

Concord School of Grooming

1310 Hollywood Rd

Knoxville, TN 37909

865-769-0598

865-769-0579 fax

concord-inc.net

mrakita@bellsouth.net

Statement

Concord School of Grooming is authorized by the Tennessee Higher Education Commission and the School is the benchmark for standards concerning quality of education, ethical business practices, health and safety, and fiscal responsibility.

Our mission and goal is to promote educational and physical skills so that an individual may develop into a professional pet care provider/groomer who has high standards of integrity and knowledge to be entrusted with the welfare of someone's pet.

Susan Porterfield, as owner and founder of Concord School of Grooming offers a tremendous wealth of knowledge. She has bred and shown horses, cats and dogs for the show ring for 60 years. She is an AKC Judge and past member of the Professional Handlers Association. She is listed in the "Who's Who of Dog Handling". If you want to succeed in today's fast growing pet industry, she has that special touch that can help you leap over the competition. She believes the program is structured so that you will be able to compete in today's fast growing market. Concord School of Grooming is the only grooming school in the state of Tennessee. Our fast growing client base is well over 5000 which is due to our 55 year commitments to our clients and their pets.

Susan E Porterfield, CEO

Table of Contents

<u>Directors</u>	<u>Page 4</u>
<u>Faculty</u>	<u>Page 4</u>
<u>Course Length</u>	<u>Page 5-6</u>
<u>Facilities</u>	<u>Page 6</u>
<u>Curriculum</u>	<u>Page 6-7</u>
<u>Mission</u>	<u>Page 8</u>
<u>Enrollment</u>	<u>Page 9</u>
<u>Attendance</u>	<u>Page 9</u>
<u>Progress</u>	<u>Page 10</u>
<u>Student Conduct</u>	<u>Page 10</u>
<u>Placements</u>	<u>Page 10</u>
<u>Refund and Cancellations</u>	<u>Page 11-12</u>
<u>Student Grievances</u>	<u>Page 12</u>
<u>Transfer Credit</u>	<u>Page 12</u>
<u>Tuition Fees</u>	<u>Page 13</u>

<u>Syllabus</u>	<u>Pages 14, 15, 16, 17</u>
<u>Financial Assistance</u>	<u>Page 18</u>
<u>Tuition Fees</u>	<u>Page 23</u>
<u>Supplies</u>	<u>Page 19</u>
<u>Motels</u>	<u>Page 20</u>
<u>Apartments</u>	<u>Page 21</u>
<u>Pre-Enrollment Agreement</u>	<u>Page 22</u>
<u>Enrollment Agreement</u>	<u>Page 23-24</u>
<u>Application</u>	<u>Page 25</u>
<u>Disclosure-Credits</u>	<u>Page 26</u>

Director

Susan E Porterfield: President/Director

Concord School of Grooming is owned by A Dog's Life of Knoxville, LLC of which Susan owns 100%

Faculty

Susan E Porterfield: Grooming Instructor

Past Credentials:

University of Tennessee

1967 Graduate New York School of Dog Grooming

Member of the Professional Handlers Association

Licensed All Breed American Kennel Club Handler

Current Credentials:

American Kennel Club Judge

Member National Dog Groomers Association

Member Dog Show Judges of America

Owner Grooming Shop since 1967

First USA Winner of the "Silas Award" in Creative Grooming

Course Length

The Concord School of Grooming provides training for the necessary skills for the student to enter the work force in the pet care industry.

The 933-01 Master All Breed Groomer course is an extensive 12 week program totaling 360 hours of practical application.

This is for the person who wants to learn both basic and advanced practice of grooming.

The 934-07 Advanced Grooming course is a 4 week program totaling 120 hours of practical application. This course is designed for a person who is already employed or has been working in the grooming field for a minimum of two years, and now wishes to be certified. Documentation of work background must be provided along with the enrollment application.

Classes are scheduled Tuesday through Friday, 9 am to 4 pm with a thirty minute lunch break and two fifteen minute breaks each day.

Students may enroll at any time at the beginning of each quarter during the calendar year. Classes are held continuous each month, generally the first Tuesday of each month. Enrollment is limited to three per class so as to provide better teaching and management of “hands on training”. Students are encouraged to fill out applications and enrollment forms as soon as they know which month they wish to come.

Once the proper forms and deposits are received, they are more likely to get the month of their choice.

The school will be closed on the following holidays: New Years, Memorial, Fourth of July, Labor Day, Thanksgiving and Christmas.

Facilities

The main grooming room has eight complete work stations consisting of a hydraulic table with an overhead grooming bar system and work cart. There is an Artmaster Clipper Vac system available for use. There are three stainless steel tubs with ramp and shampoo station to meet all bathing needs. The tub is provided with a force dryer. As some pets may only need to cage dry, there are twenty stainless steel cages with floors. All prep work and finish details are done in the main grooming area.

Curriculum

933-01 Master Professional All Breed Groomer:

An advanced grooming course with “hands on training” to aid an individual in becoming proficient in skills of how to groom all breeds of dogs with special emphasis on hand scissoring, customer/client relationships, business practices and procedures. Cat grooming is optional. Upon completion of all practical work and after passing a written exam, a certificate will be issued as a Master Professional All Breed Groomer. All fees must be paid in full to be eligible for the certificate.

934-07 Advanced Grooming:

This course shall follow all aspects of the Master Professional All Breed Groomer course. The training will consist of the same components of the “Master” program with the exception of being faster paced, more demanding of quality finish and will be 4 weeks for completion. After completion of all hours, written test and all fees paid in full the certificate will be issued.

Written tests for both programs must have a score no less than “70” in order to pass the course.

The training for both programs will consist of the following components: proper brush techniques/tools, ear/nail care, bathing/drying techniques and shampoos

Anatomy, structure, temperament: proper position for the groomer as well as the pet, safety, hand scissoring, finish, customer/client relationships and business practices.

*Note: A transcript from last school attended or copy of GED is required for both courses that are offered.

<u>Course</u>	<u>Tuition</u>	<u>Equipment</u>	<u>Total</u>
933-01			
Master Groomer			
<u>12 weeks</u>	<u>\$6500.00</u>	<u>\$1400.00</u>	<u>\$7900.00</u>
934-07			
Advanced Grooming			
<u>4 weeks</u>	<u>\$2000.00</u>		<u>\$2000.00</u>

Mission

Our mission is to promote educational and physical skills so that the student may develop into a professional pet care provider who has high standards of integrity and knowledge to be entrusted with the welfare of someone's pet. Susan as owner and founder of Concord School of Grooming offers a tremendous wealth of knowledge. She has over thirty five years experience as all breed Professional Handler. She is currently an authorized American Kennel Club Judge.

Enrollment

Applicants should be 18 years of age or older, have a high school diploma or a GED equivalent. An applicant may be under 18 and not have a high school diploma or GED upon the recommendation and approval of a counselor or guardian. The school has a continuous enrollment policy. Applicants who have completed the necessary forms and returned with the proper fees may start their course if available the following Tuesday upon acceptance by the Director. It is preferred that applications are turned in at least two weeks prior to the month they wish to enroll. As enrollment is limited to 3 per course. It is recommended that paperwork be turned in as soon as possible to ensure the desired month for enrollment. A \$500 fee for enrollment is required with application. Further the \$1400 fee for equipment should be paid no later than 30 days prior to starting date of enrollment. Student kits will not be issued without prior payment to cover their order.

Attendance

Students must attend every class or they will not graduate. Abstenteeism cannot be permitted, as this course is only 360 hours, or 120 hours for the advanced. There will be exceptions such as, a death in the family, or accident, or illness. You will be permitted to make up lost time at the Director's discretion and availability.

Progress

There is no room for error so we try to provide you with as much training necessary for you to compete in the pet grooming field. A student will be expected to complete each daily assignment. Students who display a propensity to advance will be assigned additional duties to aid in their individual desire to learn and experience all stages of the grooming education.

Student Conduct

A student will be expected to be attentive and ready to learn. A student should be willing to accept constructive criticism: they should be aware of all school policies and show a willingness to comply. Non-compliance of daily assignments could be construed as disruptive manner leading to dismissal. Any abuse to pets, fellow class mates or faculty will not be tolerated. A behavior that tends to endanger the well being of people and pets would lead to automatic dismissal. Re-admission will be at Director's discretion.

Placements

The school cannot guarantee you a job but we do keep close touch with local groomers, Veterinarians, and kennels. If anyone is in need of a groomer, we let our students know first. As of this year, every student that has completed the course is employed in the pet industry. We make every effort to help our students gain their goal.

Refund and Cancellation Policy

*No refund will be issued for the student kit (\$1400) once it has been issued to a student. Once the kit is opened, it cannot be re-issued to another student as a new kit, nor can it be returned to inventory stock.

1. If a student withdraws from the school on or before the first day of classes, or fails to begin classes, the tuition refund shall equal the sum of all amounts paid on behalf of the student for the period of enrollment, less an administrative fee of one hundred dollars (\$100.00);
2. If after classes have commenced and before expiration of ten percent (10%) of the period of enrollment for which he or she was charged, a student withdraws, drops out, is expelled, or otherwise fails to attend classes, the tuition refund shall equal seventy-five (75%) of all amounts paid on behalf of the student for the period, less administrative fee of one hundred dollars (\$100.00)
3. If after expiration of ten percent (10%) of the period of enrollment for which he or she was charged and before expiration of twenty-five percent (25%) of the period, a student withdraws, drops out, is expelled or otherwise fails to attend classes, the refund shall equal twenty five (25%) of all amounts paid on behalf of the student for the period, less administrative fee of one hundred dollars (\$100.00);

4. If after expiration of twenty-five percent (25%) of the period of enrollment for which he or she was charged, a student withdraws, drops out, is expelled, or otherwise fails to attend classes, the student may be deemed obligated for one hundred percent (100%) of the tuition fees and other charges assessed by the school.

Student Grievance

Should a student have a complaint or grievance, they should send a written statement addressed to the Director:

Susan E Porterfield, 4717 Santala Drive, Knoxville, TN 37909

865-769-0598

Transfer Credit

There will not be any credit given for previous education, training and experience. Further, there shall not be any transfer of credit earned at this school.

Tuition/Fees

A minimum deposit of five hundred dollars (\$500.00) shall accompany each application form. The balance for tuition may be paid on or before the first day of class. The additional fourteen hundred (\$1400.00) fee is for a student kit that should be paid no later than 30 days prior to the first day of class. The sooner this fee is paid the School will order. This kit includes clippers, blades, scissors, thinning shears, smock, brushes, combs, rakes and school manual.

<u>Course</u>	<u>Tuition</u>	<u>Equipment</u>	<u>Total</u>
933-01			
Master Groomer			
<u>12 weeks</u>	<u>\$6500.00</u>	<u>\$1400.00</u>	<u>\$7900.00</u>
934-07			
<u>Advanced Grooming</u>	<u>\$2000.00</u>		<u>\$2000.00</u>

* To be eligible for the advanced grooming class an individual must have documentation that shows they have a minimum of two years previous experience working as a groomer in the field of grooming but has not previously been certified.

Syllabus

Week 1-2

Orientation, use of equipment, basic skills:

- Introduction to student equipment—visual introduction to the different brushes, combs, scissors, clipper and blades.
- Brushing skills—procedures for holding the pet for brushing will be taught as well as pointing out which brushes, combs or rakes will be needed.
- Bathing and drying techniques—student will be shown how to express anal glands, how to determine which shampoo and conditioner to use and how to properly dry the pet.
- Ear and nail care—special emphasis on how to clean out the hair in the ear canal and also how to clean any debris away from the ear canal. Methods of trimming the nails and positioning both the pet and the groomer.
- Safety precautions will be explained on how to avoid safety issues for both the pet and the groomer.
- Anatomy—basic explanations of structure to enable better grooms and in some cases corrective grooming and styling.
- Shampoos—there is a diversity of shampoos and conditioners, a student will be shown how to mix shampoos in the correct ratios and given explanations on how to determine which shampoo is correct for each type of coat.

Week 3

Ergo dynamics, structure and pet temperament:

- Positions for groomer and pet—each person will be shown how to position their body so as to not cause undue strain on the body, especially areas such as the back, legs and arms. Proper positions for both the person and the pet will make the grooming easier with fewer traumas and/or possible injury.
- Corrective grooming—some pets conform to a norm or standard for the breed in appearance, yet some are longer in leg, shorter in leg, heavier, thinner, or even vary as to coat texture. Grooming skills will be taught to stylize the right trim for each pet.
- Evaluating pet temperament-- being able to determine the type of temperament on pet aids in handling and safety issues.

Week 4

Finishing skills and test:

- Hand Scissoring Skills—students will be assigned pets requiring more advanced scissoring to enhance their skills in scissor work.
- Clipper skills—reviews of all basic trims executed over the last four weeks with emphasis on knowledge of correct blades and clipper skill for each trim.
- Test- a test will be given to use as a way to determine how well each person has retained knowledge of all grooming skills covered in the four week period.

Week 5-7

Modern Equipment:

- Clipper Vac system—each student will be given an opportunity to use the Hanvey Clipper Vac system, which facilitates in a new concept of grooming that is quiet, clean and fast.
- Dryers—there are a variety of dryers for the students to learn how to use: cage (which we do not recommend/why), force dryers, stand dryers and hand dryers.
- Clippers—the variety of clipper models and brands will be discussed, so that a student may make choices to meet their style.
- Hydraulic tables—the advantage of using versus standard tables will be pointed out.

Week 8-9

Basic Clipper Techniques:

- Maintenance trims—ways in which to keep a pet looking good with less work for both the owner and groomer will be an important feature of maintenance.
- Layering, skimming, blending, stripping and trimming—just like “ABC”s, these features are the building blocks of advanced groomers. This will take the basic trim to the next step of personalized styling for the individual pet.
- Breed trims—although each pet should be styled on an individual basis, the actual breed type should be apparent.

- Trims for mixed breeds—learning how to stylize the mixed breeds and pound puppies.

Week 10-12

Shop management and basic accounting:

- Includes grooming appointment book—basic steps in how to book and help on your return ratios.
- Customer record card—learn to use them and file them. A key to a good relationship with your customer is retaining pertinent facts as to the type of trim, temperament, length of time between trims, and ways to contact your customer at your fingertips. Important housekeeping duties keep important client cards from disappearing.
- There are several software programs for the groomer to consider if they desire to computerize the information but cards are still recommended for backup at the grooming table.
- Final exam—a combination of the twelve weeks program and information compiled in the grooming manuals will serve as the main basis of the final exam. Students will be expected to remember all class reviews and discussions.

Financial Assistance

Tennessee

Tuition Fees:

All payments are due at the beginning of classes. Each applicant is responsible for any and all fees due. The \$500.00 deposit is due along with application forms. The sooner an applicant can pay the \$1400.00 fee for the student kit, the sooner they will receive the kit. There is a list of items that each applicant should purchase on their own prior to attendance. The balance of the tuition fee if the \$500.00 has been received would be \$6000.00. This is due and payable on or before the first day of class.

If a student that needs assistance has not been able to secure aid, they may check with the Director prior to attendance to see if they would qualify for a monthly plan with the School. Upon approval by the Director, a down payment of \$3900.00 (this includes the \$500.00 application fee) must be paid on or before the first day of class. The second payment of \$2100.00 would need to be paid on or before the first day of the second month of class. The third payment of \$2100.00 would need to be paid on or before the first day of the third month of class. An additional amount of \$200.00 has been assessed for the administrative fees.

Effective March 25, 2021

Concord School of Grooming

Supplies that you need to purchase prior to starting class:

Notebook for taking notes to add to your manual

Cotton Balls

Q-tips

Hydrogen Peroxide

Neosporin Ointment

Band Aids

Baby Cornstarch Powder

Desitin Ointment

Wet Wipes (unscented)

Glue Stick

Pair of Utility Scissors to cut out pictures for Manual

Toothbrush

Small Flathead Screw Driver/Phillips Head Screw Driver

Please have a tetanus shot up to date!!!

Lodging

Motels: This list is a partial list available in the Knoxville area.

Simply Suites, 10206 Parkside Drive. 865-777-0400

- Mention the School if you decide to book with Simply Suites as they will give you a discount.
- Complete kitchens with refrigerator/freezer, microwave, dishwasher, coffee pot, toaster and all eating utensils.
- Pet friendly hotel
- Free on site washers and dryers, VCR/DVD player in every room with complimentary video library at front desk, free high speed Internet access and local phone calls.

Holiday Inn Express, 6324 Papermill Dr, 865-824-9030

La Quinta, 1317 Kirby Rd, 865-321-1840

Red Roof, 1315 Kirby Rd, 865-584-3911

Extended Stay America, 1700 Winston Rd, 865-694-4178

Intown Suites, 109 S, Gallaher View Rd, 865-670-1976

Apartments

* The first three listed are the closest to the School

The Hammonds Apartments, 4619 Sunflower Rd, 865-584-5796

Crossroads West Apartments, 102 Brentway Circle, 865-584-9971

West Town Manor Apartments, 1567 Coleman Rd, 865-584-6271

Copper Point Apartments, 401 S Gallaher View Rd, 888-259-7804

Walbrook Studios, 8623 Walbrook Dr, 865-251-3607

Papermill Square Apartments, 3820 Papermill Square Rd, 865-312-7970

Pre-Enrollment Agreement Check List

“Bring this copy with you when you decide to enroll”

1. Toured the school;
2. Received a school catalog;
3. Was given the time and opportunity to review the school policies in the catalog;
4. Knows the length of the program and actual calendar time;
5. Has been informed of the total tuition and fee cost of the program;
6. Has been informed of the estimated cost of books and any required equipment purchases;
7. Has been given a copy of the school's cancellation and refund policy;
8. Understands that there will not be any transfer of credits nor accept any transfer of credits;

I the undersigned, acknowledge that I have read and understand the above pre-enrollment checklist.

Signature: _____ Date: _____

School Transcripts or copy of GED must be sent to Concord School of Grooming

Concord School of Grooming

1310 Hollywood Rd, Knoxville, TN 37909

865-769-0598 865-769-0579 fax

Concord School of Grooming

1310 Hollywood Rd, Knoxville, TN 37909 865-769-0598

Enrollment Agreement:

There will not be any credit given for previous education, training and experience. Further there shall not be any transfer of credit earned at this school. Applicants should be 18 years of age or older, have a high school diploma or a GED equivalent. An applicant may be admitted without a high school diploma or GED and be younger than 18 years of age upon the recommendation and approval of a vocational rehabilitation counselor or with the approval of parent or guardian.

The school has a continuous enrollment policy. Applicants who have completed the necessary forms and returned with the proper fees may start their course the following Tuesday upon acceptance by the Director.

Enrollment in Advance Course requires minimum of two years work in the grooming field backed up with documentation.

Attendance

Students must attend every class or they will not graduate. Absenteeism cannot be permitted. There will be exceptions such as a death in the family, accident or illness. Excused absences may be made up at the Director's discretion and availability.

<u>Course</u>	<u>Tuition</u>	<u>Equipment</u>	<u>Total</u>
Master Groomer 12 weeks	\$6500.00	\$1400.00	\$7900.00
Advanced Course 4 weeks	\$2000.00		\$2000.00

Please indicate course of enrollment _____

Please indicate full time _____ or part time status _____

Start date ___/___/___ Projected date of graduation ___/___/___

Refund and Cancellation Policy

No refund will be issued for the student kit (\$1400.00) once it has been issued to a student. Once the kit is opened, it cannot be re-issued to another student as a new kit, nor can it be returned to inventory stock.

1. If a student withdraws from the school on or before the first day of classes, or fails to begin classes, the tuition refund shall equal the sum of all amounts paid on behalf of the student for the period of enrollment, less an administrative fee of one hundred dollars.
2. If after classes have commenced and before 10% of the period of enrollment for which he or she was charged, a student withdraws, drops out, is expelled or otherwise fails to attend class, the tuition refund shall equal 75% of all amounts paid on behalf of the student for the period, less administrative fee of one hundred dollars.
3. If after the expiration of 10% of the period of enrollment for which he or she was charged, and before expiration of 25% of the period, a student withdraws, drops out, is expelled or otherwise fails to attend classes, the tuition refund shall equal 25% of all amounts paid on behalf of the student for the period, less administrative fee of one hundred dollars.
4. If after the expiration of 25% of the period of enrollment for which he or she was charged, a student withdraws, drops out, is expelled, or otherwise fails to attend classes, the student may be deemed obligated for 100% of the tuition, fees and other charges assessed by the school.

Student Information

Name _____

Address _____

Social Security # _____

Signature _____ Date _____

Student has received an exact signed copy of the agreement

Concord School of Grooming

1310 Hollywood Rd, Knoxville, TN 37909

Application for Admission:

Name: _____ Social Security: _____

Address: _____ Date of Birth _____

City, State, Zip: _____

Home Phone: _____ Other Phone: _____

Experience in Pet Care Field: _____ High School Diploma or GED _____

Email _____

List an Emergency Contact:

Name: _____ Home Phone: _____

Address: _____ Other Phone: _____

City, State, Zip: _____

There is a \$500.00 deposit with application _____

Method of payment: Cash Check Visa Mastercard American Express Discover _____

Card # _____ Expiration date _____ Security Code _____

Please indicate two choices of months you would like to attend:

First month _____ Second month _____ Projected completion / / _____

Signature _____ Date _____

Student has received an exact signed copy of the agreement

Disclosure about transferability of credit

Credits earned at Concord School of Grooming may not transfer to another educational institution. Credits earned at another educational institution may not be accepted by Concord School of Grooming. You should obtain confirmation that Concord School of Grooming will accept any credits you have earned at another educational institution before you execute an enrollment contract or agreement. You should also contact any educational institutions that you may want to transfer credits earned at Concord School of Grooming to determine if such institutions will accept credits earned at Concord School of Grooming prior to executing an enrollment agreement contract or agreement. The ability to transfer credits from Concord School of Grooming to another educational institution may be very limited. Your credits may not transfer and you may have to repeat courses previously taken at Concord School of Grooming if you enroll in another educational institution. You should never assume that credits will transfer to or from any educational institution. It is highly recommended and you are advised to make certain that you know the transfer of credit policy of Concord School of Grooming and of any other educational institutions you may in the future want to transfer the credits earned at Concord School of Grooming before you execute an enrollment contract or agreement.

Signature _____

Date _____