

Animal Behavior College

Grooming Instruction Program

PRELIMINARY INFORMATION

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LETTER FROM THE PRESIDENT

Welcome and congratulations on your decision to embark on an exciting and rewarding career.

As a professional educator and director, I have watched with delight as thousands of very special people like you have embarked on animal careers.

I realize the word "special" is used so often as to be cliché. However, in my almost thirty years in the pet business, I can unequivocally state people who devote their time to helping animals really are different than the typical person simply looking for a career.

Our students are passionate about making a difference and the Animal Behavior College Grooming Instruction Program will allow them to accomplish that and more.

The program balances strong academics with hands-on experience in an actual grooming salon setting. The results are highly motivated, educated graduates that professional grooming shops will actually want to employ.

Let me be the first of many in the ABC family to welcome you and wish you all the best on your educational journey.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven P. Appelbaum', with a long horizontal line extending to the right.

Steven P. Appelbaum
President/Director, ABC, Inc.

INTRODUCTION

With years of experience in the animal business, Animal Behavior College (ABC) and our employees are passionately devoted to the improvement of the lives of animals everywhere. In recognizing that animal lovers are relentlessly seeking methods of dedicating themselves and their time to the betterment of beloved creatures everywhere, we are proud to offer the ABC Grooming Instruction Program.

The ABC Grooming Instruction Program was launched in response to the increasing demand for professionals in this field; according to the Bureau of Labor Statistics, the demand for professional pet services will rise more than 15% by the year 2022. We have collaborated with a myriad of experienced professionals in the grooming industry in order to provide the most comprehensive and illustrative training course possible. Through this program, you will not only receive vastly informative texts and materials; we also provide the extra benefit of certification.

This introductory program, although challenging and extremely educational, was designed with the working professional in mind – regardless of demanding work schedules or complicated personal lives. During the nine stages of written curriculum, you will acquire essential knowledge regarding everything from canine and feline anatomy, grooming tools and their use, animal handling and safety, nail clipping, dental hygiene, to bathing, brushing and drying techniques, clipper use and scissoring techniques, how to complete breed specific cuts, and grooming cats. The curriculum also dedicates an entire section toward business building. This section provides insight on how to create and open a grooming business or acquire employment at a previously established grooming shop.

Our unique approach allows you to study and complete exams from home at your own convenience, then put the learned knowledge in motion during a valuable externship at a grooming salon or mobile facility in your area. Throughout the intense hands-on training portion, you will work closely with a professional groomer in real-life situations and receive personal attention and training without paying an additional cost.

We strive to produce graduates that will begin their careers in the grooming industry with confidence, grace, and skill. Our program prepares you for the profession of groomer and provides a strong foundation for a life-long career in grooming.

Sincerely,

A handwritten signature in black ink that reads "Debbie Kendrick". The signature is written in a cursive, flowing style.

Ms. Debbie Kendrick, ABC Vice President and the ABC Family

EDUCATIONAL PHILOSOPHY

Animal Behavior College's Grooming Instruction Program strives to provide students with a rich, comprehensive, well-rounded education. Our goal as educators is to produce a skilled professional that is knowledgeable in the ethical and humane care of animals. To that end, we have structured a program that offers each student a thorough education incorporating both theoretical knowledge and practical experience. We believe this instructional format will provide our students with the tools and real-life lessons needed to excel in this rewarding vocation.

ABC also endeavors to educate each student on the many diverse techniques and methods of animal care they will encounter as working professional groomers. We have purposely developed a program which contains different techniques and methods of handling and/or working with animals in a grooming environment. We believe during your experiences as a working grooming professional you will encounter a variety of philosophies regarding the proper way of working with and handling animals. These encounters will range from harsh to humane depending upon on the preferences of the individual facility and the volatility of the situation. It is for this reason that ABC has opted to include some opposing procedural preferences in the curriculum. While we acknowledge, respect and even educate our students in the use of some controversial practices, we request that you, as an ABC Groomer Student, personally only use the safest and most humane applications possible during all your interactions with animals in your care.

ANIMAL BEHAVIOR COLLEGE
GROOMING INSTRUCTION PROGRAM CURRICULUM

Stage 1 – INTRODUCTION TO GROOMING

This stage educates students on the introductory knowledge of the grooming industry. You will learn about the origination of grooming and how it has developed over the years. You will also learn about the anatomy of a dog and cat, including the proper movement of the joints, which will be prove to be beneficial when needing to groom areas that require you to move an animal's leg, tail, etc. Included in this stage, you will find information on the breed groups and the common temperaments for each group. Additionally, this stage discusses ergonomics and ways in which to perform tasks without causing any strain or damage to your own joints and muscles.

Stage 2 – A GROOMER'S TOOLKIT

This stage is designed to introduce the student to the many types of grooming tools. These include: clippers and blades, brushes and combs, shedding aids and de-matting tools, shears, nail clippers, shampoos, conditioners and much more. Students will learn how to maintain their tools and what the benefits are for using each item. Whether or not every tool is used, it is critical for students to have a basic understanding of each tool and how to properly utilize it should they need to use it during their grooming career.

Stage 3 – HEALTH & SAFETY

In this stage, students are taught about the importance of how to maintain a safe work environment for themselves and other pets in the grooming shop. You will learn the fundamentals of animal restraint and handling. Additionally, as groomers are generally the first to notice any health problems with an animal, you will also be educated the common skin and medical disorders, how to identify them and how to report them to the pet's owner.

Stage 4 - CAT GROOMING

In this stage, you will learn the fundamentals of cat grooming. A key factor that sets ABC's Grooming Program apart from other grooming schools is our educational materials contain viable information on how to groom cats. You will learn the pertinent skills needed to become a cat groomer, including how to properly handle and restrain felines, bathing, brushing and drying techniques, dental care and clipping excess fur. With your cat grooming education, you will be able to set yourself apart from other groomers by offering feline services that many of your competitors won't.

Stage 5 – DOG GROOMING DETAILS

In this stage, students learn how to conduct the preliminary steps in the grooming process. Your studies will range from nail trimming, ear cleaning, eye care and how to remove eye stains to cleaning wrinkles and dental care. You will also learn about finishing touches, such as how to create and apply bows and bandanas.

Stage 6 – BATHING, BRUSHING AND DRYING

This stage contains invaluable information on how to properly bath, brush and dry dogs based upon their coat type. Not all dogs have the same type of coat, so it is important that you learn about the different techniques and procedures for grooming dogs depending on their coat.

Stage 7 – CLIPPER USE & SCISSOR CONTROL TECHNIQUES

Two of the most common tools you will use in your career as a grooming professional are clippers and shears. This stage was designed to provide you with the essential knowledge on how to utilize and master them both. Clipper instruction includes how to properly hold clippers, clipping patterns, how to remove a dog's coat and ideas for desensitizing a puppy or dog new to grooming. Scissoring skills you will become knowledgeable with consist of how to choose the right shear, how to hold your shears, basic scissoring skills and finishing techniques through the use of hand-scissoring.

Stage 8 – BODY STYLES & BREED SPECIFIC CUTS

This stage focuses on educating you on different body styles for dogs. Once you are knowledgeable of the different style of cuts for a dog's head, stomach, legs, tail, etc., you will learn how to incorporate them all for specific breed cuts. You will be educated on how to complete grooming cuts for some of the most common breeds, including the Poodle, Shih-tzu, Yorkshire Terrier and Schnauzer.

Stage 9 – BUSINESS BUILDING

This stage explores the business side of the grooming industry. Your education will consist of valuable information regarding starting your own grooming shop or mobile grooming business, including how to create a business plan, how to create a budget and how to successfully market your business using a variety of techniques. Additionally, this stage will provide you with the skills and information needed to work as an employee in the pet industry, including resume writing, job search skills and interviewing techniques.

Stage 10 – EXTERNSHIP

Upon reaching Stage 10, you will have the unique opportunity to reinforce your studies by practicing what you have learned in a grooming facility. Unlike other programs that generally charge in excess of \$8,000 for a hands-on program, we include this rewarding and educational experience at a fraction of the cost as an essential part of the ABC learning experience. We believe that a hands-on component will provide each student with a better understanding and working knowledge of what is expected of a groomer in the working world.

As a student, you will be evaluated on your aptitude for performing the tasks expected of a professional groomer. This stage allows you the opportunity to put what you have learned into practice. The externship consists of a minimum of 100 hours of unpaid work experience which combines grooming basics with mastery skills while assisting a professional groomer with their four-legged clients.

PET CPR AND FIRST AID CERTIFICATION

Being a professional in any animal care profession is accompanied by the responsibility of being able to react calmly and safely in the event of an emergency. Did you know that 90% of dogs and cats will experience some kind of medical emergency in their lifetime? Statistics show that preventable accidents are a leading cause of death among household pets. According to the American Animal Hospital Association (AAHA), one out of four additional animals could be saved if just one Pet First-Aid technique was applied prior to the animal receiving professional veterinary care. Animal Behavior College's Pet First Aid and CPR Certification will give you the knowledge needed to respond safely and effectively to medical emergencies like choking, heat stroke, bleeding injuries and poisonous bites from insects and snakes. You will also learn how to artificially keep a pet's heart and lungs working until you can seek veterinary help, along with many other vital lifesaving skills. By learning what can happen to your pet and how to respond appropriately, you may prevent many emergencies from ever happening and thereby help ensure

the safety of not only your own pets, but any pets in your care.

Stage 11 - GRADUATION

The Final Exam is given once your course work and externship have been successfully completed. You will review all of the material presented in the previous stages to prepare for the final. This review time is allotted for you to re-read and study the various concepts that have been taught. The Final Exam is designed to test your overall knowledge of skills required to become a professional groomer and will cover all areas of the curriculum.

PROGRAM MANAGER

Your Program Manager will track your progress through the entire ABC Grooming Instruction Program. This includes sending you all program materials, receiving and grading your exams, reviewing and evaluating your hands-on training externship experience, as well as checking to make sure all deadlines are understood and met. The Program Manager also serves as your academic advisor for you to call upon for any type of assistance as you journey through the program.

TUITION

The tuition for the Animal Behavior College Grooming Instruction Program covers the following materials required for completion of this program. You will receive:

- ☀ Detailed Study Guides
- ☀ Student Uniform
- ☀ Grooming Tools
- ☀ Graduation Certificate upon Graduation
- ☀ Personal Program Manager

Please note that lost materials must be replaced at the student's expense. These items can be ordered through your Program Manager.

GRADUATION REQUIREMENTS

To be eligible for graduation from the Animal Behavior College Grooming Instruction Program, the student must successfully complete all stages outlined in the program as well as the Final Exam. Stages 1 through 9 are completed by passing written exams with a percentage rate of 70% or better. Successful completion of Stage 10 (Externship) is based upon performance evaluations. The Final Exam covers all aspects of the program, and upon a 75% passing grade of the Final Exam, the student is considered to have graduated and will be awarded a Graduation Certificate from Animal Behavior College Grooming Instruction Program.

HONOR STUDENT STATUS

'Honor Student' status will be awarded to students who achieve academic excellence, demonstrate an exceptional aptitude for this vocation and maintain a positive attitude throughout the program.

To achieve honor student status, a student must receive grades of 90% or greater on all evaluations and examinations, including the Final exam. A student must also receive an exemplary assessment of their performance during their Externship and return all exams and paperwork on time and as scheduled. Additionally, a student must conduct themselves in a professional and courteous manner at all times.

'Honor Student' status will be noted on your Graduation Certificate and will be looked upon favorably when seeking employment.

*Your Program Manager and/or Externship Coordinator have the authority to determine your eligibility regarding 'Honor Student' status.

STUDENT POLICIES

ABC prides itself on our professionalism. As an ABC Student, you are representing our school. Please dress appropriately, behave in a professional manner, practice the basic standards of social conduct and courtesy, and follow the guidelines set by ABC.

Below is a brief summary of many applicable policies that all students should adhere to.

1. ABC will dismiss any student found under the influence of or in possession of drugs or alcoholic substances while working.
2. No fighting is allowed either physical or verbal. Violation of this policy may result in immediate dismissal.
3. Any form of animal abuse will serve as grounds for dismissal
4. Students must follow the appropriate dress code when representing themselves as an ABC student.
 - Must look clean and neat
 - Must wear ABC assigned uniform during Externship
 - Must wear appropriate shoes
5. Any form of client abuse will serve as grounds for dismissal
6. Inappropriate, argumentative, disruptive, or profane behavior of any kind will not be tolerated toward any ABC staff member or any onsite Externship personnel (i.e. ABC Program Manager, ABC Externship Coordinator, Onsite Externship Groomer, Onsite Externship Bather, etc.). Violation of this policy may result in immediate dismissal from the Program.
7. The signed contractual agreement must be followed at all times, and any violation of this contract will serve as grounds for dismissal from the Program, and may even lead to necessary legal action.

STUDENT GRIEVANCE PROCEDURE

Many questions or concerns that students may have can be resolved simply through discussion. Students with concerns should observe the following steps in seeking a resolution:

Step 1: Talk with your Program Manager

Step 2: Talk with the Office Manager in the Admission Department

Step 3: Talk with the Vice President:

Animal Behavior College
25104 Rye Canyon Loop
Santa Clarita, CA 91355
TELEPHONE (866) 759-4910
FAX (866) 844-1531

Step 4: Unsolved concerns may be appealed in writing or by phone by contacting the Bureau for Private Postsecondary Education at

Mailing Address: P.O. Box 980818 West Sacramento, CA 95798-0818
Physical Address: 2535 Capitol Oaks Drive, Ste 400, Sacramento, CA 95833
www.bppe.ca.gov
Phone (916) 431-6959
Fax (916) 263-1897

A student or any member of the public may file a complaint about this institution with the Bureau for Private Postsecondary Education by calling (916) 574-7720 or by completing a complaint form, which can be obtained on the bureau's Internet Web site www.bppe.ca.gov.