

SCHOOL CATALOG

January
2025

Forty-Sixth
Edition



Wisconsin School of
Professional Pet Grooming, Inc.
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SCHOOL HISTORY AND PHILOSOPHY



WSPPG, Inc. History

Recognizing the growing demand for Professional Pet Groomers, WSPPG, Inc. Director, Delores Lillge, began working on the development of a grooming course in 1984. The concept on which she structured her curriculum was to provide a consistent and professional method of instruction which could be accomplished through practical experience, classroom theory, lecture and demonstrations.

Drawing upon her background and experience, Lillge developed and continues to expand the current Professional Pet Grooming Course curriculum. The course has been specifically designed to encompass a broad spectrum of pet-related issues. While the heart of the course is the practical application of hands-on grooming, the Professional Pet Grooming Course also covers: pet health topics, canine behavior, anatomy, first aid, nutrition, and many other related subjects to provide thorough training to students.

Upon evaluation of the school's policies, instructional methods and curriculum, the State of Wisconsin Educational Approval Board granted WSPPG, Inc. permission to commence enrolling students in 1985. Lillge's dream to provide quality education to individuals with the desire to learn professional and skilled pet grooming became a reality. Through the input of staff and faculty members, as well as industry professionals, the course has been expanded over the years to encompass a broad spectrum of pet related topics. In October of 1991 through October, 1995, W.S.P.P.G., Inc. was accredited nationally by the Accrediting Commission of Career Schools and Colleges of Technology.

Statement of Philosophy

The Wisconsin School of Professional Pet Grooming, Inc. is dedicated to educational excellence and providing students and graduates with the skills needed to maintain a high level of professionalism. This has been done and will continue to be achieved through a comprehensive program of classroom theory and lecture, combined with the practical application of modern grooming techniques on dogs from **ALL CANINE BREED GROUPS.**

This philosophy of a "complete" education has helped to create individuals with the skills necessary to become competitive and highly sought-after members of the pet grooming industry, thus opening doors to a variety of career options for WSPPG, Inc. graduates.

SCHOOL OWNER AND DIRECTOR

Delores Lillge's background in the pet industry is wide and varied. Her interest in animals reaches back over 50 years. She has been professionally involved in some facet of the pet grooming industry since 1975 including business ownership, training all-breed obedience, handling and showing.

Lillge's professional interest in grooming began with employment in a pet grooming salon, which lead to her knowledge of retail merchandising and evolved into kennel management. Within three years she opened a successful grooming business: Town & Country Grooming Salon and Kennel.

Lillge's all-encompassing enthusiasm for dogs was the foundation for her many other canine interests. In addition to grooming, she also began training all-breed obedience in 1975. She became immersed in the world of show dogs in 1976 when she began handling purebred dogs in the show ring. As a result of her breeding efforts with English Springer and English Cocker Spaniels several of Lillge's dogs won top awards in the form of American Kennel Club Championships and Working Dog titles.



Lillge's past affiliations included the English Cocker Spaniels Club of America and the Wisconsin English Springer Spaniel Association (where she assisted the organization with the "Working Dog Program".) Numbered among her accomplishments is the founding of the Wisconsin State Professional Dog Groomer's Association in 1979. She held the office of Vice President (1979-80) and President (1980-85). She has been the club's Convention Chairperson from 1987 to 1990. .

Lillge did serve as President of the Okauchee Area Business Association for 12 years. Her main accomplishment as President was the renovation of the Okauchee Business District.

As an Educator and Founder of WSPPG, Inc., Lillge assisted many people in learning the art of dog grooming while in the grooming salon business. She has also educated many individuals in breed-specific show grooming. Lillge designed the progressive performance based curriculum utilized today. In conjunction with the curriculum development, she wrote *Grooming You Can Count On* (used for training at WSPPG, Inc. and considered by many as their trade "Bible").

Lillge also implemented an Instructors' Training Program which offers continuing education for Instructors enabling them to become certified at various levels of their teaching skills. This augmentation assures students that they are not only being taught by Master Groomers but by competent Educators as well.

Lillge is a vital part of WSPPG, Inc., actively participating in the students academic and professional advancement. To assist those students aspiring to business ownership and management, she has developed and offers short courses and workshops covering subjects such as laws and regulations, creating a business plan, cash flow projecting, marketing, etc. She has given tremendous insight into the current pet grooming industry and is available for consultation through her firm, "Solutions" to current students and graduates who seek advice on business ownership, career guidance or specialized training.

WSPPG, INC. FACILITIES AND EQUIPMENT

The Wisconsin School of Professional Pet Grooming, Inc. is centrally located in the beautiful outdoor recreational and lake area surrounding Oconomowoc, Wisconsin. Oconomowoc is just 25 minutes west of Milwaukee and 45 minutes east of Madison.

The school's main entrance serves as a reception area and also a training ground for students in the areas of customer relations.

Theory and lecture is held in one of two classrooms. One classroom is also equipped with a microwave and refrigerator. It can be used as a lunch area or a place where the students may study or relax.

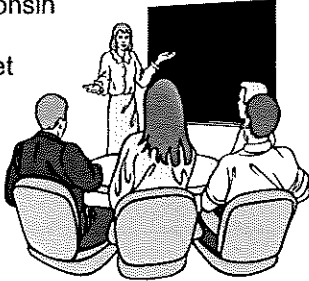
The grooming lab is a simulated working environment with 6 grooming stations, each equipped with hydraulic grooming tables (custom designed by Delores Lillge) for the comfort of the students, individual lockers for equipment storage and personal belongings and spacious counter tops.

The bathing area offers two elevated tubs complete with an automatic shampoo dispenser system and two K-9 Force Air Dryers to aid in rapid drying of large or heavy coated breeds. Six stand dryers are also available for cage and table drying of pets.

In addition, the lab area features a total of 24 secure holding cages in various sizes to accommodate dogs of many breeds, shapes and sizes.



In all, the Wisconsin School of Professional Pet Grooming, Inc. provides 1,800 square feet of space and a clean, roomy, fully climate-controlled environment that is well equipped with modern conveniences.



The Laboratory and Classroom Setting

The typical class consists of 2 students. This setting provides for ample one-to-one contact between the Instructors and Students, and a more personal environment conducive to a quality education.



WSPPG, INC. STAFF

Administration

Owner/Director: Delores Lillge

Enrollment

Director of Admissions: Delores Lillge

Teaching Staff

Director of Education: Delores Lillge
Instructor

Financial Advisory Service

Financial Advisor: Delores Lillge

ADMISSION REQUIREMENTS

Attributes of a Prospective Pet Groomer

To ensure success in the WSPPG, Inc. Professional Pet Grooming Course the prospective student should have:

- ✓ **Affection and respect for pets** which promotes the ability to handle them in a safe, humane manner.
- ✓ **Interest in developing interpersonal skills** which enable you to meet and speak knowledgeably with customers.
- ✓ **Patience** to cope with a variety of canine dispositions.
- ✓ **Willingness** to work physically strenuous and sometimes long hours.
- ✓ **The ability to accept constructive feedback** and learn from it in order to evaluate your own work and set high standards for yourself.
- ✓ **The personal desire** to become a knowledgeable and skilled expert in the field of professional pet grooming.

Entrance Requirements

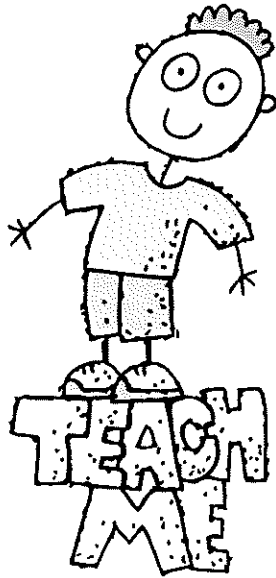
The following requirements pertain to all persons applying for admission. Applicants must:

1. Be at least 18 years of age or have the consent of a parent or legal guardian.
2. Provide documentation of high school diploma or GED equivalent and grade transcripts.
3. If a student cannot provide the above documentation admission to the course will be looked at on a case by case basis and admission is solely at the discretion of the Director.
4. Be proficient in English language skills.
5. Good hand dexterity.



WSPPG, INC. EDUCATIONAL OBJECTIVE

The WSPPG, Inc. Professional Pet Grooming Course places major emphasis on building the student's skills through practical experience, classroom theory, lectures and demonstrations.



The training program was developed for individuals who want to learn professional and skilled pet grooming. Students receive individual guidance and close supervision while experiencing the "hands-on" approach to learning the art of pet grooming.

There are many career opportunities available for professionally trained and qualified groomers. A career in dog grooming can be rewarding both personally and financially.

WSPPG, Inc. graduates will find that many exciting and diverse entry level career opportunities await them. Graduates may follow many different career paths. They may decide to:

1. Work in a grooming salon, veterinary clinic, pet store, dog daycare, or boarding kennel as a groomer.
2. Open their own grooming salon.
3. Own and operate or manage a boarding kennel.
4. Run a mobile grooming business (grooming van.)

The educational goal of the Wisconsin School of Professional Pet Grooming, Inc. is to:

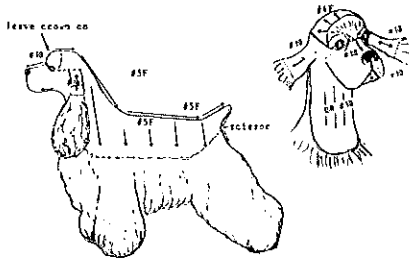
- ◆ Fully prepare each student in all facets of professional grooming according to standards set by industry professionals and the American Kennel Club (AKC).
- ◆ Provide in-depth instruction and comprehensive information in order for graduates to be well-rounded and informed members of the industry.
- ◆ Teach **ALL BREED** grooming skills in order to ensure that graduates will be highly sought for employment opportunities.
- ◆ Encourage continuing education through industry-related associations and through active participation in seminars, workshops and training courses.
- ◆ Encourage graduates to be leaders in the industry by increasing public awareness of the profession and the importance of grooming for proper pet care and health.

WSPPG, Inc. Self Evaluation Process

To ensure students are getting a quality up to date education each student is asked to fill out a survey at the end of the course. Additionally students are asked to fill out a survey after they are employed for six months.

Employers of graduates are also asked to fill out a survey.

The survey information is used to determine what changes need to be made to the curriculum.



COURSE DESCRIPTION

The WSPPG, Inc. Professional Pet Grooming Course (600 hours) includes 429 hours of practical laboratory experience and 67 hours of lectures and demonstrations on such subjects as: anatomy, physiology, animal behavior and canine breed classifications. The Professional Pet Grooming Course is divided into sixteen (16) units consisting of classroom presentations and laboratory exercises. 104 hours are allotted for exams, evaluations and self study.

In addition to pet related information, students are taught to develop the interpersonal skills needed to work in this service industry such as client relations, product knowledge and retailing, record keeping and office skills, pricing, etc. Elements necessary to seeking employment and on-the-job problem solving are also covered.

Unit 1 Introduction to Pet Grooming

This unit includes an orientation which covers: school policies and procedures, basic study skills, the use and maintenance of the student's equipment kit as well as the school's equipment and sanitation procedures. Additional topics discussed in this unit are: canine anatomy, the American Kennel Club (AKC) purpose and function, the AKC Working Breed standards, grooming procedures and canine behavior and handling.

LAB: Introduction to practical pet grooming skills. Practical application on "Brushables" (Smooth, short, long and longhaired part-coated breeds).

Unit 2 The Mixed Breeds

Mixed Breeds and modified trims for purebreds are the focus of this unit, including clipping and scissoring techniques. Topics included in this unit are: Mixed-breed and modified trims, external parasites, insecticides and parasite control.

LAB: Continuation of practical skills in the grooming of "Brushable" breeds. Introduction to Mixed Breed grooming.

Unit 3 The Herding Breeds

The Herding Breed standards and grooming procedures will be examined in this unit. Other topics to be covered are: Common skin problems (their recognition and care), internal parasites and basic canine nutrition.

LAB: Continuation of practical skills in the grooming of Mixed Breeds with greater emphasis on scissoring skills.

Unit 4 The Non-Sporting Breeds

Non-Sporting Breeds are the focus of this unit. Special attention is given to the grooming of the Poodle, Bichon Frise and other scissored breeds. Topics to be included are: canine heart disease, basic canine first aid procedures, and CPR for animals.

LAB: Continuation of practical skills in mixed breed grooming. Introduction to grooming the Poodle and Bichon Frise.



Unit 5 **The Toy Breeds**

The breed standards and grooming procedures of the Toy Breeds are discussed in this unit. Other topics include: Poodle patterns, making and applying bows, canine reproduction, reproductive problems and musculoskeletal problems (such as hip dysplasia).

LAB: Continuation of practical skills in the grooming of scissored breeds. Special emphasis will be placed on developing hand-scissoring skills and corrective grooming.

Unit 6 **The Sporting Breeds**

In this unit the Sporting Breeds and their standards and grooming procedures are introduced. Special attention is given to the grooming of Spaniels and Setters. Topics included are: geriatric care (handling and grooming techniques for the older dog), epilepsy, eye problems and ear problems.

LAB: Continuation of practical skills in the grooming of the scissored breeds. Introduction to the grooming of Spaniels and Setters. Emphasis will be placed on carding and thinning techniques.

Unit 7 **The Hounds and Miscellaneous Breeds**

The grooming procedures and standards of the Hound and Miscellaneous Breeds will be studied. Canine gastrointestinal problems are examined with a focus on acute gastric dilation (bloat), and gastric torsion.

LAB: Continuation of practical skills in the grooming of Spaniels and Setters.

Unit 8 **The Terrier Breeds**

The grooming procedures and standards of the Terrier Breeds are the focus of this unit. Other topics are: vaccinations (the diseases for which dogs are commonly vaccinated and the basics of canine immunization), and multi-system problems.

LAB: Continuation of practical skills in the grooming of Spaniels and Setters. Introduction to grooming the Terriers including hand stripping techniques.



Unit 9 **Cat Grooming Techniques and Product Study & Retailing**

Cat grooming procedures will be introduced, as well as feline behavior, handling techniques and diseases. Comprehensive study of products and their use in the grooming practice including pesticides and licensing, shampoos, conditioners, gels, mousses, texturizers, cleaning products, etc. Retailing basics will be covered.

LAB: Continuation of practical skills in the grooming of Terriers.

Unit 10 **Spaniel Patterns**

In depth study and evaluation of Spaniel structure and grooming patterns.

LAB: Continuation of grooming Spaniels, Terriers, and scissored breeds.

Unit 11 **Terrier Patterns**

In depth study and evaluation of Terrier structure and grooming patterns.

LAB: Continuation of grooming Spaniels, Terriers and scissored breeds.

Unit 12
Review and Final Exam

LAB: Continuation of grooming Spaniels, Terriers and scissored breeds.

Unit 13
Training the Receptionist

Topics of study will include projecting a professional image and developing interpersonal skills, telephone techniques, client relations, office procedures/record keeping and introduction to pricing.

LAB: Introduction to time management and organization of grooming projects. Continuation of skill development in all breeds.

Unit 14
Seeking Employment

This unit focuses on seeking employment, what to look for in a shop, tools of the trade, what questions to ask future employers and what employers expect of you. Resume writing and interviewing techniques will be discussed.

LAB: Students will practice acquired skills by performing all functions in the reception area while continuing to develop all breed grooming skills and time management.

Unit 15
Problem Solving

Emphasis is placed on problem solving, handling customer complaints and emergency situations. Continued development and practice of all office functions.

LAB: Continuation of skill development in all breeds and time management and organization.

Unit 16
Continuing Education

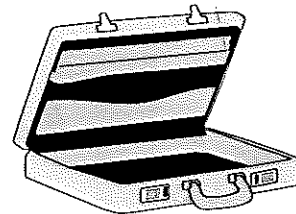
Topics include completion of record keeping and pricing. Professional organizations and affiliations as well as continuing education sources for employees, owners and managers will be covered.

LAB: Completion of hands-on projects.

Definition of a Clock Hour



A clock hour consists of fifty (50) minutes of instruction.



**Professional Pet Grooming Course
Units and Topics (600 Hours)**

Instructional Area Clock Hours

UNIT 1

Orientation	2.00
Study Skills	.50
Sanitation Procedures	.50
Equipment Care and Use	1.00
Canine Anatomy and The Healthy Dog	1.00
The AKC	1.00
Basic Grooming Techniques	1.00
Canine Behavior	1.00
Handling and Restraint -	
Laboratory Procedures	1.00
Working Breeds	1.00
Grooming Working Breeds	1.00
Unit Evaluation	1.00

UNIT 2

Mixed Breed Grooming	.50
Clipping and Scissoring Techniques	.50
External Parasites	1.00
Pesticides	2.00
Unit Evaluation	1.00

UNIT 3

Herding Breeds	1.00
Skin Problems	1.00
Internal Parasites	1.00
Canine Nutrition	1.00
Unit Evaluation	1.00

UNIT 4

Non-Sporting Breeds	1.00
Heart Disease	1.00
First Aid	1.00
Unit Evaluation	1.00

UNIT 5

Toy Breeds	1.00
Canine Reproduction	1.00
Canine Reproduction Problems	1.00
Musculoskeletal Problems	1.00
Bow Making and Application	1.00
Unit Evaluation	1.00

UNIT 6

Sporting Breeds	1.00
Seizures and Epilepsy	1.00
Geriatrics of Dogs	1.00
Eye and Ear Diseases	1.00
Unit Evaluation	1.00

UNIT 7

Hound Breeds and Miscellaneous	1.00
Gastrointestinal Problems	1.00
Unit Evaluation	1.00

UNIT 8

Terrier Breeds and Grooming	2.00
Canine Vaccinations	1.00
Multi-System Problems	1.00
Unit Evaluation	1.00

UNIT 9

Feline Health and Maintenance	2.00
Study of Products Used in	
Grooming Practice	1.00
Retail Basics: Selling Yourself	
Selling Retail	1.00
Unit Evaluation	1.00

UNIT 10

Spaniel Patterns	5.00
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UNIT 11

Terrier Patterns	5.00
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UNIT 12

Review and Final Exam	5.00
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UNIT 13

Projecting a Professional Image,	
Developing Interpersonal Skills,	
Client Relations	1.00
Telephone Techniques	1.00
Record Keeping, Development and Maintenance	
of Client Files	1.00
Introduction to Pricing	1.00
Time Management and Organization	1.00

UNIT 14

Tools of the Trade	.50
Employee/Employer Relationships	1.50
Resume Writing/Interviewing	
Techniques	1.00
Preparing Daily Cash Sheet and	
Inventory of Products	2.00

UNIT 15

Problem Solving:	
Customer Complaints	1.00
Handling Emergency Situations	1.00
Performing Office Functions	3.00

UNIT 16

Completion of Record Keeping	1.00
Professional Organizations and Continuing Education	1.00
Exit Interview for Employment	1.00
Press Releases	1.00
Final School Evaluation	1.00

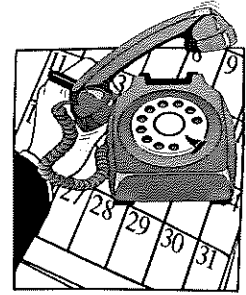
Total Classroom Lecture Hours 67.00

Exams, Evaluations, Self Study 104.00

Practical Application 429.00

TOTAL 600.00

**2025
SCHOOL CALENDAR**



The Professional Pet Grooming Course

**Full-Time Students
(600 Hours) 16 Weeks/16 Units**

Class Begins	Graduation
January 20, 2025	May 9, 2025
March 17, 2025	July 3, 2025
May 12, 2025	August 29, 2025
July 7, 2025	October 24, 2025
September 1, 2025	December 19, 2025
October 27, 2025	March 13, 2026

The enrollment deadline for each class stated can be found on the website wsppg.com by selecting The Course and Class Calendar or on the Application for Enrollment in the Enrollment Packet.

The Length of the Program

The average time needed to complete the Professional Pet Grooming Professional Stylist (600 Hr.) Course is 16 weeks for full-time students.

In the case of an act or disaster beyond the school's control, the maximum period for possible delay of classes already in session will be six months. During this period, the student's attendance will be held in abeyance until classes are able to resume. In the event that classes cannot resume within six months, a refund or payment will be drawn up in accordance with the Enrollment Agreement. (See Enrollment Agreement).

Holidays

No classes are held on the following holidays: Memorial Day, Independence Day, Labor Day, Thanksgiving Day and the following Friday. There is a school break of approximately four weeks over the Christmas and New Year's holidays. During the 2025 school year classes will end December 19, 2025 and resume January 19, 2026.



TUITION AND FEES

The Professional Pet Grooming Course

Application Fee	\$ 100.00
Tuition and Course Book	\$ 6,400.00
Student Equipment (subject to change without notice)	\$ 1,066.45

Application fee, tuition & course book fee, and student equipment fee must be paid prior to the deadline for enrollment published for each class.

Deadline for enrollment for each class is published on the website wsppg.com and on the Application for Enrollment.

Should the student (payee) desire a payment plan, the plan must be submitted to the Director and agreed upon in writing prior to the deadline for enrollment. Acceptance of a payment plan is solely at the discretion of the Director.

If a payment on the plan is more than 5 days late the student will be dropped from the course. Readmittance to the course after the late payment has been made the student will be allowed to re-enter the course at the last successfully completed unit on the school calendar.

Extra Charges

If the student exceeds the allotted absenteeism policy (see Attendance Policies) the student may sign an agreement to pay a pro-rated charge, per day, to continue and make up missed laboratory and/or classroom time. If a student fails to make these arrangements, the student will be dismissed from the course.

Students are responsible for all fees and charges related to the ordering and maintenance of their equipment kit, including sharpening and repair. **All equipment ordered through WSPPG, Inc. must be placed and prepaid prior to the deadline for enrollment published for each class.** (See Equipment and Supplies Check List.)

STUDENT SERVICES

Admissions

Persons seeking assistance regarding WSPPG, Inc. admission and tuition may refer questions and problems to the school Admissions Director. Tours of the school facilities, pet career counseling or guest student participation may also be arranged through the Admissions Office.

Contact Person: Delores Lillge

Housing

We will be happy to assist you in finding housing close to the school premises.

Financial Advisory Service

Students seeking funding resource advice and consultation may refer questions to Delores Lillge.

Employment Advisory Services

To aid our current students and graduates, WSPPG has an online placement service.

Students and graduates can access job opportunities by going to our website, wsppg.com, and selecting Student Services and Job Opportunities. Once this is selected available positions can be viewed.

To aid students in preparing for job interviews we offer an in depth unit on how to seek employment.

WSPPG, Inc., under no circumstances guarantees job placement, nor makes any claim or guarantee of job placement.

Each student must take the initiative in responding to prospective employers by making the initial contact and setting up an interview.

Student referrals to prospective employers are not based on direct contact with the employer regarding current job openings.

Please refer to the Director for **ALL** inquiries regarding job placement.

Any information kept permanently in student records will be released upon request only if student has signed release of information statement.

Contact Person: Delores Lillge

Instructors

School Instructors are noted and experienced professionals in the grooming field who are interested in each student's development and future success. Instructors are available for individual conferences regarding student concerns and academic questions.

Continuing education for Instructors is of vital importance at WSPPG, Inc. All Instructors participate in seminars, trade shows and other industry-related events as well as participating in the Competency Based Staff Development Program.

Contact Person: Delores Lillge

STUDENT ASSESSMENT

A student's performance is evaluated on a daily basis in order to ascertain that satisfactory progress is being made throughout the course. Students will be assessed on their laboratory progress and performance in classroom theory.

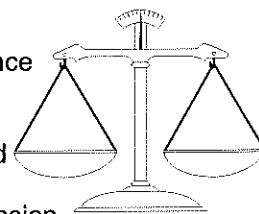
Laboratory

Students will receive a daily, written and verbal critique of their laboratory performance as well as a daily letter grade. Their evaluation will be based on attendance, grooming technique, the timeliness with which projects are completed and sanitation. The maximum allotted time for completion of a lab assignment is 2 1/2 hours.

Students enrolled in the Professional Pet Grooming Course (600 Hrs.), will take a practical hands-on final exam on one dog from each of these groups: Scissored, Breed Profile, and Clipped upon 4th quarter of course.

Classroom Theory

The student's performance in classroom theory is evaluated according to: written exams at the end of each unit, classroom participation, comprehension and the application of theory to laboratory work. Students will also be evaluated as to participation in customer relations and record keeping projects. They will also be given a final written exam.



Progress Reports

Progress reports will be prepared by the Instructor and given to the Student for review every 10 class days. The progress report will evaluate the student's performance in the following areas: Efficiency of work, handling of pets, ability to work with others and care of work area (sanitation). Progress Reports also include accumulative absences and accumulative grade point averages to date.



Students are encouraged to meet individually with their Instructor to discuss the progress report and the student's strengths and weaknesses. The progress report and any conference notes will become a part of the student's permanent record.

Grading System

The following values are assigned to the over-all grade point average:

Classroom Theory	1/6 of Grade
Unit Exams	1/6 of Grade
Daily Lab Work	1/6 of Grade
Final Written	1/6 of Grade
3 Hands-on Tests	1/6 of Grade
Internship	1/6 of Grade

Grades are assigned on a percentage basis as follows:

Letter Grade	Grade	GPA
A	95-100%	3.50-4.00
B	89-94%	2.90-3.49
C	80-88%	2.00-2.89
D	70-79%	1.00-1.99
F	Below 70%	0.00-0.99

GPA = Grade Point Average

ACADEMIC REQUIREMENTS

Satisfactory Progress

Students are expected to score 80% (2.00) or better on all written and hands-on tests.

A student who fails a test or whose GPA falls below 80% (2.00) in any of the program's 6 components will be placed on Academic Probation. A probationary notice will be issued by the course instructor. The student must sign the notice and place it in the Director's mailbox.

Within two days, the Director will convene an Academic Success Conference with the student. During the conference, the Director and student will discuss learning strategies and options to improve the student's academic progress. As a

result of this conference, the Director in cooperation with the student shall create an Academic Success Plan with specific strategies to improve the student's academic performance.

During the regular 10-day student progress period, Instructors shall use the Academic Success Plan's strategies, meet with the student individually to assess academic and hands-on progress, and update the Plan as part of the WSPPG's regular 10-day progress report given to each student by the Instructor.

The students academic progress will be reviewed every 10-days and Academic Probation will continue as long as the students GPA remains below 80% in any of the six GPA components for course completion.

If the student's GPA remains below 2.00 GPA after two consecutive units the student will be dropped from the course for unsatisfactory progress.

The student must achieve a cumulative GPA of 2.00 or better and complete the minimum of 100 laboratory projects in order to complete the course and to be awarded a "Certificate of Completion".

Academic Dismissal/Appeals Procedure

Students who are dismissed due to poor academic progress or excessive absences may be allowed to re-enter the program at the last successfully completed unit (GPA 2.00 or better).

Should a student wish to be reinstated, he/she must notify the school in writing within two weeks. Upon receipt of notification, a conference session with the school Director will be scheduled. The student will be considered for re-enrollment only after it has been determined that the problem causing dismissal has been resolved. If re-enrollment is permitted, the student may reenter the course at the last successfully completed unit (GPA 2.00 or better).

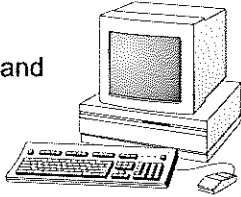
Appeals for re-enrollment will be judged on the basis of each individual case. A student placed on probation for a second time will be terminated permanently. Consideration will be given to documented special circumstances.

No student will be allowed to extend their enrollment and attend WSPPG, Inc. beyond an accumulated total of 744 hours for the Professional Pet Grooming Course.

Record Keeping

The school will keep in its permanent file:

1. Master attendance and grade record and progress reports
2. Score sheets for hands-on tests.
3. Conference notes.
4. Grade transcripts (includes grades, absence and projects completed).
5. Financial and enrollment documents.



A copy of above records will be furnished to the student upon request. Student records are kept for 7 years. Grade transcripts are kept indefinitely.

Information will not be provided to anyone other than student unless the student signs a written release.

ATTENDANCE POLICIES

Good attendance is essential for successful completion of the Professional Pet Grooming Course.

Full-Time Students must attend class five (5) days per week: Monday through Friday from 8 A.M. to 4:30 P.M.

Attendance records are kept each day and become part of the student's permanent record file.

Time Cards

Time cards must be completed properly to receive credit. Students who forget to punch their time cards must have the card initialed by a staff member to receive proper credit.

Tardiness or Early Departure

Lateness or early departure will be considered excused if written notice is given directly to a staff member prior to the occurrence and permission is granted. All other occasions of lateness or early departure will be considered unexcused.

Tardiness or early departures of 1 to 15 minutes will constitute one quarter (.25) hour of absence. Absences will be calculated in quarter-hour increments and added to the total accumulation of absence hours.



Absence Policies

Students anticipating absence may apply for an excused absence by completing a Notice of Absence form and returning it to the Instructor or Director for approval.



Absences will be considered unexcused unless a Notice of Absence Form is completed one (1) day prior to the day requested, and approved by an Instructor or the School Director. Students are required to phone the school at or before the scheduled starting time of class to inform the school that they will not be in attendance. A student who has reached or exceeded 32 accumulative hours of absence will be issued an Attendance Probation Slip. (See Attendance Probation.)

Policy Relating to Make-Up Work

In the event of an **unexcused absence** the student will receive a zero (0) grade for the day of absence. Arrangements to receive lecture materials for the date of absence should be made through the Instructor.

In the event of an **excused absence** the absence will not affect student's grade in lecture and lab. Prior arrangements to receive lecture materials for the date of absence should be made through the Instructor.

Students absent on a **test day**, or who miss a test due to tardiness or early departure on the day it was given, will have their test grades reduced by 5% for every extension day given. Student have a maximum limit of four (4) days to complete the test (after the original test date) before a failing grade is given. The final test grade is calculated as follows: $\text{Test Grade} - \text{Number of days from Original Test Date} \times 5\% = \text{Final Grade}$.

This is a school policy and not determined at the discretion of the Instructor. Exceptions are made only for those students on approved Leave of Absence. Students must make arrangements through the Instructor for make-up exams.

Attendance Probation/Incompletes

Students will be issued an Attendance Probation Slip when the allowable limit of absence, lateness or early departures has been reached.

Students on Attendance Probation who exceed the allotted absenteeism policy (32 hours) may sign an agreement to pay a pro-rated charge, per day, to continue and make up missed laboratory and/or classroom time, or be dismissed from the course.

No student will be allowed to extend their enrollment and attend WSPPG beyond an accumulated total of 744 hours for the course.

Leave of Absence (LOA)

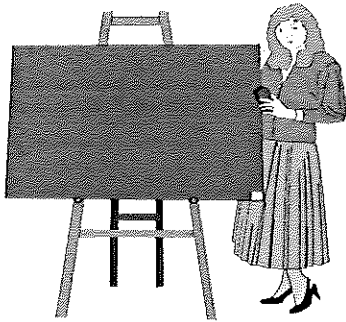
Students enrolled in the Professional Pet Grooming Course are allowed to schedule a Leave of Absence (LOA) if they find it necessary to miss more than 32 consecutive hours of school. LOA's may also be taken for health or personal reasons. An LOA Request Form should be completed and submitted to the Director for approval. Departure and reinstatement dates must be agreed upon and stated in writing before a leave is granted.

The student taking a Leave of Absence will re-enter the course with another class at such time that the class has reached the same point in the course that the student had achieved before the leave took effect. A Leave of Absence for documented medical reasons may be taken for up to six months. Leave of Absences for any other reason may not exceed 60 calendar days.

Any person not returning from a Leave of Absence at the agreed upon date will be considered withdrawn from the course and all refunds will be calculated from the student's last day of attendance. (See REFUND POLICY.)

Perfect Attendance

Students who have maintained a perfect attendance record throughout the program are rewarded with a golden seal, which is attached to the Certificate of Completion. Golden graduation seals are given only to those students who have been present every day of the scheduled course and have accumulated no lateness or early departures.



SCHOOL POLICIES

Conduct Codes

Students are expected to conduct themselves in a pleasant, professional manner. Your behavior and appearance reflects upon the over-all impression of the school on customers, visitors and other students as well as on you. . . . as a future professional.

1. The unlawful manufacture, distribution, possession or use of a controlled substance by a student is strictly prohibited on WSPPG, Inc. property. Infractions will result in immediate suspension pending legal action or professional counseling. (See DRUG FREE SCHOOL).
2. Use the English language properly, without the use of slang or foul language. The use of foul language or voice levels audible in the reception area may be cause for dismissal.
3. **NO LOITERING IN THE RECEPTION AREA IS PERMITTED!**
4. Disorderly conduct, such as to disrupt the normal everyday activities of the school, its students, staff and customers will not be tolerated. Your demeanor should reflect attentiveness and professionalism at all times. Students are encouraged to bring problems to the attention of the staff.
5. Respect the cleanliness of the school and surrounding areas. Students should pick up after themselves in the student lounge by cleaning away eating materials and putting books and magazines away after use.
6. The student may not leave the premises at any time other than lunch period without the permission of an Instructor.
7. Eating and drinking is restricted to the 2 student classrooms.
8. Follow sanitation procedures during lab. Students are responsible for cleaning around their stations. All students share in the sanitation of cages, the bathing area and the lab floor. Sanitation duties must be completed before the students leave the school.
9. Rough or abusive handling of pets is strictly forbidden. Actions which constitute abusive handling are: The use of excessive force, striking, shouting or any other behavior that would endanger the pet's safety or well-being. Repeated carelessness causing injury to a pet will be grounds for dismissal.
10. Improper use of equipment and negligence resulting in injury to a pet will not be tolerated. Repeated carelessness with equipment will be grounds for dismissal.
11. **Absolutely DO NOT leave pets unattended** on the grooming table or in the tub. When a student is unable to attend to a pet, it should be placed in a cage where it will be safe.
12. Both student's and customer's pets must either be kenneled or on a leash at all times. Student's and customer's pets are not allowed in the student classrooms at any time, for any reason.



13. **Pets may not be taken out of the building for any reason!** Any student who takes a pet out of the building will be permanently dismissed.

Disorderly Conduct Appeal Procedure

A student who is dismissed for disorderly conduct may file an appeal in writing within 10 days of dismissal with the Director along with an action plan as to how the student will assure the school that his/her behavior will no longer be detrimental to the school or other students. The Director will have 10 days to make the final decision on whether or not the student will be readmitted. If the student is readmitted they will resume school at the same point they were discontinued in the next class.

School Equipment Policies

Students are required to have an equipment kit (See Equipment and Supplies list). Students may purchase their kits independently providing they are identical to the supplies used by the school or they may be purchased through the school.

Pet shampoo, paper toweling, cotton balls and other expendables are provided by the school for student use. When the student's supply runs out, the empty container should be presented to an Instructor and the supply will be replenished.

Other equipment and supplies may be purchased through the school retail store at a discount. Blade sharpening and repair services can also be arranged through the school. All fees and charges for sharpening or repairs are the responsibility of the student.

Use of School Equipment

Students should bring their equipment kit for use in lab. The school does have spare equipment in the event of an emergency. The student must check out the equipment through an Instructor. Any equipment that is not returned by the last student who checked it out must be replaced by that student.

Students are required to replace or repair their own lost, broken or damaged equipment as soon

as possible. All large equipment such as tables, dryers, kennels and vacuum cleaners are provided by the school for the student's use. Any person who causes damage to or destroys school equipment will be held responsible for repair or replacement costs.

1. Use caution when operating or moving stand dryers. Clean air filters after each use to avoid overheating. Remove any hair tangled around casters to prevent clogged wheels. Anything which prohibits free movement of the casters may cause the dryer to tip over while being moved.
2. Do not pull on the cord to remove plugs from wall outlets.
3. Do not pull the vacuum cleaner by the nozzle, hose or cord. If the vacuum cleaner becomes full during use, please empty it.
4. Standing on grooming tables, chairs or counter tops is prohibited for safety reasons.
5. Disinfect muzzles, leads and restraining devices after each use and return them to their proper places.



Dress Code

Students must wear smocks to protect their clothing while on the floor, or in the reception area. Dress is casual but students should appear neat and clean at all times. Sandals or open-toed shoes are not permitted for safety reasons. Basic walking shoes are preferred.

Phone Policy

Cell phone use is not allowed during school hours except during lunch period or in the case of an emergency.

Lunch and Breaks

Students receive a ½ hour lunch period between 12-1:00 P.M. providing all lab work is completed on schedule. Brief breaks may be taken throughout the day at a convenient time with Instructor's permission.

Lockers

WSPPG, Inc. holds no responsibility for lost or stolen items. Full-time students may keep equipment in student lockers. Lockers are assigned on the first day of class. Students must provide their own padlocks.

Photo Copies

At the students request we can provide copying at a rate of 10¢ per page.

Student Complaints

Students are encouraged to bring problems and complaints to the attention of the School Director so that the issue may be resolved and a solution mutually agreed upon.

Should a student wish to file a complaint, a Complaint Form may be found in a box in the student lounge. The form should be completed by the student and placed in the Director's mailbox. At this time, the Director will arrange a consultation between all parties involved.

If the complaint is to be rectified, the Complaint Form may not be filed anonymously. A written record of the complaint will become a part of the student's permanent and confidential file. Complaints will in no way affect a student's academic status or personal treatment.

If the complaint between the student and school cannot be resolved in a satisfactory manner the student can escalate the complaint to EAP.

EAP Contact Information

State of Wisconsin
Educational Approval Program
Department of Safety and Professional Services
P.O. Box 8366
Madison, WI 53705-8366
DSPSEAP@Wisconsin.gov
608-266-1996

Student Files

After course completion, students may access their personal file by submitting a written request for transcripts. Student files are kept for 7 years. Grade transcripts are kept indefinitely. All student files are kept confidential. Information will not be supplied to anyone without a Release of Information form on file. Students will be given the option to sign a Release of Information form.

Students are not allowed to make or keep copies of their written exams.

Upon course completion, each student is given a copy of their grade transcripts which lists their grade point average for classroom theory, unit exams, daily lab work, final exam, 3 hands on tests, internship, and overall GPA. Hours of attendance and lab projects completed.

Termination of a Student

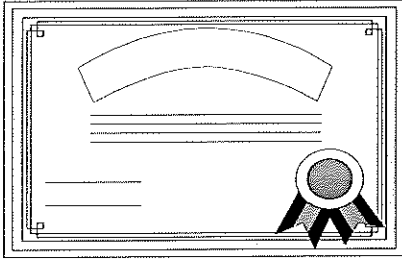
The Wisconsin School of Professional Pet Grooming, Inc. reserves the right to terminate enrollment of a student for violation of the policies with regard to: unsatisfactory academic progress, absenteeism, disorderly conduct, or non-payment. (See Enrollment Agreement).

COMPLETION REQUIREMENTS

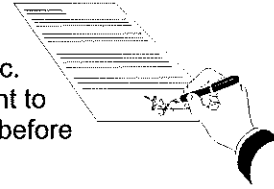
In order to earn a Certificate of Completion, students must complete the minimum number of 100 laboratory projects. Students must achieve a grade point average of 2.00 or above. A minimum of 600 clock hours and 100 projects is required of each student for graduation. A student who does not meet the minimum hours requirement may pay a pro-rated (per day) fee to continue and make-up missed hours in order to fulfill the requirement. (See Policies Relating to Make-up Work.)



All students must have all financial obligations to the Wisconsin School of Professional Pet Grooming, Inc. paid in full prior to receiving a Certificate of Completion.



It is strongly recommended that all students receive a tetanus shot prior to the first day of class for the health and safety of each individual. WSPPG, Inc. will not pay for a student to receive a tetanus shot before or after starting school.



WSPPG, Inc., in all matters of admission, instruction and course completion, practices no discrimination on the basis of age, race, creed, disability, sex, religion, sexual preference, or political affiliation.

ENROLLMENT PROCEDURES

Students may apply for enrollment at any time prior to the enrollment deadline posted for each start date.

To Apply:

1. Schedule an interview and school visit with the School's Admissions Office.
2. Complete the Enrollment Application and return it with the \$100.00 Application Fee and a High School diploma or GED equivalent and grade transcripts.
3. You will be given or sent a complete Enrollment Package. Read the School Catalog, check and sign the Admissions Interview Form, read and sign the Enrollment Agreement and return the signed agreement to the school.
4. After all above Admission requirements have been met, applicants will be notified by mail of their acceptance or denial. Accepted candidates will receive a copy of their Enrollment Agreement signed by the School Director, a Letter of Acceptance from the Director, and a Customer Right to Cancel form.
5. Enrollment procedures and equipment order must be completed (if purchased through the school), all fees paid, and acceptance finalized prior to the deadline for enrollment published for each class.

Student Insurance

It is the responsibility of each student to procure health, accident and disability insurance. The coverage should be in effect at the start of and for the duration of the course dates enrolled. WSPPG, Inc. accepts no liability for medical costs for injuries incurred while students are participating in the course.

Transfer Students

Transfer students are accepted from other Pet Grooming schools at any of the sixteen (16) course unit levels.

Prior to starting class, the student must submit a letter requesting credit for previous training to the Director providing documentation of previous experience or education to support the request. The student must also pass an evaluation of skills for each course level up to the desired level of entry by taking written exams for each theory unit and demonstrating proficiency in each laboratory unit. The skills demonstrated by the student will determine the level of entry. Upon determining the transfer student's entry level, tuition will be figured using a prorated cost for each day of scheduled attendance.

Customer's Right to Cancel

It is understood that the applicant has the right to cancel the enrollment contract until midnight of the third business day after which this contract is signed, and the student has received written notice of acceptance by the school. Written notice of cancellation shall be sent by mail, or delivered in person to: **WISCONSIN SCHOOL OF PROFESSIONAL PET GROOMING, INC., Delores Lillge, Director, W359 N5920 Brown Street, Suite 102, Oconomowoc, WI 53066.** The student shall in turn receive, within ten business days, acknowledgment of cancellation and all applicable refunds.

Refund Policy

The school reserves the right to reject any student that the school feels will not benefit from the course. In this instance, the application fee and all monies paid will be refunded to the applicant.

When notice of cancellation is given within three business days of enrollment, all application fees, tuition and other charges shall be refunded to the applicant.

When notice of cancellation is given after the third business day following enrollment, but is given prior to the student's first day of class attendance, the school retains the application fee.

If a student wishes to withdraw from the course after the first day of class, the student should submit a written and dated notice of their intent to terminate enrollment. However, any form of notice is acceptable.

A student who withdraws or is dismissed after attending at least one class, but before completing 60% of the instruction in the current enrollment period, is entitled to a prorated refund as follows:

<u>AT LEAST</u>	<u>BUT LESS THAN</u>	<u>TUITION REFUND</u>
1 Class Day	8 Class Days	90%
8	16	80%
16	24	70%
24	32	60%
32	40	50%
40	48	40%
48	none	no refund

In any case, there will be no refund for any student equipment which has been received by the student. The WSPPG, Inc. Course Book, however, remains the property of the school and must be turned-in on the last day of attendance.

Any refund owing as a result of withdrawal or dismissal after the 3 business day cancellation period shall be made within 40 calendar days from the student's last day of attendance. All refunds will be calculated from the student's last day of actual attendance.

Any student who does not attend classes for a period of five (5) consecutive days and who does not give the school, prior to or during that period, an explanation regarding the absence is considered to have withdrawn from the course.

Special Cases

In case of prolonged illness or accident, death in the family or other circumstances that make it impractical to complete the program, the sum charged for tuition up to the last day of attendance will be in accordance with the Refund Policy.

Delay Of Starting Date

If a disaster or act beyond the school's control creates a delay in the scheduled starting date of a class, enrolled students may have a full refund of money paid, or postpone admittance for a period of up to six (6) months. If admittance is not possible after a six (6) month period from the scheduled starting date of class, a full refund will automatically be issued.



SCHOOL CREDENTIALS

WSPPG, Inc. was Approved by the State of Wisconsin Educational Approval Board in 1985. Upon request, a copy of these documents will be made available to any prospective or enrolled student. Contact the Director during school hours.



CAMPUS SECURITY

Emergencies that occur on campus should be reported immediately to the Town of Oconomowoc Police Department. For non-emergencies call 262-567-4401 and for emergencies call 911. The incident is to be reported either in writing or verbally to the School Director within 48 hours. In the event the Director is unavailable, the incident should be reported to another staff member. All reported incidents will be documented and thoroughly investigated.

WSPPG, Inc. closes at 4:30 P.M. daily.

DRUG FREE SCHOOL POLICY

Statement of Need

WSPPG, Inc. has a strong commitment to the health, safety and welfare of its students. Widely available statistics and information establish that the frequency of drug and alcohol abuse is increasing and the effects are harmful to lives, business and the community. Due to the potential for abuse, the safety of our students and our customers' pets could be endangered.

Goal

It is the goal of WSPPG, Inc. to provide a safe and secure drug-free educational environment by eliminating the hazards to health and safety created by alcohol and other drug abuse. We believe this to be in the best interest of our students and to our customers and their pets.

Drug and Alcohol Awareness Program

WSPPG, Inc. has established a drug and alcohol awareness program to inform students about:

1. The dangers of drug abuse.
2. The availability of drug counseling, rehabilitation and assistance.
3. WSPPG, Inc.'s drug-free policy.
4. Sanctions the school will impose for violations of drug-free policy.

This information is available in the Admissions Office.

Scope

This policy applies to all students of the school while on school property and school related activities. We recognize that involvement with alcohol or other drugs eventually has an effect on performance. Our concern is to assure that students report to school in condition to perform their assigned duties safely and efficiently.

Policy Statement

WSPPG, Inc. expects the full support of the following drug-free policy by all students:

1. To maintain an educational environment free from alcohol and other drug abuse and its effects. WSPPG, Inc. will **not** tolerate or condone drug or alcohol abuse.
2. That any student who engages in the unlawful manufacture, distribution, possession, use and transfer of a controlled substance; or the use of alcohol during school hours will result in immediate suspension, pending legal action or professional counseling.



3. That any student who is convicted for violation of a criminal drug statute must notify the school, **in writing**, of the conviction within five (5) calendar days after such conviction. Within thirty (30) days of receiving such notice, the school may at its option, terminate or require the student to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, local or other appropriate health agency.

Student Responsibilities

WSPPG, Inc. believes each student has the responsibility to:

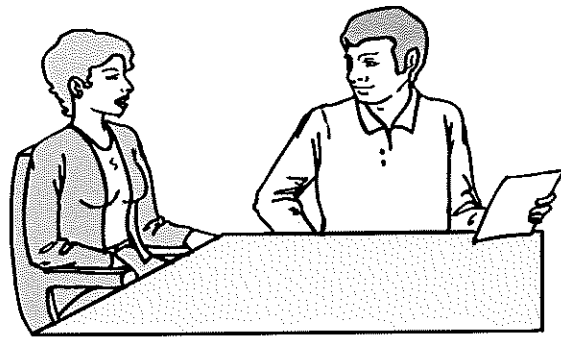
1. Report to school at all times free of alcohol or other drugs and their effects.
2. Support the school's drug and alcohol awareness program.
3. Seek and accept assistance before performance is affected.
4. Support the school's efforts to eliminate alcohol and other drug abuse.



ALUMNI SERVICES

Individual Consulting Service

Pet Industry Consultations are available to Graduates and Employers seeking innovative solutions and ideas pertinent to their particular business situation through the firm "Solutions". Appointments can be scheduled with the School Director.



STUDENT EMERGENCY CONTACT FORM



Student Name: _____ Date: _____

Address: _____ Phone: _____

City: _____ State: _____ Zip: _____

Are you affected by any of the following health conditions? (Check all that apply)

_____ Allergic to Penicillin

_____ Any other allergies (list) _____

_____ Back problems (Lifting restrictions: _____)

_____ Diabetes

_____ High Blood Pressure

_____ Heart Condition

List any other health conditions which may affect medical treatment in the event of an emergency. (Please explain.)

Do you have a current tetanus shot? Yes _____ No _____

Doctor's Name: _____

Medical Clinic or Hospital: _____

Location of Hospital (City/State): _____

CONTACT IN THE EVENT OF AN EMERGENCY:

Name: _____ Home Phone: _____

Relationship: _____ Work Phone: _____

Alternate Contact Person:

Name: _____ Phone: _____

Relationship: _____ Work Phone: _____

NOTE: This form must be completed by all students of the Wisconsin School of Professional Pet Grooming, Inc.. This is for your protection in the event of an emergency while you are at the school.



EQUIPMENT AND SUPPLIES CHECK LIST



Each student is expected to have a complete grooming kit. The equipment may be ordered through the Retail Store at WSPPG. Other grooming equipment and supplies can be purchased through the Retail Store at discounted rates. Blade sharpening and repairs can be arranged through the school, however ALL FEES AND CHARGES FOR EQUIPMENT REPAIRS AND SHARPENING ARE THE RESPONSIBILITY OF THE STUDENT.

EQUIPMENT LIST (APR 2020)

- ___ Andis AGC2 Super 2 Clipper with #10 Blade
- ___ Oster Blades: ___ 40 ___ 30 ___ 15 ___ 5/8 ___ 7 ___ 7F ___ 5 ___ 5F ___ 4 ___ 4F
- ___ WAHL 3-Piece Snap-On Comb Set Flat Bottom: ___ 1/2" ___ 3/4" ___ 1"
- ___ Oster Blade Coolant
- ___ Oster Blade Wash
- ___ Oster Disinfectant
- ___ Geib Finishing Scissors (8-1/2 Straight)
- ___ Utility Scissors
- ___ 39 Tooth Thinning Scissors
- ___ Kwik Stop 1.5 oz
- ___ MF Nail Trimmer (Plier Type)
- ___ Hairmostate (Ear Hair Puller)
- ___ Ear Powder (24 grams)
- ___ Finishing Comb (Greyhound Style Med. Coarse - 7.5")
- ___ Safari Dematting Comb - 9 Blade
- ___ Universal Slicker Brush
- ___ Blade Caddy
- ___ Poodle Comb
- ___ Grooming Loop 24"
- ___ Grooming Smock (Full Length) Burgundy
- ___ Carrying Case

TEXTBOOKS

- ___ The AKC Complete Dog Book
- ___ The WSPPG Course Book and Grooming You Can Count On (included in Tuition cost).
- ___ The Chemical Applicator's Guide

ACKNOWLEDGMENT OF RECEIPT OF EQUIPMENT AND SUPPLIES

I certify by my signature that I have all of the equipment as listed above. I further understand that the replacement or repair of equipment becomes my responsibility.

Student Signature _____ Date _____