**Terms and Conditions (Ref.20/04/2021).**

**Deposit and Enrolment form.**

Deposits need to be submitted with the enrolment form. The amount of deposit is determined by American Beauty and while it may be displayed on the American Beauty website (www.americanbeauty.ie) American Beauty reserves the right to modify the deposit payable depending on the choice of course and extras required by the student.

The Enrolment form can be e-mailed or posted to the student upon request.

The student must complete the full Enrolment form and return it to American Beauty Training Academy along with the required deposit. In general the deposit should be received at least 14 working days prior to the commencement of the course. This time period can be subject to change in some cases, for example but not limited to, course availability and kits required. Failure to have the deposit submitted on time may result in the student missing the schedule of choice and having to wait until the next course commencement date.

Deposits are non refundable

**Student Enrolment letter and Induction Pack**

On agreement of course details and terms, an Induction pack will be issued to the student in person on via email.

A copy of the enrolment form which was filled out and signed by the student will be included in the induction pack. It will be the student's record of the chosen course details as agreed between the Student and American Beauty. A copy of the terms and conditions of the academy will also be included in the Induction pack. An enrolment letter will be included which will include general instructions on what the student is required to bring with them to class and will have reference to the cost of the course and indicate if the student is paying in full or using a payment plan provided by the academy.

If a payment plan has been agreed between American Beauty and the student it will have to be signed in the presence of a member of American Beauty Management and returned to American Beauty before commencement of the training course. A copy of the signed payment agreement will be included in the induction pack for the student's own record.

**Payments, payment methods and payment conditions:**

The methods of payment accepted by American Beauty are as follows.

- **Cash** . - Should be paid to Alexis or Class Tutor. Make sure to hand over the payment carefully and always wait for a receipt. – **Card Payment through** [**www.americanbeauty.ie**](http://www.americanbeauty.ie) Each payment will need to be visible in the American Beauty account on the required date.

Remember to have your name included in the payment so it will be clearly visible with your name on the American Beauty account.

- Cheque - Not crossed and made out to Owner Alexis Courtney O Sullivan. (Remember deposits must be paid 14 Days prior to course start date)

Payment plan instalments are only accepted via cash or bank transfer. Payments can only be accepted from the enrolled student or if the student is under 18 then they will be accepted from the parent or guardian.

Receipts for cash payments received should be issued immediately by American Beauty to the enrolled student. In the case of a dispute over payment the decision of the academy representative will be final unless the student can show a valid American Beauty receipt. For this reason, you are advised to retain safely all receipts received for payments.

If for any reason you do not receive a receipt for a payment it is the Students responsibility to state this fact and request a receipt within 24hrs of cash payments and 3 days for bank transfers. The extra time for bank transfers is due to the time it sometimes takes for payments to be visible in the American Beauty Account.

If no payment plan exists between the student and Academy, then the balance of payment after the deposit has been paid to the Academy before the date of the first scheduled class on the course.

**Payment Plans**

If a payment plan exists between the Student and American Beauty the weekly payment amount will be detailed on the payment schedule within the payment agreement which will be issued in the induction pack.

Each weekly payment can be submitted in cash before the commencement of the class scheduled for that week. It is important to note that if you are on a payment plan you have to be in the Academy at least 30 minutes before the start of class to allow time for the taking of payment and the issuing of a receipt before class and without interrupting the scheduled class time.

It is important to understand that if there are no classes scheduled for a particular week, the weekly payment instalment still has to be paid to American Beauty every week as per the payment schedule/agreement. This is due to the payment schedule on the payment agreement being totally independent to the class schedule, the payment schedule being based on a number of consecutive weeks starting from the start date of the course.

If a payment plan weekly instalment is to be paid by bank transfer it is important this is done far enough before the scheduled class to have the money visible in the American Beauty account before commencement of any class scheduled for that week.

As stated on the payment agreement, if a payment instalment has not been received by American Beauty on the scheduled/agreed date listed on the payment agreement the student may be refused entry into class and/or a late payment penalty fee may have to be paid extra to the scheduled payment for every payment missed. This charge is currently 25%. For example if a €50 payment is missed then the amount owed for that instalment increases to €62.50

If it has been decided the student has missed too many payments and has not been allowed attend the current class extra charges may also become payable to cover rescheduling the missed class at another time to make sure the student is fully up to date with her studies and practical tasks before re-joining the rest of the class on the normal schedule.

American Beauty Training Academy reserves the right to suspend a students course if we feel the student has missed any number of payments and seems not to be upholding her/his side of the payment agreement. Also in this situation American Beauty Training Academy reserves the right to cancel the payment plan and demand payment of the full balance owed on the course costs before allowing the student to complete the course.

We have implemented payment plans to help students achieve their qualification where they may not be able to afford to or get finance elsewhere. We respect students different financial situations and provide this service to assist them. We in return expect the students respect the Academy and the payment terms the service sets out.

Leniency will be at the discretion of management and since we believe in being reasonable an example of the leniency that management may consider would be as follows. If a student comes in without their payment but agrees to make the payment the following day then we may decide this to be acceptable. If the payment wasn't paid the next day it would obviously be the last time leniency would be shown to that student and we may well revert to suspending that students course.

In the same way you would not expect to be able to drive into a garage and fill up with petrol saying I'll drop in next week and make payment!!! Do not abuse American Beauty's payment terms!

**Vouchers.**

American Beauty gift vouchers can be accepted towards payment for courses provided these are submitted 14 days prior to course start date and the gift voucher or vouchers are still valid within the terms and conditions laid out for the voucher or vouchers at the time of purchase.

**Refunds.**

Deposits and other monies paid to the Academy are non-refundable.

Depending on the circumstances refunds may be given only at the discretion of the academy management and only if a problem originates and is highlighted within the first week after signing the enrolment form.

**Transfers**

Course transfers are normally not allowed but the academy will consider any individual situation after which the managements decision will be final. If the academy agrees to a transfer request then extra charges may have to be paid by the student and whatever criteria laid out by the academy has to be followed by the student.

**Missing Scheduled classes.**

If a student misses a scheduled class, management and tutors will supply the information missed to the student and the student will have to make an effort to study and practice to try to get to the same level as the other students before the follow on class. This is normally free of extra charge.

If it is obvious the student will need some time with a tutor in order to properly get up to the other students in relation to knowledge and ability, then the first course of action will be to try and schedule the student to sit in on other similar classes that may be running with other groups of students before the student's normal group have their next class. This would again be free of extra charge in most cases.

If there is no opportunity for the above then best efforts will be made to have the student come to the academy to cover the material missed. This may be by themselves or with a model they would bring with them on the day. While working through the material it may be possible for a tutor to monitor them periodically to give them guidance in between the tutor teaching another class. This can only be done if the other class is practical and the tutor has spare minutes while the other class are doing some work. This can not be done if there is any danger of the other students/class loosing out on tutor time and is normally a last resort.

If there is no opportunity to arrange any of the above the Academy management reserves the right to charge an extra fee to have the student re-sit the missed class material outside of normal class on a one to one situation with a tutor to help the student catch up with the knowledge of the other students in the group. This extra fee is charged on an hourly basis and is up to the student's ability as to how many hours are required in order to catch up with the ability of the other students in the group. The hourly charge is currently €30.

If more than one class is missed and/or it is not possible to re-schedule catch up sessions before the actual date of follow on classes American Beauty reserves the right to Suspend the students course and reschedule them to begin at the appropriate section of the syllabus in a following course. As you can imagine this may have a considerable effect on the expected course completion date so it is in every students best interest to make every effort to attend all scheduled classes.

**Course dates**

All Class schedules are decide by American Beauty and American Beauty reserves the right to alter scheduled dates where necessary to facilitate the effective running of the Training Academy. Where changes are made to scheduled dates as much notice as is possible will be given to students. The students have to follow any changes to schedules as laid down by the Academy management.

**Class Times**

American Beauty Training Academy reserves the right to modify class times, again to facilitate the effective running of the Academy. Under these circumstances as much notice as possible will be given to the students.

**Communication between the Academy and Student.**

Students will be notified of schedule date and time changes as well as other course related notifications through email, text and telephone.

It is important the student be aware it is their responsibility to keep a regular check on all these communication channels/systems for the duration of the course or courses so that important information is not missed.

American Beauty make a point of corresponding through different media to ensure contact is made with students. While it is arguably possible for someone to miss one call or one text it should be well outside the realms of possibility to miss all communication attempts.

Not receiving a message from American Beauty is not accepted as a reason for missing a class, being late for a class, being late with a payment and not accepted as a reason for non payment of any subsequent penalty fees that may be applied.

**Course Completion**

The main undertaking of American Beauty is to make every effort possible to help everyone achieve the standard for certification after completing the course enrolled on. For this to happen the following is an outline of the framework and requirements that have always been in place. The system in place has never resulted in anyone ever failing to receive certification.

If the student attends all classes scheduled for the course, makes a genuine effort during class and attends for all scheduled assessments or Mentoring and it is also obvious to the tutor the student is putting in the required practice outside of class time. If this student still has difficulty reaching the required standard or even if they have reached the standard but have not developed enough confidence in their ability to enter the industry American Beauty will provide time with a tutor either one to one or in an extra group session as often as required until that person is fully competent and confident to enter the workplace. This extra time can, and in most cases, is provided during the original course time-frame in order to have the student qualified by the original expected date.

In Summary if the student does everything the Academy/Tutor instructs during the course with genuine effort they will receive any extra attention they may need to complete everything successfully, free of any extra charges. It is important to note again this free extra time is only allowed in the case where genuine effort is evident from the student.

It is also important to understand, while it has never happened before, a student may be found not suitable for a particular area of study. The Academy reserves the right to end a students course if after several attempts at any given module, no further improvements in skill or knowledge is evident from the student.

A whole host of reasons for being absent exist. While all people in the academy understand and are sympathetic to many of the usual reasons for being absent, for example, a death in the family, sickness and unexpected problems like a car breakdown or extreme weather, these situations are not the responsibility of the Academy. Even though they are not the responsibility of the Academy it has always been and will continue to be the Academy policy to do what is possible to keep the class as a single unit moving forward and to do this where possible without any extra charge to the student that has missed a class.

Where the Academy is concerned we need to make sure the student receives the correct explanation not only during practical training sessions but also during theory classes. Many students feel 'oh, it's only theory! I'll catch up later with that!!!' and then don't attend the theory class. If a student is constantly just catching up by receiving the theory in document format from other students or directly from the academy they are still missing out on extra explanations given by the tutor during theory classes. This leads to issues later where the academy has to put in extra time with this student through no fault on the side of the Academy but at considerable cost to the academy. As mentioned in the 'Missing Scheduled classes' section earlier in this document we may expect the student to pay an extra charge if this exceeds an acceptable level.

It is important the student understands they have to do absolutely everything in their power to attend EVERY class in the course schedule.

The penalty fee charged for missing a class is charged at the discretion of the American Beauty Training Academy. There are times when the penalty may not be charged, for example, if enough notice is given prior to the class allowing for the material from the proposed missed class to be covered before following on classes thus avoiding the situation of the student taking any extra tutor time from the rest of the class.

It is important the student is aware and understands they have to spend time practising their skill outside of Academy course time. This is standard with any skill one may be trying to achieve. For example playing a musical instrument. How good and confident you become depends on the practice time you apply during the learning process.

If a student is not successful in achieving the required grade on any American Beauty Training Academy Course and it is the tutor and managements opinion the failure is due to, for example but not limited to the following, poor efforts made by the student or a bad attendance record, American Beauty reserve the right to charge the student an extra fee per Unit not achieved in order to re-schedule the student to re-sit the relevant sections one extra time. In the unlikely event of a student still not reaching the required standard after repeating the sections once then full course fees will have to be paid for any subsequent attempts.

Students are required to attend the EV (External Verifier) and IV (Internal Verifier) assessment dates arranged by the American Beauty Training Academy. These again will be decided by the Training Academy to facilitate the efficient and effective running of the course taking into account the availability of the EV and IV examiner. If a student does not attend on the dates provide by American Beauty for both EV and IV assessment they will not pass their course and will not receive their Awards, Diplomas or certificates. If it is possible to re-schedule a student for EV and IV then an extra charges will have to be paid by the student to cover any related costs.

Examination dates can be announced at several intervals during a course and while this will be at the discretion of the Academy we will obviously endeavour to make the announcements with as much time as possible in advance of the actual dates to allow student to prepare.

Failure to take examinations for any reason whatsoever will result in the student having to wait for the examination to be rescheduled and any responsibility for delays concerned will be solely on the student.

In the event of a student failing to attend the class schedule provided by the Academy for their chosen and enrolled on course or the student not completing the course for any reason, no refunds of any monies already paid to the Academy will be made and there will be no entitlement for the student to transfer to other course or courses.

Any students absent for over 3 days/classes in the whole course may not be eligible for examination or certification. 4

Students are required to establish a routine of nightly revision of theory notes. This should be maintained during holidays to have the best chance of reaching the standard for final certification. If the tutor determines a student is not participating in enough practice of practical skills outside of classes then this may disadvantage the student's chances of being certified at the end of the course.

Students are expected to provide their own models for all practical examinations.

Students may be given written or practical homework each week

Evidence of successfully completing homework may be required by the tutor at the tutors discretion.

American Beauty Training Academy management reserves the right to terminate the training of any student who fails to comply with the school rules or where the student is found to be academically unsuitable.

Any foul language towards other students or tutors will not be tolerated by management and any students involved in such activity may be dismissed immediately without any further warning.

American Beauty Training Academy reserves the right to make additions to or amend the syllabus of any course over time to stay in line with new trends, products and procedures in the industry. As much notice as possible will be given in advance of any changes but it is important to note that notice may not always be possible. Normally there would be no extra cost with these type of changes but it may involve the student having to attend extra classes than originally listed to be able to cover the extra material.

If a student is under the age of 18 then the parent or legal guardian will have to take responsibility for the general behaviour and discipline of that student. The parent or legal guardian also has to understand the terms and conditions before signing any enrolment forms etc.

American Beauty Certificates are awarded on successful completion of courses. No allowances for lateness or absenteeism will be made except with prior consent by the Academy management and tutors.

If for any reason the course is cancelled, postponed or the location of the course is changed there will be no refund of monies already paid to the Academy. The Academy will however transfer the student to a later dated course.

**Portfolio of Evidence requirements**

1. It is strongly recommended that the evidence for each unit be gathered in a realistic working environment.

2. Simulation should be avoided where possible.

3. Students must practically demonstrate that you have achieved the required standard for each unit.

4. All outcomes, assessment criteria and range statements must be achieved.

5. Knowledge and understanding in most units will be assessed in part by a mandatory written question paper.

These questions are set by VTCT.

6. If the student is not sitting for a VTCT qualification they will still sit the paper but not online.

The decision of the Academy tutors and management as to whether or not a student has achieved all the criteria for successful certification is final.

**Practical criteria**

Assessors will observe student’s performance on practical tasks. The Assessor will sign-off the practical criteria when all have been competently achieved in a single client service. On occasions some practical criteria may not naturally occur during a practical observation. In such instances the student will be asked questions to demonstrate their knowledge in this area. Assessors will document the criteria which have been achieved through oral questioning. Students must demonstrate competent performance of all practical criteria on at least three occasions for each criteria while working on a different client for each of the three occasions.

Example, for each VTCT Observation Summative sign off Unit UV20470 will require 3 different clients. These 3 clients can be used for other units also.

**Case studies**

Each course can have individual requirements with regard to case studies. The student should follow the instructions of the tutor and academy management during each module of the course in order to complete the criteria required for certification.

**Dealing with Questions in class**

During each class time period only questions in relation to the material being covered in that class can be discussed.

If the student has any questions in relation to anything else they have to be submitted verbally to the class tutor outside of class time or by email to admin@americanbeauty.ie again outside of class time.

All questions which do not have a direct relation to the course syllabus material have to be directed to and discussed only with the Academy Director Alexis O Sullivan or the Admin Department outside of class time.

**Course costing**

Course quotations can be subject to change over time but obviously fixed from date of deposit and submission of enrolment form.

**Grants or Funding**

All funding given on behalf of the student will be accepted so long as it is legal and transferable to cash prior to commencement date. Students which have been accepted on payment assistance plans, for example, with FAS or social welfare, so as to receive money towards the total course fees from the government are also welcome by American Beauty Academy. Because of the individual nature of situations such as this the particular details and arrangements for payment can be discussed and when agreement is decided details of such can be provided on the enrolment letter mentioned earlier in this document.

**Payment Plans**

If a student is accepted on a payment plan and subsequently decides at any time not to continue with the course all payments made to that point are non refundable and American Beauty as outlined on the payment agreement reserves the right to demand full payment of the balance remaining from the total course fee.

**Makeup and Beauty kits.**

All kits supplied to students remain the property of the Academy until full course fees have been paid. If any supplies that are listed as included in the course fees are not attainable by the Academy once deposits have been taken, the Academy reserves the right to replace the items with other items of the same or comparable description and quality.

**Class/Course feed back**

At various times during a course determined by the management the student will be given the opportunity to fill a class/course evaluation form. These forms must be completed at the end of the class during which they have been made available. All evaluation information will be retained in the strictest of confidence by American Beauty Training Academy and is only used as a guide for quality control.

**Student Insurance**

All students must be covered by Student insurance to attend American Beauty Training Academy courses. This insurance can be purchased prior to commencement and is provided by AIT.

**Personal Belongings**

All students must leave purses, bags and coats in the designated area. It is preferable the student does not bring valuables or unnecessary cash onto the premises. American beauty does not take any responsibility for lost property of any sort on the premises.

The use of mobile phones is not allowed in the academy

If the student is in the Academy building the instruction of the tutors or management is final. If a tutor instructs that a phone be put away if this instruction is not followed the student will be dismissed from the current class and will only be rescheduled at the discretion of the Academy management.

***There are only two exceptions to this rule.***

- If the student produces a doctors certificate to prove a medical condition exists with a family member resulting in the possibility the student may need to be notified of certain developments.

- If during practical training sessions a student needs to take photographs of work done for their portfolio of evidence. This will be organised by the tutor and certain time allowed for this activity.

**Cleaning**

Students are responsible for cleaning the room where class is taking place and also any areas used for lunch or coffee breaks. All cups should be cleaned and also sink areas etc etc.

Toilet areas will be monitored and provided they are left in the same condition when your class leaves the building as that of when you entered then you will not be responsible for cleaning toilet areas.

**Media**

All pictures taken of students or models while in the American Beauty building are the property of American Beauty. The use of such photographs outside of American Beauty is strictly prohibited unless after receiving written consent from the academy and those people appearing in the photographs. American Beauty, after receiving permission from any individual contained in the photograph, reserves the right to use this material in any way deemed necessary in the course of providing training.

After receiving the correct permissions photographs can also be used in promotional material for example but not limited to facebook and the American Beauty Training Academy website.

**Additional American Beauty Training Academy Rules.**

**Smoking** – No smoking in the building. When smoking outside please put butts in the tin. Do not smell of smoke in class.

**Trash** – Bring your own trash home with you or bin it!

**Lunch Space** – It is the responsibility of every student to clean up after they use the counter space, cups and fridge etc etc.

**Starting Late** – The tutor reserves the right not to allow you to enter class if you are more than 5 minutes late. Make sure you are early!!

**Cleanliness** – Do not smell like smoke! Nobody wants to smell it on you during class. You should come to class smelling fresh and clean.

**Lunch** – Be back in class on time! If you cause any interruption to the rest of the class, it will not be tolerated and you may be dismissed.

**Communication with the Academy, Alexis or other tutors** – The weather can sometimes cause difficulty when travelling long distances for example snow, ice or flooding. If you think this may become an issue for you when travelling to the Academy we would appreciate a phone call or other notification from you to advise us of the situation. If not attending class for any reason the student should at the very least notify the Academy no later than the morning of the class preferably we should be notified the day before!

**Dress code** – Black clothes or uniform (Clean)