



EMPLOYEE HANDBOOK

2022 - 2023

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Mission Statement

'The mission of Diamonds College is to educate individuals to develop the knowledge and skills that will enable them to achieve their professional goals, improve the productivity of their organizations, and provide leadership and services to their communities. Through this education, we will prepare each student to be employable in the job market.'

Personnel Policies, Rules, and Regulations,

Non-Discrimination

The institution and its management personnel recognize and offer equal opportunities in all activities of recruitment, employment, promotions, demotions, transfers, lay-offs, compensation, and termination. Diamonds College is in accordance that no person shall be discriminated against because of race, color, religion, age, sex, creed, origin, sexual orientation, disability, or marital status. Employees shall be retained and evaluated on qualifications and job performance.

Sexual Harassment

The institution regards sexual harassment and sexual discrimination as a severe infraction of policy. Acts of sexual harassment, such as sexual flirtations, propositions, advances, or any other sexually graphic activity or language displayed at the workplace are prohibited. Such acts will result in disciplinary action or dismissal.

Personnel Fraternization Policy

Consenting "romantic" or sexual relationships between personnel or personnel and students may at some point lead to unhappy complications and significant difficulties for all concerned—the personnel, students, and the institution. Therefore, the institution strongly discourages such relationships and conduct that is designed or may reasonably be expected to lead to the formation of a "romantic" or sexual relationship. If a "romantic" or sexual relationship between personnel or personnel and students should develop, it shall be the responsibility and mandatory obligation of the personnel to disclose the existence of the relationship promptly to the director. Upon being informed or learning of the existence of such a relationship, the institution may take all steps that it, at its discretion, deems appropriate including disciplinary action or dismissal of one or all parties involved. This policy shall apply without regard to the gender or sexual orientation of the participants in a relationship of the kind described.

Confidential Information – School Records

Part of the institution's success depends on collecting and utilizing pertinent information in the form of manuals, business records, and personnel and customer data. It is forbidden for any personnel to misuse or steal school information. Violation of the policy will result in disciplinary action, dismissal, and/or legal action.

Dress Code and Personal Image

The cosmetology & barber industry, like other fashion industries, set current trends. The institute recognizes the importance of current trends in hair, make-up, clothing, along with personal hygiene and grooming in making a professional image. The institute insists that each personnel member contributes to the total school image by adhering to the following guidelines:

1. Hair styled and make-up applied before their assigned reporting time.
2. Appropriate clothing must be worn to maintain a professional appearance. Clothing should also be respectful and appropriate for a learning environment. Business casual dress is required. No ripped jeans, flip-flops, or low-cut tops. Instructors are required to wear black slacks and a business casual shirt in the colors: black, white, royal blue, or gray.
3. Instructors are required to wear a black vest or smock while working on the cutting floor or classroom.

Communications

Communication, as in all areas of life, is essential for growth. The responsibility for open and constructive dialogue is with the director, as well as with all other personnel. An open-door policy is acknowledged and practiced by all levels of management. However, scheduling an appointment is recommended. Personnel should feel free to meet with the director upon request for a meeting. When addressing a severe or repeated problem, present it in writing to the director.

Staff meetings will be held regularly to address various issues related to operations, training, problems, productivity, and all other pertinent information or announcements. Staff meetings are not mandatory. However, the institution encourages attendance to maintain a consistent flow of information.

The bulletin board will be used to post all work, training and meeting schedules, announcements, and all other written materials related to personnel and school activities. It is essential to read information regularly.

Personnel members are asked to refrain from communicating with students on their social media sites, personal cell phone numbers, or outside of the institution itself. Do not “friend” students on social media, share your cell phone number, or socialize with students in any way outside of the institution itself.

Standards Of Conduct

Employees are expected to observe the following standards of conduct:

- Recognize and respect the rights and property of students and coworkers and maintain confidentiality in all matters relating to students and coworkers.
- Express concerns, complaints, or criticisms through the appropriate channels. Keep discussions about students in an office behind a closed door between administrator or staff about the incident. Social media negativity regarding the institution, its personnel, or students will be grounds for disciplinary action, including termination.
- Know and comply with school procedures and policies.
- Be courteous to one another and the public, working together in a cooperative spirit to serve the best interests of the school.
- Refrain from engaging in prohibited harassment, including sexual harassment of other employees and/or students.
- Refrain from forming romantic or other inappropriate social relationships with any student or co-worker. Employees shall not send text messages, make phone calls to students or contact students via social media.
- No smoking on school premises except in designated areas and limited to lunch breaks or breaks.
- Refrain from manufacturing, distributing, dispensing, possessing, using, or being under the influence of any prohibited substance during working hours while at school or school-related activities during or outside of usual working hours. Such activity will result in disciplinary action, including termination.
- Observe all safety rules and regulations and report injuries or unsafe conditions to a supervisor immediately.
- Report to work according to the assigned work schedule and adhere to all attendance procedures.
- Notify the director as early as possible (preferably in advance) in the event of being absent or late. Unauthorized absences, chronic absenteeism, and tardiness may be cause for disciplinary action, including termination.
- If an employee wishes to use a social network site or similar media for personal purposes, the employee is responsible for maintaining privacy settings appropriate for the content.

- All employees are expected to perform their duties following state and federal law, school policies and procedures, and ethical standards. Violation of policies, regulations, or guidelines may result in disciplinary action, including termination.

Personnel Agreement

A personnel agreement is a contract between the school and personnel members to ensure ethical practices within the institute. Each personnel member is required to sign an employment agreement. The institution utilizes these agreements to the protection of the time, money, and energy spent in building a solid foundation for a successful business. The institute encourages each personnel member to read the contract thoroughly.

Resignation

In the instance a personnel member finds it necessary to leave the institute, we hope he/she will leave with dignity and good feelings about their employment experience. The personnel members should act accordingly to their signed contracts. Resignation shall be submitted in writing and include the date of the last day the personnel member wishes to work with a minimum of two weeks' notice.

Absenteeism And Tardiness

The institution's continuing success is dependent on the strength and consistency of its staff. Each staff member has an important role in the school's day-to-day operations. When one staff member is absent or tardy, most times other staff members are required to compensate with extra work assignments ensuring efficient operations. It is vital that each personnel member arrives to work promptly and is only absent for unavoidable reasons. In the event of an absence, it is necessary to contact the director as soon as possible.

Absence Requests must be submitted in writing.

- Requests for absence for one day or less (doctor appointment etc.) other than sick or emergency, must be submitted two (2) days before the first day you will be absent.
- Requests for absences for more than one day, other than sick, must be submitted two weeks before the first day you will be absent.

Time off will be granted after a written request is approved and there are no scheduling conflicts

Work Schedule

All personnel must report to work as scheduled at least 15 minutes before scheduled working hours.

Lunch breaks are scheduled when there is a break in the work schedule. All personnel is required to clock out for thirty minutes for lunch if on the clock for 7 hours or more. Communicate with co-workers when leaving for the break to ensure student contact and help. Lunch break may not exceed one hour. Lunch breaks are defined as the time a personnel member leaves the school or eats and relaxes in the break room. Smoke breaks will be limited to lunch and 1 of 2 breaks. Communicating with coworkers before taking a break is required.

Personnel should not leave the school without the permission and knowledge of the director. Personnel should only leave on scheduled lunch or breaks, or if released early for the day. When not scheduled with a class, the school expects each personnel member to contribute to the school's operations by cleaning, organizing, and helping with any school duty that may be assigned by the director.

Opening And Closing

The school will be opened and closed by authorized personnel only. All personnel is required to report to work 15 minutes before their scheduled work time. Students are not allowed to clock in or out unless an instructor is present. Personnel is not allowed to use facilities after or before school business hours without the consent of the director.

Closing procedures are:

1. At 4 pm lock front and back doors.
2. The doors will not be blocked by any objects such as the trash can or any other object that prevents exiting, due to fire safety regulations.
3. Fifteen minutes before closing all equipment should be turned off (check upstairs and down) wax pots, towel warmers, hot tools, fans, etc.
4. All lights should be turned off, leaving only security lights
5. The side door is to remain unlocked until the last student clocks out and exits the building
6. Make sure all exits are secured
7. Leave and set the alarm

School Appearance/Atmosphere/Cleaning Duties

School image, as well as personal image, is very important in the cultivation of clientele. The objective of the school is to operate a pleasant, clean, and efficient business. This can be insured by each personnel's participation in regular and thorough sanitation practices in all areas of the school. Personnel is responsible for the daily cleaning of the facility.

Personal Phone Calls

Phones should not be used while clocked in. Personal phone calls or texting are permitted only if they do not interrupt a client service, class meeting, or training class. Personal phone calls or texting should be made during breaks and in designated areas (office or outside).

Inventory

The inventory shall be stocked in an organized fashion either in the school dispensary, storage cabinets, or storage room. A count of school inventory will be conducted every Thursday. The misuse of products through waste or stealing will provoke disciplinary measures including termination.

Purchasing Procedures

Personnel members are to report any supply needs in writing. The Director will purchase any supplies needed. In the case of an emergency purchasing need, the administrative office will keep petty cash for purchases up to \$100.

Job Descriptions

School Director

- Building relationships with staff and students.
- Identify cost reduction
- Maintaining correspondence with the Department of Education and Council of Education
- Oversee staff contracts, agreements, and schedules, and ensure policies are followed
- Establish and enforce school policies and procedures
- Research products and services available and inventoried
- Responsible for orientation of new students, signing of contracts, and school enrollment.
- Responsible for maintenance of student records.
- Responsible for correspondence between the school and Department of Education and accrediting agency.
- Handle all student disciplinary actions/problems if not resolved by an instructor.
- Complaints or problems of students, instructors, or clients
- Instruct existing programs and set up classes, counsel, encourage, and monitor students
- Responsible for student entrance/exit interviews and follow-up.

General Manager

- Responsible for a variety of tasks to ensure smooth daily operations, including supporting employees, and students, and managing files and data
- Maintaining school information databases
- General management for office, operations, and marketing
- Identify cost reduction
- Communicating with suppliers and vendors.
- Responsible for contacting contractors necessary for proper maintenance of the facility.
- Building relationships with staff and students
- Establish and support school policies and procedures
- Order supplies
- Participate in meeting
- Assisting director in correspondence for the school.
- Assist with Federal Financial Aid.
- Responsible for marketing for student recruitment
- Tour and interview prospective students.
- Interviewing prospective students.
- Responsible for daily cash report and making deposits
- Responsible for the timely collection of all tuition monies from students.
- Assist in maintaining student records.
- Ledger posting for students- Student tuition payments, monthly statements.
- Formatting of all business forms and publicity brochures

Compliance & Risk Management VP

Provides business analysis and builds risk policies and procedures per applicable policy framework and governance.

- Provides risk and compliance-related support by best aligning policies/procedures with relevant law/regulation and high-level policies and frameworks.
- Review, analyze and identify opportunities and lead changes to policies to reduce policy burden on enterprise and increase the proper alignment of policies across the in-scope entities in the United States and Texas state policies, and applicable laws/regulations.
- Properly manage cross-functional stakeholders of potential policy changes and impacts, risk-based recommendations, and relevant resolution/mitigation plans.
- Develops, implements, and manages the processes to streamline and retire policies.
- Partner with business and understand the trade-offs and risks we must take to keep moving as a company.
- Organize audits and select key audit partners
- Facilitate cross-functional team meetings to best reach an agreement on the most effective and sustainable policies in various risk and compliance areas.
- Serve as a trusted compliance advisor/partner to both internal and external stakeholders
- Providing proactive insights into trends, issues, threats, and opportunities to the executive team
- Requires at least 7-8 years of experience in the fields of Risk Management, Policy Management, Governance, or Compliance relevant to the DoE and TDLS policies and regulations as they pertain to vocational colleges specializing in both cosmetology and barber instruction.
- Rely on limited daily guidance to plan and accomplish goals.
- Handle multiple high-priority tasks and multiple deadlines.
- Custom to work in a matrix reporting environment.

Financial Aid Administrator

- Assist prospects with FASFA
- Complete all Financial Aid paperwork and submit it to Campus Ivy.
- Verify student Financial Aid awards
- Verify SAP
- Maintain all student financial aid files in the SMART system and hard copies
- Work with General Manager in reconciling Title IV funds
- Assist instructors with entering grades and quotas.

Lead Instructor

The Lead Instructor will supervise the Cosmetology and Barber Instructors.

Essential Duties:

- Schedule Demos for the students from outside vendors.
- Develop and make changes to the curriculum as needed.
- Help train students to run the reception desk.
- Maintain inventory supply and prepare Purchase orders in compliance with the school Procurement Rules.
- Monitor teaching staff to assure duties are performed and school policies are followed.
- Write out corrective action and leave of absence forms for students.
- Monitor students' attendance hours, percentages, and issue warnings.
- Assure Compliance with TDLR requirements.
- Assume instructor duties as needed.

Instructors:

- Supervise all lab floor operations, assuring that all students are receiving proper supervision as assigned.
- Assure that the dispensary is being handled as assigned.
- Customer Relations – Acting as a host/hostess to all clients and visitors and greeting clients.
- Handle complaints or problems and report to the director on a complaint form.
- Handle reporting on all student disciplinary actions/problems to the director daily.
- Media – Help maintain, organize and create content.
- Submit the department's requests for media purchases to the director.
- Instruct existing programs and set up classes as decided by the director and be on file with the director.
- Record grades in the grade book.
- Circulate on the clinic floor often to maintain student assistance and activities.
- Students should be kept busy; not visiting with each other or instructors.
- Should be willing to perform any task as requested by the director as needed.
- Be able to perform demo during downtime.
- Motivate students.
- Counsel, encourage, and monitor your student group as assigned by the director.

Receptionist

- The first contact with the school
- Answers the phone
- Answer questions or transfer them to the correct person
- Transfers the caller to the correct office
- Meets clients as they enter the building
- Schedules clients
- Takes payment for services

Leave Of Absence

Leave of absence is defined as an extended time off without compensation. Leave of absence shall be granted for 30 days or less and must be requested in writing. If a longer duration of time is needed, the staff member must re-apply for a position. Staff members shall be granted a leave of absence for the following reasons: Severe illness or hospitalization of personnel member or immediate family member, pregnancy, or other compelling personal reasons.

Jury Duty

All personnel members called to jury duty are required to notify the director to plan for the absence. Personnel members are encouraged to partake in civic services, such as jury duty.

Payroll

Payroll is paid on the 1st and the 15th of each month. The institution understands compensation is a very important part of job satisfaction, and to ensure each personnel member is paid promptly and correctly, the following procedures must be adhered to:

- All personnel must clock in and out on the Paychec Flex time app.
- Daily hours will be pulled from the Paychec Flex time app two days before the pay periods to allow time for withholdings to be determined. Adjustments because of mistakes in calculations shall be recorded in the next pay period.
- Overtime is legally defined as all hours worked more than 40 hours weekly and is not measured by the day or by the employee's regular work schedule. Employees must work more than 40 total hours in a week to earn overtime compensation.

School Appearance and Atmosphere

- The school's appearance is important in the client's first impression of our team and is important in our effectiveness in serving the client by allowing them to feel comfortable. Since our school is busy, it is easy for it to become untidy.
- School music must be kept at a comfortable listening level and only music that is conducive to the atmosphere will be played.
- All school and instructor licenses must be kept up to date and must be posted with a current picture.

Service On Family, Friends, Or Other Students

Staff is not allowed to receive payment or tips from any services. The goal of our school is that each staff member is productive for most of their scheduled work time. The school acknowledges that there will be slow times in which other tasks may be performed and feels this is the time to serve students or staff members. Time spent on these services must be kept to a minimum, and the director must be notified in advance when performing a non-revenue service. Students must be on a personal service list to receive personal services.

How To Utilize Down Time

The school expects educators and other school personnel to use their time effectively. The school regards socializing or lounging as a waste of the institution's time. The more effectively you use your downtime, the more productive you will feel. Consider productivity your next step to success.

Student Clean-Up Duties

Refer to the student job duties list, which is posted on the bulletin board next to the theory room. This list is updated monthly to include all current and new students.

Safety And Health

It is essential to the health of all new staff members and clients that each person abides by prescribed health and safety precautions. All personnel must report any accidents to the director immediately.

Safety And Health Rules:

Keep all equipment in safe sanitary working order; immediately report broken equipment. Keep floors clear of debris and chemicals to guard against tripping or slipping. Promptly dispose of garbage, chemicals, or damaged materials. Note the location of all fire exits in case of fire. Respect electricity; do not touch unknown breakers, outlets, or wires. Have emergency numbers posted at the reception area. Follow all OSHA and state board (TDLR) regulations and disinfection guidelines.

Plan for Emergency Care

If necessary, before calling EMS for a client or student

- Check Personnel/Student file "In case of Emergency" form Notify family or person indicated to notify in case of emergency. Complete accident report.
- Ask the client for an emergency contact to call

Student/Client Emergency Handling

Personnel members are to first call 911 or the emergency contact of the student/client. The school will not transport any student or client to the hospital or medical facility. The student or client will be responsible for his/her treatment. Secondly, the personnel member is to go to the OSHA manual if necessary. Thirdly, first aid procedures should be given to the student/client. The student/client's emergency contact should call their doctor. Lastly, the personnel member will complete an accident report and have it signed by the student/client. The report should then be placed in the school director's office.

Tornado/Emergency/Inclement Weather

In case of a weather emergency or inclement weather that prohibits personnel from reporting to work, it is important to contact the director of closing or late openings. Staff members are not paid for inclement weather or other school closing days.

Weather: Follow Sherman ISD lead on school closings based on news media information; Channel 12 news KXII and local radio station 93.1 FM.

Explosion or Fire:

1. Evacuation of building
2. Evacuation routes posted
3. Fire drills conducted

Client Handling Procedures

Just like other retail service businesses, Diamonds College is committed to customer service. We consider and treat each client as the most important portion of our continued success.

A trustful and long-lasting relationship must be cultivated in each encounter you have with our clients. The following guidelines, when carefully implemented, shall ensure quality service and will foster a fruitful relationship. Good communication skills, verbal (speaking), extra verbal (how we say something), and nonverbal (body language), are keys to utilizing this guide to its fullest.

Client Complaints and Re-Do Procedures

- 1) Occasionally, there will be a customer complaint about service or products. The following procedures must be adhered to in the event of a complaint. Remember, our school goal is excellent service; a caliber of service the school is noted for.
 - a. Remain composed when working with an angry customer.
 - b. Be attentive and understanding to the customer's needs, assuring them your assistance in finding a solution.
 - c. Determine the facts and do not take a complaint personally.
 - d. If a complaint or client is beyond your control, refer them to the school director.
 - e. Open communication and prompt action are most effective when explaining and implementing re-do policies.
- 2) Policies:
 - a. The school has established guidelines for time limits in which clients must have their services re-done:

Permanent Wave	2 weeks
Hair coloring Service	2 weeks
Hair design (cutting)	1 week

Check And Credit Card Acceptance Procedures

Today, a majority of clients pay for services and products by check or debit card. It is necessary to have specific policies and procedures for the acceptance of non-cash transactions.

- 1) Checks:
 - a. Checks should not be accepted without proper identification. Proper identification is a picture I.D. or Driver's License, and the number must be written on the check.
 - b. Record the correct phone number on the check.
 - c. Third-party checks are unacceptable.
 - d. Clients may only make the check amount for the service plus a tip.
 - e. Consult the director if unsure about accepting any check or credit card.
 - f. Do not accept checks from a client who has previously written bad checks.
 - g. There is a \$25.00 service charge for all non-sufficient funds or returned checks.
- 2) Debit/Credit Card Acceptance:

The person who is making the purchase must appear as the named cardholder on the card.

 - a. Check the expiration date on the card.
 - b. The debit/credit card company must authorize all charges.

Employee Benefits

Compensation Confidential

The institution realizes that compensation is a very important part of a career. The institution decides to keep compensation a private matter between the director and the personnel member. Sharing of information between personnel regarding compensation is strongly discouraged by the institution and is grounds for disciplinary action including termination.

Insurance Compensation

Diamonds College does not offer health or life insurance currently.

Holidays

Diamonds College does not offer paid holidays. The school closes for the following holidays throughout the year.

• New Year	• Memorial Day
• Independence Day	• Labor Day
• Thanksgiving 2-day break	• Christmas Eve thru New Year's Eve

Personnel Documents

Before beginning employment, the director shall ensure each personnel member completes the proper paperwork. All forms and personal information shall be kept in a "personnel file", which will contain salary reviews, corrective action reports, time-off requests, progress reports on attendance and productivity, personnel agreements, and all other pertinent information. The following forms shall be completed before employment:

1. Employment Application
2. Personnel Agreement/Handbook Receipt
3. Employee W4

Complaints & Grievance

Employees are always encouraged to communicate their concerns. Suggestions, concerns, or complaints should be registered privately, never with fellow employees or clients. If a situation arises in which an employee has a complaint or grievance, the following procedure is in effect:

- Make an appointment to discuss the matter informally with the lead instructor.
 - If not resolved. Make an appointment to discuss the matter informally with the school Director (or designate).
 - If not resolved; Request and complete a Complaint Form and submit it to the school Director (or designate). The school Director will verify that the employee has tried to resolve the concern informally and will call a meeting with all individuals whose participation is warranted by the circumstances of the particular concern to seek to resolve the concern. The minutes of the meeting and any agreed-upon resolution will be documented on the Complaint Form and communicated to the employee.
 - If not resolved; the employee may submit a complaint to TDLR and/or COE only after the employee has exhausted the institution's internal complaint process.
- All appeals must be in writing. If all appeals have been exhausted, the employee may contact:

Texas Department of Licensing
and Regulations
P.O. Box 12157
Austin, Texas 78711
(512) 463-6599
www.tdlr.texas.gov

The Accrediting Commission of the Council
on Occupational Educational
784 Roswell Road, Building 300, Suite 325,
Atlanta, GA 3050
Phone: (770) 396-3898 or 800-917-2081
www.council.org

U.S. Department
of Education
(D.O.E.)
1999 Bryan Street
Dallas, Texas
75201
www.ed.gov

Personnel Discipline and Corrective Action

Corrective Action Consequences

- 1) Verbal Warning. Verbal warnings are for first-time offenders of minor infractions. Two verbal warnings warrant a written warning.
- 2) Written Warning. A corrective action form accompanies written warnings. The personnel member will be made aware of the infraction and ways to correct deficiency will be discussed and implemented.
 - a. Probation. Probation is given after the second written warning. Probation lasts for up to 30 days. During this time, the personnel member must implement corrective action; if the infraction occurs while on probation, the personnel member is put on suspension.
 - b. Suspension. This time is designated to allow enough time for the personnel member to contemplate and change recurring behavior.
 - c. Termination. Termination is the result of three warnings that have resulted in probation or suspension.

EMPLOYEE HANDBOOK RECEIPT

I have received a copy of Diamonds College Employee Handbook, which outlines client handling procedures, personnel policies, the standard of conduct, and personnel benefits. I will comply and commit myself to implementing these guidelines in my daily activities when working at Diamonds College.

I realize the institution's policies may change from time to time and will accept the new policy as being as equally important as the initial policies of the institution.

The Personnel Handbook is an extension or addendum to the personnel contract agreement, and it is under these conditions I will begin my employment at Diamonds College. I agree that at any time I have difficulties understanding or implementing policies, I will ask for clarification from the school director.

Personnel Member Printed Name

Date

Personnel Member Signature

Date