

# *Educato*

PROCESS & PROCEDURE GUIDE

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The International Institute of Cosmetology (hereafter IIC or the School) has been growing and evolving since its start in 2002. With it, many of our day-to-day operations and procedures have evolved as well. It is for this reason that we have developed this Process and Procedures Guide. The purpose of this guide is to get new and veteran educators all on the same page and give them all the tools to be successful in teaching our ever-changing student body. We hope that this guide will serve as a good tool to keep all educators united and on the same page.

## BEST PRACTICES

### START OF EACH DAY

Each educator should report to work in proper dress code and ready to teach.

- Educators need to be prepared for the day with all tools, iPad®, textbooks, equipment and written materials needed before the start of class.
- All educators should report to their classrooms/areas 15 minutes prior to the start of class. Greet students at the start of each shift (educators set the tone for the day).
- Roll Call at the beginning of the morning, after lunch and at end of shift (it is very important to know the students who are here, who has left and what times each occurred). Using the Roll Call Sheet. (Document any student arriving to class late or left early).
- Scan the classroom/salon area to make sure all students are in proper dress code (refer to student catalog for dress code).
- Please ask students to put cell phone on silent and put them away every day (educators also put phones on silent and away).
- Make any announcements you have been instructed to relay to the students. (Refer to the educator calendar in Director's Office and LAB calendar for any extra activities scheduled).

### DURING CLASS

Maintain a Structured and Professional Atmosphere at all Times

- Before the start of each assignment, discuss objectives and expectations of that assignment. Demo the assigned practical for the students and ask students if they understand the concept. When possible, expand beyond the curriculum using activities and outside resources.
- Throughout the day, tell students that you will give them a minute to check their phones, use this to reengage them, when you feel like you are losing their attention.
- Time management is imperative when students are working on assignments. Allow a fair amount of time to complete any assignment given.
- All grading is to be done on appropriate Rubric Sheet and then transferred to the Master Grade Sheet. Any client service performed by a student is to be graded on a Students Assessment Form and transferred to the Master Grade Sheet (attach client assessment to master grade sheet). All grading is to be done **at time of completion** of the assigned practical/assessment.
- Educators should not be sitting nor standing in one place during class whether it is in a theory or practical/workshop class. Circulate among your students at all times. This gives the students a feeling that the educator is involved in what they are doing, excited about the subject and it makes the educator more accessible to the students if any questions or guidance needs to be addressed.
- At the end of each assignment, have a conversation with the students to get feedback as to whether the concepts of the assignments were understood.
- Make students aware of their surroundings at all times. Keep all objects off the floors and styling

chairs. Tripods should be kept approximately 2 feet from the counters to allow students to work comfortably on the mannequins. Styling chairs should be placed approximately 2 feet in front of the station with the kick bar of the chair positioned perpendicular from the station.

- Make sure your classroom/area is safe by maintaining it always neat, clean and orderly.
- Educator is to never leave class unattended.

## **END OF DAY**

At the end of each day, educators should review the lessons learned and ask students if any questions need to be answered.

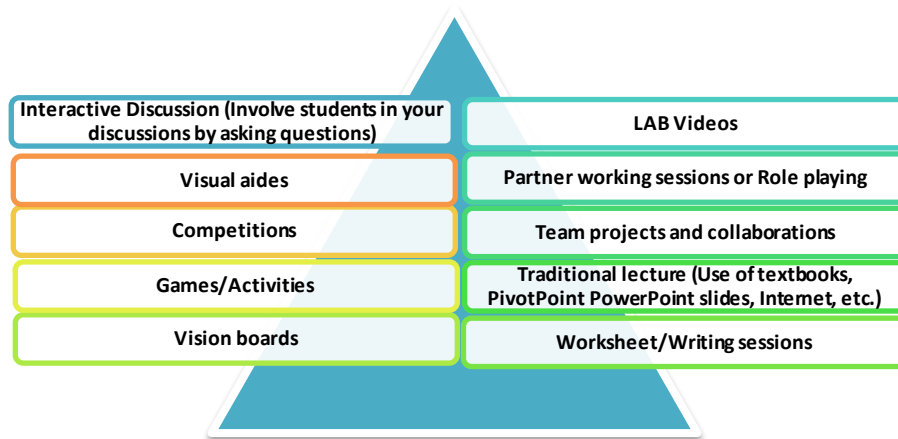
- Post and announce the next day's lessons plan daily in the classroom (white boards) and as needed in LAB's calendar, so they are visible to students.
- Make sure your classroom/area is left neat, clean and orderly (follow up on your class area's sanitation prior to students leaving).
- Inform students of all materials/tools/equipment/books, etc. needed for the next day's class.
- Inform students of any activities, events, demos, etc. for the following day. (Check director and LAB calendar daily).

## **CLASS MANAGEMENT**

Consistency is crucial!!! Be fair, objective and respectful. Follow through with all procedures whether it is disciplinary or classroom expectations.

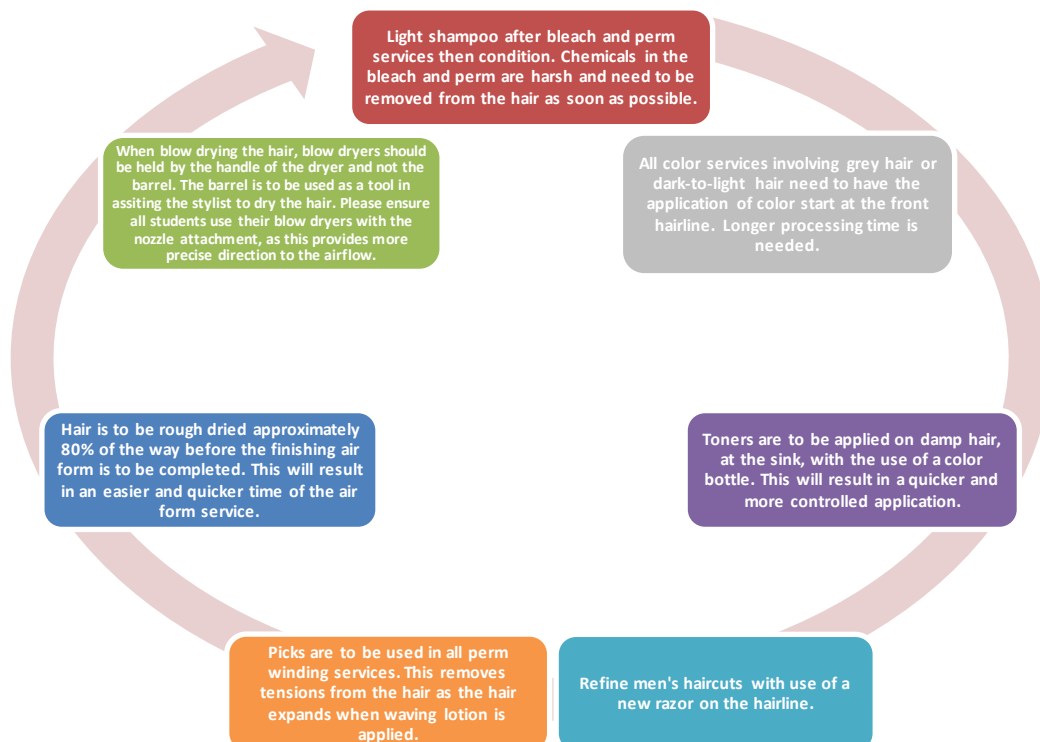
- Do not change policy or protocols, follow school policies consistently without deviation.
- Carry yourself professionally at all times (dress, speech and attitude).
- Verbal tone (it's not what you say, but how you say it) and effective speaking goes a long way. Maintain a professional vocabulary at all times and speak loudly and with confidence (this makes students feel that you are enthused by and engaged in the content).
- Set positive expectations for your class. Involve them by finding out what they also expect from you. This gives them the ability to be responsible for their attitude and work ethic.
- Earn respect from the students by being consistent and fair in all your actions.
- Maintain a positive attitude. (DO NOT WEAR YOUR EMOTIONS ON YOUR SLEEVE).
- Be flexible and adaptable. Situations may change on a daily basis. We need to be able to think on our feet while projecting a feeling of calm and control. If we react in a negative fashion to anything around us, our students will, also. If you are not able to make a comfortable decision in any given situation, seek the advice of the Director/Assistant Director of Education.
- Constructive criticism should be followed by positive reinforcement. Always remember, our tone of voice can make or break an experience for our students.
- Every student learns differently. When students move up, communicate with the next educator the students' strengths, areas of improvement and effective teaching strategies to aid both the student and the next educator.

## TEACHING STRATEGIES



Using a variety of teaching techniques will allow you to connect with more students and make the learning experience more enjoyable and productive.

## IIC CORE TECHNIQUES



Videos are available in LAB of the following IIC Core Techniques:

- Proper draping procedures for service
- Holding shears
- Holding blowdryer
- Proper shear over comb techniques
- Proper Clipper over comb techniques
- Proper use of a razor/shears
- IIC Clipper cutting 3/2/1 method

## EDUCATOR EXPECTATIONS

### SCHOOL CULTURE

Negative behavior/activities/attitude/direction all feed the negativity monster. It is imperative that we look to always conduct ourselves professionally, give direction clearly, and treat each situation with a clear and fresh approach. These expectations ensure that we all carry ourselves in the same manner.

- Each educator will have a desk tray (located in the educator office) or will be handed all memos or information regarding the school will be placed. It is your responsibility to check your tray on a daily basis to keep up to date with the goings on of the school. (Please respond to all school information requests by date posted).
- All instructional classes or staff meetings will be posted on Lab's calendar and/or the educators white board located in the educator office. It is your responsibility to view the board on a daily basis for any information posted.
- Educators are expected to take part in school culture via positive commenting on social media posts, contests, mentoring, school events and activities, etc.
- All part time/ full time educators must complete 12 hours of training yearly after their first year employment. This continued education should be pertaining to cosmetology/Esthetics in general and the teaching of cosmetology in particular. Completion of these hours are the educator's responsibility and failure to complete these hours will result in termination.
- Staff members will be advised of staff meeting dates and times and are expected to attend.
- It is every educator's responsibility to monitor the premises of the school for cleanliness and safety. Be proactive in keeping the environment of the school one you are proud to work.
- Educators are to keep their phones in silent mode and are not to check or be on their phones until on a designated break.
- **Stations:** Ensure only products and tools needed for that practical/service is on styling station. Ensure students use drawer and cabinet space for other tools/equipment, all other items should be in their locker. Keep everything off the floor and keep chairs cleared. Focus on keeping counters and walkways cleared.
- In an effort to be inclusive with music selection, any music played in class, school or any school event must be a regular top 40/100 station and played at reasonable volume.
- **Dress code:** Business Professional Attire. Any color pants or skirt/dress (**no jeans**, if leggings IIC smock must cover anatomy, if skirt/dress past thighs), Closed toe shoes or boots (**no sneakers**), any color top is fine under an IIC smock, nametag must always be worn, hair and makeup done neat and worthy of our profession.

## TEACHING

- Follow LAB's learning path (Information for practical work is to be taken from the Master Grade Sheet of the Phase you are Instructing).
- Teach via video/demo/then do.
- All grading of theory chapter tests are to be done by educators. If test answer grids are used, they are to remain in the grade book so the Director/Assistant Director of Education can enter them into the computer-grading program.
- All educators are to follow through and sign off on their weekly assignments as posted by the Director/ Assistant Director of Education. These include monitoring and signing off on the Student Sanitation list located on the salon floor, completion and signing off on the Educator Closing Checklist, (located in the educator office).
- Educators are expected to monitor the use of color used by the students by recording any new/opened boxes of color for use. Sign out sheets are posted inside the color cabinet doors. Please list whether the color is being used on a client, student (write down student name) or mannequin. (Please post new sheet once current sheet is full).
- Keep classroom time fresh and active by adding "Activity Based Learning."
- When an educator has a class on the salon floor, that educator is in charge of helping the students with client services. At no time should any other educator involve themselves with another educator's student, unless they are asked by that educator. If educator is to go on break, it is their responsibility to assign an educator to the students performing the services and ensure seamless transition.

## STUDENTS

- Any time a student needs to be counseled the Director or Assistant Director of Education does it. Once the student has been counseled and forms have been signed, that form is to be placed on Ms. Cristina' clipboard (located on the Director of Education's desk).
- If a student has missed a punch on the time clock or needs to be manually signed in or out for time spent on or off the premises, list the date, student/educator name, time signed in or out and student signature Missed Punch Adjustment Log located on the Director of Education desk.
- When students are on a break, they should be in assigned break areas only. When going on break, do not leave your area without having all students exit the room. No students should be sitting in on the Salon floor, practical classrooms or theory classrooms while on breaks.
- For any planned demo by an educator, a student may be used as a model, only if that student is eligible to receive a student service for that week. Demos are to involve only students in the phase the demo is being done for. Students need to be with their assigned phase educators at all times.
- If a student is not present at time of roll call, please sign them out on the missed punch list indicating what time they left.
- Once a student has completed 200 hours of the Cosmetology program, they are eligible to put in makeup hours. A student must sign up for makeup hours by the end of the scheduled morning break. (A sign out sheet it posted on the clinic floor).
- Any student wishing to sign out early for the day must sign out prior to the end of the scheduled morning break (using the Early Dismissal Request Sheet posted on the clinic floor).
- All student educational files are located in the educator office. Rubrics, completed test grade answer grids, and student notes are located in those files. Student is only permitted access to one's file through the Director/Assistant Director of Education.

## ATTENDANCE

- Educator weekly work schedules will be posted in the educator office on Friday by the close of the school day of the prior week. It is your responsibility to check your work schedule, as your scheduled work week might change.
- If you are going to be late for work, please notify the Director of Education.
- If you are unable to attend school on a scheduled workday, please notify the Director/Assistant Director of Education that you will not be in school
- Any educator requesting personal time off (PTO) must submit to the Director/Assistant Director of Education a personal time off request form (located in the educator office in the small filing cabinet) with a minimum of 2-week notice. If multiple educators are requesting the same day off and the work schedule cannot be accommodated, we will go by first come first serve basis in accommodating the educator's requests. For details about PTO and Sick policies please refer to the IIC Employee Handbook.
- When an educator leaves before their scheduled time, you are required to notify all other educators of your dismissal time and notify the Director of Education which educator will be taking over your class.

## PROCESSES

- No educator is to give out any information on a student, period. This is only to be done by the Director/Assistant Director of Education.
- At no time is any educator allowed to give out any info regarding the school. Please send all inquiries regarding admissions to the Admissions Office (Ext. 111). All other inquiries should be handled by the Director/Assistant Director of Education.
- All educators need to adhere to IIC rules and regulations as stipulated in the IIC Student Catalog, employee handbook and this procedures guide (Copies are given to all educators and copies are available at the administrators office).
- If a "Field Trip" is planned by an educator, all students and the educator must fill out a "Trip Release" form. Please ask the Director/Assistant Director of Education to generate all forms needed. Students and Educators must punch out once the students and educator are leaving school premises and punch back in once all parties have returned back to school. If student is under 18 years of age parent/guardian signature is required on release form.
- Any educator assigning a client service to a student should follow the Client Assignment List that is located on the reception desk. You should assign the first available student on the list and work down the columns. If a student is requested by a client, no matter where they fall on the client list, they may take that client. Once a student is called up for a client, you must cross them off the list and place your initials by their name. *Students are not asked, they are assigned.*
- Salon floor educator will consult with the closing educator on any service assigned or client booked by the end of the shift.

## STUDENT POLICIES

Conflict in the classroom is to be addressed by diffusing the situation, removal or separation of the parties involved. Always remain calm and impartial. Never leave your classroom to resolve a conflict between students. Notify the Director/Assistant Director of Education of the situation and they will handle the situation from that point.

## STUDENT PROCEDURES



- Student services are earned based on a student's attendance. A student service eligibility list will be posted weekly in the educator's office. Please refer to that list to see what students are eligible for a service. If a student has been present all week (30 hours), they have earned full service. Full service allows the students to have multiple services on their service day. If a student has been either absent, dismissed early or arrived to school late 1 time during the week, the student has earned only one service on their service day. If students have been absent, dismissed early, arrived late to school in any combination, they have not earned a service. A student can also lose a service day if the previous week's assigned rubrics were not completed, did not complete or have their sanitation assignment signed off, or if any belongings were left behind in the school.
- Any student performing a student service on a classmate should be doing so within their phase (phases should remain separate throughout the day as to keep each student on task with what is going on in their particular phase) The only exception is for Phase 1. When phase 1 students reach 200 hours, they are eligible for student services. Any student in phases 2, 3 or 4 may perform a service on a phase 1 student as long as both educators are in agreement.
- If a student misses assigned student service day, a service cannot be done on any other day.
- If a student wishes to have a service done on any day other than their assigned day, it must be done after they punch out for their scheduled day. (3:00/3:30) Students need to be charged according to their service eligibility for that week.
- No student is to receive makeup hours while they are having a service done.
- Students are allowed to bring in their own products as long as it is a brand carried by IIC.

### **ACTIONS THAT REQUIRE STUDENT COUNSELING**

- Show of disrespect in form of raising voice, swearing or swearing at teacher, or a threatening disposition. (This does **not** include eye rolling, general disagreement, or other passive defiance): Counseling report with minimum 1-day suspension; meet with Director/Assistant Director of Education and/or School Dean.
- Refusal of a client: Counseling report with minimum 1-day suspension; meet with Director/Assistant Director of Education and/or School Dean. Repeated refusals will lead to additional sanctions.
- Refusal of sanitation: Counseling report with minimum 1-day suspension; meet with Director/Assistant Director of Education and/or School Dean. Repeated refusals will lead to additional sanctions.
- Repeated absences/tardiness: Meet with Director/Assistant Director of Education and/or School Dean with appropriate action.
- Public Intoxication: Students who are under the influence of alcohol/drugs/controlled substances and cause a disturbance and/or pose a risk to themselves, staff, and/or clients. Counseling report; meet with Director of Education and School Dean with appropriate action.

### **GOOD PRACTICE**

#### Preparedness

- *Essential Tools:* 2 Capes, Shears (regular and thinning), Razors (shaving and hair), Clippers & Trimmers, Blowdryer (w/attachments), 3 round brushes, vent & paddle brush, Comb Set, Spray Bottle, 1" curling iron, Flat Iron, Mannequin, and iPad®.
- Give option to go home to get essential tools and return.

#### Dress Code

- Black Pants (Smock or apron must cover anatomy).
- Black IIC shirt/Sweater.
- Black shoes or sneakers (White soles and accents are ok).
- Outer layer IIC Smock or Apron w/ nametag.
- No sweatpants or sweatshirts, or articles of clothing considered workout/gym gear.
- No hoodies.
- If not in dress code, give option to go home, change, and come back.

#### Technology in the Classroom

- At start of class, ask all students to please put their phones on silent and keep them away until designated break times or when teacher gives 1 minute to check phones.
- During class. If student is on phone or using technology/equipment [Exs. Phone, Air pods, streaming devices] not related to classroom tasks, ask student to put them away. If the student refuses, then refer the student to Director/Assistant Director of Education.
- *Note about technology in the classroom:* Educators need to lead by example. Disciplining a student for using their phone and then using your own sends an unfair and mixed message. Likewise there are classroom activities where students interact using their personal devices, so be mindful about setting clear expectations and adhering to them.

#### Behavior

- Students not paying attention, revert to class management.
- Out of dress code – give option to go home, change, and return.
- If a student is a constant disruption and class management techniques do not work, please send to see Director of Education or Assistant Director of Education.

## **GENERAL PROCEDURES**

### **ACCESS TO EDUCATOR'S CAGE (NOT APPLICABLE IN PLAINVILLE)**

Any time supplies are removed from the educator's cage, they must be written down on the clipboard hanging on the door. If a staff member removes the last of any item from the bulk educator's cage, the office manager should be notified so that these supplies may be placed on a list for re-order.

### **SUPERVISION OF STUDENTS FOR DAILY SANITATION**

All educators are responsible for supervising the students in performing daily sanitation duties. These include sanitation at the student's station as well as sanitation for the school. The staff member is required to check to make sure each student has completed sanitation duties at their station and as assigned on the sanitary duties assignment sheet before that student leaves for the day.

### **CLOSING THE SCHOOL**

At the end of the day, the school must be closed. Be sure to turn off all lights, which have switches. Turn off office, student lounge, and classroom lights as you pass each room. Ensure no one is left in the building then arm the alarm. Outer door must be locked with a key from the outside. Make sure you have the door locked and make sure the aesthetic (if applicable) area is closed before you leave. *Also follow the appropriate closing checklist and sign off once completed*

### **COMMUNICATION**

Any changes, communications, or information that needs to get relayed to educators will be placed in educator hopper, or emailed. Please ensure to check these as well as Lab's and educator calendar daily.

## **EMERGENCY PROCEDURES**

Shall an emergency arise; an educator or staff member should immediately be notified. The educator or staff member may at that point, based on the emergency type, have all staff and students evacuate the building and authorize initiation of the notification system by contacting a school administrator. School administrators to be contacted are: School Dean Mark Anderson (860) 882-3085, Dean of Students Martin Gugliotti (860) 794-5556, and/or CFO Damian Gugliotti (860) 463-9035. Police, fire, and/or medical appropriate response will also be contacted.

In the event of a fire all students and employees shall evacuate by the means of nearest available marked exit and meet at the closest gathering point per the evacuation plan. Leading staff member should call 911 and wait for the fire trucks to arrive. Follow their instructions.

Upon confirmation on an emergency or threat the institution will notify the campus community (students & staff) via email blast and/or verbally. Email notification will issue the threat, and/or evacuation that is needed. Email notification system is tested annually by sending a test message to all recipients, both students and staff.

In the case of an emergency (Lock Down, Fire Drill etc.) it is an educator's responsibility to get all students to safety and take attendance of your class immediately. Report to the Director/Assistant Director of Education any unaccounted student.

A first aid station is located in the lunchroom (Wethersfield) or the color dispensary (Plainville) for use by staff and students for minor incidents. In case of an emergency where you believe an ambulance should be called, do not hesitate and call 911 immediately. To become familiar with a list of emergencies that would require an ambulance, please refer to the Emergency Procedures Guide that can be found in the Director's Office.

In the event of a dangerous situation outside the school, lock down alert may be issued where all students and staff are to remain calmly inside the building until deemed safe by fire/police.

### **INCIDENT REPORT**

When an incident occurs that calls for emergency protocols, has caused harm to an individual, or has caused damage to property, an incident report must be filled out by Director/Assistant Director of Education. This incident report is for internal use only.

# INTERNATIONAL INSTITUTE OF COSMETOLOGY

## EDUCATOR PROCESS & PROCEDURE GUIDE

### ACKNOWLEDGEMENT

This is to acknowledge that I have reviewed and received a copy of the *International Institute of Cosmetology's* current Educator Process and Procedure Guide.

I understand that I am responsible for knowing the material and am governed by its contents. I acknowledge that the company may change, rescind or add to its policies at any time in its sole and absolute discretion with or without prior notice. I also confirm that I have read every page of this guide and understand its contents and understand the expectations herein.

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Employee Signature

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Date

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Print Full Name