



The Perfect Place for Pets & Their People

All Dogs Academy

School for Professional Dog Groomers

(A Division of All Dogs Inc.)

2009 Catalog

Volume IV

Publication date 11/1/08

Main Campus
All Dogs Gym & Inn
505 Sheffield Road
Manchester, New Hampshire 03103

www.alldogsacademy.com

Phone: (603) 669-4644 Fax: (603) 641-6767

Licensed by the State of New Hampshire
Postsecondary Education Commission

Table of Contents

TABLE OF CONTENTS	2
INTRODUCTION & OVERVIEW	3
MISSION STATEMENT	3
FACULTY, STAFF & FACILITIES.....	4
ADMISSION POLICIES & PROCEDURES.....	5
STUDENT INTRODUCTION & ORIENTATION	5
GRADES, EVALUATIONS & PROGRESS	6
UNFORESEEN CIRCUMSTANCES	6
SUCCESSFUL COMPLETION.....	6
HOLIDAYS.....	6
SCHEDULE OF CLASSES.....	7
ACADEMY GENERAL POLICIES	7
COMPLETION OF ASSIGNMENTS, PUNCTUALITY & ATTENDANCE	7
PERSONAL PHONE CALLS & CELL PHONES.....	7
SMOKING, DRINKING, DRUGS & CHEWING GUM	7
VULGAR LANGUAGE, DISRESPECT, SEXUAL HARASSMENT & DISCRIMINATION.....	7
UNSATISFACTORY CONDUCT	8
CODES OF CONDUCT.....	8
TEAMWORK & COOPERATION.....	8
SERVICE & PROFESSIONALISM.....	8
PRIVACY POLICY	8
DEMONSTRATE WHAT WE ADVOCATE	8
DRESS CODE	9
INTEGRITY AND HONOR	9
PERSONAL MATTERS.....	9
DOGS	9
PERSONAL PROPERTY & PERSONAL EXPENSES.....	10
LIVING ARRANGEMENTS.....	10
VISITORS.....	10
HEALTH & PHYSICAL CONDITION.....	10
THE ACADEMY & THE COMMUNITY	10
THINGS TO DO.....	10
WEATHER	11
COURSE DESCRIPTIONS.....	11
GRADUATION REQUIREMENTS	14
ALL DOGS ACADEMY JOB PLACEMENT.....	14
ENROLLMENT INFORMATION & APPLICATION.....	15

INTRODUCTION & OVERVIEW

All Dogs Academy for Professional Dog Groomers has grown out of a need and a deficiency. The need is for qualified, talented, well-trained people to practice their grooming skills in a variety of venues – from grooming shops to vet’s offices, pet stores, mobile grooming vans, show handler, breeder, pet owner, and owner-operated facilities. The deficiency is in the quality of grooming education previously available in the area. The impetus behind our school was a less than positive experience – a grooming school graduate assessing the short-comings in her education, and dreaming of the school she wished she could have attended. And so our school for dog groomers was born.

Many people may not know that Gail Fisher started her career in dogs as an apprentice dog groomer, learning grooming skills and ultimately becoming a professional dog groomer, which she practiced for many years. Her experience along with that of the other groomers and teachers involved in the program, form the basis for a comprehensive, valuable, unparalleled experience for our students.

Our students come from a variety of backgrounds – some with little or no pet experience to pet professionals wishing to learn and explore new information and techniques. Our program is designed to help each student reach their own unique goals and desires in the grooming profession. Whether you want to learn how to groom your own dog; to groom part-time at home for some extra income; become a full-time professional groomer; or open a grooming business of your own, we strive to meet the goals of each and every student.

Our facility and staff provide a wonderful opportunity for students to participate in the pet industry and profession while fulfilling their dreams.

All Dogs Academy is committed to provide our students with a quality grooming education. The coursework offered in this program is the ultimate in creating groomers who will use their skills to enhance the lives of dogs and the relationship between dogs and their owners. It is toward this end this course is designed.

MISSION STATEMENT

The Mission of All Dogs Inc. is to create the highest level of lifelong mutual enjoyment between people and their dogs.

The Mission of All Dogs Academy is to educate dog professionals to the highest standards, offering a humane, effective, holistic, skilled and comprehensive approach to their profession.

FACULTY & STAFF

SCHOOL OFFICERS & DIRECTORS

Gail Fisher – President/Administrator
Kimberly Gillis – Director of Student Training, Groomer
Myrian Bergeron – Treasurer
Pam Stafford – Registrar/Secretary

FACULTY

Gail Fisher – with 15 years experience as a professional groomer and over 30 years experience as a dog trainer and behaviorist, Gail is known as the “trainer’s trainer.” Named by *Our Dogs Magazine* (England) as one of the top five lecturers internationally on dog behavior, Gail designed and taught the first University course for Obedience Instructors – a 2-year program at the University of NH, as well as courses a course for Dog Breeders.

Kimberly Gillis – Director of Student Training and groomer at All Dogs Gym & Inn. With over 25 years experience, Kim’s credentials as a groomer and a teacher are unparalleled. A graduate of the prestigious New York School of Dog Grooming, she has never stopped expanding her skills as a groomer, dog advocate and teacher. Kim has attended seminars and classes with the best groomers in the country. But it is her philosophy as well as her knowledge and experience that make her such a gifted teacher. As Kim says, “With years of observing dog behavior and temperament, I’ve developed an approach of ‘cooperation’ between dogs and the grooming process. I have also seen the need for proper instruction and care for the dog’s view that is sadly missing in many groomers’ educations. I am able to share my love of grooming, my experience, skills and knowledge with the students at All Dogs Academy.”

Pam Stafford – Manager of the Grooming Salon and Spa at All Dogs Gym, Pam owned and operated her own successful grooming salon before moving to New Hampshire. She also has a background in Sales and Marketing Communications, where she worked for over seven years. Pam brings to the Academy tremendous knowledge of the grooming business combined with her positive attitude, management skills and an overriding philosophy of delivering great customer service.

LynnMarie Millette – Certified Pet First Aid Instructor; Class Coordinator, All Dogs Gym. In addition to her administrative position with All Dogs Gym, Lynn Marie is also one of our training class instructors. She has her own business providing therapy dogs to hospitals, nursing homes and other institutions and is certified in Pet First Aid.

Wendy Bergeron – Director of Training, All Dogs Gym. Wendy has been working with dogs professionally for 17 years. A successful show handler, obedience and agility competitor, and dog breeder, Wendy’s dog knowledge, “eye”, training expertise and gentle approach to teaching people are unparalleled.

All Dogs Gym & Inn Staff – Our outstanding staff of over 35 professionals enhance the training program so that students can explore other potential areas of interest. In addition to our Grooming and Training Managers, staff includes our Daycare Manager with 10 years experience, our Kennel Manager with 12 years experience – and many other talented, caring, and generous people.

FACILITIES – All Dogs Gym & Inn

Completed in July 2002, All Dogs Gym & Inn is a 25,000 sq. ft. state-of-the-art dog activity and training center. All Dogs Academy is enormously proud of its facilities. Students will enjoy and benefit from the following:

GROOMING FACILITY – A fully-equipped grooming salon including a 3-tub bathing room, a separate drying room, and a fully equipped separate room for finished grooming. Additionally, the Grooming School will utilize other areas including a classroom and conference room for class discussions and lectures.

EVENT & TRAINING FACILITY – A 12,000 sq. ft. Arena with air-cushioned rubber floor, a fenced outdoor training area, complete training equipment for dog activities and sports.

KENNEL FACILITY – A state-of-the-art 75 run boarding kennel.

DAYCARE FACILITY – Over an acre of outdoor fenced yards, an indoor playroom, and two separate nap rooms provide the facilities for the body language component of the curriculum. Averaging over 80 dogs a day, this division is a phenomenal laboratory for learning about canine body language, normal dog behavior and interaction.

ADMISSION POLICIES & PROCEDURES

There is no single formula for decisions regarding a student's admission to the Academy Certification program. While consideration is given for the applicant's experiences, goals, talents, and other factors, students will not be penalized for lack of prior experience working with dogs. Intangibles play a role in creating a dog groomer, consequently the Academy may not be able to give objective reasons for a candidate's acceptance or rejection. Candidates should know, however, that every applicant receives consideration without discrimination.

Applications are evaluated by the Committee on Admissions, made up of Academy staff. Decisions are based on the majority opinion. All applicants will be notified of the decision from the Committee with initial notification by email, with follow up letter by regular mail, return receipt.

For the application process, please refer to Enrollment Agreement & Application.

STUDENT INTRODUCTION & ORIENTATION

Students are welcomed and introduced to the faculty and staff at student orientation – the beginning of the program. Student orientation is required for all enrolled students, including those that may be re-entering the course. Students will be working together, learning together, grooming together and developing important relationships over the course of the Academy programs. This orientation is the first step in this process. Student orientation familiarizes the students with the rules and procedures for the coursework, and provides an introduction to the Academy facilities. Students are encouraged to ask questions at all times – from orientation through to graduation and beyond.

GRADES, EVALUATIONS & PROGRESS

The Academy uses a standard 4 point grading system as follows:

Points	Grade	Numerical scale
4.0	A	90 – 100
3.0	B	80 – 89
2.0	C	70 – 79
1.0	D	60 – 69
0.0	F	Below 60
	I	Incomplete

Grades may be based on written exams, papers and reports, oral participation, video and hands-on practical application. Students may earn extra credits for outstanding work. Conversely, grades may be affected by repeated infractions such as failure to meet deadlines, chronic tardiness, and the like.

The Academy wants every student to achieve success. To keep students apprised of their progress, grades will be calculated and evaluated as exams and projects are completed. At each evaluation, a student with a GPA lower than 2.0 will have a conference with their Advisor to determine the best course of action to help the student succeed.

UNFORESEEN CIRCUMSTANCES

A student who is unable to complete the coursework assignments due to illness, accident, or death in the student's immediate family, will be given an "incomplete" and have the opportunity to complete the assignments by a future date (determined by the Director). The instructor will work with the student to establish the method and time of the make-up. A student who fails to complete the coursework within the proscribed time frame, will receive an F.

Students who withdraw from the program will be given an incomplete, with the opportunity to reenroll and complete the coursework at a future time. Students who wish to withdraw must do so in writing, submitting a withdrawal request, available from the Registrar.

SUCCESSFUL COMPLETION

Upon the successful completion of the requirements, students will receive a Certificate of Graduation. All Dogs is licensed by the State of New Hampshire Postsecondary Education Commission. The Certificate of Graduation will reflect All Dogs status as a State Certified Vocational School as well as the well-documented credentials represented by the name and reputation of the Academy.

HOLIDAYS

The Academy observes the following National holidays: Presidents' Day, Martin Luther King Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas and New Years. Advisors are unavailable the week of Thanksgiving, or between Christmas and New Years Day.

SCHEDULE OF CLASSES

All Dogs Academy for Professional Dog Groomers is a 15 week program, with 200 hours of instruction. The following schedule is subject to revision. Students applying for admission to these sessions will be notified in writing of any schedule changes.

Classes meet Monday and Wednesday evenings from 5:00-9:00 pm and Thursdays from 9:00 am to 4:00 pm. Salon time may be scheduled on some Saturdays, times TBD. Class times are subject to change, and are flexible. We strive to meet the demands and requirements of our students.

Note: We offer a part-time, evening option for students who are unable to attend during the day. For information call our School Registrar, Pam Stafford, or email pam@alldogsgym.com.

Winter Session: February 2, 2009 – May, 18, 2009

Spring/Summer Session: May 25, 2009 – September 7, 2009

Fall Session: September 14, 2009 – December 28, 2009

ACADEMY GENERAL POLICIES

COMPLETION OF ASSIGNMENTS, PUNCTUALITY & ATTENDANCE

Students will complete assignments on time, or will, prior to the completion date, make new arrangements with their Advisor. Completing assignments on time is essential both to learning and for good business practice. Classes will begin promptly as scheduled.

Repeated tardiness will result not only in the loss of information, but may be reflected in a student's grade. A student who is unable to attend class or keep an appointment with an Advisor for any reason, should notify the Advisor or Instructor in a timely fashion.

PERSONAL PHONE CALLS & CELL PHONES

Except in an emergency, students will not be interrupted for personal calls. No personal long distance phone calls are to be made except in the case of emergency situations with the prior approval of the Registrar. Cell phones may not be used except during breaks, and are limited to use outside the building. Cell phones may not be used and must be turned off during class hours, while grooming, walking or working with dogs.

SMOKING, DRINKING, DRUGS & CHEWING GUM

Alcohol and drug use will not be tolerated. All Dogs Gym & Inn is a non-smoking facility, including dog yards. Smoking is permitted during breaks only in designated area behind the Arena on the fire lane. Students may not smoke when handling or walking a dog. Cigarette butts must be disposed of in appropriate receptacles. No gum chewing is allowed in public at any time, and no eating in the reception area.

VULGAR LANGUAGE, DISRESPECT, SEXUAL HARASSMENT & DISCRIMINATION

Vulgarity and rudeness will not be tolerated. Sexual harassment and discrimination will not be tolerated. Sexual harassment consists of unwelcome sexual advances, requests for sexual favors or unwanted sexual attention by anyone associated with the Academy or All Dogs, whether male or female. Any student who feels harassed should discuss it with the Registrar. All complaints will be treated seriously, kept as confidential as possible and investigated fully.

UNSATISFACTORY CONDUCT

A student who engages in repeated infractions of the Academy Codes of Conduct will be given a written warning. The Academy will offer guidance to help the student improve to meet the conduct standards of the Academy. While the Academy cannot control a student's choices of his or her own conduct, the Academy can determine and control the environment it wishes to maintain and embody. Consequently, a student who chooses to engage in infractions after receiving a warning is indicating his or her choice not to remain at the Academy. A student making such a choice by repeated infractions of the Academy Codes of Conduct will not be eligible for a tuition refund.

CODES OF CONDUCT

The following excerpt from All Dogs Inc. Employment Manual is edited for applicability toward students at the Academy. Students are expected to conduct themselves in a manner applicable to employees and students alike:

TEAMWORK & COOPERATION

We are members of a team working harmoniously with genuine caring and respect for each other as well as for our customers (both pets and people).

We are aware of the needs of others and step in to help. Every member of our team pitches in to help a client, staff member or fellow student whenever and wherever they can. In a diverse and active business like ours, there may be times when an activity impinges on the ability of another team member to perform their duties. For example, conversations in and near the reception area should be in a quiet tone of voice, so the receptionists can hear on the telephone and talk with customers. (Also quieting barking dogs).

SERVICE & PROFESSIONALISM

In a service-oriented business, customers have choices. We conduct ourselves professionally, always striving to meet the needs of all customers and potential customers, always treating the public in a courteous, prompt, professional, respectful, friendly and positive manner. Staff and students conduct themselves with a demeanor that promotes confidence. Never speak negatively about or display a negative attitude toward any owner or dog in front of any client. Conversations regarding problems or difficulties with specific dogs or clients will be conducted privately in non-public areas.

PRIVACY POLICY

We protect peoples' privacy. The privacy and integrity of clients, staff and students will be respected. Any conversations, discussions or information regarding private matters are to remain at the Academy.

DEMONSTRATE WHAT WE ADVOCATE

We advocate a non-punitive, positive approach to grooming, training and living with a dog; display and demonstrate such treatment in all our dealings with dogs both in public and in private. In all our interactions with dogs, we support, assist and maintain desired behavior. In all our interactions with dogs, we are careful not to undermine the owners' efforts, including such things as jumping on us, feeding dogs from the table, allowing them to jump on counters, and the like. The mark of integrity is what we do when no one is looking.

DRESS CODE

Everyone is asked to wear appropriate dress for the function of each individual's role and duties. The image of a school and business is reflected in the staff and students. This means starting the day clean and neatly dressed, in uniform where applicable. While those working directly with dogs will be subject to being dirtied, starting the day neat and well groomed creates a professional impression that shows through even when covered with paw prints. While casual clothes are practically a requirement, each employee and student is encouraged to use her or his best judgment in determining what is appropriate. Staff and students working with the public should be in uniform consisting of a uniform shirt or sweatshirt and tan, khaki or denim pants. Sneakers or running shoes are appropriate footwear groomers. Closed-toe, rubber soled shoes are required for groomers.

The following is considered inappropriate attire:

- Spandex and exercise clothing including tank tops.
- Athletic shorts (shorts are not recommended for safety reasons, but if worn, shorts must be at least finger-tip length)
- Torn, ill-fitting (loose or tight), or dirty clothes or the "grunge" look
- Sweatpants
- Sandals, open toed or open heeled shoes, clogs, high heels.

INTEGRITY AND HONOR

Everyone at All Dogs Inc. adheres to the highest standards of character, ethics and integrity. Any student who exhibits dishonesty or unethical behavior in any manner, whether or not related to academic performance, is making a choice to terminate their enrollment and participation in the Academy grooming program. We expect students to hold themselves to the highest standards of ethics and integrity. Any student found cheating or plagiarizing is making a choice to terminate their participation in the Academy. Any student assisting another in any act of dishonesty will be treated as if they had committed the same offence, and is likewise making the choice to terminate their enrollment at the Academy.

PERSONAL MATTERS

DOGS

Students are encouraged to groom their own dogs, and may bring their dogs in for practice (if appropriate). Students have full responsibility for the care, feeding and any expenses related to the dog(s) they bring. If appropriate for the dog, students may enroll the dog in daycare with prior permission of daycare staff. If crate space is limited, students must provide their own crates.

Students understand that other students will be grooming each student's dog from time to time, with the assurance that no handling or techniques contrary to our philosophy of humane treatment will ever be used.

Students are responsible for cleaning up after their own dog(s) and any dog(s) they are grooming or overseeing both on and off the grounds of the Academy. Students will conduct themselves at all times, whether on or off the Academy grounds, to the highest standards of good dog ownership. A student who fails to do so will receive a warning. Repeated infractions will result in dismissal.

Students' dogs must be healthy and students must show proof of current Rabies inoculation. With all due care being taken, the Academy is not responsible for the health or wellness of the student's dog(s).

PERSONAL PROPERTY & PERSONAL EXPENSES

The Academy assumes no responsibility for loss or damage to a student's personal property, or for damage to any car or vehicle, or for loss or damage to the student's dog(s), or for loss by theft of any vehicle or any of its contents while in, on or adjacent to Academy property. Each student is responsible for his or her own living expenses including travel; food; care and feeding of his or her own dog(s) and ancillary supplies.

LIVING ARRANGEMENTS

Students must make their own arrangements. Students may contact the Registrar for a list of local motels and hotels that allow dogs. Students staying in local hotels must adhere to a strict code of conduct for themselves and their dog(s).

VISITORS

We welcome students' family and friends to visit All Dogs Gym & Inn for a tour of the facility during non-class hours. Visitors must be accompanied by a staff person, and must be cautioned not to handle any animals or put their fingers in any enclosures containing dogs or cats.

HEALTH & PHYSICAL CONDITION

Pursuing a career in dog grooming is not without risk. Students acknowledge this risk, and recognize that even with all due care being exercised, injuries can occur and that the Academy is not responsible for injuries to any student or any student's dog(s) that result from participation in the Academy's programs and courses of study.

Each student represents that he or she is in good health, and is physically able to perform all aspects of the Academy program.

THE ACADEMY & THE COMMUNITY

THINGS TO DO

All Dogs Academy is located in Manchester, New Hampshire, a 40 minute drive to the beach and an hour to the mountains. Manchester used to be proud to say it's just an hour from Boston. With the expansion of Manchester Airport, expanded endowment of museums, influx of new restaurants and night spots, and the opening of the Verizon Wireless Arena, Manchester is now a destination spot for cultural events, recreation and major entertainment. Manchester is home of the American Hockey League Manchester Monarchs (All Dogs Flyball proudly entertains during period breaks on the ice at Monarchs hockey games); Manchester Wolves Arena2 Football; and the New Hampshire Fisher Cats, AA Baseball (Toronto Blue Jays).

Students at the Academy can enjoy retail or outlet shopping, take in a movie, a play, go to a museum, or take in a sporting event or concert – all of which are easily found in Manchester and the surrounding communities.

WEATHER

The weather in Manchester is typical for New England – wait a minute and it'll change. Weather is variable. Autumn and the fall foliage attract many visitors to the area and make this season exceptionally beautiful. Winters are usually brisk and snowy. Spring brings beautiful, sunny days interspersed with occasional rain and spring flowers. Warm days and cool nights make the summer sessions popular. In any case, All Dogs Gym facilities are fully climate controlled regardless of weather.

COURSE DESCRIPTION

The following is a partial overview and run-down of the topics and skills taught in our Grooming Academy:

Anatomy

Developing a good “eye” and understanding balance – the difference between an adequate groomer and an outstanding professional – starts with a basic understanding of the dog’s physical structure and anatomy. Topics in this category include:

- Viewing the overall dog – balance, proportion and structure
- Skeletal & muscular systems – how they effect the dog and the groomer
- Anatomy of the ear, foot, nail, and other important areas relative to grooming and general care
- “Work that Body”: How joints and muscles operate – working with them, not against them
- Problem areas and common mistakes
- Breed differences and anatomical guidelines

Health & fitness

A dog’s groomer is often in the unique position to help the owner recognize and address physical issues before they become serious. Having a clear understanding of optimum health and condition is critical for the groomer, as well as recognizing and identifying issues that can be improved. Groomers are not veterinarians, but groomers can work in partnership with the dog’s owner and veterinarian for the dog’s optimum health and well-being. Topics covered in this category include:

- Overall health & condition – assessing the dog
- The role of diet & making dietary recommendations to clients
- The problem of overweight – how to assess & discuss it with the client
- Exercise and its role in overall health
- Recognizing skin conditions, ear infections & solutions
- Meet the parasites – mites, fleas, ticks – treatment, remedies & client recommendations
- First Aid – techniques and what to have in your kit
- CPR for dogs
- Injuries will happen – minimize them and know what to do
- Emergencies – what to do and when – prior planning
- When and why to refer a client for veterinary services

Behavior

At All Dogs Academy, we focus on the relationship between the professional and the dog. Dog groomers are most successful when their clients are calm and compliant. Further the groomer's safety depends on her or his ability to recognize signs of stress in the dog, and relieve them accordingly before the dog feels the need to strike out. Toward that end, throughout the grooming course, students will be focusing on the dog, learning and watching for signs of stress, and learning how to reduce and eliminate stress for cooperative, happy dogs. Behavioral topics include:

- Behavior assessment for grooming procedures
- Recognizing & responding to dog body language
- Stress signals and the phases of stress
- Reducing stress for calm, easy-to-groom dogs
- Problem behavior – working with clients to reduce it
- Management strategies for difficult dogs
- Winning over & improving the hard-to-groom dog
- Safety precautions & commonsense

Groomer health & safety

Grooming dogs is a physical endeavor. With proper preparation, techniques and practice, you can protect yourself from injury, allowing you to enjoy many healthy years in the profession. This aspect of the course covers:

- Lifting, holding and handling dogs
- It's OK to ask for help – communication
- When to cry “uncle” – recognizing when you can't finish a grooming
- Stress management for you
- Learning to do it right – for your longevity

Equipment

- A tour through your grooming kit
- Brushes & combs
- Strippers, rakes, dematting tools
- Clippers, blades & snap-on combs
- Shears and their care
- Dryers – different dryers for different purposes
- Care and maintenance for health and for the longevity of your equipment

Grooming dogs

You can't learn to groom dogs without . . . well . . . grooming dogs. The more practice, the better. Students will work together grooming a broad range of breeds – learning to

properly prep, bathe and finish a dog according to breed standards or to the owner's expectations and vision. Fun, fancy and imaginative clips will also be explored.

- Starting at the top – head first vs. side-to-side sway
- Ears – precautions, products and performance
- Nails – proper methods and measures
- Don't forget the feet – between the pads and toes
- Observations of general condition and behavior
- Preparing the dog for a bath – emotions are key
- To shave or not to shave; that is the question
- “Da Matz” – how, where and when to shave
- Undercoat hang-ups
- Bathing, drying, finishing according to breed and coat type
- Clipping and trimming
- Scissoring – a Serious Art

Breeds

Owners don't always want their dog to look like its breed – but groomers need to recognize and understand the breed. Different coat types have different requirements and limitations, and students will learn them all, along with hands-on experience grooming a wide variety of breeds.

- Breed recognition
- Specific instructions & practice
- Long hair, short hair, and everything in between
- Big, little, and medium-sized dogs
- Labs and Golden Retrievers
- Yorkies, Shih Tzus and Lhasa Apsos
- Schnauzers, Westies, Cairns & other terriers
- Springers & other spaniels
- Poodles & Bichon Frises

Grooming Cats

Students will learn about feline grooming, including:

- Equipment needed
- Coat conditions
- Brushing and nail clipping
- Caveats about shaving & scissoring

Customer Service, Client Information, Legal stuff, and Running a Business

Customer relations with the human part of the equation is critical to any grooming business. The course will cover:

- Keeping your clients happy
- Understanding and translating your clients' expectations
- Information gathering for optimum communication
- Communication before and after grooming
- Waivers & releases – the what and why
- Retail sales of products

GRADUATION REQUIREMENTS

It is the sincere desire of everyone at the Academy that all students will successfully complete the program. Requirements for graduation include a 2.0 GPA, and a final practicum demonstrating the student's knowledge and ability to groom a variety of dogs.

ALL DOGS ACADEMY JOB PLACEMENT

Graduates of the Academy are qualified to groom dogs and to secure positions as dog groomers. Graduates will have a broad overview and range of knowledge of dog grooming essentials and fundamentals; however, it takes more than 16 weeks to develop the highest levels of professionalism and expertise. While many grooming shops consider this Academy education complete, we strongly recommend that our graduates continue building their skills and techniques seeking apprenticeships under the supervision of talented, dedicated groomers. All Dogs Academy will assist graduates, as much as possible, in finding a career in the field of dog grooming. The Academy cannot guarantee placement or starting salaries, and cannot be held responsible if a student fails to find employment as a dog groomer. From time to time, the Academy will hire graduates of its program, but such openings are not guaranteed to any graduate.

True & Correct Statement

The information contained in this catalog is true and correct to the best of my knowledge.

Gail T. Fisher, Director

Date



All Dogs Academy for Professional Dog Groomers Enrollment Agreement & Application

All Dogs Academy for Professional Dog Groomers (“the Academy”) is a Division of All Dogs Inc. (“All Dogs”). The Academy is committed to the advancement of humane pet grooming through developing professional groomers with the highest level of skills in the field. The goal of the Academy is to provide graduates with the requisite skills to achieve success as professional dog groomers.

General Information

All Dogs is owned and operated by All Dogs Inc., a New Hampshire corporation located at 505 Sheffield Road, Manchester, New Hampshire. Gail Fisher is the Founder and President of All Dogs. All Dogs runs All Dogs Gym & Inn, the largest all-clicker-training dog activity center in the world.

The following information will provide the Academy with information regarding your background, qualifications and aspirations, as well as providing you with the Academy’s enrollment procedures, requirements, terms and conditions.

Changes to the Program

The Academy and All Dogs reserve the right to add, delete, update, and change classes, faculty, and programs, including, but not limited to text books, manuals, policies, rules and regulations. Students enrolled in the Academy agree to be bound by and to comply with all policies, rules and regulations of the Academy that are in effect during their enrollment in the Academy’s programs, subject to change and revision from time-to-time.

Non-discrimination Policy

The Academy does not discriminate in enrollment, administration of its policies, educational policies, programs or hiring.

By signing the enrollment application, the applicant represents that all information is true, correct and complete in all respects. The Academy will use this information to determine the applicant’s qualifications and appropriateness for admission to the program. If deemed necessary by the Academy, the undersigned expressly grants to the Academy permission to check the applicant’s credit and criminal history.

Rev. 1/07

Student Applicant Information

Name _____

Street Address _____

City _____ State _____ ZIP _____ Country _____

Home Phone _____ Work Phone _____

Cell Phone _____ email address _____

Social Security # _____ Drivers License Number _____

Health Information

Please list any healthy, physical or hearing issues that could affect your training _____

Are you generally in good health? Yes No If not, please explain. Attach doctor's note if necessary. _____

Education

Name and location of High School attended _____

Did you graduate? Yes No Year _____

If not, do you have a G.E.D.? Yes No Year _____

Name and location of college or university attended _____

Did you graduate? Yes No Year _____

If not, what is the highest year completed? _____

Name and location of other vocational or career training school attended _____

Briefly describe course of study taken. _____

Dogs

Please list information on dogs currently owned, including breed(s) ages, sex, how long owned, and any accomplishments or training. (Attach separate sheet if necessary)

Please list information on dogs owned in the past, including breed(s) ages, sex, accomplishments (if any) and what happened to dog? (Attach separate sheet if necessary)

Working experience with dogs - Describe experience (Attach separate sheet if necessary)

Have you had any negative experiences with any particular breed or is there a breed of which you are afraid? If so, please describe and list the breed(s) (Attach separate sheet if necessary)

Grooming experience (Attach separate sheet if necessary) Describe experience both hobby and professional – include schools attended, dates, years, certifications (if any). Include seminars & clinics.

Dog Training experience (Attach separate sheet if necessary) Describe training experience both hobby and professional – include schools attended, dates, years, method of training (if known), certifications (if any). Include educational seminars, clinics & camps.

Other species (Attach separate sheet if necessary) Describe experience with species other than dogs.

Personal References List 3 references including name, address & phone number, include area code, and relationship to you:

Employment References - List employment references of your immediate supervisor of your present and past employment for the past 3 years. Include area code with phone number. (Attach separate sheet if necessary)

Present

Occupation_____Supervisor_____Phone_____

Dates employed_____Type of work performed_____

Previous

1.Occupation_____Supervisor_____Phone_____

Dates employed_____Type of work performed_____

2.Occupation_____Supervisor_____Phone_____

Dates employed_____Type of work performed_____

3.Occupation_____Supervisor_____Phone_____

Dates employed_____Type of work performed_____

Goals: On a separate sheet, write a brief explanation of your goals, including why you want to attend the Academy, what you hope to accomplish, and where you see yourself after graduation.

ADMISSION PROCEDURES & POLICIES

Application Requirements

Students must be 18* years of age. (*With permission of a parent, and a pre-acceptance interview, we would consider students 16 or 17 years of age). Prospective students are required to:

- 1) Complete and sign all application forms
- 2) Submit application with application fee and deposit in amount currently required by the Academy.
- 3) Have an interview (in person or by telephone) with a representative of the Academy

Notification of acceptance status

Once these three requirements have been met, the Academy will assess the student's application and make a determination regarding acceptance for admission. Applicants will be notified of the status of their acceptance by email and/or certified mail. The Academy reserves the right to reject an applicant for any reason.

Re-admission

Students who withdraw from the program for any reason may submit an updated application for re-admission along with a new application fee and other required information. Students applying for re-admission must have a record of their previous transcript, which will be evaluated to determine which course components have been successfully completed. Tuition fees will be assessed on an individual basis in the event of re-admission.

TUITION & FEES

The application fee of \$350.00 will be applied to your tuition, and is charged to offset the Academy's costs involved in processing the applicant. This fee is refunded if the applicant fails to gain Academy acceptance, but is non-refundable if the applicant does not attend or drops out before the end of the course. All tuition fees are due in full 7 days prior to the start of the course, unless prior arrangements have been made and accepted in writing by the Academy:

FEE SCHEDULES (Effective September, 2007)

Application fee	\$ 350
Deposit on acceptance to the course	\$1,000
Full Course Tuition if paid in full before the start of the course	\$5,500
Balance due prior to start of course	\$4,150
Tuition if paid in time payments	\$5,750
Requirements for time payments as follows*: <i>(*unless other arrangements have been made in writing with Registrar)</i>	
Deposit upon acceptance to the course	\$1,000
Two weekly payments of \$1500 commencing 1 st week (payable Monday)	\$3,000
Final payment the third week of class	\$1,400

Tuition includes all required grooming equipment, manuals and books (\$700 value), instruction, and a Certificate of Graduation upon successful completion of the course. Placement assistance upon successful completion of the course as well as continued access to instructors for telephone advice in the future.

Tuition does not include meals, lodging, transportation, expenses related to the student's dog(s) or any other items not specifically mentioned above.

GRADUATION REQUIREMENTS FOR CERTIFICATION

Students must maintain a 2.0 GPA for all units and pass both an oral exam as well as practical testing of their skills to receive certification.

CANCELLATION & REFUND POLICY

When you register for the program you are reserving Academy resources, and we assume you will participate in the program. It is our sincere hope that students will not withdraw once they have been accepted into the program, but in the event of unforeseen circumstances, our policy includes the following schedule regarding cancellations and refunds as per NH State Statutes:

Pos 1111.03 Full Refund.

The Academy provides for a full refund of all money paid by the student as stated in NH State Law

- (a) The applicant or student cancels enrollment within 3 business days
- (b) The student did not meet the provisions of Pos 1104.01
- (c) The school procured the student's enrollment as the result of any false representations in the written materials used by the school or in oral representations made by or on behalf of the school

Pos 1111.05 Partial refunds.

(a) A student who withdraws or is dismissed after the period of time identified under Pos 1111.03(a) has passed, but before completing 50% of the potential units of instruction in the current time period, shall be entitled to a pro rata refund, as calculated below, less any amounts owed by the student for the current time period, less a one-time application fee not exceeding \$500 or 20% of the program tuition, whichever is less.

(b) Pro rata refund shall be the ratio of the number of units remaining after the last unit completed by the student to the total number of units in the time period, rounded downward to the nearest 10 percent. Pro rata refund is the resulting percent applied to the total tuition and other required costs paid by the student for the current time period.

(c) All efforts shall be made to refund prepaid amounts for books, supplies and other charges unless the student has consumed or used those items and they can no longer be used or sold to new students, or returned by the school to the supplier.

(d) No refund shall be required for any student who withdraws or is dismissed after completing 50% of the potential units of instruction in the current time period unless a student withdraws due to mitigating circumstances, in which case refunds shall be calculated based on the pro rata method described in Pos 1111.05 (a).

(e) The 50 percent completion limitation does not apply in cases where the student cannot complete the program due to action taken by the school. Examples of school's action shall include school closing or bankruptcy, or cancellation of the program. In these and similar situations, refunds and fees shall be based on the pro rata method described in Pos 1111.05 (a) for up to 100 percent of the tuition paid.

Pos 1111.06 Timely Refunds Payments.

Refunds shall be paid within 30 days after the effective date of termination.

Pos 1111.07 Good Faith Effort.

A school shall be considered to have made a good faith refund effort to make a refund, if the student's file contains evidence of the following attempts:

- (a) Certified mail to student's last known address;
- (b) Certified mail to the student's permanent address; and
- (c) Certified mail to the address of the student's parent or listed next of kin, if different from the permanent address.

Pos 1111.08 Notice of Withdrawal.

(a) A school shall require that notice of withdrawal be in writing, but shall not require a specific manner of delivery.

(b) The school shall honor any valid notice of withdrawal given, reimburse the student any refund amount due, and arrange for a termination of the student's obligation to pay any sum in excess of that permitted under the refund standards.

(c) All schools shall have a constructive notice of an intention to withdraw policy.

Exceptions: 100% refunds (including the \$350 application fee) are provided to students should the program be cancelled. Refunds other than amounts listed in the policy above may be given when there is an Academy error, or for medical issues or family emergencies. Complete the Refund Request Form available

from the Registrar. Documentation will be required. Requests for exceptions must be received in a timely manner.

Note: Normally you will receive your refund two to three weeks from the date of withdrawal. Check refunds are made to students unless charges are paid by third party contracts. Credit card refunds are issued to the account originally charged.

AGREEMENT – POLICIES, RULES & REGULATIONS, WAIVER, ASSUMPTION OF RISK & AGREEMENT TO HOLD HARMLESS

All students are required to review, agree to and abide by the Academy’s policies, rules and regulations in effect, and subject to change from time to time. By signing below, the student acknowledges receipt of a copy of the current policies, rules and regulations of the Academy, a copy of which is attached to this Enrollment Agreement & Application. The Academy, at its sole discretion, may amend its policies, rules and regulations at any time, and the student agrees to abide by any such amended changes from the date of adoption. The student understands that specific grooming experience is dependent on dog availability, and that the Academy cannot be held responsible for unavailability of specific breeds and trims. Students are subject to termination if they do not strictly adhere to all Academy policies, rules and regulations as outlined in the Academy Catalog.

The student understands that dog grooming is a physical activity, and that participation in the Grooming Academy program is not without risk, including that some of the dogs to which the students will be exposed may be difficult to control and may be the cause of injury even when handled with the greatest amount of care. The undersigned hereby waives and releases All Dogs Academy, Gail Fisher’s All Dogs Gym, its employees, owners and agents from any and all liability of any nature, for injury or damage, including specifically, but without limitation, any injury or damage resulting from participation in the Academy. In consideration of and as inducement to the acceptance of my participation in the Academy, the undersigned hereby agrees to indemnify and hold harmless All Dogs Academy, All Dogs Gym, its employees, owners and agents from any and all claims for injuries or damage sustained while attending the Academy or any function of All Dogs Academy or All Dogs Gym, or while on the grounds or the surrounding area thereto as a result of any action by any dog.

The terms and conditions of the Academy Program shall be enforced in accordance with the laws of the State of New Hampshire, and all Agreements are deemed to have been made in the State of New Hampshire. In the event of litigation regarding the terms and conditions of the Academy Program, the parties expressly submit to the jurisdiction of the federal and state courts located in New Hampshire.

The undersigned, as an applicant for admission as a student at All Dogs Academy for Professional Dog Groomers, hereby requests admission to the Academy. The applicant attests that all information contained in this Application is true, correct and complete to the best of his or her knowledge. The applicant attests to having read the terms and conditions outlined in this Enrollment Agreement and the Academy Catalog. Upon acceptance for admission, the undersigned agrees to be bound by the terms and conditions of this Enrollment Agreement, Application & Waiver and the policies and procedures from time to time adopted by the Academy.

Signature of applicant Date

Print name

Any buyer may cancel this transaction any time prior to midnight of the third business day after the date of this transaction (per RSA 188-D:23)

Reviewed by: School Official Print Name Date

Notes