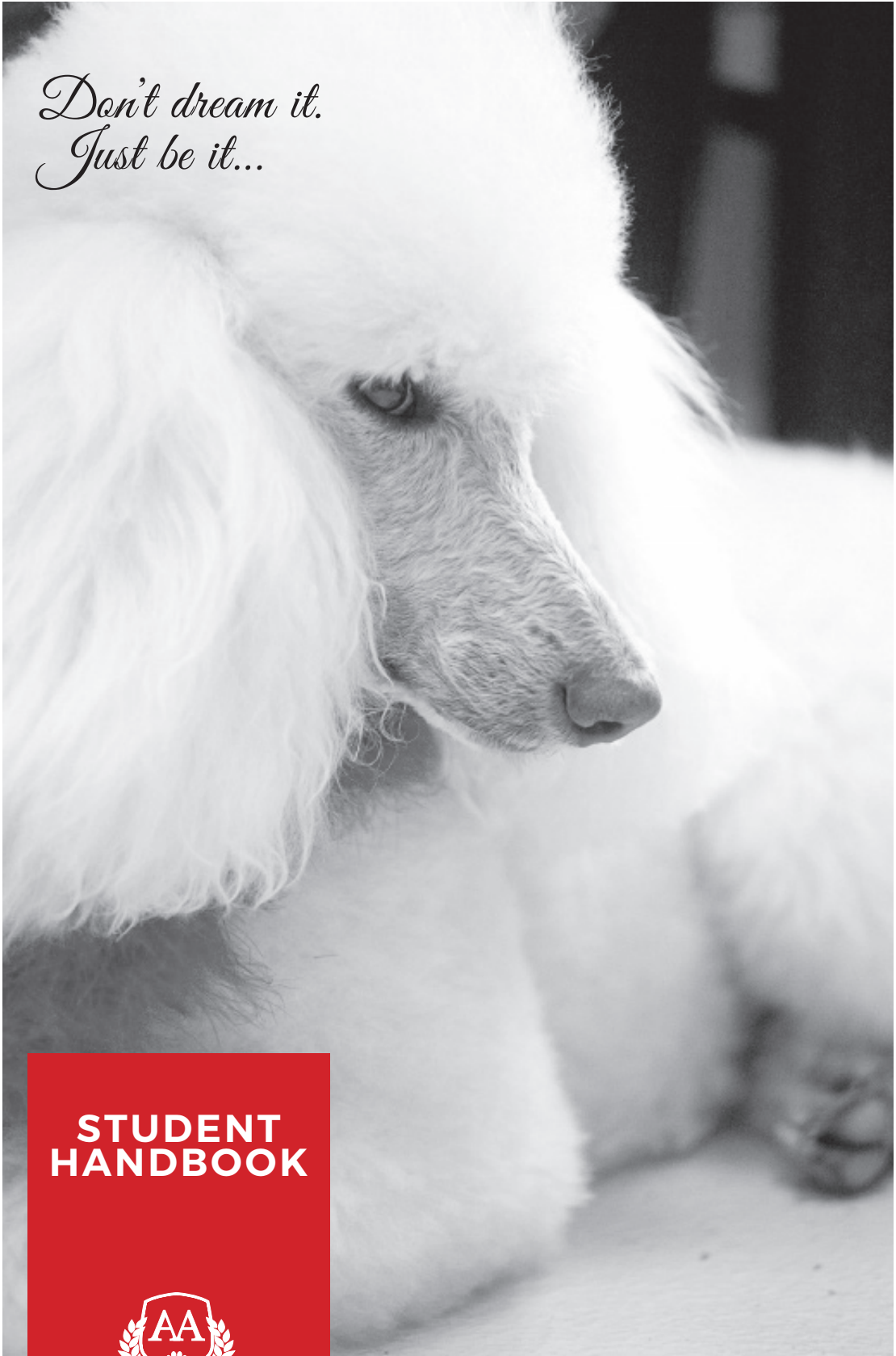


*Don't dream it.
Just be it...*



**STUDENT
HANDBOOK**



APEX ACADEMY
PROFESSIONAL GROOMING & ANIMAL ARTS

AUGUST 1/2023 - JULY 31/2024

**1180 WINNIPEG STREET
REGINA, SK. CANADA
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Please note that Apex Academy of Professional Grooming and Animal Arts has purchased the Salon Mentorship Program from Paragon School of Grooming and may be integrating this curriculum (but not exclusively) into our specialized program.

Apex Academy of Professional Grooming and Animal Arts has also built their own curriculum to work in conjunction with videos produced by Connie Buchanan, as well as videos produced by Jodi Murphy.

Each student will be purchasing a video membership to either the Learn2Groom Video Library or the Jodi Murphy Video Library, dependent upon the curriculum we are presenting at that time.

Each student will also be purchasing an online membership to a digital chalkboard to access the Academy's online lessons and materials.

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THE FACULTY

CONNIE BUCHANAN, (B. Ed)
Owner, Founder, Instructor
Canine Pet Stylist (CPS)
Certified Feline Master Groomer (CFMG)
Awarded Breeder

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Instructor

HALEY GUAY (AGP, CPS)
Instructor



“ Find out what you like doing best and
get someone to pay you for doing it. ”

— KATHERINE WHITEHORN

OUR STORY

Apex Academy of Professional Grooming and Animal Arts is located in the building of Zoom Zoom Groom. Zoom Zoom Groom was started in 2006 by Connie Buchanan. Connie, has a Bachelor of Education Degree and was an elementary/middle years school teacher for 18+ years when she decided to try something new.

With her love of dogs, showing, breeding and training, she felt it was a natural fit to return to what motivated and inspired her the most. Connie took a one year leave from teaching and purchased her first mobile trailer. Through hard work and an emphasis on client relations, her fleet grew to 3 mobiles and a staff of four.

By 2009 there became a need for an indoor salon to accommodate the grooming demands and enable a central home for both the mobile units to park & administration, and staff to unite. Today Zoom Zoom Groom still operates the mobiles, but also has twelve grooming stations, equipped with hydraulic tables, and clipper vac systems.

Apex Academy of Professional Grooming & Animal Arts was founded in 2012, with the goal to assist those who want to follow their dream in the pet industry and more specifically- in grooming.

In 2013, Connie became a Certified Feline Master Groomer (CFMG) by attending the National Cat Groomer's Institute of America and since then has opened a new feline division called PreZoomably Cats which is specifically equipped with dryers, tables and tubs to accommodate the feline's unique needs. We have grown tremendously and this is due to a wonderful staff that creates the Zoom Zoom Groom & PreZoomably Cats Family. Connie Buchanan, through the love of teaching has come full circle.

Whether you are going to the cats or going to the dogs, we would love to be a part of your journey. Grooming is an incredible profession and we are proud of what Apex can offer to students who have the dream!

THE FACILITY

Zoom Zoom Groom & Apex Academy of Professional Grooming and Animal Arts is located in Regina, Saskatchewan, Canada at 1180 Winnipeg Street. We have a 3000 square foot building, that looks more like an upscale human salon, than your typical dog grooming facility.

When you walk into Zoom Zoom Groom, PreZoomably Cats, & Apex Academy of Professional Grooming and Animal Arts, you will notice the sterile environment and the welcoming reception area.

The grooming space has state-of-the-art grooming tables with hydraulics, and a clipper vac at each station. A clipper vac is a tool used in creating great grooms, plus it is healthier for the groomer in that hair isn't flying all over the place. It is like a vacuum that pulls the hair up while you do your clipper work.

Zoom Zoom Groom has the only Thera-clean system in Regina? That's true to the bone! This machine has billions and billions of micro-bubbles that are so small, they can

penetrate below the skin surface into the pores and hair follicles.

With their negative ion charge, these tiny bubbles attach themselves to any foreign material including: bacteria, fungus, skunk odors, infections, allergens, dander.

The bathing room utilizes stainless steel tubs as well as Hydrosurge bathing equipment to create a thorough bath for the pet. There is a separate drying area that utilizes the Romani Grand Daddy dryers which are the most efficient dryers on the market.

The back of the building houses a separate cat division called PreZoomably Cats, and it is exclusively equipped with dryers, tubs, and tables adapted to the feline needs.

THE TRAINING

Our curriculum has been created to provide students with the knowledge they need to become skilled, professional groomers. To facilitate the curriculum, Apex Academy of Professional Grooming and Animal Arts has qualified instructors, as well as, Connie Buchanan, who has an Education Degree and 18 years teaching experience.

The program has been divided into a variety of options to allow students with various personal needs to successfully attain certification. Of course we favor the 100% onsite programs because the learning is second to none. In saying this, we recognize that for some, the dream of becoming a professional groomer can only be achieved if they maintain their jobs, stay

home with the children, etc., and thus we offer Blended Programs.

Regardless of the program a student chooses, the content covered will prepare them for the exciting world of pet grooming and styling- promoting creativity and individual expression. Apex Academy of Professional Grooming and Animal Arts students are taught to become competent in applying the standards of the Canadian Kennel Club and the American Kennel Club.

For the Feline Groomer Program we will focus closely on the breed standards set out by The National Cat Groomer's Institute of America.

ADMISSION REQUIREMENTS FOR ALL PROGRAMS

- All students must be 18 years of age.
- All applicants must complete an application.
- All applicants must provide a current résumé.
- All applicants must complete a pre-admission interview.
- A non-refundable registration fee is required to confirm your seat.
- A \$1000.00 kit deposit is due 30 days prior to the program start date.

ENTRANCE REQUIREMENTS FOR BC STUDENTS:

BC students applying for programs must be 19 years of age.

The student has graduated from grade 12 or equivalent (B.C. high school diploma, B.C. Adult Graduation Diploma, General Educational Development) or an equivalent secondary school completion from another jurisdiction; or

The student is 19 years of age or older before the start of classes and has demonstrated evidence at the appropriate level of literacy, numeracy, comprehension and/or written skills to enable successful completion of the program.

ENGLISH LANGUAGE PROFICIENCY REQUIREMENTS:

English is the language of instruction and examination at Apex Academy. If your first or primary language is not English, you may need to provide evidence of having the English language skills in speaking, listening, reading and writing necessary, in order to be successful in the Apex Academy program to which you are applying.

Saskatchewan students graduating from Fransaskois and French Immersion high school programs are not required to meet further English Language Proficiency (ELP) requirements.

For all students who English is not the first language may be required to provide results from an English Language proficiency exam upon registration. Apex Academy will accept IELTS and CELPIP.

LANGUAGE TESTING IS AVAILABLE AT FOUR DIFFERENT LOCATIONS IN REGINA AND THREE IN SASKATOON:

Register at <https://www.celpip.ca/region/saskatchewan/> or by calling 1-800-958-5186

The IELTS and CELPIP are offered at Saskatchewan Polytechnic Regina and Saskatoon campuses.

- IELTS (paper based) tests are offered at: Regina campus and Saskatoon campus.
- IELTS Computer Delivered tests are offered at: Regina campus and Saskatoon campus.

SASKATCHEWAN POLYTECHNIC OFFERS SEVERAL ENGLISH PROFICIENCY TESTS TO MEASURE YOUR SKILLS.

Canadian English Language Proficiency Index Program (CELPIP)

CELPIP is the Canadian English Language Test for Immigration to Canada. The CELPIP General is a four-skill (listening, reading, writing and speaking) English language proficiency test designated by Citizenship and Immigration Canada for permanent resident status in Canada...

International English Language Testing System (IELTS)

The International English Language Testing System (IELTS) measures your proficiency in English by testing your listening, reading, writing and speaking skills. IELTS is accepted by over 10,000 organizations in 135 countries worldwide, including university employers, professional bodies and immigration authorities. Learn more about test dates, application and fees, preparation and test results at www.ielts.org or ieltssaskatchewan.ca.

PHYSICAL PROGRAM REQUIREMENTS

Grooming is a very physically demanding career and consists of a lot of repetitive work with the hands, wrists, arms, shoulders and back. The following physical attributes are recommended for successful completion of all grooming programs.

- Students must have the physical strength and endurance to lift up to 60 lbs.
- Students must be able to stand for long periods of time during the day.

RECOMMENDED COGNITIVE SKILLS

- Students must have a passion to work with animals.
- Students are required to recognize that a dog's temperament can change very quickly and must be able to react safely and quickly to changing situations.
- Students are required to have the ability to stay calm and flexible in a fast paced, ever changing environment.
- Students must have strong hand to eye coordination.
- Students must be able to focus for long period of times, pay attention to detail and be forward thinkers.
- Students require strong communications skills.
- Students must have basic computer knowledge and skills.

HOURS OF OPERATION

Weekdays // 8:45 a.m. - 4:30 p.m. (30 minute lunch break)

ONSITE PROGRAMS



CANINE ASSISTANT GROOMER PROGRAM

OFFERED: Fully Onsite or Blended

COURSE HOURS: 80

THEORY: 20 Hours - The theory portion of this program can be completed as a blended program, either onsite or offsite. The Online portion of the program consists of training videos, instructional documents, quizzes and exams.

PRACTICUM: 60 Hours - Fully Onsite

POTENTIAL LEARNING METHOD(S): Lecture / Lab / Online

PASSING GRADE: 80%

PROGRAM LENGTH: (approx.): 11 days // 2.1 weeks

FINANCIAL ASSISTANCE: This program is eligible for RESP redemptions.

PROGRAM OVERVIEW: The most important aspects of any groom are the bathing and drying techniques. Students will focus on handling of dogs, as well as basic prep grooming. Skills include; bathing techniques, de-shedding, brushing/combing, nails, cleaning ears, sanitary trims, condition evaluation, and introduction to equipment and products. The students will also be introduced to the various breeds and coat-types.

OBJECTIVE: The objective of this program is to educate and prepare the student with the knowledge required to be qualified to enter into the dog grooming industry as a Grooming Assistant / Bather Brusher for any Professional Grooming establishment.

THEORY SYLLABUS

- Groomer & Pet Safety
- Grooming Equipment Selection & Care
- Anatomy & Behaviour
- Breed Standards of the Canadian Kennel Club
- Proper Handling Techniques
- Challenging Pets
- Special Care of Young & Old Pets
- Customer Service
- Business Smarts

PRACTICUM SYLLABUS

- Understanding Canine Language
- Handling- Control Techniques
- Understanding and Recognition of the Anatomy of the Canine
- Use of Tools of the Trade
- Use of Products of the Trade
- Practicing Sanitation Procedures
- Recognition of Various Coat Types
- Practicing and Mastery of Bathing Techniques for the Various Coat Types
- Practicing and Mastery Drying Techniques for the Various Coat Types
- Ability to Provide Condition Evaluation
- Practicing and Mastery of DeShedding Techniques
- Ability to Complete with Mastery Prep Work (Nails, Pads, Ears, Teeth, Sanitary Trims)
- Creating Beautiful Feet on Natural/ Brush Out/ Shedding Dogs
- Creating Finishing Touches For Amazing Client Presentation

REQUIRED TEXTBOOKS: The books listed are minimum requirements for these training programs. Students are not required to purchase their text books through Apex Academy of Professional Grooming and Animal Arts.

- **Notes From the Grooming Table** - Melissa Verplank
- **Every Dog A Book of Over 450 Breeds**

REQUIRED TOOLS: Items listed in this kit are the minimum requirements for these training programs. Students are not required to purchase their tools through Apex Academy of Professional Grooming and Animal Arts. You can purchase these tools all or in part should you have acceptable tools already. You can also shop elsewhere, but please take time to read our Frequently Asked Questions (on page 52) before shopping for alternative tools. AAPGAA may need to see the quality of your tools first, as the reputation of this program relies on safety.

GROOMING SUPPLIES: All shampoo and special grooming products necessary for grooming the various breeds are available for the students' use and are included in the price of tuition. Pets for student's assignments and instructions are supplied by the school.

- Groomer's Helper Starter Set
- 4 Piece Shear Set
- Corded Clipper
- Cordless Clipper
- #30 Blade
- Wahl Universal Comb Set
- Combination Comb
- Poodle Comb
- Double Sided Slicker Brush Small
- Zolitta Medium Pretty Pink Slicker Brush
- Andis Fine Tooth Deshedder
- 8" Aluminum Honeycomb Coarse - For Long Coats
- Curry on a stick
- Medium Nail Trimmer
- Bird Clipper
- Dremel
- Dematting Comb
- Coat King 10 Blade
- Wundercoat'r
- 1 - Groomer's Helper Lead
- Mixing Bottle
- Ear Cleaner
- Ear Powder
- Kwik Stop
- Blade Cleaner
- Clipper Vac Attachment
- Grooming Smock
- Grooming Gloves
- Grooming Case
- Face Mask
- Ear Protection

TUITION MUST BE PAID IN FULL PRIOR TO START OF COURSE	FEE
REGISTRATION FEE: (Non-Refundable)	\$175
TUITION:	\$1755
TEXTBOOKS:	\$170
TOOL KIT:	\$3465
VIDEO MEMBERSHIP (A credit card will be required to purchase this resource on the first day of class)	\$60
TOTAL TUITION / BOOKS / SUPPLIES: (A 2% surcharge will be added to the payment when using a credit card)	\$5625

CANINE PET STYLIST GROOMER PROGRAM

OFFERED: Fully Onsite or Blended

COURSE HOURS: 480

THEORY: 55 Hours - The theory portion of this program can be completed as a blended program, either onsite or offsite. The Online portion of the program consists of training videos, instructional documents, quizzes and exams.

PRACTICUM: 425 Hours - Fully Onsite

POTENTIAL LEARNING METHOD(S): Lecture / Lab / Online

PASSING GRADE: 80%

PROGRAM LENGTH: (approx.): 65 days // 13 weeks

FINANCIAL ASSISTANCE: This program is eligible for student loans, student credit lines and RESP redemptions.

PROGRAM OVERVIEW: This program is to be taken after the Assistant Groomer Program as it furthers the students understanding in the importance of bathing, drying and finishing skills, and expands their learning into the basic skills of grooming in accordance to the standards set out by the Canadian Kennel Club. Health, anatomy and diseases will be studied. Business skills will be introduced in this program to assist any future groomers in establishing their own grooming business or building their clientele within an established salon.

OBJECTIVE: The objective of this program is to facilitate strong skills in professional grooming and allow students who have completed this course to enter the industry with confidence and success. The graduate of this course will display exemplary skills in grooming techniques, customer service, time management, business smarts and more.

THEORY SYLLABUS

- Recognizing breeds of the Canadian Kennel Club and their specific characteristics, and coat requirements.
- Understanding Clipping Skills- use of Clipper Combs, Various Blades, Reverse Clipping, Use of Clipper Vac
- Understanding Advanced Speed Techniques
- Understanding Advanced Scissoring & Thinning Techniques
- Recognition of CKC Patterns and How to Create Them
- Discussing and Interpreting Creative Patterns for Mixed Breeds
- First Aid- Acquiring Knowledge to Accommodate First Aid Needs & Certification
- Recognizing causes, symptoms, diagnosis, and treatment of various Zoonotic Diseases.
- Recognizing parasites and their symptoms, and elimination procedures in the grooming salon.
- Understanding how to correct faults in all breeds including mixed breeds.
- Understanding the use of colors, products for Creative Grooming.
- Identifying the need for incredible presentation in your services and yourself!
- Client Relations- Communication skills
- Mobile, Owning My Own Business, Working in a Salon- Pro's and Cons to All
- Running a Business and Keeping/Attracting Clientele/ Referrals
- Business Techniques- including multi-media, advertising, promotions etc.
- Understanding the importance of a business plan

PRACTICUM SYLLABUS

- Hands on Advanced Bathing/ Drying/ Handling Techniques
- Higher Recognition of Various Products/ Tools for Amazing Trims
- Carding and Stripping the Wire Coat Breeds
- Pattern Setting for all groups of dogs including mixed breeds
- Higher Level of Clipping Skills, and use of Clipper Vac
- Higher Level of Scissoring, Thinning & Finishing Techniques
- Identifying faults and correcting them
- Within the Walks N' Wags First Aid Course you will be applying your knowledge to "Dummy" Dogs as a Hands-On Program
- You will be providing customer service and practicing your customer communication with your own- hands-on dogs

REQUIRED TEXTBOOKS: The books listed are minimum requirements for these training programs. Students are not required to purchase their text books through Apex Academy of Professional Grooming and Animal Arts.

- **Theory of Five**
- Melissa Verplank
- **Dog Grooming Simplified**
- Jodi Murphy

REQUIRED TOOLS: Items listed in this kit are the minimum requirements for these training programs. Students are not required to purchase their tools through Apex Academy of Professional Grooming and Animal Arts. You can purchase these tools all or in part should you have acceptable tools already. You can also shop elsewhere, but please take time to read our Frequently Asked Questions (on page 52) before shopping for alternative tools . AAPGAA may need to see the quality of your tools first, as the reputation of this program relies on safety.

GROOMING SUPPLIES: All shampoo and special grooming products necessary for grooming the various breeds are available for the students' use and are included in the price of tuition. Pets for student's assignments and instructions are supplied by the school.

- **The Canine Assistant Groomer Program Tool Kit, PLUS**
- Double Sided Slicker Brush Large
- Hemostat
- Coat King 23 Blade
- Stripping Stone
- Blade Case
- #30 Blade
- #10 Blade
- #7FC Blade
- #5FC Blade
- #4FC Blade

TUITION MUST BE PAID IN FULL PRIOR TO START OF COURSE	FEE
REGISTRATION FEE: (Non-Refundable)	\$250
TUITION:	\$6330
TEXTBOOKS:	\$206
TOOL KIT :	\$400
VIDEO MEMBERSHIP (A credit card will be required to purchase this resource on the first day of class)	\$120
TOTAL TUITION / BOOKS / SUPPLIES: (A 2% surcharge will be added to the payment when using a credit card)	\$7306

CANINE ALL INCLUSIVE GROOMER PROGRAM

OFFERED: Fully Onsite or Blended

COURSE HOURS: 560

THEORY: 75 Hours - The theory portion of this program can be completed as a blended program, either onsite or offsite. The Online portion of the program consists of training videos, instructional documents, quizzes and exams.

PRACTICUM: 485 Hours - Fully Onsite

POTENTIAL LEARNING METHOD(S): Lecture / Lab / Online

PASSING GRADE: 80%

PROGRAM LENGTH: (approx.): 76 days // 15 weeks

FINANCIAL ASSISTANCE: This program is eligible for student loans, student credit lines and RESP redemptions.

PROGRAM OVERVIEW:

The **CANINE** Assistant Groomer Program

This program is simply an introduction to the world of grooming. Even though we title it the introduction, don't underestimate its importance. Learning to properly handle, bath, brush and dry are the most essential skills in creating a superior groom. This program enables the student to acquire the knowledge of proper handling of dogs and cats- identifying bathing, brushing, combing, cleaning ears, eye cleaning, clipping or dremeling nails, de-shedding procedures, and basic finishing techniques of the various coated breeds. An introduction to tools used in the bathing/ drying/ and preparation stages will be discussed and the learner will have the opportunity to spend 60 hours of hands-on-practical time to experience their use. Clipper blade and maintenance will be reviewed. The objective of this program is to educate and prepare the student with the knowledge required to be qualified to enter into the dog grooming industry as a Grooming Assistant / Bather Brusher for any Professional Grooming establishment.

The **CANINE** Pet Stylist Program

Students will complete this program understanding the basic skills of pet grooming dogs according to the standards set out by the Canadian Kennel Club. Students will be able to identify the groups of dogs selected by the Canadian Kennel Club, identify the breeds & identify their grooming needs. The learner will identify various diseases- both zoonotic and those that are simply passed between dogs/ cats etc. The learner will also be able to perform first aid techniques. More advanced learning on the fundamentals of brushing, combing, nail care, ear care, bathing, drying will take place. In addition to expanding learning from the Assistant Program, the students will be introduced to clipper skills, use of the Clipper Vac, scissoring skills, pattern identification to CKC standards & anatomy, Focus will be on increasing speed to create superior grooms.

OBJECTIVE: The objective of this program is to facilitate strong skills in professional grooming and allow students who have completed this course to enter the industry with confidence and success. The graduate of this course will display exemplary skills in grooming techniques, customer service, time management, business smarts and more.

THEORY SYLLABUS

- Groomer & Pet Safety
- Grooming Equipment Selection & Care
- Anatomy & Behaviour
- Breed Standards of the Canadian Kennel Club
- Proper Handling Techniques
- Challenging Pets
- Special Care of Young & Old Pets
- Customer Service
- Business Smarts Recognizing breeds of the Canadian Kennel Club and their specific characteristics, and coat requirements.
- Understanding Clipping Skills- use of Clipper Combs, Various Blades, Reverse Clipping, Use of Clipper Vac
- Understanding Advanced Speed Techniques
- Understanding Advanced Scissoring & Thinning Techniques
- Recognition of CKC Patterns and How to Create Them
- Discussing and Interpreting Creative Patterns for Mixed Breeds
- First Aid- Acquiring Knowledge to Accommodate First Aid Needs & Certification
- Recognizing causes, symptoms, diagnosis, and treatment of various Zoonotic Diseases.
- Recognizing parasites and their symptoms, and elimination procedures in the grooming salon.
- Understanding how to correct faults in all breeds including mixed breeds.
- Understanding the use of colors, products for Creative Grooming.
- Identifying the need for incredible presentation in your services and yourself!
- Client Relations- Communication skills
- Mobile, Owning My Own Business, Working in a Salon- Pro's and Cons to All
- Running a Business and Keeping/Attracting Clientele/ Referrals
- Business Techniques- including multi-media, advertising, promotions etc.
- Understanding the importance of a business plan.

PRACTICUM SYLLABUS

- Understanding Canine Language
- Handling- Control Techniques
- Understanding and Recognition of the Anatomy of the Canine
- Use of Tools of the Trade
- Use of Products of the Trade
- Practicing Sanitation Procedures
- Recognition of Various Coat Types
- Practicing and Mastery of Bathing Techniques for the Various Coat Types
- Practicing and Mastery Drying Techniques for the Various Coat Types
- Ability to Provide Condition Evaluation
- Practicing and Mastery of DeShedding Techniques
- Ability to Complete with Mastery Prep Work (Nails, Pads, Ears, Teeth, Sanitary Trims)
- Creating Beautiful Feet on Natural/ Brush Out/ Shedding Dogs
- Creating Finishing Touches For Amazing Client Presentation
- Hands on Advanced Bathing/ Drying/ Handling Techniques
- Higher Recognition of Various Products/ Tools for Amazing Trims
- Carding and Stripping the Wire Coat Breeds
- Pattern Setting for all groups of dogs including mixed breeds
- Higher Level of Clipping Skills, and use of Clipper Vac
- Higher Level of Scissoring, Thinning & Finishing Techniques
- Identifying faults and correcting them
- Within the Walks N' Wags First Aid Course you will be applying your knowledge to "Dummy" Dogs as a Hands-On Program
- You will be providing customer service and practicing your customer communication with your own- hands-on dogs

REQUIRED TEXTBOOKS: The books listed are minimum requirements for these training programs. Students are not required to purchase their text books through Apex Academy of Professional Grooming and Animal Arts.

- **Notes From the Grooming Table** - Melissa Verplank
- **Dog Grooming Simplified** - Jodi Murphy
- **Every Dog A Book of Over 450 Breeds**
- **Theory of Five** - Melissa Verplank

REQUIRED TOOLS: Items listed in this kit are the minimum requirements for these training programs. Students are not required to purchase their tools through Apex Academy of Professional Grooming and Animal Arts. You can purchase these tools all or in part should you have acceptable tools already. You can also shop elsewhere, but please take time to read our Frequently Asked Questions (on page ??) before shopping for alternative tools. AAPGAA may need to see the quality of your tools first, as the reputation of this program relies on safety.

GROOMING SUPPLIES: All shampoo and special grooming products necessary for grooming the various breeds are available for the students' use and are included in the price of tuition. Pets for student's assignments and instructions are supplied by the school.

- Groomer's Helper Starter Kit
- 4 Piece Scissor Set
- Corded Clipper
- Cordless Clipper
- Blade Case
- 2 -#30 Blade
- #10 Blade
- #7FC Blade
- #5FC Blade
- #4FC Blade
- Wahl Universal Comb Set
- Combination Comb
- Poodle Comb
- Andis Fine Tooth Deshedder
- Double Sided Slicker Brush Small
- Double Sided Slicker Brush Large
- Zolitta Medium Pretty Pink Slicker Brush
- 8" Aluminum Honeycomb Coarse - For Long Coats
- Curry on a Stick
- Medium Nail Trimmer
- Bird Clipper
- Dremel
- Dematting Comb
- Coat King Double Wide 23 Blade
- Coat King 10 Blade
- Wundercoat'r
- 1 - Groomer's Helper Lead
- Mixing Bottle
- Ear Cleaner
- Ear Powder
- Kwik Stop
- Blade Cleaner
- Clipper Vac Attachment
- Grooming Smock
- Grooming Gloves
- Grooming Case
- Face Mask
- Hemostat
- Stripping Stone
- Ear Protection



TUITION MUST BE PAID IN FULL PRIOR TO START OF COURSE	FEE
REGISTRATION FEE: (Non-Refundable)	\$250
TUITION:	\$8015
TEXTBOOKS:	\$376
TOOL KIT:	\$3865
VIDEO MEMBERSHIP (A credit card will be required to purchase this resource on the first day of class)	\$180
TOTAL TUITION / BOOKS / SUPPLIES: (A 2% surcharge will be added to the payment when using a credit card)	\$12686

CANINE/FELINE

ALL INCLUSIVE

GROOMER PROGRAM

OFFERED: Fully Onsite or the Canine Program is offered as a Blended Program

COURSE HOURS: 640

THEORY: 75 Hours - The theory portion of this program can be completed as a blended program, either onsite or offsite. The Online portion of the program consists of training videos, instructional documents, quizzes and exams.

PRACTICUM: 555 Hours - Fully Onsite

POTENTIAL LEARNING METHOD(S): Lecture/Lab, Online

PASSING GRADE: 80%

PROGRAM LENGTH: (approx.): 86 days // 17 weeks

FINANCIAL ASSISTANCE: This program is eligible for student loans, student credit lines and RESP redemptions.

PROGRAM OVERVIEW:

The **CANINE** Assistant Groomer Program

This program is simply an introduction to the world of grooming. Even though we title it the introduction, don't underestimate its importance. Learning to properly handle, bath, brush and dry are the most essential skills in creating a superior groom. This program enables the student to acquire the knowledge of proper handling of dogs and cats- identifying bathing, brushing, combing, cleaning ears, eye cleaning, clipping or dremeling nails, de-shedding procedures, and basic finishing techniques of the various coated breeds. An introduction to tools used in the bathing/ drying/ and preparation stages will be discussed and the learner will have the opportunity to spend 60 hours of hands-on-practical time to experience their use. Clipper blade and maintenance will be reviewed. The objective of this program is to educate and prepare the student with the knowledge required to be qualified to enter into the dog grooming industry as a Grooming Assistant / Bather Brusher for any Professional Grooming establishment.

The **CANINE** Pet Stylist Program

Students will complete this program understanding the basic skills of pet grooming dogs according to the standards set out by the Canadian Kennel Club. Students will be able to identify the groups of dogs selected by the Canadian Kennel Club, identify the breeds & identify their grooming needs. The learner will identify various diseases- both zoonotic and those that are simply passed between dogs/ cats etc. The learner will also be able to perform first aid techniques. More advanced learning on the fundamentals of brushing, combing, nail care, ear care, bathing, drying will take place. In addition to expanding learning from the Assistant Program, the students will be introduced to clipper skills, use of the Clipper Vac, scissoring skills, pattern identification to CKC standards & anatomy, Focus will be on increasing speed to create superior grooms.

The **FELINE** Groomer Program

The Apex Academy provides this program to educate the student in the art of cat grooming. We will teach all of the theory and hands-on instruction for the student to graduate with a keen understanding of the core learning listed below. Our learning objectives are aligned with those of the National Cat Groomers Institute.

In saying this, students have two options:

1. Take the Apex Academy Feline Program with full intentions of achieving their CFMG (Certified Feline Master Groomer) status through the National Cat Groomers Institute, plus their Apex Academy Feline Program Certificate.
2. Take the Apex Academy Feline Program with the goal of achieving their Feline Groomer Program Certificate

There's a lot to learn about grooming cats and this is an intense course- we have had many manage to complete all the written and practicum exams in our two-week program, but we have also experienced many students who feel it is too much and would prefer to focus on the guided practice and hands-on experience, without the stress of exams.

Option 1- I want to achieve my National Cat Groomers Institute (NCGI) Certified Feline Master Groomer (CFMG) status during my two week program at Apex Academy

- This program is intense but doable!
- We set aside time during the course to complete both NCGI written and NCGI practicum exams.
- Strong students successfully complete all requirements for both and reach their CFMG status during this two-week course.
- Some students complete some of the requirements, but will need to practice and return at a later time to finish all requirements for CFMG status.
- NCGIA Certification Fees are included in your tuition fees.
- Should a student NOT pass all exams (written and/or practicum) in their efforts to achieve their CFMG status, extra days outside of this course will need to be arranged with Apex Academy and there will be an additional fee of \$400/day.
- If successful with Option 1- you complete the program with your Apex Feline Groomer Program Certificate, plus your Certified Feline Master Groomer Certificate.

Option 2- I don't want to achieve my CFMG status but want to take the Apex Academy Feline Groomer Program for the learning and hands-on-experience.

- You will still be expected to learn the same theory and practicum skills as the student going for their CFMG (option 1), however you will be writing the Apex Academy written exams, and the Apex Academy Practicum exams.
- There are no extra fees for these exams as they are a part of The Feline Groomer Program.
- You complete the program with your Feline Groomer Program Certificate.

OBJECTIVE: The Canine / Feline All Inclusive Program is designed for students who have a love of both worlds and upon graduation wish to groom both Canine's and Feline's. In this program students complete the Assistant Groomer, Canine Pet Stylist and Feline Groomer, all in one complete program.

THEORY SYLLABUS

- Orientation; Groomer & Pet Safety; Equipment Selection & Care;
- Dogs 101; Anatomy & Behavior; Breed Standards of The American Kennel
- Club/ Canadian Kennel Club; Proper Handling Techniques; Challenging Pets;
- Special Care Of Young & Old Pets; Customer Service; Keeping Up Professional
- Appearances; Diseases- Zoonotic and others/ first aid
- Clipper Techniques; Basic Scissoring, & Thinning Techniques;
- CKC Standards- group/ breed identification
- Further learning on brushing / dematting techniques.
- Basic Finishing Techniques
- Running a Business and Keeping/Attracting Clientele
- Advanced Scissoring & Thinning
- CKC Patterns; Creative Patterns for Mixed Breeds
- Handling Techniques
- Advanced Clipping, Techniques & Tools
- Head Pattern Review; Putting Patterns Together
- Fault Correction; Speed Grooming Techniques
- Advertising, clientele, social networking, website, budgeting, employment opportunities.
- Feline health and anatomy
- Feline breeds and colors
- Understanding temperaments
- CPR and First Aid
- Business management
- Starting and growing your feline grooming business
- Marketing your business

PRACTICUM SYLLABUS

- Hands On Canine/Feline Bathing
- Hands On Canine/Feline Grooming
- Brushing & Drying, Recognition of Skin Disorders
- Choosing The Proper Products; Tools & Techniques
- Management of All Coat Types
- Canine/Feline Eyes, Ears, Nails & Teeth care
- Deshedding/ Matt techniques/ clipper blade maintenance/ Fou Fou Finishing
- Brushing & Drying
- Clipping, Thinning & Scissoring
- Basic Head Patterns
- Finishing Touches
- Pattern Setting for all Canine/ Feline groups including mixed breeds
- Scissoring, Thinning & Finishing Techniques
- Identifying Faults and Correcting them
- Safe Handling Skills

REQUIRED TEXTBOOKS: The books listed are minimum requirements for these training programs. Students are not required to purchase their text books through Apex Academy of Professional Grooming and Animal Arts.

- **Notes From the Grooming Table** - Melissa Verplank
- **Theory of Five** - Melissa Verplank
- **Dog Grooming Simplified** - Jodi Murphy
- **Every Dog A Book of Over 450 Breeds**
- **Ultimate Cat Groomer Encyclopedia**
- **Written Exam Certification Prep**

REQUIRED TOOLS: Items listed in this kit are the minimum requirements for these training programs. Students are not required to purchase their tools through Apex Academy of Professional Grooming and Animal Arts. You can purchase these tools all or in part should you have acceptable tools already. You can also shop elsewhere, but please take time to read our Frequently Asked Questions (on page 52) before shopping for alternative tools. AAPGAA may need to see the quality of your tools first, as the reputation of this program relies on safety.

GROOMING SUPPLIES: All shampoo and special grooming products necessary for grooming the various breeds are available for the students' use and are included in the price of tuition. Pets for student's assignments and instructions are supplied by the school.

- Groomer's Helper Starter Set
- 4 Piece Scissor Set
- Corded Clipper
- Cordless Clipper
- Blade Case
- 2 -#30 Blade
- #10 Blade
- #7FC Blade
- #5FC Blade
- #4FC Blade
- Wahl Universal Comb Set
- Wahl 5 in 1 Guide Comb Attachments
- Andis Fine Tooth Deshedder
- 8" Aluminum Honeycomb Coarse - For Long Coats
- Chris Christensen Carding Comb
- Chris Christensen Cat Tail Comb
- Chris Christensen Face & Feet Comb
- Poodle Comb
- Combination Comb
- Double Sided Slicker Brush Small
- Double Sided Slicker Brush Large
- Zolitta Medium Pretty Pink Slicker Brush
- Curry on a Stick
- Medium Nail Trimmer
- Bird Clipper
- Dremel
- Dematting Comb
- Coat King Double Wide 23 Blade
- Coat King 10 Blade
- Wundercoat'r
- Groomer's Helper Lead
- Mixing Bottle
- Ear Cleaner
- Ear Powder
- Kwik Stop
- Blade Cleaner
- Clipper Vac Attachment
- Grooming Smock
- Grooming Gloves
- Grooming Case
- Face Mask
- Ear Protection
- Hemostat
- Stripping Stone
- Blunt Tipped Small Scissor
- E-Collar
- Air Muzzle
- Rubber Booties



TUITION MUST BE PAID IN FULL PRIOR TO START OF COURSE	FEE
REGISTRATION FEE: (Non-Refundable)	\$250
TUITION:	\$11850
TEXTBOOKS:	\$535
TOOL KIT:	\$4300
VIDEO MEMBERSHIP (A credit card will be required to purchase this resource on the first day of class)	\$180
TOTAL TUITION / BOOKS / SUPPLIES: (A 2% surcharge will be added to the payment when using a credit card)	\$17115

FELINE

GROOMER PROGRAM

COURSE HOURS: 80

THEORY: 10 Hours - Fully Onsite

PRACTICUM: 70 Hours - Fully Onsite

POTENTIAL LEARNING METHOD(S): Lecture / Lab / Online

PASSING GRADE: 80%

PROGRAM LENGTH: (approx.): 10 days // 2 weeks

HOURS OF OPERATION: Weekdays // 8:45 a.m. - 5:00 p.m. (30 minute lunch break)

FINANCIAL ASSISTANCE: This program is eligible for student credit lines and RESP redemptions. It is not eligible for student loans.

AAPGAA CERTIFICATION: is a recognized NCGIA training facility for this program.

STUDENT CAPACITY: Minimum - 4 registered students

PROGRAM OVERVIEW: The Apex Academy provides this program to educate the student in the art of cat grooming. We will teach all of the theory and hands-on instruction for the student to graduate with a keen understanding of the core learning listed below. Our learning objectives are aligned with those of the National Cat Groomers Institute.

In saying this, students have two options:

1. Take the Apex Academy Feline Program with full intentions of achieving their CFMG (Certified Feline Master Groomer) status through the National Cat Groomers Institute, plus their Apex Academy Feline Program Certificate.
2. Take the Apex Academy Feline Program with the goal of achieving their Feline Groomer Program Certificate

There's a lot to learn about grooming cats and this is an intense course- we have had many manage to complete all the written and practicum exams in our two-week program, but we have also experienced many students who feel it is too much and would prefer to focus on the guided practice and hands-on experience, without the stress of exams.

Option 1- I want to achieve my National Cat Groomers Institute (NCGI) Certified Feline Master Groomer (CFMG) status during my two week program at Apex Academy

- This program is intense but doable!
- We set aside time during the course to complete both NCGI written and NCGI practicum exams.
- Strong students successfully complete all requirements for both and reach their CFMG status during this two-week course.
- Some students complete some of the requirements, but will need to practice and return at a later time to finish all requirements for CFMG status.
- NCGIA Certification Fees are included in your tuition fees.
- Should a student NOT pass all exams (written and/or practicum) in their efforts to achieve their CFMG status, extra days outside of this course will need to be arranged with Apex Academy and there will be an additional fee of \$400/day.
- If successful with Option 1- you complete the program with your Apex Feline Groomer Program Certificate, plus your Certified Feline Master Groomer Certificate.

Option 2- I don't want to achieve my CFMG status but want to take the Apex Academy Feline Groomer Program for the learning and hands-on-experience.

- You will still be expected to learn the same theory and practicum skills as the student going for their CFMG (option 1), however you will be writing the Apex Academy written exams, and the Apex Academy Practicum exams.
- There are no extra fees for these exams as they are a part of The Feline Groomer Program.
- You complete the program with your Feline Groomer Program Certificate.

NOTE: For information on the costs/fees for the CFMG Certification - see CFMG Certification, on page 42, of the Policies and Procedures section of this handbook.

OBJECTIVE: To prepare students to write the (NCGIA) exams with success. Our curriculum is based on teaching cat groomers to most safely handle cats and providing them with methods and techniques to create the most beautiful grooms possible. Along with the techniques and methods, knowledge will be gained on breeds, coat types, colors, temperaments, anatomy, health issues, and more. The goal is to provide cat groomers with the opportunity to leave the Academy with all the tools and knowledge to successfully start a cat grooming career.

THEORY AND PRACTICUM SYLLABUS

- Feline Health and Anatomy
- Feline Breeds and Colors
- Working on Different Feline Coats
- Understanding Temperaments
- Safe Handling Skills
- Feline Grooming Needs
- Product, Tool, Equipment Usage
- CPR and First Aid
- Grooming Elements
- Hands-on Grooming
- Business Management
- Starting and Growing your Feline Grooming Business
- Marketing your Business

REQUIRED TEXTBOOKS: The books listed are minimum requirements for these training programs. Students are not required to purchase their text books through Apex Academy of Professional Grooming and Animal Arts. Packaged D- Certification Prep Plus Includes:

- Ultimate Cat Groomer Encyclopedia

REQUIRED TOOLS: The following tools and products are the minimum requirements for this training program. Students are not required to purchase their tools through the Apex Academy of Professional Grooming & Animal Arts, but must assure the Academy they have the proper tools upon attending the program. The Academy has all tools required and can be purchased for this program.

- Corded Clipper
- Cordless Clipper
- Wahl Universal Comb Set
- Wahl 5 in 1 Guide Comb Attachments
- Greyhound comb (fine/med)
- Nail Trimmers Small
- Kwik Stop
- Curry on a Stick
- Rubber Booties
- Grooming Smock
- Blunt Tipped Small Scissors
- Air Muzzle
- E-Collar
- Andis Fine Tooth Deshedder
- Chris Christensen Carding Comb
- Chris Christensen Cat Tail Comb
- Chris Christensen Face & Feet Comb
- Clipper Vac Attachment

TUITION MUST BE PAID IN FULL PRIOR TO START OF COURSE	FEE
REGISTRATION FEE: (Non-Refundable)	\$250
TUITION: (50% of tuition, is due 30 days prior to program start date, or upon registration)	\$3835
TEXTBOOKS:	\$158
TOOL KIT:	\$1745
TOTAL TUITION / BOOKS / SUPPLIES: (A 2% surcharge will be added to the payment when using a credit card)	\$5988

FELINE PERSONALIZED PRIVATE INSTRUCTION GROOMER PROGRAM

HOURS OF OPERATION: Weekdays // 9:00 a.m. - 5:00 p.m. (30 minute lunch break)

POTENTIAL LEARNING METHOD(S): Lecture / Lab / Online

CERTIFICATION: AAPGAA is a recognized NCGIA training facility for this program. This program is not registered with the Ministry of Advanced Education.

CURRENT AVAILABILITY: PPI dates book up quickly. It is wise to plan at least several months in advance. This will provide the additional benefit of allowing time to study prior to attending PPI.

- 1 or 2 days (Some flexibility available, please allow 2-3 months notice)
- 3, 4, 5, or more days (please allow minimum 3 months notice)

PROGRAM OVERVIEW: Need hands on training with real cats? We provide the industry's most thorough and effective hands on training for beginners, experienced groomers and those wanting to obtain certification. Whatever your needs are, we can customize a program just for you with one or more days of Personalized Private Instruction (PPI).

PPI is a one-on-one training based on your needs to prepare you for the cat grooming world and for achieving your Certified Feline Master Groomer title. This program will be designed exclusively for YOU! Should you take the Personalized Private Instruction, you can complete your theory online with the Complete Cat Groomer Training Syllabus through the National Cat Groomers Institute.

NOTE: For information on the costs/fees for the CFMG Certification - see CFMG Certification, on page 42, of the Policies and Procedures section of this handbook.

All the materials are available a la carte through their webstore. Perhaps you just need help in one area? Check out their resources to pinpoint the areas you are looking to improve. This way we can tailor the program to your specific needs. Please note the National Cat Groomers Institute also offers a 3-month payment plan for the Syllabus. All PPI Days are completed with a full written and verbal assessment for the student.

Some popular formats are below.

EXAMPLE PPI SCHEDULES

For the Cat Owner (1 day)

- overview of equipment and tools
- demonstration of a full groom
- practice at home maintenance (nails, ears, eyes, combing)
- assistance with full groom

Beginner Cat Groomer (4-5 days recommended)

- **Day 1:** Safety & handling discussion, becoming a professional cat groomer, demonstration of full groom can include nails, ears, sanitary trimming techniques

- **Day 2:** Handling skills and grooming can include sanitary trim, belly shave, de-shedding techniques, and Soft Paws application.
- **Day 3:** Handling skills and grooming can include belly shave, comb cut, face trim and reinforcement of previous grooming elements.
- **Day 4:** Handling skills and grooming can include lion cuts and reinforcement of previous grooming elements.
- **Day 5:** Handling skills and grooming can include lion cuts, more challenging temperaments and behaviours.

Intermediate Cat Groomer (1-3 days recommended)

- Safety and handling discussion, demonstration of full groom can include nails, ears, sanitary and clipping techniques. Hands-on grooming of full groom with sanitary and/or belly shaving, de-shedding techniques, etc. Presentation of lion cut.
- Handling skills and grooming can include lion cuts, comb cuts and shaving techniques.
- More practice of shaving techniques, more variety of feline temperaments and behaviours, challenging cats (senior, aggressive, matted, etc.), business growth, certification prep.

REQUIRED TOOLS: The following tools and products are the minimum requirements for this training program. Students are not required to purchase their tools through the Apex Academy of Professional Grooming & Animal Arts, but must assure the Academy they have the proper tools upon attending the program. The Academy has all tools required and can be purchased for this program.

- Corded Clipper
- Cordless Clipper
- Wahl Universal Comb Set
- Wahl 5 in 1 Guide Comb Attachments
- Greyhound comb (fine/med)
- Andis Fine Tooth Deshedder
- Chris Christensen Carding Comb
- Chris Christensen Cat Tail Comb
- Chris Christensen Face & Feet Comb
- Nail Trimmers Small
- Kwik Stop
- Curry on a Stick
- Grooming Smock
- Blunt Tipped Small Scissors
- Air Muzzle
- E-Collar
- Clipper Vac Attachment

If any of the above items are not brought to PPI training, they are available for purchase at the start of the training day. All other necessary tools, equipment and grooming products are provided by the Apex Academy and use of such is included in the cost.

PPI FEES ARE NON-REFUNDABLE, DATES MAY BE TRANSFERRED WITH APPROPRIATE NOTICE. (A deposit of 50% and completed registration form is required to book dates. Balance is due 30 days prior to first day of training.)	FEE
TUITION PER DAY:	\$775
TOOL KIT:	\$1750
TOTAL TUITION / BOOKS / SUPPLIES: (A 2% surcharge will be added to the payment when using a credit card)	TBD

POLICIES & PROCEDURES



REGISTRATION

No previous experience is necessary for the Assistant Groomer Program. Applicants must have a genuine concern and affection for animals. The minimum age for acceptance is 18. To enrol in the Canine Pet Stylist Program (whether onsite or Blended), you must have completed with an 80% average or higher, in the Assistant Groomer Program. Professional pet grooming is a physically active profession. To excel in this profession, a prospective student needs to stay mentally focused, stand all day, and have good dexterity with their hands and arms, and lift up to 60 pounds with relative ease.

TO ENROL

Apex Academy of Professional Grooming and Animal Arts will contact the applicant after receiving the registration. At this time the applicant will be sent a package with all information, dates, policies and procedures within. The applicant should review all materials, and call the school with any questions. Complete the entire packet and send it to Apex Academy of Professional Grooming and Animal Arts along with the applicable Non Refundable Registration Fee . Apex Academy of Professional Grooming and Animal Arts will contact the applicant to confirm a start date.

APPLY

Submit the completed Registration Form with the applicable registration fee (please refer to each program's outline). The Admissions Department will review each candidate's application and contact them to schedule a personal interview, or telephone interview for out-of-town applicants, prior to acceptance. The school reserves the right to accept or decline an application for enrolment. You may apply on-line at www.apexacademy.ca

TUITION, TOOLS & BOOKS

Payments can be made by cash, check, VISA, MasterCard or email transfer. If paying by Visa or Mastercard there will be a 2% surcharge added on. If you are paying for tuition without a student loan, all funds must be paid in full by 50% completion of your training program.

INSTALLMENT PLAN: Tuition can be paid in installments as follows; **Day 1:** 25%; **Wednesday of Week 3:** 25%; **Wednesday of Week 5:** 25%; **Wednesday of Week 6:** 25%.

All books and tools must be paid in full by the beginning of the first day of the program. A credit card or Paypal account is required to purchase online memberships and fees.

STUDENT LOANS

Student loans are available for the Canine Pet Stylist Program, Canine All Inclusive Program and the Canine/Feline All Inclusive program. To apply for student loans follow the instructions at <https://www.saskatchewan.ca/residents/education-and-learning/student-loans>

DRESS CODE

All students are required to dress and groom themselves in a manner that conforms to standards set by business and industry. At AAPGAA, pants that repel hair (clean jeans or windpants, NO leggings or sweat pants), cool loose fitting top (NO tank tops), a smock, and clean, non-skid footwear (runners or shoes, no boots of any kind) is the dress code that is expected. A smock must be worn at all times (if a student forgets their smock they must go home and get it).

SCHOOL HOLIDAYS

Apex Academy of Professional Grooming and Animal Arts is closed on Statutory holidays. There will be a school recess between Christmas and New Years. The school may be closed for various industry-related seminars and shows, bad weather, or other non-scheduled holidays.

Each student will be provided with a schedule of dates, and holidays included in their Enrolment Contract. Should any variations of the schedule outlined occur, an amendment to the contract is required, and is signed by the student and staff representative. During holidays the communication with instructors & the Quick Start students will not be available.

ATTENDANCE (8:45 AM - 4:30 PM)

Attendance records are kept each day and become a part of the student's permanent files. In order to successfully complete their training program, students are expected to regularly attend their scheduled classes, and must complete a minimum of 90% of their scheduled clock hours. Classes are scheduled from 8:45 a.m. - 4:30 p.m. and students are expected to be prepared to start class (whether in the classroom or on the floor) at 8:45 a.m. sharp, and plan to train until 4:30 p.m. each day.

If a student's absence hours are more than 8% of their scheduled hours during any one marking period, the student will be placed on probation for one marking period. Five tardies and/or leaving prior to the scheduled start and/or end of class equals one absence. Students will be credited with the full number of clock hours listed on their enrolment agreement on a daily basis. Absenteeism, class cuts (leaving early from class) and tardiness will be excused, on a limited basis and if written documentation regarding the absence is provided. Failure to comply with this policy may result in termination.

ATTENDANCE AND INVOLVEMENT FOR THE BLENDED PROGRAMS: The Blended Program is located on an online platform called Digital Chalk. The structure of the online programs is that one must complete one component and pass at an 80% level, before being allowed to continue. The Digital Chalk Program also has checkpoints the student has to acknowledge during videos, and webinars. This insures the students are actively involved in the teachings. Live chats will be organized between the instructors and students to check for understanding and clarification if needed.

SATISFACTORY PROGRESS

Students must maintain satisfactory progress in order to achieve the objectives of their chosen program and remain in school. If a student's GPA falls below 80% during any one marking period the student will be placed on probation for one marking period.

For students attending the Canine Pet Stylist Program, a progress report will be completed every 150 hours. For students attending the 80 clock hours program (Assistant Groomer Program), a summary of progress/advancement will be given.

To maintain satisfactory progress, students must comply with the following regulations: attendance, grades, leave of absence, make-ups, terminations, and re-instatements. This precludes any extenuating circumstances, which at the discretion of the Director, are documented and maintained on the student's permanent file.

GRADING

FOR ONSITE & BLENDED PROGRAMS: The grading system involves testing students in a number of different areas: practical skill application, written tests, speed, and effort.

Practical skill advancement tests and a series of written tests are developed for each training program to track a student's progress. If a student does not pass a practical skill test for a given level, he/she may repeat the practical testing on or before his/her scheduled end date for that level. Students may not move ahead in their practical skills training until successful completion of each practical skills test. If a written test is not completed by the end of the level, the student will receive a 'O' for that test.

Report cards are issued at the end of each level for the 560 clock hour program and a student must maintain a 80% GPA in order to graduate.

The following grading system is used to create report cards:

- Written Test Grade 15% of total grade
- Practical Skills Test Grade
- Attendance Grade 10% of total grade
- Effort / Sanitation Grade 15% of total grade

THE BLENDED PROGRAM GRADING SYSTEM: Many of the quizzes and checkpoints will be evaluated immediately within the Digital Chalk platform. Photo journals, reports, and essay or open questions will be emailed to the instructors and manually graded.

The following grading system is used for the Quick Start Programs:

- Written quizzes and checkpoints within Digital Chalk : 35% of total grade
- Essays/ reports: 20% of total grade
- Photo Journal/ videos: 45% of grade

REWRITES: There will be an additional cost of \$65/exam for any student required to retest on any practicum exams.

CERTIFICATES AND DIPLOMAS

At the completion of the 80 clock hour Apex Assistant Groomer Program (onsite or quick start), and the 480 clock hour Apex Canine Pet Stylist Program (onsite or quick start.), the Apex Assistant Groomer & Apex Canine Pet Stylist All Inclusive Program & the Apex Feline Grooming Program, students who have attained a 80% grade average will receive a diploma.

Presentation of diplomas is dependent upon fees being paid in full, including tuition, tools, and supplies.

CERTIFIED FELINE MASTER GROOMER CERTIFICATION

OPTIONAL CERTIFICATION IS AVAILABLE THROUGH THE NATIONAL CAT GROOMERS INSTITUTE OF AMERICA, INC. In order to receive the Certified Feline Master Groomer™ (CFMG™) title, a student must complete the nine (9) exams required for certification by the National Cat Groomers Institute, Inc. and receive an 85% or higher passing grade on all exams. These fees are included in both the Canine/Feline All Inclusive Program and the Feline Groomer program. There is an additional cost for the nine (9) certification exams (Please see National Cat Groomers Institute of America, Inc. certification publication for more information.)

FELINE GROOMER PROGRAM STUDENTS - All administration fees are included if students complete certification exams during the 10 day program. An additional administration fee of \$500 per day is required, if a student chooses to complete the CFMG certification after completion of the 10 day program. This fee is payable to AAPGAA, for administrating the tests and will be added to your account for each (full or partial) test day you require.

FELINE PERSONALIZED PRIVATE INSTRUCTION GROOMER PROGRAM STUDENTS - An additional administration fee of \$700 per day is required, if a student chooses to complete the CFMG certification immediately following the program. This fee is payable to AAPGAA, for administrating the tests and will be added to your account for each (full or partial) test day you require.

SUCCESSFUL COMPLETION OF THE FOLLOWING FOUR WRITTEN AND FIVE PRACTICAL EXAMS ARE REQUIRED TO BECOME A CERTIFIED FELINE MASTER GROOMER THROUGH THE NATIONAL CAT GROOMER'S INSTITUTE OF AMERICA.

THE FOUR WRITTEN EXAMS COVER:

1. Business Management (essay)
2. Breeds, Colors, Genetics (50 questions, fill-in-the-blank)
3. Health & Anatomy (55 questions, fill-in-the-blank)
4. Temperaments & Handling Skills (50 questions, fill-in-the-blank)

A passing grade of 85% or better is required for each. The purchase of all four corresponding Study Packets by each student is also required (no exceptions).

THE FIVE PRACTICAL EXAMS COVER:

1. Long hair full-coat groom
2. Short hair full-coat groom
3. Comb cut
4. Lion cut - Standard
5. Lion cut - Variation

A passing grade of 85% or better is required for each.

FOLLOW THE STEPS BELOW TO BECOME A (CFMG™) :

1. To join the NCGIA, fill out the membership application and send it in or submit the form online. Cost for first year: \$60 (\$35/year renewal) Initial Membership and Renewal fees can now be paid online under Products/Registrations.
2. The very best way to get your training is to attend the 2 week course at the Apex Academy of Professional Grooming & Animal Arts in Regina, Sk, Canada, or find a remote certifier near you.
3. Both Written and Practical Exams can be taken during our cat grooming school course. Any retakes are an additional \$65 CAD per exam.

Membership with the NCGIA must be current in order to take any exams and earn the CFMG or CFCC title. To retain any titles earned through the NCGIA, membership must remain current, otherwise all titles will be lost, and the exam process would need to be repeated to attain the titles once again. Total cost for all 9 exams: \$585 US.

PPI students must purchase their membership and pay exam fees directly to the NCGIA.

PLACEMENT

Apex Academy of Professional Grooming and Animal Arts is prohibited under Section 7-2 (a) of The Private Vocational Regulations, 2022, from guaranteeing employment to any student or prospective student. This contract is subject to the provisions of The Private Vocational Schools Regulations Act, 1995 and The Private Vocational Schools Regulations, 2022, of Saskatchewan.

Graduates are offered placement assistance at no additional charge. This assistance is available to them throughout the span of their careers. Although employment is not guaranteed, a comprehensive list of local and national job opportunities in the pet care field is maintained at the school. Placement assistance is offered on a personal basis and every effort is made to give each student the special attention needed to aid him/her in securing employment in a position which best suits his/her career objectives.

LEAVE OF ABSENCE

The school recognizes that certain personal emergencies arise resulting in a need for leave of absence. Students will be advised by the school of the implications of their extended absence. The student must request a leave of absence in writing. The request will be reviewed and a decision to grant the leave will be at the discretion of the Director. A return date will be scheduled, based on space availability. Upon return, the student will be placed in class and continue his/her program by accumulating clock hours from his/her last day of attendance prior to the leave. A new scheduled end date will then be assigned. Should a leave of absence occur, the student contract will be amended to show changes and both the student and representative staff member will sign it. Students are allowed only one leave during their training program. If a student does not return to school or requests a return date within 100 days of his/her last day of attendance, they will be terminated from their program. This policy includes Blended programs should they go over the stated maximum time.

MAKE-UP FOR ON-SITE PROGRAM & BLENDED PROGRAMS (PRACTICUM COMPONENT)

Any students not completing 90% of their hours by their scheduled end date for each level will be required to make up those hours after their scheduled end date for that level in order to graduate or receive a certificate. The student must make arrangements with the office to schedule a time (based on space availability) to make up these hours. There will be a \$40.00 per hour charge for these make up hours. Payment must be made prior to attendance for make up hours. Please note that should "make-up" hours be required an amendment to the student enrolment contract must be signed by the student and a representative of the school.

TERMINATION

Students are expected to conduct themselves at all times in an acceptable manner. The forms of misconduct listed below, may result in termination.

1. Any type of dishonesty, including knowingly furnishing false information to the institution, or presenting documents of any kind with intent to mislead or defraud.
2. Theft or damage to the school premises or damage to the property of a member of the school community on the school premises.
3. Failure to comply with directions of institutional officials acting in the performance of their duties.
4. Violation of the law on school premises in a way that affects the school community's pursuit of its proper educational objectives.
5. Disorderly conduct or lack of physical or emotional control that jeopardizes any person or animal at Apex Academy of Professional Grooming and Animal Arts.
6. Disregarding school policies.
7. Failure to maintain student loan payments.
8. Failure to maintain satisfactory progress. PLEASE NOTE THAT IF A STUDENT IS DISMISSED FOR CAUSE, THE NORMAL TUITION REFUND POLICY APPLIES.

STUDENT COMPLAINTS

It is the desire of Apex Academy of Professional Grooming and Animal Arts to resolve complaints or concerns in a prompt and courteous manner. It is the expectation of Apex Academy of Professional Grooming and Animal Arts that most issues will be resolved informally by way of discussion between the student and the appropriate staff member.

GENERAL GUIDELINES:

- Appeals regarding grades or dismissals are subject to the academic Appeal Policy. Please use the Student Petition to Appeal Form.
- Complaints are subject to the relevant policies established by Apex Academy of Professional Grooming and Animal Arts such as harassment/discrimination, unsafe work conditions, breach of privacy or confidentiality. Please use the Student Complaint Form to file your grievance.
- Statements of complaint must be made in writing.
- All complaints are confidential.
- The procedure outlined below must be followed
- A staff presented with a verbal complaint will ask the student to follow the procedure and remind the student of the written complaint requirement.
- The Administrator (Connie Buchanan) will also ask for a copy of any written responses from those already contacted by the student in accordance with the procedure.
- Arrangements for meetings and written responses from the person being complained about will be made in a timely and professional fashion. No complaint will go unanswered.
- Records of Complaints will be maintained at the location where they originated for a period of at least three years.

PROCEDURE FOR COMPLAINTS ABOUT APEX ACADEMY OF PROFESSIONAL GROOMING AND ANIMAL ARTS OR ANOTHER STUDENT

STEP 1:

The student will request a meeting with the Instructor responsible for the course to discuss the complaint verbally. If not resolved at this level, the student will proceed to Step 2.

STEP 2:

The student will submit a completed written complaint to the Administrator. The Administrator will arrange a meeting with the student within 3 days of receipt of written complaint. The student will have an opportunity to make an oral presentation of the complaint at this meeting and to have another person present or another person make the oral presentation on his/her behalf. Minutes will be taken at this meeting or discussion. The administrator will provide a written response to the student, outlining the discussion and any proposed and/or agree upon solution(s) within 3 days of the meeting. This response will include a decision statement, together with reasons on which the decision is based and minutes of meetings held. If not resolved at this level, the student will proceed to Step 3.

STEP 3:

Contact:

Government of Saskatchewan
Universities and Private Vocational Schools

1120-2010 12th Avenue
Regina, Saskatchewan S4P 0M3

Phone: 306-787-7381

Email: pvsinquiry@gov.sk.ca

<http://www.saskatchewan.ca/residents/education-and-learning/universities-colleges-and-schools/career-colleges>

TERMINATION OR WITHDRAWAL AFTER COMMENCEMENT OF CLASSES

Students may voluntarily withdraw at any time if they choose. In such cases, a letter to the Director from the student is required. Students may be dismissed for any infraction of the school rules or policies which are listed in the school catalogue. The termination date for refund computation purposes is the last date of actual attendance by the student. Refunds of tuition are as follows:

REFUNDS

THE PRIVATE VOCATIONAL SCHOOL REGULATIONS, 2022 (The Regulations) govern the procedures to be used for the refund of tuition and fees to students who leave a training program prior to program completion. The Regulations also include provisions for the handling of refunds of books/supplies and other fees and for the cancellation of student contracts.

REFUND OF STUDENT FEES

5-3 (1) An operator of a Category I school shall immediately refund to a student all amounts paid to the operator pursuant to the student contract where any of the following circumstances occurs:

- (a) at the time the student contract was entered into, the operator did not have a certificate of registration
- (b) the program or course contracted for was not approved by the minister pursuant to the Act and these regulations;
- (c) the operator or his or her employees made a false or misleading statement regarding the program or course contracted for, or the nature of the student contract, that induced the student to enter into the student contract.

(2) Where an operator of a Category I school has failed to fully deliver a program or course contracted for, the minister may require the operator to:

- (a) refund unearned tuition fees paid to the student; or
- (b) make up the deficiency in the program or course.

(3) Nothing in this section is to be construed as abrogating or limiting in any way the rights and remedies that a student otherwise has at law with respect to a breach by an operator of a student contract with that student.

REFUNDS AND RETAINING FEES AND OTHER PAYMENTS

5-4 (1) If a student commences a program or course contracted for and provides written notice to an operator of a Category I school that he or she intends to cease taking the program or course, the operator may retain the applicable proportion, in accordance with subsection (2), of the tuition fee payable for the program or course.

(2) If, at the time notice is given:

(a) 20% or less of the hours of instruction for the program or course have been delivered, the operator may retain 25% of the tuition fee payable;

(b) more than 20% but 50% or less of the hours of instruction for the program or course have been delivered, the operator may retain 60% of the tuition fee payable;
or

(c) more than 50% of the hours of instruction for the program or course have been delivered, the operator may retain 100% of the tuition fee payable.

(3) If a student is absent from a course or program for 21 consecutive calendar days:

(a) the student is deemed to have discontinued the course or program; and

(b) the operator shall immediately provide written notice to the student that the operator will retain the applicable proportion, in accordance with subsection (5), of the tuition fee payable for the course or program.

(4) The operator shall send the written notice mentioned in subsection (3) by ordinary mail, courier or hand delivery addressed to the most recent permanent address that the student has provided to the operator.

(5) If, on the twenty-first consecutive calendar day that a student has been absent from a program or course:

(a) 20% or less of the hours of instruction for the program or course have been delivered, the operator may retain 25% of the tuition fee payable;

(b) more than 20% but 50% or less of the hours of instruction for the program or course have been delivered, the operator may retain 60% of the tuition fee payable;
or

(c) more than 50% of the hours of instruction for the program or course have been delivered, the operator may retain 100% of the tuition fee payable.

(6) If part of a tuition fee is retained by an operator of a Category I school:

(a) pursuant to subsections (1) and (2), the operator, within 30 days after the notice mentioned in subsection (1) is given, shall refund the balance of the tuition fee, if any, to the student who paid the tuition fee; or

(b) pursuant to subsections (3) and (5), the operator within 30 days after the notice mentioned in subsection (4) is given, shall refund the balance of the tuition fee, if any, to the student who paid the tuition fee.

(7) A written notice sent by ordinary mail pursuant to subsection (4) is deemed to have been received by the student on the tenth day after it was mailed, unless the student establishes that, through no fault of hi or her own, the notices was received at a later date.

(8) If a student has paid for but not received any texts, books or other instructional material or equipment on the day the operator becomes eligible to retain part of the student's tuition fee pursuant to this section, the operator shall refund to the student the moneys the student has paid for those texts, books and other instructional material and equipment.

POWER TO CANCEL A STUDENT CONTRACT

5-5 (1) A student in a private vocational school may cancel the student's contract up to the day before the commencement of the course or program. (2) If a student cancels the students' contract pursuant to subsection (1), the operator shall refund to the student: a) all tuition fees paid by the student pursuant to the student contract; and (b) any moneys that the student has paid for learning materials such as textbooks, instructional materials and equipment that the student has not received.

FREQUENTLY ASKED QUESTIONS



- 1. WHAT COURSES DO YOU PROVIDE?**

Presently we are offering the Canine Assistant Groomer Program, Canine Pet Stylist Program, Canine All Inclusive Groomer Program, Canine/Feline All Inclusive Program, Feline Groomer Program, Feline Personalized Private Instruction Groomer Program, and Certified Feline Master Groomer Certification. We also provide a Blended option for the Canine Assistant Groomer Program, Canine Pet Stylist Program, and Canine All Inclusive Groomer Program, to suit the needs of individuals who can't travel to the Academy.
- 2. WHY IS IT IMPORTANT TO BECOME CERTIFIED?**

Currently there are no laws on who can groom and what education one must have to be a groomer and some provinces are closer to making grooming certification mandatory than others. You can actually teach yourself how to groom as a career if you are extremely committed. This is how many of the instructors at AAPGAA did start. It was a long frustrating process for many of us. Through discussion, the instructors agree that if we could do it all over again – the benefits of becoming certified through a reputable school would have been of the highest benefit. An education in the field of professional grooming will not only speed up your career, it will assist you in producing work to the highest standards and thus a more profitable/ successful business.
- 3. IS THE SCHOOL REGISTERED?**

AAPGAA is registered with the Saskatchewan Advanced Education Universities and Private Vocational Schools Branch which means the Academy is regulated and required to follow strict criteria laid out by the ministry.
- 4. DO ANY INSTRUCTORS HAVE EXPERIENCE WITH CONFIRMATION SHOWING?**

At Apex, two instructors have extensive show background, and understanding of grooming-to-breed standards.
- 5. HOW MUCH HANDS-ON-TIME IS AVAILABLE FOR STUDENTS?**

At Apex, the students have their own dogs and cats coming in daily. Not just that, Apex works in combination with a two busy salons, Zoom Zoom Groom and PreZoomably Cats. There are plenty of experiences that can take place! We also have the mobile grooming vans, which all students can experience.
- 6. HOW ARE THE LECTURES AND THEORY PART OF THE PROGRAM MANAGED?**

For the most part, Connie Buchanan (founder of Apex) will be conducting the lectures. Connie has a degree in education and taught middle years education for 18 years prior to starting her grooming career. The skills she learned through her teaching degree and experiences are transferred to the instruction at Apex. It was her love for teaching, and seeing a strong need for grooming education that created her passion to open the school. Many of the lectures are online and provided on a platform called Digital Chalk.

7. IS THE FACILITY CLEAN, ORGANIZED AND SET UP TO FACILITATE STUDENTS?

The Apex Academy, Zoom Zoom Groom, and PreZoomably Cats just did an amazing renovation in 3500 square feet of space. A beautiful classroom area has been created.

For Canine programs each student now has their personal hydraulic table, and clipper vac system. The Feline Course facilitates cat specific tubs, tables and dryers. We take great pride in our facility with plenty of tubs, kennels, and drying stations and it is clean, bright and safe. It is evident that the staff treats their clients(both two legged and four) with the upmost respect and dignity. four) with the utmost respect and dignity.

8. WHAT TYPE OF STUDENT IS APEX ACADEMY LOOKING FOR?

Even if we were the best school in the world, we can only be responsible for 50% of your learning- the rest is up to you! Grooming school is tough as there is so much to learn. The time you spend at Apex to become certified is just the beginning of your wonderful profession! Learning is continuous and there is not a day that goes by that through teaching I do not learn something new!

Apex is looking for focused students who are determined to immerse themselves in every aspect and opportunity to learn. Students need to have positive energy, and a passion for animals. Dogs & cats are very intuitive creatures and they can quickly decipher your intentions. Grooming is an extremely physical job. Groomers are constantly on their feet, and lifting occurs even though we try to provide equipment (ramped tubs, hydraulic tables etc.) to lessen the load. Creative skills and an eye for shapes, balance and symmetry is a must, however some of our best graduates have been students who felt they had none of these skills! Sometimes there is a hidden gift that just needs to be unwrapped!

9. WHAT ABOUT ACCOMMODATIONS?

The academy keeps a list of potential accommodations. Many of them are clients who have offered a bedroom or basement suite for our students. Please contact us if you have more questions about accommodations.

10. WHAT DOES THE INDUSTRY LOOK LIKE RIGHT NOW?

We tell all our students that if they are a skilled groomer, they will attract clientele! According to the Pet Industry Joint Advisory Council of Canada, about half of Canadian households own some kind of pet, and Canadians dropped \$8.3 billion on them in 2018, a figure that's been rising steadily annually. That has spelled opportunity for many small businesses- including the professional grooming niche! The exciting part of this industry is the new advances in tools and products that have simply raised the groomer and the industry to a whole new level! We feel the grooming as a profession is booming and what better time to raise the standards for producing outstanding workmanship and client services!

11. WHAT CAN A GROOMER EXPECT TO BE PAID?

That question is difficult to answer! Cat groomers with full clientele compared to dog groomers with full clientele make a higher income due to the price point & time difference. You may make a minimum wage working in a salon depending on their pay scale, or you can make a very nice income in a salon that pays you by commission.

Making \$20-\$30+ per hour is doable working for a busy salon. That being said, there is also the opportunity to work on your own. Taking in consideration expenses, inventory and time etc. the results may be (but not always) a higher income than working for someone else. There are also the possibilities of diversifying and adding other income streams that work hand-in-hand with professional grooming, which can include: Retail, Day care, Boarding, Specialized Services – example creative grooming, Training and more

Essentially, the sky is the limit, and the doors are open for pursuing your dreams, whether it is on a small scale or a larger, more ambitious one. When Connie Buchanan, founder of Apex, started with one mobile grooming vehicle, she had no idea it would grow to offer services in grooming education, consulting, mobile grooming, salon grooming, cat grooming & cat boarding!

12. WHY DO THE TOOLS SEEM MORE EXPENSIVE THAN OTHER SCHOOLS?

We have seen tools from graduates of some schools that are adequate for their training but once the groomer steps into the world of full-time grooming they are required to upgrade their tools. We feel you should start from the beginning with the best tools available and tools that will last a long time. If you were a carpenter you would want the best tools possible to show your potential workmanship. Groomers are artists too and high quality tools are essential.

13. WHY DOES APEX PREFER STUDENTS TO BUY TOOLS THROUGH THEM?

We have had students buy their own tools and have found that often they are substandard and even dangerous! In this industry you get what you pay for! Going cheap is not the way to go, as you will only need to upgrade once your skills improve! Your tools for grooming are no different than the tools for a Dr. or carpenter- they are an extension of your arm... and an important investment. Check out your provincial tax rules as some provinces recognize tools as a tax deduction.

14. IS THERE ANY FINANCIAL ASSISTANCE AVAILABLE?

Yes, the Apex Academy's programs are eligible for many provincial and federal student financial assistance programs. Have a look at the student loans offered by the government of Saskatchewan, or contact us for more information. Student Credit Lines and RESP redemptions are also financial assistance options.

15. WHAT IS A CLIPPER VAC?

A clipper vac is a tool used in creating great grooms, plus it is healthier for the groomer in that hair isn't flying all over the place. It is like a vacuum that pulls the hair up while you do your clipper work. If you want to know more about the Clipper Vac, go to <http://www.mdcromani.com>

16. WHAT'S THE BIG DEAL ABOUT WORKING WITH A CLIPPER VAC?

Benefits for Groomers: • Groomers complete 2 or 3 more pets in the course of the day which means more money in your pocket. • You're not cleaning hair off the

floor! Cleaning time becomes grooming time! • The speed, efficiency and quality of grooming reduces stress on the pet and the groomer. • Reduces repeat clipping which helps prevent repetitive motion injuries! • Constant air-flow cools the blades and keeps them clean and sharp. Marketing Clipper Vac To Clients: • Modern, State-of-the-Art Grooming (not old-school). • Beautiful Cuts – Gorgeous Layering & Smooth Coats • Safety in Mind – Clipper Vac® allows groomer's blades to remain cool – no fear of hot blades to burn the animal's skin. • Quicker Grooms – Clipper Vac® helps eliminate the need to repeat clipping, allowing pets to be groomed in almost half the time reducing stress on the pet. • Clean Grooms – Pet is not standing in its own hair during the groom, it is vacuumed away the moment it is cut, along with dander and pests.

17. WHAT'S THE EXCITEMENT ABOUT IN REGARDS TO CAT GROOMING?

The cat grooming market is virtually untapped. By training and certification Apex can equip groomers to succeed in growing their cat grooming business.

18. WHAT IF I'M NOT SURE IF THIS IS A CAREER FOR ME?

We advise you to come for a tour and job shadow one of our groomers. You are welcome to join us to experience and see the workings of being a groomer first hand. Simply give us a call and we can arrange a shadow date for you!

19. CAN INTERNATIONAL STUDENTS ATTEND AAPGAA?

All classes 6 months or less, which encompasses all the programs offered at AAPGAA, can be attended by an International student with a "Visitor Visa".

20. WHEN CAN I START AND HOW CAN I ENROL?

We currently offer a spring, fall, and winter intake. If you have questions, please contact Rhonda by phone at 306-533-9155 or email info@apexacademy.ca. Or fill out our online registration form, and we will contact you as soon as possible!

21. WHO CAN WE CONTACT IF WE WANT TO REGISTER OR IF WE WANT TO ASK MORE QUESTIONS?

Our website is a great start: www.apexacademy.ca If you want to talk to someone in person, contact Tracy-Ann McIntosh, our fearless, beautiful head of administration and she will be of immense help and assistance!

TRACY-ANN MCINTOSH (Administrator) P: 306.533.9155 E: info@apexacademy.ca

FORMS



SASKATCHEWAN PRIVATE VOCATIONAL SCHOOL STUDENT COMPLAINT FORM

IMPORTANT

Before you begin, please note that all registered private vocational schools in Saskatchewan are required to have an internal dispute resolution process. Use this form only if you have already registered your complaint with the school and attempted to resolve it using the school's internal process.

If you have been through the internal dispute resolution process and were not able to reach a satisfactory settlement, please attach copies of any and all documents written by you and/or the school that are associated with the dispute to this form.

FULL NAME: _____

STREET ADDRESS: _____

CITY: _____ PC: _____

TELEPHONE (H): _____ (C): _____ EMAIL: _____

SCHOOL NAME: **APEX ACADEMY OF PROFESSIONAL GROOMING AND ANIMAL ARTS**

SCHOOL ADDRESS: 1180 Winnipeg Street, Regina, SK S4R 1J6 PHONE: 306-533-9155

PROGRAM NAME: _____

PROGRAM START DATE: _____ PROGRAM END DATE: _____

What is your complaint with the school? (Please attach a separate document if you need more space.)

What do you expect the school to do to resolve your complaint? (Please attach a separate document if you need more space.) Please list any attached documents here.

Please list any attached documents here.

Date

Signature of Complainant

STUDENT PETITION FOR APPEAL PROCEDURE

It is the desire of **Apex Academy of Professional Grooming and Animal Arts** to resolve any appeals, complaints or concerns in a prompt and courteous manner. It is the expectation of the school that most issues will be resolved informally by way of discussion between the student and the appropriate staff member.

Apex Academy of Professional Grooming and Animal Arts has established specific procedures for lodging a complaint or appeal.

- Appeals regarding grades or dismissals are subject to the academic Appeal Policy. Please use this Student Petition for Appeal Form to file an appeal.
- Complaints are subject to the relevant policies established by the school such as harassment/discrimination, unsafe work conditions, breach of privacy or confidentiality. Please use the Student Complaint Form to file your grievance.

Procedure for Appeals Regarding Dismissal, Grades or Assessments

Step 1: In an effort to resolve the issue informally, the student will bring the issue to the course instructor.

Step 2: If the problem remains unresolved, the student may present the complaint or concern in writing, using the Student Petition to Appeal Form, to the Administration- The written submission must include:

- details related to the Step 1 process. The Administrator will initiate an individual or joint discussion with the student(s) and staff member(s) involved. If resolved, the Administrator will notify all concerned parties, in writing, of the decision and the reasons upon which the decision is based. The student will receive a copy of the Appeal, the decision, and all submissions filed in regards to the decision.

Step 3: If the problem remains unresolved: The student will contact the following and follow their protocol for complaints...

Government of Saskatchewan Universities and Private Vocational Schools

1120-2010 12th Avenue

Regina, Saskatchewan S4P 0M3

Phone: 306-787-7381

Fax: 306-798-3379

<http://www.saskatchewan.ca/residents/education-and-learning/universities-colleges-and-schools/career-colleges>

PLEASE NOTE THAT IF A STUDENT IS DISMISSED FOR CAUSE, THE NORMAL TUITION REFUND POLICY APPLIES.

