Dog Grooming School of Pennsylvania, LLC

STUDENT HANDBOOK / CATALOG

January 1, 2027 - December 31st, 2027

62 S. Main Street, 1st Floor

Yardley, PA 19067

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MISSION STATEMENT

The mission of Dog Grooming School of Pennsylvania, LLC is to provide comprehensive, hands-on training that prepares students to pursue successful careers in the professional dog grooming industry. We are committed to developing knowledgeable, skilled, and ethical professionals through quality instruction, practical experience, and individualized attention. Our goal is to equip graduates with the technical skills, confidence, and professionalism needed to succeed in the ever-evolving pet care industry.

HISTORY

Shara L. Gold began her career in the pet care industry in 2008 with the establishment of At Your Service Pet Nannies of Bucks County, LLC. Over the years, the business expanded to include mobile and salon-based dog grooming, eventually leading to the establishment of Dog Grooming School of Pennsylvania in January 2016.

The school was founded to provide comprehensive, hands-on training in professional dog grooming. Operating within an active grooming salon, the program gives students practical experience in a real-world environment, from a dog's arrival through the completion of its grooming appointment.

Instruction is provided by an experienced professional with a background in owning and operating multiple grooming salons and mobile grooming businesses. Small class sizes allow for individualized attention and mentorship-based training, with an emphasis on developing the skills and confidence students need to pursue careers in professional dog grooming.

FACILITY

Dog Grooming School of Pennsylvania, LLC is located at 62 S. Main Street, 1st Floor, Yardley, PA 19067 in beautiful, historic Yardley, PA, just 10 minutes from Trenton, NJ and 20 minutes from Philadelphia. This fabulous neighborhood boasts some of Bucks County's best restaurants, coffee shops and gorgeous Lake Afton.

The school is an active dog grooming salon with stations for each groomer, and individualized attention. For students traveling from out of town, information about nearby lodging accommodations is available on our website at pennsylvaniadoggroomingschool.com/lodging. The closest lodging option, The Yardley House, is a fully furnished historic home located just steps from the school. Additional information, photos, and booking details can be found on The Yardley House website.

Dog Grooming School of Pennsylvania, LLC is an equal opportunity educational institution and admits students to all its programs and facilities without regard to race, religion, sex, national origin or age in administration of its educational policies, admission policies, loan programs, placement service and other school-administered programs.

ADMISSION REQUIREMENTS

To be eligible for admission to the school, no prior experience in the grooming industry is necessary, a prospective student must meet the following requirements:

- Applicants must be 18 years of age and a high school graduate; otherwise, parental/guardian consent, approval and signature are required.
- Applicants must provide proof of their High School Diploma or G.E.D.
- Applicants must sign Enrollment Agreement and Waiver of Liability & Informed Consent Release forms.
- Applicants must pay full tuition in advance to be enrolled in the program.
- Applicants must have a current Tetanus shot. Applicants must provide proof of vaccination to the school before they may start class.

PROCEDURES FOR ADMISSIONS

We welcome all aspiring groomers to apply to Dog Grooming School of Pennsylvania, LLC! Our school embraces individuals from every background and does not discriminate based on sex, race, ethnic origin, or religion. Acceptance is based on your career goals, motivation, and enthusiasm to grow as a professional groomer. Our program is designed to give you the hands-on skills, knowledge, and confidence you need to succeed in the grooming industry, and we are excited to help students take the first step toward turning their passion for dogs into a rewarding career.

Dog Grooming School of Pennsylvania, LLC does not accept credit from other schools or programs and there is no guarantee that another school will accept credits from Dog Grooming School of Pennsylvania, LLC.

An applicant rejected by the school is entitled to a refund of monies paid.

ATTENDANCE

Dog Grooming School of Pennsylvania, LLC's attendance policy approximates the expectations found in a work situation. It is essential that each student learns the discipline of regular and prompt attendance as well as the skills involved in the industry. At the time the student moves from education and training into a career, employers will be extremely interested in dependability and punctuality. No matter how skilled the person, an employee is valuable only when present on the job. The faculty and staff of Dog Grooming School of Pennsylvania, LLC consider each moment in class imperative for success. Students are only permitted one absence to meet the minimum attendance requirement. **If a student has more than one (1) missed class in the 20-day program, they will be dropped from the program.** A doctor's note from the student's physician is required for the (1) missed class and the make-up class for the missed class will have to be taken during the next session; thus, delaying graduation. Make-up classes will be available during the next weekday session at a cost of $350 per class.

TARDINESS

All students are required to be in class every day on time. Class begins promptly at 10am for weekday students. Any student who arrives after 10am will be considered tardy. Three (3) tardies will be marked as a missed class. A missed class without a doctor's note constitutes dismissal from the program as described above. Students should plan to be at their grooming stations and ready to work at the start time.

DRESS CODE

It is important that students dress in an appropriate professional manner in preparation for employment. A student's appearance should be neat, clean and professional. Students must wear a black collared polo shirt and khaki pants fitted at the waist. White long-sleeved shirts are permitted under polo shirts. Shirts are to be buttoned and tucked in at the waist. Closed-toe shoes are required for safety and comfort. No open toe shoes are permitted in any style. Jewelry is limited to the following: Modest necklace is permitted, earrings restricted to post type (no dangling earrings for safety purposes). Any other bodily ornaments, including facial piercings, must be removed for work safety. Students with gauged ears must remove their jewelry before class. Tattoos, in general, are acceptable. Tattoos that may be deemed offensive should not be visible. Examples of offensive tattoos would include the following: Tattoos that degrade a specific religion, race, or gender; tattoos containing profanity or controversial phrases; tattoos of political figures; tattoos of weapons or threats of physical or emotional harm; tattoos containing nudity or sexual innuendos, and tattoos that promote drug or alcohol use. Body piercings may not be visible in school attire. Long hair should be secured for safety reasons around the animals. Fingernails must be modest in length so as not to interfere with your work. No perfume, cologne or body fragrance.

GRADES

Students will be graded on lab assignments (75%) and Final Exam (25%). Grades are issued upon the completion of each course. An evaluation of satisfactory progress for this course is made after each course. The grading system is as follows:

Letter Grade	Quality Points	Percentage	Indicator
A	4.0	100 – 90 %	Excellent
B	3.0	89 – 80 %	Good
C	2.0	79 – 75 %	Average
F	0.0	Below 75%	Failing

Any student with an "F" is required to repeat the course and must obtain a grade of "C" or better to remain in the program. After the student has successfully repeated the course as required by this policy, the previously assigned grade of "F" is not factored into the student's grade point average. Grade point averages are computed by dividing the total number of quality points earned by the total number of courses satisfactorily completed. Only grades of "C" or better are considered satisfactory.

ACADEMIC PROBATION

At the end of the scheduled course, a grade is assigned to each student based on the teacher's evaluation of the student's in-class performance and test results. If the student's grade is below 75% the student will be automatically placed on academic probation and is informed of this fact in writing. This probationary status is removed when the student repeats the course and receives a grade of "C" (75%) or higher. The student on Academic Probation is allowed only one opportunity to earn the required quality points by receiving a grade of 75% or higher and may not repeat the program course a second time. If the student's grade point average has not returned to a "C" (75%) or better, the student is dropped from the program.

COURSE RETAKE (MAKEUP) POLICY

The course retake policy is offered to students who have unsuccessfully completed a course and received a failing grade of (F). The school reserves the right to extend the time needed to make up an incomplete grade. There are additional charges for the student who retakes a course.

GRADUATION REQUIREMENTS

To be eligible for graduation a student must attain an overall cumulative grade of "C", equivalent to 75% or better and have passed all courses required in the program.

A Diploma is awarded to students who fulfill all educational, financial, and administrative requirements of the program. These requirements include the timely submission of financial documentation, clearance from the accounting office that all financial obligations have been met, and all academic projects have been completed. The Diploma certifies that the student has maintained the required academic average and has demonstrated proficiency in all the courses taken.

TRANSCRIPTS

Students who successfully complete the program will receive one complimentary copy of their academic transcript upon graduation, provided all financial obligations have been satisfied. Additional or replacement transcripts may be requested online through Verif-y at https://transcripts.verif-y.com/. Any applicable fees for subsequent transcript requests are determined by Verif-y.

JOB PLACEMENT

Job placement is in no way guaranteed. Job assistance is available at the school office, and a letter of recommendation is available for students wishing to take one with them upon successful graduation.

Dog Grooming School of Pennsylvania, LLC offers assistance to graduates by posting available jobs on the school's website: https://www.pennsylvaniadoggroomingschool.com/grads_log-in.

GUARANTEE DISCLAIMER

Dog Grooming School of Pennsylvania, LLC, staff, and faculty are committed to assisting graduates to find gainful employment but cannot, however, guarantee employment to any student, recent graduate, or alumni of the school. Dog Grooming School of Pennsylvania, LLC cannot and does not guarantee placement upon graduation.

FAMILY EDUCATIONAL RIGHTS AND PRIVACY ACT (FERPA)

Dog Grooming School of Pennsylvania, LLC complies with the confidentiality and students' accessibility provision of the Family Educational Rights and Privacy Act (FERPA) of 1974 (P.L. 93-380, section 438), commonly known as the Buckley Amendment. Confidentiality of student records is strictly protected. Information on students is not available to anyone without:

- ✓ Written request/release from the student.
- ✓ A court order, or
- ✓ Other oversight agencies' requirements.

STUDENT CONDUCT REQUIREMENTS

Students are expected to dress and act properly while attending classes. At the discretion of the school administration, a student may be dismissed from school for a serious incident or repeated incidents of an intoxicated or drugged state of behavior, possession of drugs or alcohol upon school premises, possession of weapons upon school premises, attire that does not adhere to the dress code, behavior creating a safety hazard to other persons at school, disobedient or disrespectful behavior to other students, an administrator, or faculty member, or any other stated or determined infractions of conduct. These are the school rules:

- Cell phones, Apple watches (and/or any other brand of smart watch), headphones, earbuds and/or all electronic devices are NOT permitted in the classroom. All phones, smart watches and electronic devices must be turned off before entering the building and stored with student's personal belongings in a locker provided by the school. Cellphones cannot be used in any of the rooms in the school except for the break room during the 12:30pm-12:45pm break. Any calls must be placed on break or before/after class outside of the building.
- Photography is not permitted.
- Eating is NOT permitted in the classroom. Glass containers are strictly prohibited. Plain, non-carbonated, uncolored water is the only food or beverage item permitted at your grooming station. Water is to be in a clear plastic container. Coffee, tea, seltzer water, juice, and/or soda (or anything that is not plain water that could come out of a tap) are not permitted at your grooming station. Chewing gum is strictly prohibited. Students are welcome to enjoy these items outside during break or in the breakroom; however, they are not to be brought into the classroom or any other room in the school.
- Students are responsible for their tool kit and textbooks. The school will not replace, repair, refund or order any additional tools in addition to the initial tool kit.
- Tools and/or supplies that were not provided in the school issued tool kit are not to be used. **Anyone caught using unauthorized equipment will be immediately dismissed from the program.**
- If you are going to be absent, please call to advise the school and email doctor's note from student's physician.
- Students are to be on time and at their workstations ready to work at class start time. Any student who is not signed-in and at their workstation at 10am to start class and 12:45pm after break will be marked tardy. We lock the doors at 10am for student entry.
- Students may not leave the building during class for any reason. If a student exits the building during class hours (with the exception of break from 12:30pm-12:45pm), they will not be permitted to re-enter the classroom and the exit will be considered an absence.
- Students may not request an early dismissal as we cannot make-up class time on an hour-by-hour basis.
- Students are NOT permitted to "hang-out" in the reception area, or in any room in the school (except the break room during break from 12:30pm-12:45pm) or in front of the building.
- Smoking is prohibited in the building, in front of the building and anywhere on the property.
- Students are required to refrain from interacting with customers at all times.
- Students are enrolled in a vocational training program and are not employees of the school. Gratuities are discouraged and are not distributed to students. Any gratuities received may be accepted by the Instructional Assistant supervising student work.
- Any student wishing to withdraw from the program must sign the required form to make the withdrawal official.
- All absences, tardiness, and missed class hours, including those resulting from early departure, will be documented in the student's attendance record and will not count toward completed instructional hours.
- The dress code, detailed on page 5, must be strictly followed at all times. Students should bring an extra black short sleeved collared polo shirt and pair of khaki pants to class every day in case of emergency. No sweat jackets/hoodies are to be worn once in the classroom over the school uniform.
- Students are to wear their grooming jackets while in class.
- Students are not permitted to bring their own personal pets into the building with them. Any student wishing to have their dog groomed at the school must make an appointment, provide vaccination records, have someone drop off and pick up the dog at the scheduled drop off/pick up times and pay the grooming fee listed on the website. Students are not permitted to bring their pets in their car and leave them in their car during school hours. Property management will call the authorities if they see unattended dogs left in any cars in the parking lots or on the street in Yardley.
- No guests are permitted to enter the building during class hours. If students have someone picking them up or dropping them off, they are to remain outside the building.
- Unsatisfactory conduct will not be tolerated; includes but is not limited to using profanity, disrespectful comments to classmates, staff and/or instructor, texting and/or using cellphones during class and disrupting class. A student may be dismissed for unsatisfactory conduct.

TERMINATION

A student may be dismissed, at the discretion of the School Director of Dog Grooming School of Pennsylvania, LLC, prior to completion of the program. Reasons for termination include, but are not limited to the following:

- ✓ Insufficient academic progress (not maintaining a minimum grade average of 75%).
- ✓ Failure to comply with rules outlined in this catalog under student conduct requirements.
- ✓ More than one absence as listed under the Attendance Policy.
- ✓ Lateness as outlined in this catalog under Tardiness.
- ✓ Nonpayment of tuition under the terms agreed upon in the signed enrollment agreement.

Should students find it necessary to discontinue their training, they should arrange to meet with the School Director to discuss their situation and submit written notification of their request.

Whether termination of enrollment is voluntary or involuntary, students should realize that they will remain obligated for tuition and fees due the school based on the refund policy. Students have the right to appeal dismissal decisions made by the school administration by submitting a written request to the School Director describing any mitigating circumstances or conditions, which warrant special consideration. If the appeal is accepted, the student may be reinstated according to specific terms and conditions stipulated by the School Director. Apart from the registration fee of $150, there are no other administrative costs associated with withdrawal or termination.

APPEAL

Terminated students may appeal the school's decision in writing to the School Director. The school must receive an appeal from the student within three business days of being notified of the dismissal. All appeals will be responded to within ten (10) business days of receipt by the school.

STUDENT COMPLAINT / GRIEVANCE PROCEDURE

A grievance procedure is available to any student who believes a school decision or action has unfairly and adversely affected his/her status, right, or privileges as a student. Complaints should be written, signed, and dated, and submitted to the School Director for resolution. Dog Grooming School of Pennsylvania, LLC is licensed by the State of Pennsylvania as a Private Licensed School. Once a School Official has been informed, questions or concerns may be brought to the attention of the:

State Board of Private Licensed Schools
Pennsylvania Department of Education
607 South Drive, Floor 3E
Harrisburg, Pennsylvania 17120

SCHEDULE OF PROGRAM FEES

Program of Study	Total Cost	Cost Breakdown				
		Registration Fee	Training Fee	Grooming Kit	Textbooks	3% Credit Card Fee (if applicable)
Basic Professional Dog Grooming	$6998	$150.00	$5,500.00	$994.17	$150	$203.83

Grooming Kits consist of:

1. Andis Clipper
2. 30 blade
3. 15 blade
4. 10 blade
5. 7FC blade
6. 5FC blade
7. 4FC blade
8. (2) Comb Sets (1 Small & 1 Large)
9. Straight Shear
10. Curved Shear
11. Thinning Shear
12. Flexible Rake Comb
13. Ergonomic Dematting Tool
14. V-Rake
15. Steel Comb
16. Flea Comb
17. FURminator Tool
18. Hairmostat
19. Nail Clippers (1 Large & 1 Small)
20. Styptic Powder
21. Ear Powder
22. Ear Cleaner
23. Slicker Brushes (1 Large & 1 Small)
24. Cool Care
25. Small Round Tip Scissors
26. Grooming Jacket
27. Grooming Bag

All Breed Dog Grooming Guide-by Sam Kohl and an Introduction to Foundations of Dog Grooming-by Karla Addington-Smith.

<u>All books, equipment and grooming bags are non-refundable once they leave the grooming salon.</u>

CANCELLATION AND REFUND POLICY

The cancellation and tuition refund policy are clearly stated in your enrollment agreement.

(1) For a student completing up to and including 10% of the total clock hours, the school shall refund 90% of the total cost of the program.
(2) For a student withdrawing from or discontinuing the program within the first 25% of the program, the tuition charges refunded by the school shall be at least 55% of the total cost of the program.
(3) For a student withdrawing or discontinuing after 25% but within 50% of the program, the school shall refund 30% of the total cost of the program.
(4) For a student withdrawing or discontinuing after 50% of the program, the student is entitled to no refund.

The application or registration fee is fully refundable if the student requests cancellation within five (5) calendar days after signing the Enrollment Agreement or five (5) calendar days after submitting the application, provided that no classes have been attended, lessons completed, or materials used. For credit card payments, a separate, non-refundable 3% credit card processing fee is charged at the time of payment. This fee is a transaction fee and is not a registration fee or application fee. A request for cancellation that is not made in writing shall be confirmed in writing by the student within an additional period of five (5) calendar days. The school may retain all of the fee after five (5) calendar days or after ten (10) calendar days absent written confirmation, where required. Tool kits are non-refundable once the student takes possession of the tools and textbooks. Refunds shall be made within thirty (30) calendar days of the date the student fails to enter, leaves the program, or fails to return from a leave of absence. The termination date for refund computation purposes is the last date of recorded attendance of the resident student. An applicant rejected by the school is entitled to a refund of monies paid. All student records are maintained on file for fifty years and will be consolidated yearly.

PROGRAM POSTPONEMENT OR CANCELLATION POLICY

Dog Grooming School of Pennsylvania, LLC reserves the right to determine whether program or course postponement, cancellation, or facility closure is in the best interest of the school. In the event of a postponement, cancellation, or closure, affected students will be notified by telephone and/or email. Notification will include the anticipated date the program or course is expected to resume, if known at that time.

Students affected by a program or course postponement may choose to delay attendance until the rescheduled start date or request a full refund of tuition and applicable fees. Approved refunds will be issued within 30 days of receipt of the student's written request for cancellation. Students who choose to delay attendance will receive additional notification once finalized dates have been confirmed and will be required to sign a new enrollment agreement reflecting the updated schedule.

BASIC PROFESSIONAL DOG GROOMING

100 clock Hours/20 Day Program

The program is designed to teach the fundamentals of dog grooming, using lectures and hands-on techniques. The students will learn how to groom dogs. The students will learn to work in a dog grooming salon, as well as learn the professional development techniques required to own and operate their own pet grooming business. Earned credits and hours are units of measure and are not necessarily an indicator of transferability to another institution. The receiving institution, rather than the providing institution, determines whether to accept earned credits and hours for transfer. The 20-day program is constructed as follows:

PROGRAM OUTLINE

Course Number	Course Title	Clock Hours
PDG 101	Introduction to Professional Dog Grooming	25
PDG 102	Professional Dog Grooming I	25
PDG 103	Professional Dog Grooming II	25
PDG 104	Professional Dog Grooming III	25
Total		100

COURSE DESCRIPTIONS

PDG 101 Introduction to the Professional Dog Grooming 25 Class Hours

PREREQUISITES NONE

In this course the student will learn the vocabulary of dog grooming and the pet industry and some medical terminology. They will begin to develop a basic understanding of the dog's physical structure and anatomy including the five basics (ears, nails, pads, stomach, and rectum) relative to grooming and general care. The students will also learn the different breeds. They will study the basics of First Aid protocol as well as safety issues involving both dog and groomer. They will become familiar with the equipment and tools in the equipment kit.

PDG 102 Professional Dog Grooming I 25 Class Hours

PREREQUISITES PDG 101

In this course students will learn the techniques of handling clippers and being able to identify the tools and to safely use them. The students will learn to identify the most common breeds and how to effectively use scissoring techniques to give the pet a finished look. Students will demonstrate their acumen in this component before progressing further.

PDG 103 Professional Dog Grooming II 25 Class Hours

PREREQUISITES PDG 102

This course instructs students on knowing the standards of style and appearance for various breeds. Learn character, habits and coat characteristics of many breeds. Students will be instructed in the use of blades, clippers, scissors, brushes, combs and nail clippers. The student will know how to properly perform the correct trim for specific breed. Students will learn the importance of customer service regarding pet's behavior and in dealing with pet owners. Students will learn how to set appointments for pets and to determine length of grooming time depending on breed. In addition, students will learn the price lists for different breeds and how to collect payments. The final performance lies with the pet owner's satisfaction with the result.

PDG 104 Professional Dog Grooming III 25 Class Hours

PREREQUISITES PDG 103

Short-cuts in clipping and scissor work are demonstrated, and the students are asked to use the techniques demonstrated. Correcting body lines and faulty coats are demonstrated on individual dogs being groomed by the student. Proper cleaning and maintenance of the work area is critiqued. Finesse in scissoring and clipping are demonstrated and worked on by each student. Obtaining pertinent information about the dog, how to book appointments, rates, how to evaluate inventory and keep records.

OCCUPATIONS TO WHICH THESE COURSES ARE REPRESENTED TO LEAD ARE:

Occupational Outlook Handbook ONET Codes 39-2021.00 - Nonfarm Animal Caretakers

Feed, water, groom, bathe, exercise, or otherwise care for pets and other nonfarm animals, such as dogs, cats, ornamental fish or birds, zoo animals, and mice. Work in settings such as kennels, animal shelters, zoos, circuses, and aquariums. May keep records of feedings, treatments, and animals received or discharged. May clean, disinfect, and repair cages, pens, or fish tanks.

Sample of reported job titles: Animal Care Giver (ACG), Animal Care Technician, Aquarist, Dog Groomer, Groomer, Kennel Attendant, Kennel Manager, Kennel Technician, Pet Groomer, Pet Stylist

CLASS HOURS

10:00am-3:00pm Monday-Friday.
ADMINISTRATIVE STAFF

Shara L. Gold	Chief Academic Officer and Owner
James M. Connors	School Director

FACULTY

James M. Connors	Instructor

ACADEMIC CALENDAR

Classes run Monday-Friday 10:00am-3:00 pm (except June class. First Week Tues-Sat).

Start Date	End Date
1/25/27	2/19/27
3/8/27	4/2/27
4/19/27	5/14/27
6/1/27 (Tuesday Start) First week 6/1-6/5 Tues-Sat. Then Monday-Friday for the rest of class.	6/25/27
7/26/27	8/20/27
9/20/27	10/15/27
11/15/27-11/19/27 (Closed for Thanksgiving week 11/22/27-11/26/27) 11/29/27-12/17/27	12/17/27

SCHOOL HOLIDAYS 2027

New Year's Day	January 1
Martin Luther King Day	January 18
Memorial Day	May 31
Independence Day	July 5
Labor Day	September 6
Thanksgiving Holiday Break	November 22-26

Winter Holidays will last from December 18, 2027 until January 2, 2028. Additional holidays or school closures may be declared at the discretion of the Chief Academic Officer.