



Apprenticeship is a time- tested, on - the -job, training and education delivery system and is an essential component of California’s economic growth. Apprenticeship training is uniquely designed to bring front line workers, who are often unemployed or displaced, into secure high - skill jobs with strong wage progression.

Barbering And Cosmetology Apprenticeship Course Catalog

All Apprentice are to follow the Apprentice Handbook’s Rules and Regulations which a online and downloadable copy is located at <http://www.svabc.info/Hand-Book.html>

The applicant must seek his/her own employment from participating employers, after meeting the qualifications to enter an apprenticeship program.

Courses:

PRE-APPRENTICE TRAINING

This is a required class for both Barbering and Cosmetology Apprenticeship

All persons making an application as an Apprentice shall complete a minimum of 39 hours of pre-Apprentice training . The Pre-Apprenticeship Training Class is a 39-hour prerequisite course for candidates who wish to pursue a career in Barbering or Cosmetology through an Apprenticeship program.

You must register and pay registration fee before you can begin your Pre-Apprenticeship training. The Pre-Apprenticeship training class and certificate cost at this time is \$5,999. The course is designed to provide you with knowledge in the areas of:

- Laws and Regulations of the Board
- Health and Safety
- Basic Patron Protection
- Sanitation and Disinfection Procedures

Apprentices must attend the Pre -Apprenticeship classes and must commit to studying the curriculum Health and Safety for Hair Care and Beauty Professionals: A Curriculum on Hazards at Work, which will be provided during orientation, for a minimum of 39-hours during the assigned prior to the established test date. We will also be going over Mindtap online curriculum, email, adobe and google procedures which we use in the program. Pre-Apprenticeship Classes currently are scheduled for a week once a month as stated in our handbook section [14. PRE-APPRENTICE TRAINING.](#)

BARBERING APPRENTICESHIP

Course Code: 16165000

The curriculum for an apprentice enrolled in a barbering apprenticeship course shall consist of thirty-two hundred (3200) hours of technical instruction and practical training covering all practices of a barber pursuant to Section 7316 of the Barbering and Cosmetology Act. The instructional program of SVABC UAC meets or exceeds these requirements.

For the purpose of this section, technical instruction shall mean instruction by demonstration, lecture, classroom participation, or examination; practical operations shall mean the actual performance by the apprentice of a complete service on another person or on a mannequin. Practical training shall mean the time it takes to perform a practical operation. Technical instruction and practical training shall include the following hours:

Barbering (Training Guidelines are implemented through “Milady” textbook and Mindtap online curriculum)					
2800 Hours of Technical and Practical Training in Hair Dressing. The required subjects in Hair: Dressing shall be completed with the minimum hours of technical instruction and practical operations for each subject matter as follows:			200 Hours of Technical Instruction in Health and Safety. The required subjects in Health and Safety shall be completed with the minimum hours of technical instruction and practical operations for each subject matter as follows:		
Procedures	Minimum Practical Required Hours	Minimum. Technical Required Hours	Procedures	Minimum Practical Required Hours	Minimum. Technical Required Hours

Hairstyling	450	95	Laws Rules Regulations	20
Permanent Waving And Chemical Straightening	120	40	Health & Safety/Hazardous Substances	45
Hair Coloring and Bleaching	50	65	Disinfection & Sanitation	20
Hair Cutting	300	20	Anatomy and Physiology	15
200 Hours of Technical and Practical Training in Shaving. The required subjects in Shaving shall be completed with the minimum hours of technical instruction and practical operations for each subject matter as follows:			In addition to the state requirements listed above, the SVABC UAC provides additional training in the areas of communication skills, professional ethics, salesmanship, decorum, record keeping, and client service record cards.	
Procedures	Minimum Practical Required Hours	Minimum. Technical Required Hours		
Shaving	40	100		

No additional hours will be required to complete the additional training and these additional course are not a requirement for state licensure. Exceeds means that during the course of your training you may complete more services then what is listed, however no additional hours, over the 3200 required by the Board of Barbering and Cosmetology (BBC) will be required.

COSMETOLOGY APPRENTICESHIP

Course Code: 16081000

The curriculum for an apprentice enrolled in a cosmetology apprenticeship course shall consist of thirty-two hundred (3,200) hours of technical instruction and practical training covering all practices constituting the art of cosmetology pursuant to Section 7316 of the Barbering and Cosmetology Act. The instructional program of SVABC UAC meets or exceeds these requirements.

For the purpose of this section, technical instruction shall mean instruction by demonstration, lecture, classroom participation, or examination; practical operations shall mean the actual performance by the apprentice of a complete service on another person or on a mannequin. Practical training shall mean the time it takes to perform a practical operation. Technical instruction and practical training shall include the following hours:

Cosmetology (Training Guidelines are implemented through "Milady" textbook and Mindtap online curriculum)					
2600 Hours of Technical and Practical Training in Hairdressing. The required subjects in Hairdressing shall be completed with the minimum hours of technical instruction and practical operations for each subject matter as follows:			200 Hours of Technical and Practical Training in Esthetics. The required subjects in Esthetics shall be completed with the minimum hours of technical instruction and practical operations for each subject matter as follows:		
Procedures	Minimum Practical Required Hours	Minimum. Technical Required Hours	Procedures	Minimum Practical Required Hours	Minimum. Technical Required Hours
Hairstyling	450	95	Manual, Electrical, and Chemical Facials	65	25
Permanent Waving And Chemical Straightening	210	40	Eyebrow Beautification and Makeup	55	25
Hair Coloring and Bleaching	215	65	200 Hours of Technical and Practical Training in Manicuring and Pedicuring. The required subjects in Manicuring and Pedicuring shall be completed with the minimum hours of technical instruction and practical operations for each subject matter as follows:		

Hair Cutting	300	20	Procedures	Minimum Practical Required Hours	Minimum Technical Required Hours
200 Hours of Technical Instruction in Health and Safety. The required subjects in Health and Safety shall be completed with the minimum hours of technical instruction and practical operations for each subject matter as follows:			Manicuring and Pedicuring	34	10
Procedures	Minimum Practical Required Hours	Minimum Technical Required Hours	Artificial Nail Wraps	120 (nails)	25
Laws Rules Regulations		20	In addition to the state requirements listed above, the SVABC UAC provides additional training in the areas of communication skills, professional ethics, salesmanship, decorum, record keeping, and client service record cards.		
Health & Safety/Hazardous Substances		45			
Disinfection & Sanitation		20			
Anatomy and Physiology		15			

No additional hours will be required to complete the additional training and these additional course are not a requirement for state licensure.

Exceeds means that during the course of your training you may complete more services than what is listed, however no additional hours, over the 3200 required by the Board of Barbering and Cosmetology (BBC) will be required.

Program Cost:

COST OF PRE-APPRENTICESHIP TRAINING AND SUPPLIES

Because of inflationary cycles, and because we must occasionally change equipment to remain current, the SVABC UAC serves the right for the following enrollment fee information to be subject to change.

Action will not be taken on admission until an Enrollment Fee of \$150 and once all Pre-Apprenticeship Application fee requirements are met, pre-apprenticeship fee and training is completed with a certification, and application fee of \$150 .00 is received. Please submit the fee in the form of a check or money order, payable to Silicon Valley Apprenticeship Barbering/Cosmetology. This fee is nonrefundable and not included in the cost of payment for the 39-hour Pre-Apprenticeship training certificate.

Pre-Apprenticeship – Barbering/Cosmetology (nonrefundable)	\$5,999.00
Barber or Cosmetology Computer, Curriculum, Textbooks, Tax (nonrefundable)	<u>927.63</u>
TOTAL COSTS	\$6,926.63

California State Board of Barbering and Cosmetology Laws and Regulations	www.barbercosmo.ca.gov/laws_regs/regulations.shtml
California State Board of Barbering and Cosmetology Act	www.barbercosmo.ca.gov/laws_regs/laws.shtml
California State Board of Barbering and Cosmetology State Board website	www.barbercosmo.ca.gov

TOTAL COSTS Free

State Board of Barbering and Cosmetology Exam

An apprentice may apply to take the cosmetology exam before or after completing their education requirement. They must submit the "Application for Examination and Initial License Fee" to the BBC along with a Proof of Training Document supplied by SVABC UAC. Non-graduates submit an approval letter from the SVABC UAC for pre-application. Apprentices must provide a certificate of completion from the program. The application requires a social security number, information on criminal history and prior license violations.

- State Board CA BBC Exam Fee: \$75
- License Fee: \$50
- Pre-application Fee: \$9

Complaint & Grievance Procedures:

COMPLAINT PROCEDURES / GRIEVANCE PROCEDURES

Harassment, Intimidation, Bullying, Discrimination, and Program Complaints

Harassment, intimidation, bullying, discrimination, program grievance may take many forms, including verbal aggression and name calling; physical aggression; relational aggression; graphic and written statements, which may include use of cell phones, computers, or gaming systems; and other conduct that may be physically threatening, harmful, or humiliating. Harassment, intimidation, bullying, and discrimination include intent to harm, they are directed at a specific target, and typically involve repeated incidents. Harassment, intimidation, bullying, and discrimination create a hostile environment and will not be tolerated by the SVABC UAC. Any other program complaints may follow the same grievance procedures.

Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or instruction/training site performance and creates an intimidating, hostile, or offensive work or instruction environment. Harassment, intimidation, bullying and discrimination can interfere and limit a person's ability to participate in or benefit from the services, activities, or opportunities offered by the SVABC UAC. Administration will take prompt, equitable, and remedial action on all reports and complaints that come to the attention of Instructors/Trainers or Coordinator or representative, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Engaging in harassment, intimidation, bullying or discrimination will result in appropriate discipline or other appropriate sanctions against offending Apprentice, staff, instructors, trainers, contractors, or clients. Anyone engaging in these behaviors on instruction/training sites property or at training sites activities will have their access to instruction/training property and activities restricted or revoked, as appropriate.

The training site staff shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the sites legal obligations, state laws and policies, and the necessity to investigate the allegations and take disciplinary and/or restorative action to resolve the problem

Retaliation is prohibited against any person who makes a complaint or who is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary and /or restorative action. Each Instructor/Trainer is responsible for immediately reporting alleged harassment, intimidation, bullying or discrimination to his/her Establishment Owner and SVABC Coordinator or representative. Staff members, employers, Instructors, or Trainers who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary and/or restorative action up to and including contract/employment termination.

Written Complaint and/or Grievance

A written complaint alleging discrimination, harassment, intimidation, or bullying, or any other complaints and/or grievances must be filed within three (3) months from the date the alleged discrimination, harassment, intimidation, bullying, or any other complaints and/or grievances occurred, unless the time for filing is extended by SVABC UAC Coordinator or representative his or her designee. You can do so by Emailing: Coordinator@SVABC.Info and confirming at (408)772-2209 that the complaint or grievance has been submitted. The Apprentice must explain his/her reasons for request or complaint and provide supporting information. Make sure you put as the subject in the Email: **Complaint and/or Grievance**, so the Coordinator or representative knows the procedures to respond, as opposed to just responding to an inquiry.

SVABC Coordinator or representative will provide written notification of the complaint to the Apprentice, Employer, Instructor and Trainer, any other individual who is involved with the complaint as well as the SVABC UAC within fifteen (15) working days of receiving the complaint.

Within fifteen (15) calendar working days of receiving an Apprentice's submission the Coordinator or representative will respond to the Apprentice and the to discuss the issues presented by the Apprentice. If appropriate, the Coordinator or representative will also discuss the issues with other SVABC UAC staff members, partners, Instructors and Trainers.

Investigation of the Complaint

When the Coordinator or representative receives a written complaint, the Coordinator or representative will immediately begin an objective investigation. The SVABC UAC has the right to contract with an independent investigator to conduct any investigation. Within fifteen (15) working days, the Coordinator or representative will discuss the allegations in the complaint with the Apprentice, and obtain any needed additional information from the Apprentice. If the Apprentice does not respond to request made by the Coordinator or representative within (3) working days with information requested the complaint and/or grievance will be closed due to non response of investigation, and the Instructor/Trainer and/or the Apprentice may be suspended or terminated from the program at this time. The Coordinator or representative will obtain from the Apprentice the names of any persons the Apprentice believes will have relevant information. The Coordinator or representative will gather all information necessary to determine what took place.

To do so, the Coordinator or representative will interview any SVABC staff members, Partners or Apprentice's who engaged in the actions or may have witnessed the actions that the Apprentice is complaining about. The Coordinator or representative will interview persons that the Apprentice stated may have relevant information. The Coordinator or representative will gather any relevant documents such as emails, Apprentice work or Instructor's records or Trainers records, during the investigation, the Coordinator or representative will disclose the complaint, and confidential information about the Apprentice, only to the extent necessary to investigate the allegations of the complaint.

After reviewing all the evidence gathered, the Coordinator or representative will determine whether the Apprentice complaint is valid and what course of action should be taken to rectify the grievance.

If upon receiving a Barber or Cosmetology kit which needs items to be replaced in it additional wait time may apply to resolve the item(s) replacement beyond the sixty (60) workdays and the Apprentice will be kept updated with the replacement no more than sixty workdays more.

Written Decision

The Coordinator or representative will provide the Apprentice with a written decision no later than sixty (60) working days after the date the Apprentice filed the complaint. The decision will state the determination reached by the Coordinator or representative at the conclusion of the investigation, and the reasons the Coordinator or representative reached that determination. Additional wait time may apply to resolve the issue if an item has to be replaced in a Barber or Cosmetology kit, and wait time will be expressed in the written decision. If the Coordinator or representative concludes that the Apprentice was discriminated against on the basis of disability, sexual harassed, or any other complaints need remedy the decision will state types of action that The SVABC UAC has taken or will take to correct the issue.

Appeals by Apprentice

The Apprentice has a right to appeal the complaint and/or grievance response by filing a written appeal within (15) working days of receiving the Coordinator's decision. The appeal must state the specific reasons that the Apprentice disagrees with the decision. The appeal must also include:

- A copy of initial complaint
- A copy of Coordinator's decision

An Apprentice may appeal any accommodation decision made by the Coordinator or representative if the Apprentice disagrees with the decision. When an Apprentice wishes to file an appeal, the Apprentice must notify the Coordinator or representative and CEO by Emailing: CEO@SVABC.Info and Coordinator@SVABC.info and confirming at (408)772-2209 that the appeal had been requested. The Apprentice must explain his/her reasons for disagreeing with the Coordinator or representative's decision, or explain how the Apprentice's request is not being implemented, and submit any relevant documentation.

Within fifteen (15) calendar working days of receiving an Apprentice's appeal the Coordinator or representative will respond to the Apprentice and the to discuss the issues presented by the Apprentice's appeal. If appropriate, the Coordinator or representative will also discuss the issues with other SVABC UAC staff members and partners.

When an Apprentice appeals a decision made by the Coordinator or representative, the CEO or representative will determine whether the Coordinator or representative's decision should be revised or remain the same. If the decision is revised, the Coordinator or representative will ensure that the revised decision is implemented.

When an Apprentice files an appeal on the basis that an approved accommodation is not being implemented, the Coordinator or representative will determine whether the accommodation is being fully implemented, and if it is not, ensure that the accommodation is implemented. The CEO, Coordinator or representative will inform the Apprentice of the decision in writing no later than thirty (30) working days after receiving the Apprentice's appeal.

At this time if the issue is still not resolved the Consultant from the DAS will be notified. The DAS Consultant will review all the information provided by the Apprentice in the appeal, the decision by the Coordinator or representative, the interview records made by the Coordinator or representative, and the documents gathered by the Coordinator or representative. The DAS will issue a written decision to the Apprentice within thirty (30) working days after receiving the Apprentice's appeal. The DAS Consultant will determine whether the decision should be revised or remain the same. If the DAS determines that the decision should be revised, the SVABC UAC will ensure that any necessary changes in the remedies are implemented.

Sexual Harassment Policy

SVABC UAC is committed to maintaining a working and learning environment that provides for fair and equitable treatment, including freedom from sexual harassment. This policy covers anyone who engages in sexual harassment on instruction/training site property or at instruction/training activities.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal and/or physical conduct of a sexual nature, when:

- Submission to the conduct or communication is either explicitly or implicitly made a term or condition of an individual's employment, work opportunity, education, or other benefits.
- Submission to or rejection of the conduct or communication is used as a factor for employment decisions or other instruction/training-related decisions affecting an individual.
- Such conduct or communication has the purpose or effect of substantially interfering with an individual's work or instruction/training performance or creates an intimidating, hostile, or offensive work or school environment

Sexual harassment can occur between Instructor/Trainer to Apprentice, Apprentice to Instructor/Trainer, Apprentice to Apprentice, Instructor/Trainer to Instructor/Trainer, female to male, male to female, female to female, and male to male. Administration will take prompt, equitable, and remedial action on reports and complaints that come to the attention of Instructor/Trainer, Establishment Owner, or SVABC Coordinator or representative, either formally or informally. Allegations of criminal misconduct will be reported to the appropriate law enforcement agency.

Sexual harassment may include but is not limited to:

- Verbal harassment or abuse of a sexual nature
- Subtle pressure for sexual activity
- Inappropriate or unwelcome touching, patting, or pinching of a sexual nature
- Intentional brushing against a Apprentice's or an Instructor/Trainer's body
- Demanding sexual favors accompanied by implied or overt threats concerning an individual's employment or educational status
- Demanding sexual favors accompanied by implied or overt promises of preferential treatment with regard to an individual's employment or educational status
- Use of sexually or gender-degrading words or comments, verbal or written (graffiti)
- Display in the Instructor/Trainer, on school grounds, or at school-sponsored events of sexually suggestive pictures
- Leering of a sexual nature (Spreading of sexual rumors)

Engaging in sexual harassment will result in appropriate discipline or other appropriate sanctions against offending Apprentice, Instructor/Trainer, staff, or contractors. Anyone else engaging in sexual harassment on training property or at training activities will have their access to training property and activities restricted or revoked, as appropriate.

The training site shall respect the confidentiality of the complainant and the individual(s) against whom the complaint is filed as much as possible, consistent with the instruction/training site's legal obligations and the necessity to investigate the allegations and take disciplinary action when the conduct has occurred.

Retaliation is prohibited against any person who makes a complaint or is a witness under this policy and will result in appropriate disciplinary action against the person responsible for the retaliation. Individuals who knowingly report or corroborate false allegations will be subject to appropriate disciplinary action.

Each Instructor/Trainer, Establishment Owner, and staff member is responsible to immediately report alleged discrimination and/or harassment to the SVABC Coordinator or representative. These individuals who fail to take prompt action to report allegations or violation(s) of this policy may be subject to disciplinary action up to and including termination of employment or contract.

Discrimination Policy

A written complaint alleging discrimination, harassment, intimidation, or bullying, must be filed within three (3) months from the date the alleged discrimination, harassment, intimidation, or bullying, occurred or the date the complainant first obtained knowledge of the facts of the alleged discrimination, harassment, intimidation, or bullying, unless the time for filing is extended by SVABC UAC Coordinator or representative his or her designee.

Program Policy

The SVABC UAC is responsible for providing a grievance procedure to Apprentice for any matter, SVABC UAC programs and activities are to be followed but if there is a concern with procedures a written complaint must be submitted to the program Coordinator or representative.

Civil Rights Policy

SVABC UAC programs and activities are to be free from discrimination based on age, sex, sexual orientation, gender, ethnic group identification, race, ancestry, national origin, religion, color or mental or physical disability, and for monitoring compliance with any and all rules and regulations promulgated. If such discrimination occurs, Apprentice have the right to submit a written complaint.

Special Education Programs & Services Policy

If you have a disability and need an academic adjustment, please notify the admissions officer as soon as possible so the SVABC UAC can review your request. If you are interested in attending our program and you do not have a high training sites diploma or GED certificate, please contact our admissions Coordinator or representative where they will offer a list of GED programs located in your county.

Apprentice s are required to have the education level of 10th grade. An Apprentice might be asked to take an assessment test to access the capability of fundamental skills required in reading, writing, and math. Apprentice must also be able to perform the physical description in "THE DUTIES OF Apprentice " section.

Disability Policy

Documentation of disability by Apprentice's — Apprentice with disabilities who wish to request reasonable accommodations (including academic adjustments, auxiliary aids, or modifications) must contact Coordinator or representative for this SVABC program. Apprentice s must provide documentation of disability from an appropriate professional, which depends on the nature of the disability. For example, an Apprentice s with a psychological disability should provide documentation from a psychologist, psychiatrist or social worker.

This documentation may be the Apprentice 's existing medical records, or reports created by the Apprentice 's medical provider or an appropriate professional who conducts an assessment of the Apprentice . It may be documentation from the Apprentice 's past educational records such as reports from teachers or training sites psychologists, or records that show the Apprentice 's educational history, disability assessment, and the accommodations the Apprentice previously received. It may be records from the state department of rehabilitation or the U. S. Department of Veterans Affairs. Documentation should be current and relevant, but that does not mean that a recent report or record is needed in all cases. Some disabilities are stable lifelong conditions and historic documentation will be sufficient. Some disabilities are readily apparent and observable and thus little or no documentation will be needed.

The documentation of disability is kept at all times in a locked, private file at The SVABC site. To protect privacy, direct access to this documentation is by written consent only the ADA Compliance Coordinator or representative will determine what information needs to be shared with SVABC UAC staff, employers, and trainers, on an "as needed basis," in order to facilitate academic accommodations or other services.

Apprentice requests for accommodations and interactive discussion with ADA Compliance Coordinator or representative — Apprentice s who plan to request accommodations should contact the ADA Compliance Coordinator or representative promptly, so there is time for the Coordinator or representative to review the Apprentice 's documentation and discuss accommodations with the Apprentice before the Apprentice begins the class or program for which the accommodation is being requested. When an Apprentice contacts the Coordinator or representative , the Coordinator or representative will keep a record of the dates and contacts with the Apprentice , including a record of the accommodations requested by the Apprentice . Apprentice s who have questions about the type of documentation they need to provide should contact the Coordinator or representative to discuss this.

The Apprentice and the ADA Compliance Coordinator or representative will discuss how the Apprentice 's impairment impacts the Apprentice , how the Apprentice expects the impairment to impact the Apprentice in SVABC program, the types of accommodations the Apprentice has previously received (if any), and the accommodations being requested by the Apprentice from the SVABC UAC. The Coordinator or representative and the Apprentice should discuss accommodations needed during all phases of the program (supplemental instruction and OJT).

The documentation (or observation) must show the nature of the Apprentice 's disability and how it limits a major life activity. The accommodations requested by the Apprentice should be related to these limitations. There are no pre-set accommodations for specific disabilities. Instead, the Coordinator or representative and the Apprentice must discuss and determine what the Apprentice 's limitations are, and how they can be accommodated.

Here are some examples:

- An Apprentice with an orthopedic disability may need cushioned mats and scheduled times to sit down. These Apprentice s may also need particular kinds of chairs. (These items must be supplied by the Apprentice)

- An Apprentice with a learning disability or attention deficit disorder may need extra time to take tests, such as ninety minutes to take a test instead of the sixty minutes allowed to other Apprentices. These Apprentices may need to take their tests in a location that is quiet and has no distractions, such as an office rather than the classroom.
- An Apprentice with a learning disability or psychological disability may need a note taker, a copy of the instructor's notes or presentation, or to use a tape recorder during instruction.
- An Apprentice with post-traumatic stress disorder or an anxiety disorder may need to take periodic leaves of absence (they are still to abide by absence policy), or may need to structure their program so that it is scheduled over a longer period of time than usual within reason of the trade requirements. These Apprentices may need to take breaks in a quiet room during skills practice, but must be able to perform in a reasonable amount of time according to the procedure being performed.
- An Apprentice with a hearing impairment may need Instructors to give them subject notes, or may need the Training sites to allow them to communicate in writing with clients and trainer.
- An Apprentice with diabetes may need periodic breaks to check his or her blood sugar level.

Decision about accommodations, and ensuring implementation of accommodations — The SVAB UAC Coordinator or representative will decide the accommodations to be provided to the Apprentice. The Coordinator or representative will consider any past accommodations that have been effective for the Apprentice, and will give primary consideration to the type of accommodation requested by the Apprentice. Alternate accommodations may be provided if there is an alternative accommodation that would be equally effective for the Apprentice.

The Coordinator or representative will make a decision no later than two weeks after the Apprentice states the request for an accommodation, which must be in writing and emailed to the Coordinator or representative at Coordinator or representative @SVABC.Info. If the Apprentice does not submit documentation of a disability at the time the Apprentice requests an accommodation, the Coordinator or representative will make a decision no later than two weeks after the Apprentice provides the documentation.

The Coordinator or representative will list the approved accommodations in writing and provide this to the Apprentice. The Coordinator or representative will inform the appropriate Instructors, Employers, and Trainers of the accommodations they are responsible for providing to the Apprentice, how to provide the accommodations, and when to provide the accommodations. The Coordinator or representative will keep a written record of these contacts about the Apprentice's accommodations. The Coordinator or representative will verify that the accommodations are being implemented for the Apprentice through direct observation, report by the Apprentice, and/or documentation from SVABC staff, employers, or trainers. If the Apprentice informs the Coordinator or representative that an accommodation is not being fully implemented, the Coordinator or representative will immediately intervene with relevant staff members to ensure the accommodation is provided to the Apprentice.

After accommodations have been approved for an Apprentice, the Coordinator or representative will make an appointment with the Apprentice for a time when the Apprentice's program is expected to change. The purpose of the appointment is to determine whether the Apprentice's accommodations should be changed when the Apprentice's program phase changes, or the type of instruction changes.

Additional factors — The SVABC UAC and partners are not obligated to provide accommodations that would result in a fundamental alteration of The SVABC UAC's and partner's establishment or program. In this case, the Coordinator or representative will promptly search for an equally effective alternate accommodation for the Apprentice that would not fundamentally alter the program. The Coordinator or representative will offer the alternate accommodation to the Apprentice. The SVABC UAC and partners is not obligated to provide accommodations that would result in an undue fundamental or administrative burden on the SVABC UAC and partners. If the Coordinator or representative decides that a requested accommodation might impose such a burden, the Coordinator or representative will discuss the issue with the SVABC UAC and partners, who will take into account the overall fundamental resources of the SVABC UAC and partners. The SVABC UAC and partners will make the final decision, in accord with the requirements of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. If the SVABC UAC and partners determines that the requested accommodation would be an undue burden, the Coordinator or representative will promptly search for an equally effective alternate accommodation for the Apprentice and offer the alternate accommodation to the Apprentice.

Training and Mediation Responsibilities of the Coordinator or representative

The Coordinator or representative will deliver disability training session for all Instructors/Trainers once a request is made and approved by an Apprentice for disability accommodations. In the training session the Coordinator or representative will explain the basic requirements of Section 504 of the Rehabilitation Act and the Americans with Disabilities Act as they apply to SVABC UAC, Instructors and Trainers. The Coordinator or representative will address: the SVABC UAC and partner's responsibility to provide accommodations to Apprentices with disabilities; how to appropriately interact with Apprentices with particular kinds of disabilities; how to go about implementing accommodations that the Coordinator or representative has approved for Apprentice; how to support Apprentices with disabilities in the SVABC UAC programs; that Apprentices with disabilities cannot be penalized for using approved accommodations. The Coordinator or representative will keep a record of each training session.

The Coordinator or representative may also provide trainings for Apprentices who wish to learn about the SVABC UAC process for providing accommodations, or about the SVABC UAC's grievance procedures upon written request.

The Coordinator or representative will assist Apprentices with disabilities who have concerns about implementation of their accommodations or their treatment by the SVABC UAC staff members Instructors/Trainers or other Apprentices. At the request of an Apprentice, the Coordinator or representative will informally mediate or attempt to resolve issues related to the Apprentice's disability. If this informal process does not resolve the Apprentice's concerns, the Apprentice may file a grievance as described in the section below.

Disability Grievance Complaints

An Apprentice may file a grievance if:

- The Apprentice feels he or she has been discriminated against because the Apprentice is disabled,
- The Apprentice is regarded as being disabled,
- The Apprentice has a record of being disabled
- The Apprentice feels that he or she has been retaliated against for advocacy based on disability.

Here are some examples of discrimination:

- An Instructor or Trainer other Apprentices refer to the Apprentice in a derogatory way related to the Apprentice's disability.
- An Instructor or Trainer generally refers to Apprentices with particular types of disability in a derogatory way.
- Other Apprentices refuse to work with the Apprentice because the Apprentice is disabled.
- An Instructor or Trainer refuses to provide a service to the Apprentice that the staff member provides to other Apprentices.

- A training sites staff member takes a negative action toward the Apprentice after the Apprentice asked for accommodations for a disability.
- A guest presenter at the SVABC UAC or partner site makes derogatory statements about Apprentices with disabilities, or states that Apprentices with disabilities can never be employed in the presenter's field.
- An Apprentice's request for accommodation was denied by the SVABC UAC, or an instructor did not implement an accommodation for the Apprentice that was approved by The Training sites

An Apprentice must file a grievance complaint within (30) working days of the date the discriminatory act occurred, or within (30) working days of the end of an informal attempt to resolve the complaint, whichever is later. The complaint must be written. In the complaint, the Apprentice must describe what happened and the dates the acts took place, and state who was involved. The Apprentice should explain why the Apprentice believes the acts were taken based on disability. The Apprentice should describe or provide copies of any relevant documents or emails, if available.

An Apprentice may ask the SVABC UAC Coordinator or representative to try and informally resolve the Apprentice's complaint before the Apprentice file a written complaint. However, the Apprentice is not required to try informal resolution before file a written complaint.

In the event of any controversy, claim, or dispute between the Apprentice that arise from these policies, the dispute will only be resolved in binding arbitration beyond these procedures. SVABC UAC shall be entitled to recover any fees from binding arbitration in, costs and disbursements, in addition to any other relief to which that party may be entitled.

IF YOU DO NOT FOLLOW THESE COMPLAINT / GRIEVANCE PROCEDURES YOUR CONTRACT WILL BE IMMEDIATELY TERMINATED. AT THAT POINT FOLLOW SECTION [24. APPRENTICE WHO WITHDRAW, SUSPENDED, OR CONTRACT IS TERMINATED](#) of the Apprentice Handbook.

Refunds & Fees:

77. REFUNDS & FEES

Refund Policy

For the purposes of our Refund Policy, all Pre-apprentice enrollment, license, and course fees are considered CHARGED IN FULL on the first day of Pre-apprentice training. Apprenticeship license fees, book/online login, kits are considered CHARGED IN FULL on the first day of Pre-apprentice training even if there is a payment plan in place. RSI training itself is not charged to the apprentice so there is no need for a refund. There is no refunds or exchanges on Barber or Cosmetology kits after this time.

All kit items are to be inspected by the Apprentice when they receive them as there are no exchanges, If you see at the time of delivery or pick up that there is a defective item, you must take a picture and email it to Coordinator@SVABC.Info in accordance with the [46. COMPLAINT / GRIEVANCE PROCEDURES](#). Additional wait time may apply to resolve the issue if an item has to be replaced.

With the approval of the Coordinator which closes or discontinues a course or program, instead of refunding monies to an Apprentice, may arrange for that Apprentice to complete his or her educational program at another approved program offering a similar program. It is the Apprentice's option to receive the refund or to accept the transfer to another site within the **Seven-working day Cancellation Period**.

Seven-working day Cancellation Period

All fees paid by an apprentice shall be refunded if the apprentice chooses not to enroll in or to withdraw from a Pre-apprenticeship program within SEVEN (7) calendar working days after payment is made. The withdrawal has to be done in writing and emailed to Coordinator@SVABC.Info.

If there is a payment plan for the Barber or Cosmetology kit in place, or fees due by the Apprentice all payments must be made before any OJT or RSI hours are to transfer to another program are to be released (even when you are terminated from the program).

The SVABC UAC will retain the Pre-Apprentice, enrollment, licence, and kit fee, after the seven (7) calendar-working days cancellation period. A pre-apprentice has 60 days to complete their pre-apprentice 39-hour training.

If there is a payment plan for the Barber or Cosmetology kit in place, or fees, and payments are not complete when an Apprentice contract is terminated, all payments and fees must be paid in full before an RSI or OJT hours are released.

The 60 days are only counted by calendar class days the program training is available (not during holidays, or scheduled days off).

Fees Policy

These fee's may be waived by the Coordinator if the Apprentice files a [46. COMPLAINT / GRIEVANCE PROCEDURES](#) and is found not liable for them.

Please submit Fees in the form of a check or money order, payable to Silicon Valley Apprenticeship Barbering/Cosmetology, we also accept credit card.

Enrollment Fee

An Apprentice enrollment will not be filled until an enrollment **fee of \$150 .00** is received. This fee is nonrefundable and not included in the cost of payment for the 39-hour Pre-Apprenticeship training certificate.

Apprentie License Fee

An Apprentice application will not be filled until an application **fee of \$150 .00** is received after the 39 hour Pre-Apprenticeship is completed. This fee is nonrefundable and not included in the cost of payment for the 39-hour Pre-Apprenticeship training certificate.

Form Submission Noncompliance Fee

All OJT process forms, RSI sign in sheets, and paycheck stubs are due by the **first of the month no later than the second**, there is a **\$100 late fee every day after** which the Apprentice is responsible to pay. If they are not turned in it is **\$300-400** (depending if the Apprentice is paid bi-weekly or monthly. If an Apprentice is paid weekly there will be an additional fee for each paycheck stub not turned in of \$100) a day late fee **\$100 per each document**. If documents are not turned in by the first of the next month the program will be suspended or terminated until documents and fees are turned in and/or paid for, a payment plan can be contracted.

Each Apprentice, Instructor, and Trainer have a Gmail account attached to a shared google drive which they open and are trained to use before an Apprenticeship begins. In that folder all enrollment documents, licenses, OJT process forms, and RSI sign in sheets are stored. This is where the OJT process forms and RSI sign in sheets are to be submitted along with a confirmation email to Coordinator@SVABC.Info to avoid any fines.

Copies

Any hard copies requested is a **\$10 charge per page**.

Payment Plan Late Fee

If you have a scheduled payment plan any day after not paid a **late fee of \$35** is charged until payment and fees are paid.

Canceled RSI class

If class is canceled an email must be sent to Coordinator@SVABC.Info prior to that date. In the subject box it must say: **Class Canceled** A **\$100 fine will be imposed** to the Apprentice if the email is not sent out before the class is scheduled to start.

If Apprentice is late than class needs to be rescheduled and \$100 fine will be imposed to the Apprentice, and an email must be sent to Coordinator@SVABC.Info prior to that date. In the subject box it must say: **Class Canceled Apprentice Late**.

Re-enrollments Fees

The SVABC UAC does not deny readmission to any service member of the uniformed services for reasons relating to that service. Upon reentry an Apprentice must pay a **\$2,500.00 administrative admission re-entry fee**.

Readmission is reserved to the sole discretion of SVABC UAC and may require special conditions.

RSI Fee

Clock hours of actual attendance by the Apprentice in related instruction classes at the SVABC UAC approved training locations shall be reported to the Apprentice Coordinator on a **monthly basis by the first of each month** for the purpose of verifying attendance. In case of failure on the part of any Apprentice to fulfill this obligation, the SVABC UAC has the authority to take the following disciplinary action:

A fine of not less than \$100.00 will be charged for:

- Any unexcused absence from a test to reschedule
- A scheduled make up test that was missed (excused absence or not)

Completion Certificates Fees

Failure to take the state board examination within three months from the date of clearance could result in fines to the Apprentice and Establishment owner.

Apprentice Attendance Fee

If late after 15 minutes the unexcused tardy will become an unexcused absence where a \$100 fee will occur

Inspection Fines and/or Fees

Be prepared to spend a few minutes with the inspector at the end of the inspection.

At this point the Inspector will explain the report and answer any questions to the Sites Trainer/Instructor. You must within **two (2) working days** report to the SVABC Coordinator as a **Inspector Complaint** in the subject box when emailing Coordinator@SVABC.Info and follow section [46. COMPLAINT / GRIEVANCE PROCEDURES](#) if there are any write ups and fines. **If you do not do so in that time frame you are liable for all fines as an Apprentice.**

Please direct any questions regarding any BBC fines to The Enforcement Division:

Board of Barbering and Cosmetology Enforcement Division
P.O. Box 94244-2260
(916) 445-0713

Each Board inspector carries an official identification card for the BBC.

The LEA, DAS, or SVABC representative will let you know what department they are from associated with your site.

Prior Convictions

The Board of Barbering and Cosmetology (BBC) will accept applications from applicants who wish to have their criminal history/convictions reviewed prior to beginning an Apprenticeship. Applicants will need to submit the Application for Examination and Initial License Fee with the corresponding **\$150 administrative fee for Application/Exam fee**. In addition, they will also need to attach a **Disclosure Statement Regarding Criminal Plea/Conviction form**. The \$150 application/exam fee is a **non-refundable fee**.

Termination And Transfer Fee

When an **Apprentice withdraws, is suspended, or contract is terminated** there is a minimum administration fee of **\$2,500 to release appropriate hours for OJT and RSI**. If any additional Fee's are accrued for an Apprentice who withdraws, is suspended, or contract is terminated it will be added to this administration fee.

Apprentice wishing to transfer to another institution must return all items borrowed from instruction or training site or pay all monies owed to SVAB UAC or employment OJT partner site to replace items taken, and all applicable academic requirements must be met in order for the hours to be released. As well as any payment plans made with SVABC.

If a Coordinator or representative goes to do a site inspection and is not let on site you will automatically be terminated with a \$2500 FEE FOR NON COMPLIANCE, in addition to an EARLY TERMINATION FEE.

Any fees charged are due by the scheduled payment plan date, or ten (10) working days from when you received the fee.

- 1. Late fees will be given of \$35 a day after that**
- 2. All fees must be paid by a check or money order written to Silicon Valley Apprenticeship Barber/Cosmetology.**

If a contract is terminated your Online curriculum will no longer be available to you as it is part of this course. THERE IS NO REFUNDS UPON CONTRACT TERMINATION FOR ONLINE CURRICULUM LOG IN.