



MIDWEST SCHOOL of Pet Grooming

3976 Route 22, Suite C : Long Grove, IL 60047
www.midwestschoolofpetgrooming.com

STUDENT CATALOG

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INTRODUCTION:

Greetings and Hello! Thank you for taking an interest in the study of pet grooming. We here at Midwest School of Pet Grooming hope you find our school informative, challenging and satisfying. There are no prerequisites required however a desire to succeed in the pet industry and a love of animals is imperative.

Midwest was founded in 2010 by Patrick and Liah Anderson. It started with a single student and a handful of dogs, and turned into a respected and thriving school. Originally opened in Barrington Illinois, business and demand grew and the school was moved to Long Grove, where it resides today.

As its location changed, so did its ownership. I am Aimee Gibbs and I am dog crazy. I have had a lifelong love of dogs. As a little girl, I used to walk through the neighborhood and knock on my neighbor's doors and ask to play with their dogs. Dogs just make sense to me.

My career in the animal industry started as a volunteer shelter worker. I began in high school, giving up my Friday nights to care for the animals at the local shelter. It was hot, dirty, back breaking work, but I always said it was the only job I could ever have where I received a hundred kisses a day. Once out of high school, I went on to other endeavors, but again found my way back to the shelter becoming a paid employee in charge of several areas of animal care.

Not long after, a family situation prompted me to move to the Northwest suburbs and I found myself in need of work. I had seen the movie "Monster in Law" in which Jennifer Lopez was a dog walker. I had never heard of a dog walker before and was amazed that someone could actually do that as a job. I set out to find a position and struck gold with a fantastic company out of South Barrington. I had found what I thought was my dream job. I was paid to spend my time with dogs, how could it get any better than that?

It did get better.

Knowing my love of dogs and my desire to know as many dogs as I could possibly in a lifetime, a friend suggested dog grooming. Given I have zero talent cutting human hair, I had my doubts. But I was curious, so I investigated a few schools and found myself in the lobby of Midwest and that is when I knew what I wanted to do with my life. I wanted to become a groomer.

I fell head over heels in love with grooming and Midwest. My time in grooming school was some of the best in my life, every day I was excited to come in and put my hands on dogs that some people will never see in their lifetime. I ate, slept and lived grooming with every ounce of my being. It was all I thought about and all I talked about. I was in love.

Not just with the dogs, but with the people as well, the school, the professional salon next door, Pat and Liah became more than teachers, they were my mentors and friends. Upon my graduation, I found myself in tears, not wanting to leave my new grooming family

behind. As luck should have it, not long after, Pat offered me a job at the Grooming Lodge and the rest is awesome history. Working for the Lodge, I naturally gravitated towards the classroom as I also have a professional background in teaching and education. When the opportunity to take over the school was presented to me, I knew that it was what I had to do.

It is my intention not only to teach you the technical aspects of grooming, but also, I will teach you how to be a groomer. Grooming is a difficult, demanding, and often chaotic job. Grooming involves much more than breed cut patterns and clipper technique. It requires an understanding of self and of dogs. Grooming challenges both your mental and physical ability, it is artistic, it is technical, and it changes for each individual dog that sits on your table. Grooming is hard work, but it is deeply rewarding work.

So here is a warm welcome to Midwest, it is my hope that you will love this place as much as I do and always, no matter where your professional path shall take you, call us home.

PROFESSIONAL PET GROOMING COURSE MWG 101

Midwest School of Pet Grooming

Total Course Cost: \$6000.00

Acceptable Payments: Cash, Check, Debit and Credit Card (processing fees apply)
Tuition to be paid in full, or in installments (2000.00 down, second payment 1500.00, and two additional payments of 1000.00, interest free).

Total Course Hours: 500

Classes run Tuesday through Friday, starting at 8:30AM until 4PM. Saturdays are optional provided there are dogs scheduled for student groomers.

Classroom time: 100 hours to consist of the following:

Orientation: 2 hours

Introduction to pet care: 40 hours

Breed recognition and history, AKC standards in grooming, basic first aid, identification of medical and behavioral problems as related to grooming, i.e. infections, tumors, parasites, skin problems, grooming induced seizures.

Advanced Issues in Grooming: 50 hours

Proper handling of dog and cat clients. Addressing and handling special needs pets (young, old, fearful, biters), choosing products for finishing and medical/skin conditions, anatomical danger areas and proper safety techniques.

Equipment Use and Maintenance: 8 hours

Proper use and cleaning, maintenance of shears, clippers, and etc.

Lab/grooming floor time: 400 hours

Hands on, practical application of grooming techniques. Basic grooming skills include clipping nails, shaving pads, cleaning ears, plucking ear hair, brushing and dematting techniques. Advanced techniques to include shaving or stripping coats, clipper and scissor work, setting breed specific patterns, poodle clips and topknots.

Entrance Requirements:

No experience or training is required. Age limitation is eighteen and older. Younger students will be considered with parental or guardian's consent.

Classroom size: Total of 12 students maximum, 6 students per 1 instructor.

The Midwest School of Pet Grooming is approved to operate by the Division of Private Business and Vocational Schools of the Illinois Board of Higher Education.

The Midwest School of Pet Grooming is not accredited by a US Department of Education recognized accrediting body.

STUDENT RULES AND EXPECTATIONS

Classes begin at 8:30AM; please arrive on time.

If you are going to miss class, please call or text an instructor as soon as possible. We all know emergencies and the unexpected happen, but please attempt to give as much notice as possible if you will not be able to attend class.

You must have your tools and equipment, unpacked and ready for when class begins. Bags, coats, etc. must be put up and out of the way.

You are responsible for signing in and out of the attendance book each day and keeping your hours added, and updated weekly. Do not remove time sheets from the attendance book.

You will be respectful of all those who enter Midwest, those with two legs and those with four. In addition to respecting the people and animals at Midwest, you will also respect the grounds and property.

If you use something, put it away. Be thoughtful and responsible with your words and actions.

You are required to help clean and maintain the school areas as a part of the daily routine required of a grooming shop. Cleaning out cages, washing out the bathtubs, running the vacuum are all expected of groomers employed in professional shops. This is a part of your education.

Students are not allowed to contact customers via phone or in the lobby without the consent of the school administrator. It is up to the instructor to deem when and where it is appropriate for students to interact with customers if at all.

Students are not allowed at the front desk unless asked by an instructor. The appointment book, client card file and computer are off limits.

Here at Midwest we have a zero-tolerance policy against bullying. We are all here for the love of dogs, the desire to learn and we absolutely will not tolerate any words or actions meant to harm or belittle another. If you experience any sort of this type of behavior please inform the instructor immediately and the matter will be dealt with absolute seriousness, including asking the student to leave for the day, a three-day suspension and/or expulsion, depending on the severity of the incident.

Any student who intentionally harms or abuses an animal will be immediately expelled. Period.

*Please note, we recommend that students receive a tetanus shot if you have not had one in the past five years. Dogs and cats can and do bite. It is for your protection that you receive a tetanus shot before beginning class.

Entrance requirements:

While no experience or training is required, previous experience in the animal industry is preferred. Students should be able to read and comprehend the school manuals and be able to answer written questions. Students should not have any handicaps, physical or otherwise that hinder the ability to perform the required work. Students should be prepared to work hard and have a genuine love of animals. Age limitation is eighteen or older. Younger students will be considered with parental or guardian's consent.

Dress code:

Students are permitted to wear most anything within reason provided it is clean, appropriate and does not hinder the student's ability to perform all necessary grooming tasks. Common clothing choices are specific grooming attire found online and in grooming catalogs. Medical scrubs, which are excellent at repelling hair, yoga style or athletic pants, tee shirts and so on. Regardless you should be comfortable and capable in your clothing.

Shoes should be comfortable and non-slip. Popular choices include tennis shoes, Crocs, and other slip-on, water-resistant styles. Remember, groomers typically stand on their feet for long periods of time. You may want to consider compression socks, which are excellent for professions that require long periods of standing. Available at stores such as Walmart or Walgreens, they are also available online with personal measurements for the best fit.

Not Allowed: Open toed sandals, flip flops, and high heels. Students should also refrain from wearing dangling jewelry, as these can be caught by an excited pet and cause injury.

The student will need to purchase a grooming apron or smock for class. It will be the responsibility of the student to keep it clean.

Attendance policy and absences:

Regular attendance and punctuality are essential for the smooth operation of the school. Students are expected to attend all classes. The administrator keeps a record of attendance on each student, which becomes part of his or her permanent record.

An absence is defined as the failure of a student to report to class when scheduled. One day of absence is one day. A second day of absence is considered the second day and so on. If, however, the student provides a physicians note related to the absence, the entire time of absence will only be counted as one day of absence.

Absences will be considered excused or unexcused based on the reason/situation for the absence and is left to the sole discretion of the school administrator. Any failure to contact the school prior to the beginning of class will be considered NO CALL/NO SHOW.

No Call/No Show:

Students are required to report their absences each day; failure to do so is considered a No Call/No show. No Call/No Show is considered a VOLUNTARY termination of the student's enrollment agreement.

Tardiness:

Tardiness occurs when the student is not present and ready to begin when classes start. Tardiness also occurs when the student leaves class prior to the completion of the day without prior approval of an instructor. Classes begin at 8:30AM and finish between 3PM and 4PM. All students are required to be punctual. Being tardy more than three times may result in a reprimand, if the problem persists, suspension or dismissal may result. All class time missed in excess of twenty minutes must be made up prior to graduation.

Time Off Requests:

Time Off Requests must be submitted via the Time Off Requests sheet located near the student attendance book. Time off should be requested at least one week in advance of the requested day(s) off. Time off requests for holiday seasons (Thanksgiving, Christmas, Easter, July 4th, etc...) are discouraged as holidays are peak scheduling times for groomers and may not be granted. All decisions are determined by the school administrator and are considered final.

Make-up work:

Students who have been tardy or absent for any reason are required to make up any missed classes and will not be permitted to graduate without having done so. The student will be permitted to make up the classes at the discretion of their Instructor.

Leave of Absence:

Midwest school of pet grooming understands that personal situations may arise in which a student may need to take a leave of absence from their training. Midwest will try to accommodate the individual's needs within reason; we will review each case and try to accomplish the best solution.

Unsatisfactory Attendance:

After three unexcused absences, the student may be placed on probation until the program is finished. If the student has another unexcused absence during probation period, the student's enrollment will be deemed unsatisfactory and the enrollment may be terminated.

Request for Withdrawal:

Students who wish to withdrawal from the course must submit their request for withdrawal in writing to the school administrator. Students who withdraw their registration prior to the first day of class will not be charged any tuition.

Re-entry:

A student that has canceled or has been terminated and desires to re-enter the program may request an interview with the administrator and show cause why they should be re-instated. The decision of the administrator is final.

Student conduct:

Students are expected to conduct themselves in an adult professional manner at all times. Foul language, possession of unprescribed drugs or alcoholic beverages, and disrespectful behavior is considered unsatisfactory conduct and may be grounds for dismissal. Students who are conducting themselves in a manner detrimental to the school, staff or other students will be terminated. Theft of other student property or property of the school is grounds for immediate dismissal.

Academic Counseling and Guidance:

Counseling is available to assist the student in developing his or her talents and skills to their greatest potential. The administrator and/or instructor is available to all students to provide help or direction for the student's education or future career, the advice is based on many years in our chosen profession.

Suspension and expulsion:

Midwest School of Pet Grooming reserves the right to terminate any student for the following reasons: lack of self-control, disorderly conduct, unexcused absences and tardiness, violation of the No Call/No Show policy, abusive behavior, willful misrepresentation, and non-payment of tuition or supplies.

Transfer of Credits:

Midwest School of Pet Grooming is not affiliated with any other institutions of higher learning and there is no transferability of credits or hours to any other institutions of higher learning.

GRADING:

Grading on all practical exercises will be PASS-FAIL.

Injuring an animal is an automatic FAIL on that specific exercise. If the student injures an animal again and does not adhere to safety as instructed that student will fail the assigned exercise and be placed on probation. A third injury will qualify the student for suspension or expulsion. All occurrences of injury will be reviewed by the school director and a decision for probation, suspension and/or termination will be made based on the severity and intent of the injury. Safety for students, staff and the animals entrusted in our care is of the utmost importance.

Grading on written examinations:

A: 96-100%

B: 88-96%

C: 75-88%

Any written exam score below 75% will be a fail.

Failed tests may be retaken at the discretion of the director. A student that fails the program will be excluded from receiving a course completion certificate.

Upon completion, a certificate will be issued provided all tests and demonstration dogs are completed satisfactorily.

STUDENT HOLIDAYS:

- New Year's Day
- President's Day (third Monday in February)
- Memorial Day
- Independence Day
- Thanksgiving Day
- Christmas Day

If a student needs any other observed holiday off for any reason, they may request so and will be granted at the discretion of the instructor.

CLEANING REQUIREMENTS FOR ALL STUDENTS:

Cleaning is just as much a part of a groomers career as is puppy cuts and scissoring. In most shops, groomers are required to pitch in to help keep the shop clean and running. Here at Midwest, daily cleaning is an essential part of our education.

It is our duty as animal professionals to maintain a healthy, clean environment for the animals entrusted in our care. Cleaning allows us to learn about necessary disinfection of tools and work areas, proper sanitation practices and safety for both pets and groomers alike.

Students are required to follow the guidelines set forth by the school each day. Additional weekly cleaning lists can be found posted in common areas for students to see and include in their routine. One of the greatest compliments a customer can give upon entering your shop is, "Wow, it smells good in here!"

DAILY CLEANING (AT YOUR TABLE):

- Wipe down your table between dogs and at the end of the day
- Vacuum hair from floor between dogs and at the end of the day
- Hang up your clippers, clean and put away tools, hang up your smock/apron
- Wipe off and tidy your grooming station
- Empty your trashcan
- Lower your table at the end of the day

DAILY CLEANING (AROUND THE SHOP):

- Vacuum the bathing room, the classroom and the lobby
- Empty the vacuum cleaner into the main trash for disposal
- Empty ALL trash
- Dust the lobby, spot clean windows/doors
- Rinse out bathtubs, pull hair from drains, and hang up hoses, pick up shampoo bottles and put away
- Return all grooming nooses, products, cleaning supplies and borrowed items back where they belong
- Lower tables in bathing room
- Hang towels to dry
- Remove bottom grates of bathing room cages, spray with bleach water, stack in tub to dry. Spray down and wipe out interior of cage
- Remove bottom grates of classroom cages, spray with bleach water, stack in tub to dry. Spray down and wipe out interior of the cage.

THE MIDWEST SCHOOL OF PET GROOMING TOOLS AND EQUIPMENT LIST

BOOKS:

“Notes from the Grooming Table” by Melissa Verplank (BLUE OR BROWN)

“Groomers Guide to Pet First Aid, Injuries & Health” by Boyd Harrell DMV

“Theory of 5” by Melissa Verplank

OPTIONAL BOOKS:

“Dog Grooming Simplified, Straight to the Point” by Jodi Murphy

“A.K.C. Complete Dog Book 22nd Edition”

“Holistic Dog Grooming”

- 1 detachable blade 2-Speed clipper (5 speed clippers are also acceptable)
- 2 each of the following clipper blades: 4F, 5F, 7F (NO SKIP TOOTH BLADES)
- 1 of the following clipper blades: 9, 10, 30, 15
- 1 set of stainless-steel attachment combs for detachable blade 8 count (Wahl preferred, no magnetic attachment combs please)
- 1 Artero Spektra clipper or Wahl Bravura Lithium clipper
- 1 greyhound comb
- 2 universal slicker brush
- 1 boar bristle or similar style brush
- 1 small soft slicker brush
- 1 Pin Brush
- 1 pair of ear/eye scissors
- 1 small matt splitter
- 1 large matt splitter
- 1 1/2 oz styptic powder
- 1 ear powder
- 1 pair of nail trimmers
- 1 Dremmel machine
- 1 pair of cat nail trimmers
- 1 jar of Andis Blade Care Plus blade wash
- 1 can of Andis Cool Care Plus Spray
- 1 de-shedding rake
- 1 hemostat
- 1 flea comb
- 1 furminator style blade
- 1 8.5 straight shear*
- 1 thinning shear*
- 1 8.5 curved shear*

The approximate cost of your equipment will be around \$700-900. While not inclusive to grooming, this list represents a good “starter” kit for groomers. You will discover additional tools and products you may wish to purchase as you learn what works best for you.

*Shears (scissors) can be expensive. Because beginning groomers are not familiar with the differences in shears, we encourage you to research and consider buying a lower cost shear that will allow you a chance to learn what type, length, etc., suits your needs.

Some **low-cost brand** examples include Purple Dragon, Smith King, Lilys PET, Gimars, Kingstar and can easily be found on Amazon and other online sources.

Other **moderately priced** shear suggestions include Aussie Dog, Anvil, Geib or Foxy Roxy

SUGGESTED RETAILERS:

Frank Rowe & Son

Groomer's Mart

Ryan's Pet Supply

Ali Express

Chewy

Cherrybrook

WELL KNOWN GROOMING SUPPLIERS:

Andis, Artero, Geib, Wahl, Aussie Dog, Oster, AGS,

STUDENT COMPLAINT POLICY AND PROCEDURE:

Complaints by a student or students are taken very seriously.

Communication is the first step in resolving issues that may arise during your training. Most complaints can be handled by respectful, face to face communication between the involved parties. Students are welcome and encouraged to approach instructors with any complaints or concerns, and that instructor will do their best to find a resolution that is acceptable for all involved parties.

If the student is unhappy with the outcome of speaking with their instructor, the student should register their complaint with the school administrator, Aimee Gibbs.

Complaints about instructors should be registered with school administrator, Aimee Gibbs.

Every attempt will be made to find an acceptable resolution.

Complaints against this institution may be registered at any time with the Illinois Board of Higher Education at www.ibhe.org, complaints@ibhe.org

Complaint Call Line: (217)557-7359

REFUND POLICY:

When a student gives written notice of cancellation the school shall provide a refund in the amount one of at least the following:

- 1) When notice of cancellation is given before midnight of the fifth business day after the date of enrollment but prior to the first day of class, all application-registration fees, tuition and any other charges shall be refunded to the student.
- 2) When notice of cancellation is given after midnight of the fifth day following acceptance but prior to the close of business on the student's first day of class attendance, the school may retain no more than the application-registration fee which may not exceed \$150.00 or 50% of the cost of tuition whichever is less.
- 3) When notice of cancellation is given after the student's completion of the first day of class attendance but prior to the student's completion of 5% of the course instruction, the school may retain the application-registration fee, an amount not to exceed 10% of the tuition and other instructional charges or \$300, whichever is less, and, the cost of any books or materials provided by the school.
- 4) When a student has completed in excess of 5% of the course of instruction the school may retain the application-registration fee but shall refund an amount of tuition prorata by days and other instructional charges up to completion of 60% of the course of instruction. The course is 500 hours and should be completed within 5 months of the student's start date. When the student has completed in excess of 60% of the course of instruction, or 3 months from the start date, the school may retain the application-registration fee and the entire tuition and other charges.
- 5) Applicants not accepted by the school shall receive a refund of all tuition and fees paid within 30 calendar days after the determination of non-acceptance is made.
- 6) Application-registration fees shall be chargeable at initial enrollment and shall not exceed \$150.00 or 50% of the cost of tuition, whichever is less.
- 7) Deposits or down payments shall become part of tuition.
- 8) The school shall mail a written acknowledgement of a student's cancellation or written withdrawal to the student within 15 calendar days of the postmarked date of notification. Such written acknowledgement is not necessary if a refund has been mailed to the student within 15 calendar days.
- 9) All student refunds shall be made by the school within 30 calendar days from the date of receipt of the student's cancellation.
- 10) A student may give notice of cancellation to the school in writing. The unexplained absence of a student from the school for more than 15 school days shall constitute constructive notice of cancellation to the school. For purposes of cancellation the date shall be the last day of attendance
- 11) The school shall refund all monies paid to it in any of the following circumstances:
 - a) The school did not provide the prospective student with a copy of the student's valid enrollment agreement and a current catalog or bulletin
 - b) The school cancels or discontinues the course instruction in which the student has enrolled.
 - c) The school fails to conduct classes on days or times scheduled, detrimentally affecting the student.
- 12) The school must refund any books and materials that are returned to the school unmarked; and (b) the student has provided the school with a notice of cancellation.
- 13) The refund policy for short courses up to 20 clock hours shall refund prorated up to 60% completion of the course.
- 14) A student, who on personal initiative and without solicitation enrolls, starts, and completes a course of instruction before midnight of the fifth business day after the enrollment agreement is signed, is not subject to the cancellation provisions of this section.

