



# UBELLA

Academy of Makeup Mastery

## TERMS & CONDITIONS

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## Welcome

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Dear Applicant,

Welcome to UBELLA, Academy of Makeup Mastery. We are so excited to embark on this incredible journey with you. By choosing UBELLA as your professional makeup education provider, you are not only choosing one of the most prestigious makeup schools in South Africa, but also choosing to become the best makeup artist that you can be.

Your future as a professional makeup artist is extremely important to us, and we will go above and beyond to ensure that you get the most out of our programme, and to give you a foundation that will ensure your success as a professional makeup artist in a highly competitive industry.

We guarantee that, together with your hard work and dedication, our extensive and comprehensive programme will help you to achieve your goals, shape your skills and perfect your artistic talents. It is our highest priority to deliver the most professional, comprehensively trained and exceptionally skilled graduates in the field of makeup artistry, and in doing so preparing them to face any challenge that any client may present them. Our graduates will be recognised as being the most professional and highly-skilled artists in the industry. Their reputations will precede them, clients will be confident when placing a booking with a UBELLA Academy of Makeup Mastery graduate, and our alumni will be in high demand.

At UBELLA, Academy of Makeup Mastery, it is of paramount importance that we provide our students with a superior level of education in the arts of makeup. To this end our Master Educator, Alecia Joubert, has introduced a hair training department into the Academy. The skillset of hair and makeup are complementary to one another and our students will benefit greatly from being equally skilled in both



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Our Hair Academy is managed in the same way as our Makeup Academy is, and will therefore be governed by the Makeup Academy's terms and conditions. The Hair Mastery course will follow the Makeup Mastery course and will be presented by an industry-leading hairstylist and guest lecturer, hand selected by Alecia. The guest lecturer will provide the highest standards of education in the craft and techniques of hairstyling to our Academy students.

At UBELLA, Academy of Makeup Mastery, it is our goal to achieve and maintain the highest grade point average (GPA) in the field of makeup artistry, and for this to be achieved, we have set out certain rules and regulations that each and every applicant should peruse. It is very important that our applicants read and understand the following terms and conditions as they explain all obligations that UBELLA students will have to meet, as well as the process and principles that will guide their conduct once they are accepted into our programme.

We are looking forward to assisting you in achieving your goals as a future professional makeup artist.

Kind regards,

Alecia Joubert  
UBELLA Founder and Academy Master Educator



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## Course Layouts

### Makeup Mastery

Our Master Educator, Alecia Joubert (owner and founder of UBELLA and the Academy), has designed an in-depth all-inclusive educational course in the field of makeup artistry. This comprehensive course consists of four modules, a practical term and a final exam, as detailed below:

COURSE DESCRIPTION:	Full time makeup course consisting of four intensive modules to be completed within one month.
COURSE DURATION:	Four consecutive weeks
DAYS ALLOCATED:	Four days per week, Monday to Thursday Sixteen days in total
HOURS ALLOCATED:	Seven hours per day, 09:00 – 16:00, Monday – Thursday, 112 hours in total
HOME PRACTICAL TERM	Four weeks
FINAL EXAM	One hour
<b>MODULE 1:</b> In-depth Theory; Mastering the Theory	
<b>MODULE 2</b> Intermediate Level Training: Various Makeup Techniques Theory; Mastering all Techniques in Practice	
<b>MODULE 3:</b> Pinterest to Practice	
<b>MODULE 4:</b> Business Management Short Course	
<b>4 WEEK HOME PRACTICAL TRAINING SUBMISSIONS:</b> Total of 20 photographs submissions to be made over a 4 (four) week period to be examined and feedback given by the Master Educator	
<b>FINAL EXAM</b>	

FOR A COMPREHENSIVE OVERVIEW OF THE CONTENT AND EXPECTATIONS OF STUDENTS, PLEASE READ THE COURSE LAYOUT DOCUMENT.



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Each module as well as the four week practical term plays a crucial role in our students development, training and understanding of becoming the best professional makeup artist they can be. It is compulsory for our students to complete our entire course, from start to finish, in the order presented. No credits are given for any previous training received at other training facilities.

The Makeup Mastery Master Educator, Alecia Joubert, is a 100% self-made makeup artist who has, over the years, developed her own unique style and technique. She has combined various existing methods with her very own approach and has developed a successful recipe of skills – unlike any other method currently available in South Africa, if not globally. Alecia's techniques and theory differ from other facilities offering makeup artist training in South Africa. Her key endeavour is to ensure that UBELLA graduates receive adequate training, including building confidence in one's own skills and the rules of engagement in the workplace. The UBELLA approach includes ensuring that when artists graduate they are self-assured, authentic professionals who put their customers first.

As the UBELLA approach is a unique one, students have to enroll for the full Makeup Mastery programme (not just one or two modules). Should you have prior experience, you may find yourself relearning habits and techniques in order to align to the UBELLA approach.

Once our students have graduated they will be able to apply any form of professional beauty makeup required and by a client, including:

- Bridal Makeup
- Photography Makeup
- Matric Farewell Makeup
- Editorial Makeup (magazines, print media, company campaigns)
- Special Events Makeup
- However, excluding special effects makeup, for example wounds, bruises, scars and other prosthetic makeup.



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Over the past decade Alecia Joubert has successfully built her own business from the ground up. The Business Management Module (Module 4 in the programme) is based on both her experience in the work place as well as academic knowledge gained during her Bcom Business Management degree, which she completed at the University of Pretoria in 2009. The programme's Business Management short course will equip students with the necessary knowledge on how to start, manage and market their own business.

The Business Management short course consist of:

- How to start your own business
- Business setup
- Knowing and understanding your target markets' wants and needs
- Internal business system
- Brand development
- Pricelist setup
- Communicating with your target audience
- Marketing your work as well as your brand
- Helpful business tools and applications on your cell phone

## **Hairstyling Mastery**

The skillset of hair and makeup are complementary to one another and our students will benefit greatly from being equally skilled in both. The Hair Academy is governed by the Makeup Academy's terms and conditions. The Hair Mastery course will follow the Makeup Mastery course and will be presented by an industry-leading hairstylist who will provide the highest standards of education in the craft and techniques of hairstyling.

COURSE DESCRIPTION:	Full time luxury hairstyling master class
COURSE DURATION:	One week
DAYS ALLOCATED:	Monday to Friday
HOURS ALLOCATED:	Seven hours per day, 09:00 – 16:00
HOME PRACTICAL TERM:	Three weeks
FINAL EXAM:	One hour



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## Graduation Benefits & Requirements

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At UBELLA, Academy of Makeup Mastery, we pride ourselves on being one of the most prestigious makeup schools in South Africa, and in order for us to maintain this status we expect and must uphold the highest-grade point average (GPA) from our students.

### **Graduation Benefits:**

Our graduates will be placed on our UBELLA database at a monthly maintenance fee of R350 (three hundred and fifty rand). As we are fully booked for over a year in advance we constantly refer clients to other artists, therefore being on our database immediately gives the makeup artist the opportunity to tap into a very large client base. Should a client request a booking for a specific date that we are already booked for, he/she can contact one of our graduates for assistance on the required date.

All graduates must supply UBELLA with their prepared digital marketing material (according to our graduates marketing material standards) as well as their business website link. The graduate's website links will be listed and placed on our website for ease of reference for client's requesting an alternative makeup artists' contact information.

Only students who have successfully completed our entire course and have graduated from our Academy, will have the opportunity to be listed on our database. This is for quality assurance purposes for our clients. UBELLA's clients book with us for very specific reasons: our highly skilled techniques, flawless lines and professional demeanor. This is also why we are able to charge our clients a higher tariff than other makeup artists do. When you are placed on our database we must be able to provide a guarantee to our clients that you have been professionally trained by our Master Educator; have met all our requirements, and that you are equipped to perform any makeup task they need from you in line with the expected UBELLA standards. The only way for us to guarantee this to our clients is by providing them with surety that you are indeed a UBELLA graduate who has fulfilled all the requirements of our stringent programme. Punctuality is a key element of the graduation requirement.



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## **Failure by a graduate to meet UBELLA ethos obligations:**

We reserve the right to immediately remove or withhold any graduate's contact information from our database and our website, and cease from recommending him/her to any client, in the event of any of the below occurrences:

- Failure to meet monthly maintenance fee requirements;
- Receipt of any negative feedback, bad reviews or complaints from clients about the specific graduate;
- Unpunctual behaviour (late by 15min) or cancellation of a client's appointment at short notice, for no legitimate reason or excuse;
- Non-compliance with UBELLA's Company Values);
- Non-maintenance of a professional image and attitude (according to our Image Benchmark) at all times;

## **Graduation requirements**

In order for a student to graduate from our facility, the following is expected:

- Achievement of a GPA of 95 percent (95%) or higher, within each level of the programme;
- 100 percent (100%) attendance at all of the scheduled class hours;
- Maintenance of a 100 percent (100%) professional image and attitude throughout the duration of the course, in accordance with our Image Benchmark;
- Punctuality throughout the course (failure to be constantly punctual will result in graduation, but no UBELLA affiliation (please see punctuality clause in the Rules of Conduct section);
- Students will be required to accompany their Master Educator to at least one client booking during their course. They will shadow and assist the Master Educator in order to experience a real-life working environment/relationship with an actual client, and thereby build on the roleplaying scenarios at the Academy;
- As part of their training programme students will be required to attend four workshops run by UBELLA, comprising two makeup and two hairstyling classes, with one of each scheduled on a weekday, and the second falling on a weekend. During the workshop they will gain practical experience of working and interacting





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with a client, and they will assist workshop participants to put into practice the makeup/hairstyling techniques for at-home application as presented by the Master Educator;

- Meet all financial obligations towards the Academy;
- Satisfy all relevant documentation requirements and obligations.

Upon completion of the above requirements, our students will be awarded with a certificate as well as a gold graduation pin to signify their achieving the status of a qualified UBELLA Makeup Artist.

## Enrolment Process

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At UBELLA, Academy of Makeup Mastery, it is of paramount importance to us that we provide our students with a superior level of education in the arts of makeup application and hair styling. After graduating from our facility, our objective is that students should be highly skilled, professionally trained artists able to work under pressure and according to strict timetables. These individuals are motivated, confident, and have the necessary business skills that empower them to go out into the field and begin building their own successful business as a Professional Makeup Artist and Hair Stylist. In line with being able to impart a quality education, we keep our classes very exclusive and only provide room for a total of 10 (ten) students per course. This ensures that our students receive the highest level of training and education by allowing us to maintain a close-knit and personal relationship with each of our students – **QUALITY OVER QUANTITY: ALWAYS**. Availability is determined on a first-come, first-served basis. For this reason, students are encouraged to enrol as soon as possible.

In order for a potential student to enrol into our professional makeup and/or hair course, the student should be 18 years of age and older, or have written parental consent. The enrolment process will start off by the completion of the online student application form (follow the link on our website). Thereafter we will request that you immediately pay a non-refundable Application and Administration fee. This enrolment fee is an administration fee that is payable upon application in order for us to process an



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application, peruse any previous art work (if there is any) and also schedule and perform an interview with the student before he/she will be admitted to our programme. The interview is put in place in order for the Master Educator to gain pertinent information from the prospective student; to determine educational and career goals; as well as to establish whether or not the applicant is a good culture/ethos fit for UBELLA (refer to Company Values). This interview will be no longer than 30 minutes and will be performed via video call or in person at our Academy's facility (head office). During the interview the student will also have the opportunity to ask the Master Educator questions regarding anything they are uncertain of, as well as discussing expectations.

In order to complete the enrolment process students must confirm that they have secured their finances to attend Academy's programme; and to sign the Enrolment Agreement as well as the terms and conditions.

## Rules of Conduct

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At UBELLA, Academy of Makeup Mastery, we aim to deliver superior quality, highly skilled and comprehensively trained professional makeup artists and hair stylists (hereafter referred to as 'artist'). Our qualified artists should always be seen as being a cut above the rest in all aspects. "A cut above the rest" extends to every single thing about our artists – from their physical appearance, their overall hygiene, attire and jewellery of choice, all the way through to include their quality of skill and talent, their attitude, professional behaviour, especially in their dealing with others, in particular their clients.

As artists, we represent the beauty industry as a whole. We are the walking advertisement of our work and what we do as a profession. In order to be taken seriously in our industry, and to command immediate respect from others, we need to present ourselves in a certain way. When people look at us we need to portray the image of a hard working professional who knows exactly what they want from life. As a keen and ambitious observer Alecia has, in her almost two decades, identified the key ingredients required to succeed and stand out in the industry. It is therefore considered mandatory that our



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students peruse and adhere to the following list of rules of professional image maintenance. All students MUST arrive for class according to the UBELLA Image Benchmark.

## **Professional behaviour and image maintenance:**

- Punctuality – our programme stops for no one. You must plan to be on time, every time. Students will need to complete an attendance register every day, indicating their time of arrival (we cannot emphasise the importance of punctuality in our industry enough – it is key to success as a makeup artist).
- Attendance at every class – on weekends and after hours. Again, our programme stops for no one. In our industry, you are NEVER allowed to just miss an appointment or to be late (see next bullet point).
- Should you miss a whole day of class, due to a legitimate reason, you are given the opportunity to watch the recorded sessions to catch up the class. This will be your responsibility and it will be assumed that you have caught up and understand the contents covered, unless you raise any queries the day after you have missed the class. In-person attendance is essential, as working as a professional makeup artist is a person-to-person profession, and growing your interpersonal skills forms part of your training.
- Your physical appearance/presentation must be in line with the UBELLA Image Benchmark.
- Chewing gum is never allowed.
- Cell phones are to be kept on silent, not on vibrate.
- Students should view the Academy as they would a normal university, where they are responsible for their own progress. The Academy premises are to be treated as a working environment.
- During the course work Academy students will also be expected to take on the role of model/client for their peers, when not fulfilling the role of makeup artist and/or hairstylist.
- When a student adopts the role of makeup artist and/or stylist, they must approach this assignment as though it were a real life scenario. This means high



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standards of courtesy and professionalism; cleanliness and hygiene; protecting clothing and being aware of the model's comfort.

- When posing as the model the student will arrive with a fresh clean face, clean dry hair and, if possible, with facial piercings removed. They are to cooperate with the makeup artist's/stylists' requests without providing opinions or advice.
- Assignments (for completion after class) are designed with the purpose of furthering the students skill and assessing the students understanding in class. It will be assumed that the assignments have been completed. Our Master Educator has gone to great lengths to make these assignments fun as well as informative and requires that they be completed the same day they have been received. This is to ensure that subject matter covered on that day is still fresh in the minds of students, and to confirm that the student have understood the theory topic covered on that particular day.
- Our students should see this Academy as they would a normal university, in other words, the Master Educator is not going to give a student a penalty if they did not do their home assignment: the proof will be in the students practical applications and when it comes to being assessed and evaluated on their work on a model/client. A lack of understanding of basic theory will not be considered as an acceptable excuse in the event that the student falls short of the Master Educators accepted level of standards at evaluation stage (the final exam). It is therefore essential to complete the home assignments, in order for the Master Educator to keep track of progress and advise on skill amendments where necessary.

## Disclaimers:

- Every person, in whatever capacity, who enters the UBELLA premises does so at their own risk. UBELLA will not be held liable for any injury or loss of private property.
- Once a student opens their product kit it becomes their property and responsibility.



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- A failure to be punctual and unreliable during the course duration will result in UBELLA not endorsing or recommending people who have graduated from the ACADEMY but have an unsatisfactory timekeeping/record of being punctual.

## DRESS CODE:

- Always classy, neat and stylish.
- Dress code is black, every day, paired with modest/simplistic jewellery.
- No blue jeans. Black jeans allowed.
- Shoes – only closed-toe or peep-toe shoes allowed.
- No sandals.
- Underwear must always be concealed.
- Skirts – no shorter than mid-thigh.
- Shorts – only corporate shorts.

PLEASE TAKE NOTE: Should a student miss a whole day of class, due to a legitimate reason, they are given the opportunity to watch the recorded sessions to catch up the class. This will be the student's responsibility and it will be assumed that they have caught up and understand the contents covered, unless they raise any queries the day after missing the class. In-person attendance is essential, as working as a professional makeup artist is a person-to-person, practical application profession, and growing a student's interpersonal skills and being able to assist them in person as they learn the art, forms part of the Academy's training.

Our programmes stop for no one and there is no grace for students lacking in punctuality after hours and/or over weekends. This rule is put in place for the very important reason, that in our industry, you are NEVER allowed to just miss an appointment with a client. You should plan ahead, take care of your body and your health so that you are always able to honour your word and commitments towards your client at ALL TIMES. Furthermore, when you miss or are late for an appointment, that is probably the last time you will be booked by that particular client, and you will damage the relationship and lose the potential income from a loyal client.



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NB: A student is responsible for catching up any class they have missed, and it will be assumed that they are up to date when attending the daily classes that form part of the programme. If they are not up-to-date and therefore not able to complete the practical without any refund whatsoever.

UBELLA reserves the right to expel students, who do not behave in accordance with our company values which state that a UBELLA student/graduate is always punctual, on time, trustworthy and always keeps their word. Should a student fail to live up to these values, they show themselves to be a poor corporate culture fit for UBELLA, and cannot represent the brand in any way or form.

It is mandatory that every UBELLA student, as well as a witness or their parents/primary OR caregivers/guardians read and accept these written Rules of Conduct.

Signed by

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Master Educator

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Student

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Guest Lecturer

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Witness/Parent/Guardian



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## Company Values

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Having clear company values helps ensure that both company employees and students work towards the same goals. Our core values support the company's vision and shape its culture. By living these core values we will be able to build strong teams and personal connections, deliver excellent customer/client service and foster innovation. In essence, our company values are the beliefs, philosophies, and principles that guide and drive our business. They impact employee and student experiences that we deliver, as well as the relationships we develop with our clients/customers. Our company values also assist in differentiating us from our competitors. All UBELLA employees and students should honour these company values in everything they do, as this is the key to building trust in the workplace. Our company values reflect what we at UBELLA stand for, therefore every decision you make should be in alignment with the company values. Each of our employees and students – from top leadership to entry-level – becomes accountable for their decisions by asking a simple question: **does this decision reflect our values?** Most importantly, our company values drive our business and guide everyone involved in the organisation to reach their own goals as well as those of the company.

The values UBELLA stands for are:

- Integrity
- Punctuality
- Honesty
- Ethical
- Loyalty
- Fairness
- Boldness
- Trustworthiness



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- Reliable
- Accountability
- Learning
- Respect
- Patience
- Timeliness
- Customer Experience
- Superior Quality Customer Service
- Passion
- Balance
- Fun
- Discipline
- Humbleness
- Ownership
- Result Oriented
- Constant Improvement
- Leadership
- Hard work
- Inclusivity
- Diversity
- Employee & Student Development
- Innovation
- Quality
- High Standards
- Teamwork
- Simplicity
- Collaboration & Partnerships
- Idealism
- Courage
- Confidence
- Unselfishness
- Self-Discipline
- Self-Respect
- Dedication
- Keeping your word





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## Image Benchmark

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At UBELLA it is of the utmost importance that our employees as well as students look professional and presentable at all times. At UBELLA we not only represent a part of the beauty industry but we are also a walking advertisement of our talent and skills as artists. In light of this, all employees as well as students at UBELLA should be well groomed, have polished appearance and look professional at all times.

### DRESS CODE:

- Always classy, neat and stylish.
- All students should arrive for class every day wearing all black paired with modest/simplistic jewellery.
- Blue jeans not allowed. Black jeans allowed.
- Shoes – only closed-toe or peep-toe shoes allowed, no sandals.
- Underwear may never be showing in a distasteful manner.
- Jewellery - fine and minimal.
- Skirts – no shorter than mid-thigh.
- Shorts – only corporate shorts.

### GROOMING:

#### HAIR

Clean, neatly styled, no more than two centimetre re-growth (except if you are wearing a Balayage or Ombre hairstyle).

#### MAKEUP

Neatly done every day, natural or over-the-top is allowed. Bare face is never allowed.

#### FACE

Eyebrows should always be maintained as well as excess facial hair.



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## NAILS

Hands and feet should at all times be neatly manicured and pedicured. Natural nails with clear/colour nail polish overlay or gel or acrylic nails is allowed. Conservative colours and length. Nothing crazy.

## BODY

People should always smell nice, legs and under-arms should be shaved when those parts are showing, eyebrows should always be shaped and maintained, facial hair should be groomed, body should be well moisturized, skin should always be taken care of.

Body piercings and tattoos – are allowed as long as the student maintains a professional corporate image. If there are many body piercings, the student may be asked remove these, when posing as a model for another artist if the artist is unable to perform his/her assignment correctly as the piercing/s hinder the process and/or outcome of their work.

## **HEALTHY LIVING**

As artists we have a very important responsibility towards our clients. The events that we are booked for by a client can range from a wedding, matric farewell, year-end function, photoshoot to a mini makeover for a special night out or just for the client to feel better. Regardless of occasion, these events include a specific date, time as well as a lot of other vendors who form part of that particular event. For example: a wedding is scheduled for a specific date and starts at a certain time. During this wedding there is a photographer, videographer, dress designer etc. present, all of whom have a specific task they must deliver on this specific date. The bride depends on you as the artist to assist in making her wedding day probably the most special she will ever have.

The point is, that a UBELLA Artist will never drop a client on their special day by not showing up for the services requested, due to illness that could have been prevented if the artist had taken better care of their body and their overall health.

Alecia Joubert aims to live by example, by maintaining a healthy diet, drinking a lot of water and exercising three to five times every week, in order to keep her body strong



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and healthy so that she is able to perform all tasks expected from her in a timeous manner.

The term “overall health” does not mean that we are demanding that an artist be skinny – our definition is that the artist should take care of their body and health so that they do not get sick or tire easily, and are able to fulfil the work of an artist which requires many long hours on their feet.

## Marketing Material Standards

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During the fourth module of our makeup course, our students will learn exactly how to showcase their work for marketing purposes. At UBELLA we have a very specific way of displaying our work. See your work as an art gallery, and every time a prospective client views your work on your website or on your social media platform, you are inviting them into your art gallery. How you display your work says a lot about you as person as well as what quality of work the prospective client can expect when they make use of your services. If the photographs of your work are messy, have no sequence or similarities, are taken in poor lighting and attention to detail is absent, this will send a really poor message to a prospective client. It sends the message that you, as the artist, are unorganised, rushed, have a no-care attitude and you are not meticulous about your work. This tells the client that you might not pay attention to the small and very important details when doing their makeup and/or hair.

For you to be considered as a UBELLA Professional Artist and therefore be able to ask a higher fee than other artists in our industry, you **HAVE TO CONTINUE TO EARN** that privilege. You need to continually exude excellence in literally everything you are and do.

This goes from:

- Physical Appearance: how you take care of yourself, how you dress, how you apply your own makeup, your health and self-grooming;
- Makeup Kit: is your makeup kit taken care of, clean and organised;



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- Prepared: how you are organised in every way, you are never allowed to forget anything;
- Punctual: you should always arrive on time, never early never late, respect your client in every way;
- Mannerism: how you carry yourself, friendliness, language, tone of voice, patience and professional demeanour
- Work: your work needs to be perfect and on point every time, no exceptions, you do not stop when you are tired, you stop when you are done. A UBELLA Artist will never be allowed to go out for a smoke break during the time period that he/she is delivering a service. There is nothing worse than a client having to sit through their hair and/makeup being applied/styled by a person who smells of tobacco smoke.

The aim is for our students, after graduating from our Academy to emulate their Master Educator – an objective that is taken very seriously. As a contributor to the image of UBELLA, it is expected of you to publish and post your work according to the marketing material standards that you would have learned in your fourth module. Only if your work resembles these standards, will it be used and published by UBELLA in order to promote you as a UBELLA graduate and professional artist.

UBELLA freelance makeup artists, who have elected to work under the UBELLA umbrella, will be granted the right of usage of the UBELLA logo on their marketing material, with applications required to be in line with the UBELLA branding guidelines. UBELLA freelancers will also be required to tag UBELLA social media handles and shared hashtags.



## Attendance Policy

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At UBELLA, Academy of Makeup Mastery, we are extremely strict when it comes to our students punctuality and attendance, as this plays a critical role when becoming a professional artist. You can NEVER arrive late for ANY client. All UBELLA students should arrive 15 minutes prior to the class starting time, perfectly presented and ready for the class to commence. According to our graduation requirements, punctuality makes up 20% of your total and final marks.

Please note: Neither traffic nor load shedding will be considered as a valid excuse for being late. These are day-to-day occurrences in South-Africa, and we need to plan ahead, factoring these elements in, at all times.

Potentially valid reasons for being late or for missing class:

- Severe illness (a doctor's note will be required. Flu, headache, stomach pain/cramps, period pain, nausea and other mild cases like these will not be considered as being severe)
- Car accident
- Unexpected road block
- Sudden loss or severe illness of a family member
- Should you miss a class, you are able to catch up by watching the recordings. This is your responsibility. Classes will continue as per the course layout.



## Probation and Termination Policy

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UBELLA, Academy of Makeup Mastery, is considered one of the top and most prestigious makeup and hair styling schools in South Africa. As such we aim to maintain the highest standards in all areas of our company. We believe that by maintaining high-level expectations from our students, this will only bring out the best in them and give our students the edge, with a reputation for being a cut above the rest, once they have successfully graduated from our Academy.

That being said, at this school there will be zero tolerance for any poor, disrespectful or disobedient behaviour towards anybody (this counts for anyone, not only the students, but also their parents, primary caregivers or guardians), rules of conduct violations, violation of local laws or failure to meet financial obligations. We want all of our students as well as our personnel to feel completely safe and happy at all times. At the discretion of our Master Educator, a student may be placed on probation or dismissed, and the enrolment terminated, for violating any or all of the aforementioned rules and/or laws, or displaying any forms of misbehaviour.

A student will be placed under probation for the following reasons:

- Arriving late for scheduled classes – punctuality is a mandatory requirement to perform the role of a professional makeup artist as well as hairstylists;
- Displaying rude and/or disrespectful behaviour towards anyone at this school;
- Not cooperating in class;
- Not complying with our Image Benchmark or Company Values;
- Violating our Rules of Conduct;
- Violating any local/national laws (e.g. being under the influence of alcohol or any form of drug (this includes cannabis, weed or marijuana), possession of drugs/alcohol/weapons etc.); and
- Failure to meet financial obligations towards UBELLA.



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We reserve the right to immediately dismiss and terminate a student from our programme without any warnings or probation if a student:

- Physically assaults or abuses anyone at our facility;
- Displays acts of vandalism in any way or form;
- Is under the influence of drugs;
- Is in possession of drugs or is selling drugs at our facility;
- Displays signs of threatening behaviour or actions towards anyone at our facility, both verbally and/or physically;
- Is placed under probation more than once, after being given a warning.

Please note: Master Educator and owner of UBELLA Academy of Makeup Mastery, Alecia Joubert, hereby reserves the right to execute above mentioned probations and terminations at her sole discretion. Alecia's decision is final and will not be questioned or deterred by any threats made against her or the Academy by any parent, husband, wife, caregiver, relative or any party brought forth by the accused student.



# UBELLA

Academy of Makeup Mastery

## Cancellation & Refund Policy

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At UBELLA, Academy of Makeup Mastery, we receive applications from potential students up to a year in advance. With this high demand the Academy has to be extremely strict when it comes to cancellations and refunds. In order for a student to enrol into our programme there will be one fee payable immediately – namely the “enrolment fee” and, once a potential student has been approved by the Master Educator, there will then be two fees payable immediately – a 50% course deposit and payment of 100% of students professional makeup kit fee.

1. Enrolment fee – this is an administration fee that is payable upon application in order for us to process your application, peruse your previous art work (if there is any) and also schedule and perform an interview between yourself and the Master Educator before you can be admitted to our programme.

The interview is put in place in order for the Master Educator to establish whether or not the applicant is a good corporate-culture fit for UBELLA (refer to Company Values). This interview will be no longer than 30 minutes. During the interview the Master Educator will ask the applicant a number of questions in order to get to know the applicant and understand their expectations of our training facility, and also to ensure that the applicant understands and is aware of specific rules and regulations set out in the UBELLA terms and conditions. The student will also have the opportunity to ask the Master Educator questions regarding any topic they are uncertain of. The Master Educator reserves the right to deny an applicant from enrolling at the UBELLA facility should she feel and believe that this particular applicant is not a good corporate-culture fit, if the applicant is not serious about becoming a professional artist, or shows signs of disrespect etc.

In the event that the applicant is not successful, they will be refunded 70% of the their enrolment fee.





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2. 50% course fee deposit - This will be 50% of the total amount of the course fee, this is excluding the makeup kit fee. After receipt of the students 50% course fee deposit, the student will receive a secure enrolment position into a specific course. The remaining 50% of the course fee is payable 20 business days (one month) prior to the students course commencement.
3. 100% professional makeup and/or hair kit fee – UBELLA is very specific in its approach and focused on quality control in all areas, especially when it comes to the quality of the makeup and hair kits we provide our students. For this reason we do not stock copious amounts of makeup and hair products in a store room (that makeup and hair products could reach expiration date during that time of storage). Only once a student has successfully enrolled for a course at UBELLA, will the order, for all makeup and hair products that will be placed in their makeup and hair kits, be placed. For this reason, we require payment, for the makeup and hair kits, in full and upfront.

Should the student opt to cancel the entire training programme/course before the first day of attendance then the following terms apply:

- Cancellation period longer than 40 business days (two months) notice will have a full refund of the 50% course deposit and kit fee.
- Cancellation within the 40 business day period before the course/programme commences, but not shorter than 30 business days will have a refund of half (50%) of the course fee deposit and 50% refund of the makeup kit fee (as the students makeup kit would have already been ordered and prepared for the student by UBELLA).
- Cancellation within the 14 business day (2 weeks) period, prior to the starting date of the course will have 0% refund of neither the course fee nor the makeup kit fee. Should the student wish to reschedule and attend another course provided within a more suitable time, the student may do so.
- All applicable refunds will be made within 30 business days after the course cancellation date.



# UBELLA

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Students may withdraw from a course after instruction has commenced but will receive no refund for either their course fee or their makeup or hair kit fee.

In the event that a student has been expelled from our Academy for any of the below listed reasons, then we reserve the right to refuse any refunds of any kind to that particular student. By committing any of the below, a student not only shows that he/she is disrespectful and a potential threat to our Academy, our ethos, and our schools reputation, but also that this particular student has wilfully wasted the Academy resources time and abused any goodwill.

- displaying any poor, disrespectful or disobedient behaviour;
- violating UBELLA's rules of conduct;
- violating any local laws (drug usage, being under the influence of any drugs or alcohol, possession of drugs/alcohol/weapons etc.);
- any of the reasons mentioned in our probation and termination policy;
- failure to meet financial obligations towards UBELLA

## Cancellation of Class

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It is possible that class may be cancelled due to unforeseen circumstances – such as severe illness or the Master Educator or any other educator being involved in an accident. When such events beyond the control of the Academy (e.g. in the event of a pandemic like COVID 19) result in class cancellation, the hours will be made up at the next available opportunity, at the schools discretion.

Therefore, UBELLA reserves the right to inform our students at short notice that class has been cancelled for a certain period of time due to such unforeseen circumstances and events beyond our control. In the event of such an unforeseen circumstance, we will communicate new dates and times to our students and at the next available opportunity will make up for the total hours that have been cancelled. This may, in some cases, include weekends.