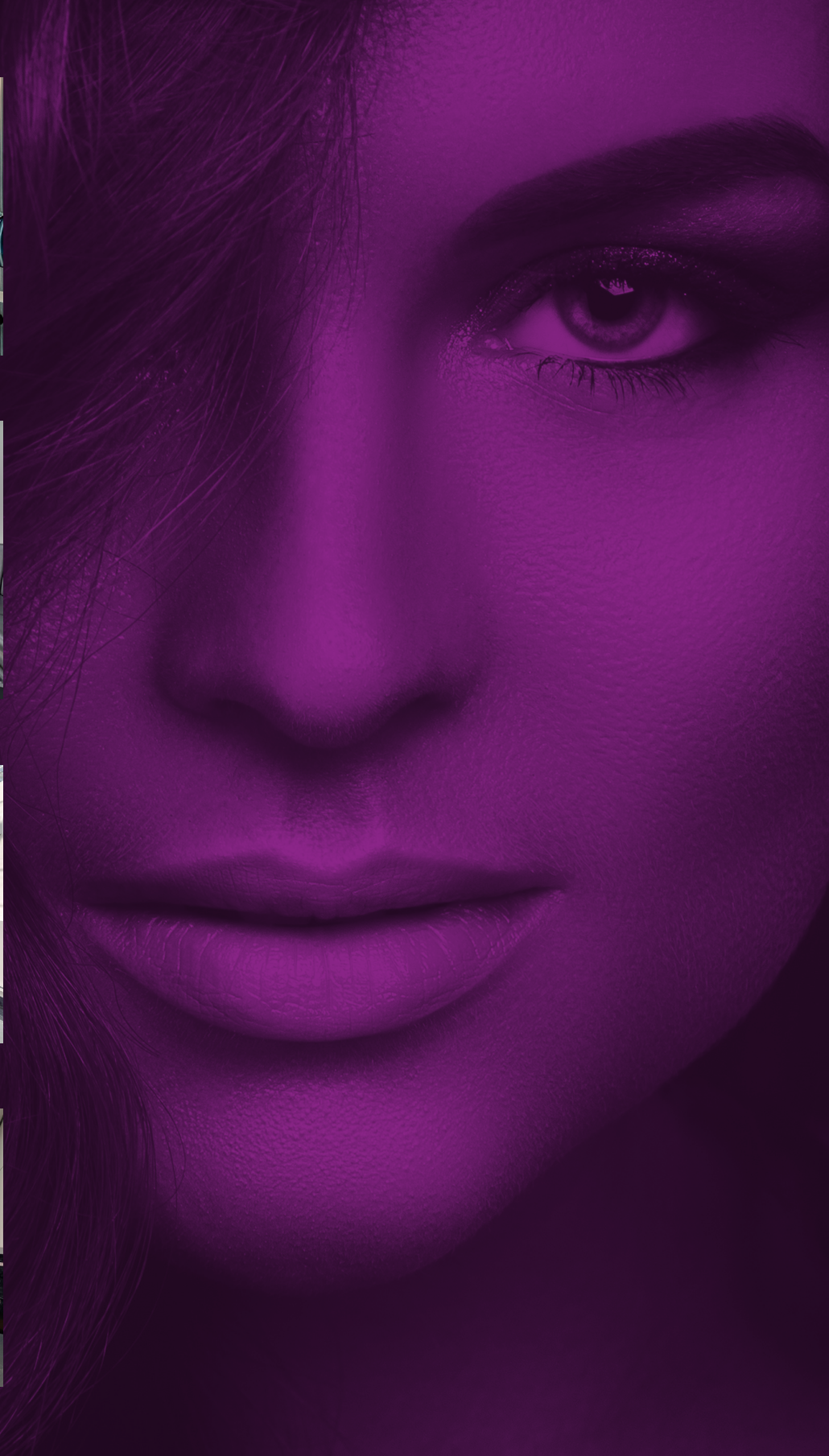
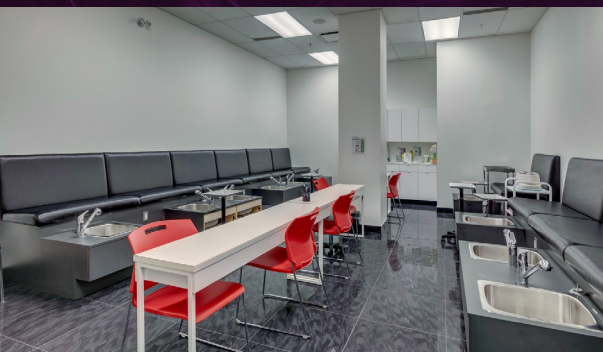
Trainee Signature: _____

NIWE Academy Official (print): _____

NIWE Academy Official Signature: _____

Date: _____





NiWE
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