



ब्लिस एकेडेमी अफ एस्थेटिक्स एण्ड कस्मेटोलोजी प्रा. लि.  
**BLISS Academy of Aesthetics & Cosmetology**

Lalitpur-3, Bakhundole, Nepal | 015910825 / 015910925  
www.blissacademynepal.com | info@blissacademynepal.com

## STUDENT HANDBOOK

### INTRODUCTION:

BLISS Academy of Aesthetics & Cosmetology is a vocational training academy offering continues programs in professional make up artistry, hair dressing, nail art and cosmetology. The academy was established in 1<sup>st</sup> Baishak 2079BS/15<sup>th</sup> April 2022 AD. It is located at Bakhundole Lalitpur-3 Nepal. Founded by Sakil Kunwar, Sujan Kunwar along with BLISS Salon team.

Sakil Kunwar has been working in the industry since 2009AD.

BLISS Academy of Aesthetics & Cosmetology is a part of BLISS by Sakil Kunwar chain of salon operating in Nepal since 2014AD/2068BS.

### Content

1. Aim, Mission, Vision
2. Business Management
3. Course Administration and Orientation Programmers
4. Accommodation options for students (if any)
5. Feedback / Complaints
6. Attendance
7. Withdrawal from course & refund policy
8. Termination of course by academy
9. Student Support

### 1. Aim, Mission Statement & Business Management Policy

#### 1.1 Aim

We aim to provide students high quality education and environment in the field of professional make up artistry, hair dressing, nail art and facial therapy

#### 1.2 Mission

We aspire to nurture a new generation of service professionals equipped with technical skills and knowledge required to be successful in the chosen field of study. Upon graduation our students leave the academy ready to embark on a successful and fun career in the vibrant beauty industry.

#### 1.3 Core organization Values

Trusted Academy: BLISS Academy of Aesthetic and Cosmetology is a responsible and trustworthy vocational training academy

Quality Programs: BLISS Academy of Aesthetic and Cosmetology is run by highly skilled professional working in the industry

Value: BLISS Academy of Aesthetic and Cosmetology offers competitively priced course fees

Service oriented: BLISS Academy of Aesthetic and Cosmetology is focused on providing good level of customer service



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#### 1.4 Service Guarantees

- 1.4.1 We will clearly advise prospective to students on pre-requisites and requirements applicable to the various courses.
- 1.4.2 We are committed to protect students against non-conformance to course guideline

#### 1.5 Security and Confidentiality of Student Information

- 1.5.1 All Students' particulars obtained are solely for the purpose of completing course submission
- 1.5.2 We will seek consent from students should their particulars be used for purposes other than internal marketing and billing purposes.
- 1.5.3 We will ensure that the student information is kept confidential at all times

#### 1.6 Payment and Refund

- 1.6.1 We are committed to charge our students accurately
- 1.6.2 The exact amount of course fees, payment terms, refund policy and withdrawal policy relating to the course will be clearly specified in the bill presented during admission
- 1.6.3 Method of payment for all course fees will be in Nepalese Rupees. Payment is accepted in the form of Cash, FonPay, Bank transfer.
- 1.6.4 We will issue receipts to acknowledge all payments
- 1.7 Discounted and Promotional Prices

Any discounted prices for selected courses shall be prominently displayed and clearly stated

## 2. Business Ethics

- 2.1 Our staffs shall not engage in unethical sales tactics to mislead the students
- 2.2 Students are encouraged to report any unethical incidents to the management immediately

## 3 Course Administration and Orientation Programs

- 3.1 An orientation program will be conducted for all new students and shall cover the following
  - Details of Support programs
  - Information on various accommodation options for students (if any)
  - Student grievance(suggestion/feedback) procedures
  - Details of the procedures and any implications of student's withdrawal from course, non-attendance, termination of course and refund policy
- 3.2 In event where any information is changed, we ensure that the students are promptly notified through available practical modes (phone, email, or text message)



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### 3.3 Conduct of Student

- 3.3.1 Students must maintain good conduct at all times
- 3.3.2 Under the following circumstances, a student may be expelled from the course of study
- Intentional damage to school property. (Any student who intentionally damages school property will have to pay the cost of repair or replacement)
  - Aggressive or rude towards other students or staffs
  - Disruptive behavior during class

### 4 Accommodation options for students (if any)

We do not provide accommodation services to our students. Students are to look for their accommodation needs themselves

### 5 Feedback /Suggestions

- 5.1. Students' feedback/Suggestions are to emailed to [blissacademy.info@gmail.com](mailto:blissacademy.info@gmail.com)
- 5.2 Initial response to feedback by the academy should be within 2 working days upon receipt
- 5.3 The academy shall resolve important feedback within 21 days upon receiving it

### 6 Attendance

- 6.1 Students must attend all scheduled classes or at least 80% of it and have their attendance taken. Students are not allowed to take attendance on behalf of their classmate(s)
- 6.2 Students on medical leave must present a Medical Certificate (MC)
- 6.3 Students must present a written letter to the academy requesting for permission for school to miss the classes

### 7 Withdrawal from course & Refund Policy

- 7.1 Request for withdrawal must be made in writing and submitted together with supporting documents to the school
- 7.2 Our refund policy
- 7.2.1 All request for refunds must be communicated in writing
- 7.2.2 In the event that request for refund has been approved and if applicant has been issued with the Products Kit, he/she must return all the items in the Product Kit in it's original, intact unused condition. In the event that items in Product Kit have been used, the applicant will be charged for the used items based on retail price.



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## Refund Policy

% of (the amount of course fees and additional feed paid under clause 1.7 of student hand book)	If students written notice of withdrawal is received
95%	More than 30 days before the commencement date
75%	Before, but not more than 15 days before the commencement date
50%	After, but more than 3 days after the commencement day
25%	More than 3 days after the commencement date, but not more than 10days after the commencement date
0%	More than 10 days after the commencement date

## 8. Termination of course by academy

If the school terminated the Course for any reason prior to the completion of the course, the school shall within 7 days after refund to the students the entire amount of the course fees and update refund record within 3 working days

## 9. Student Support

The academy has student support and advisory services like:

- Orientation program for students
- Accommodation advice and information (if any)
- Course information and post graduate opportunities